

# English

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Self Learning Series



राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान

**NATIONAL INSTITUTE OF OPEN SCCHOOLING**

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**Writer**  
**Mr. Amit Mishra**  
**PGT (English)**  
**M.A., (Eng.) B.Ed.**

**Mr. Raj Singh Patel**  
**PGT English**  
**M.A. (English), LLB**

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## GRAMMAR

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Essay writing

Tens (all3) note making summary  
Fill in the blanks  
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# PREFACE

This book has been designed as an indispensable for the students care has been taken that the answers to the questions are written in a proper form and as per the marking Scheme suggested by the NIOS.

Now the new simplified series that is based on latest syllabus is in your hand. We try our best to make this book simplify and easy as candidates can earn good marks with short snaps of study.

We have covered important Text, Grammar, writing. ESP all the important aspect.

“Best of luck to all may Reader”.

# CHAPTER - 1

## MY FIRST STEPS

### SUMMARY OF THE CHAPTER

Sunil Gavaskar thanks his relative, Mr. Narayan Masurekar for helping him. It is due to him that he became a cricketer and writer. He came in Gavaskar's life right from his birth. He saved Gavaskar from the fisher woman.

The author wonders what would happen if Narayan Masurkar had not dedected him. In that case, he would have been a fisherman. Gavaskar recollects his childhood cricket-playing days. One day, his ball broke his mother's nose. He was frightened. But his mother did not bother. She washed her face. The bleeding stopped. They continued the game. Cricket was in his blood. His parents helped him in game. His uncle, Madhav Mantri played for India in four official tours. He advised the author to work hard. The author did not forget his advice. From the very beginning Gavaskar wanted to become a batsman. He hated losing his wicket. He would fight and quit the field. This brought the game to an end other boys called his names. But soon they were friends again. His early friends were the Ambaye brothers, the Mandrekar brothers, etc. Gavaskar made team of his neighbours. They all had much interest in trophies.

सुनील गावस्कर अपने रिश्तेदार श्री नारायण मसूरेकर की सहायता करने के लिए धन्यवाद करता है। उन्हीं के कारण वह क्रिकेट का खिलाड़ी और लेखक बना। वे उसके जीवन में जन्म से ही आ गये थे। उन्होंने गावस्कर को मछलीवाली से बचाया। लेखक सोचता है कि यदि नारायण मसूरेकर ने उसका पता न लगाया होता तो वह क्या बनता। उस स्थिति में वह एक मछुआरा बनता। गावस्कर अपने बचपन को क्रिकेट खेलने के दिन याद करता है। एक दिन उसकी गेंद से उसकी माँ की नाक टूट गई। वह डर गया लेकिन उसकी माँ ने चोट की परवाह न की। उसने अपना मुँह धोया। खून बंद हो गया। उन्होंने अपना खेल जारी रखा। क्रिकेट तो उसके रोम-रोम में समाया है। उसके माता-पिता ने उसको खेलने में मदद की।

उसके चाचा माधव मंत्री ने भारत के लिए चार सरकारी मैच खेले। उन्होंने गावस्कर को घोर परिश्रम करने की सलाह दी। गावस्कर शुरू से ही बल्लेबाज बनाना चाहता था। उसे खेल हारने से घृणा थी। हारने पर वह लड़ने लगता और मैदान छोड़कर चला जाता। इस प्रकार खेल खत्म हो जाता। दूसरे लड़के उसे गालियाँ देते लेकिन वे जल्दी ही पुनः मित्र बन जाते। लेखक के बचपन के क्रिकेट के मित्र थे अंबाई भ्राता एवं मंड्रेकर भ्राता आदि। गावस्कर अपने पड़ोसियों की टीम बना लेता। उन सबको टूर्नामेंटों का बहुत शौक था।

### TEXTUAL AND IMPORTANT QUESTION

**1. When was Sunil Gavaskar born?**

**Ans.** Sunil Gavaskar was born 10th July, 1949.

**2. What was the horrible thing that happened the next day?**

**Ans.** The next day, Sunil's uncle saw that baby had been exchanged with another. The child had no hole on his lobe.

**3. Where was the missing child found?**

**Ans.** The missing child was found sleeping beside a fisher woman. She was not aware of what had happened.

**4. What lesson did his uncle teach him?**

**Ans.** His uncle taught him to work hard to become a great player.

**5. Which Souvener did Gavaskar like the most?**

**Ans.** The author liked the stumps the most. The stumps had autographs of Indian and English team. They played matches in 1952.

# CHAPTER - 2

## LEISURE

### SUMMARY OF CHAPTER

This life is useless if it is full of worries. We have no time for anything. We are short of time even to stand under trees and see sheep or cows. We have no time to see even playful squirrels. We find no time to appreciate dance by beautiful feet. We do not find time to see someone smiling. Our life is really poor. It is full of cares.

यह भी क्या जीवन है। यदि चिंता से पूर्ण हो;  
हमारे पास खड़े होने तथा टकटकी लगाकर देखने का भी समय नहीं है?  
कोई समय नहीं शाखाओं के नीचे खड़े होने का  
तथा लंबे समय तक भेड़ों तथा बकरियों को टकटकी लगाकर देखने का,  
कोई समय नहीं उन जंगलों को देखने का, जहाँ से हम गुजरते हैं  
जहाँ गिलहरियाँ अपने दाने छिपाती हैं।  
कोई समय नहीं सौन्दर्य (प्रकृति व युवती के) की झलक देखने को,  
तथा उसके पैरों को देखने का, वे कैसे नृत्य करते हैं।  
कोई समय नहीं इंतजार करने का जब तक कि उसका मुख  
उस मुस्कान को स्मृद्ध करे जो उसके नेत्रों ने प्रारंभ की  
यह तो एक अभागा या निर्धन जीवन है, यदि चिंताओं से पूर्ण है  
हमारे पास समय नहीं है खड़े होने तथा गौर से देखने का।

### TEXTUAL QUESTIONS

#### ♣ DISCUSSION

**Why does the poet want us to have some free time/leisure?**

**Ans.** The Poet wants us to have some free time/leisure time so that we could stop and see the natural beauty as well as could care for it.

**Now read the first four lines again.**

1. What is this life is full of care
2. We have no time to stand and stare?
3. No time to stand beneath the boughs.
4. And stare as long as sheep or cows.  
taken

## ◆ INTEXT QUESTION 2.1

Answer the following Questions :

**Q.1. What do you understand by the word 'care' in the first line?**

प्रथम पंक्ति में 'care' शब्द से कवि का क्या अभिप्राय है?

**Ans.** Care means worries/responsibilities/anxieties.

**Q.2. What does the poet mean by the phrase 'stand and stare'? Pick out the correct answer from the three alternatives given below : It means :**

'Stand and Stare' फ्रेज से लेखक का क्या अभिप्राय है? दिए गए तीन विकल्पों में से सही उत्तर चुनें। इसका अर्थ है:

(a) Looking at things unblinkingly

(b) Looking at the beauties of nature and enjoying them

(c) Lost in thought looking at nothing

**Ans.** (b) looking at beauties of nature and enjoying them.

**Q.3. What is it that sheep and cows do for which we have no time?**

भेड़ें और गायें क्या करती हैं? कवि के अनुसार भेड़ें और गायें हम से किस प्रकार अच्छी हैं?

**Ans.** Sheep and cows have time to stand and stare but we don't have any time for that.

## ♣ DISCUSSION

**We will, now, read the next four lines.**

5. No time to see when woods we pass

6. Where squirrels hide their nuts in grass.

7. No time to turn at Beauty's glance

8. And watch her feet, how they can dance.

## ◆ INTEXT QUESTION 2.2

**Q.1. What does the poet think we Need time for in :**

**Lines 5 to 6 .....**

**Lines 7 to 8 .....**

**Ans.** Lines 5 to 6 to see the squirrel hide their nuts in the grass.

Lines 7 to 8 to turn at Beauty's glance and watch her dancing feet.

**1. What do you understand by the word care in the first line?**

**Ans.** Care means worries/responsibilities.

**2. What does the poet mean by the phrase "stand and stare"? Pick out the correct answer from the three alternatives given below. It means?**

**Ans.** Looking at beauties of nature and enjoying them.

**3. What is it that sheep and cows do for which we have no time?**

**Ans.** Sheep and cows have time to stand and stare but we don't have time for that.

**4. How do the beauties dance? (Think of tall trees, grass, waves etc).**

**Ans.** Beauty dances in the form of trees waving in breeze. leaves and moving waves. Also we see beauty dancing in the flight of birds, dancing of peacocks on, floating stream, falling spring. Snow-fall and in many other things.

**5. Can you think of two more examples of personification?**

**Ans.** (i) The trees stand tall with their heads held high.

(ii) Mountains speaking to the sky.

# CHAPTER - 3

## DEAR FATHER

Dear Father,

I am writing you in response to your letter. I have been given second rank. You advised me to think before answering questions. This loss of rank is due to your advice.

Father, you are highly educated. But do you apply Pythagoras theorem or Newton's Law of Gravity in your daily life. My grandfather tells me of his carefree childhood. For him, experience was first and studies second. But she is always tense and nervous. Do you think literacy is the cause of all troubles.

Father! my rose plant was about to die. I asked my Biology teacher how to save it. She got angry. She advised me to ask the gardener. What is the use of this education? I should know about daily chores of life.

I asked my grandmother the secret of her wisdom. She replied it was experience. Father, I lost my rank due to Grammar. In our daily life, we are forced to believe many things. This is why I lost my first rank.

प्रिय पापा,

आपके पत्र के उत्तर में यह पत्र लिख रहा हूँ। मुझे कक्षा में दूसरा स्थान मिला है। आपने मुझे सलाह दी थी कि उत्तर देने से पहले सभी प्रश्नों को ध्यान से पढ़ा करो। यह अंकों की हानि मुझे आपकी सलाह के कारण हुई है।

पापा, आपने उच्च शिक्षा पाई है। परंतु क्या आप जीवन में पाईथागोरस की थीओरिम अथवा न्यूटन की रिलेटिविटी का कोई उपयोग करते हैं। दादा जी अपने बचपन की चिंता रहित जिंदगी के विषय में बताते हैं। उनके लिए अनुभव का स्थान प्रथम था और अक्षर ज्ञान दूसरे नम्बर पर।

मेरी दादी बहुत पढ़ी-लिखी नहीं है। लेकिन वह अपनी दिनचर्या बड़ी शांति से गुजारती है। मेरी माँ तो उच्च शिक्षा प्राप्त हैं। लेकिन वे हमेशा तनाव ग्रस्त और घबराहट में रहती हैं। आपके विचार से क्या इन सब परेशानियों का कारण शिक्षा है?

पापा जब मेरा गुलाब का पौधा सूखने लगा तो मैंने वनस्पति विज्ञान के शिक्षक को उसे बचाने का उपाय पूछा। जिस पर वे नाराज हो गईं और माली की सलाह लेने के लिए कहा। भला ऐसी शिक्षा का क्या लाभ है?

मैंने दादी से उनकी बुद्धिमत्ता का राज पूछा। दादी ने बताया कि इसका राज है उनका अनुभव पापा, मैंने अपना प्रथम स्थान व्याकरण की गलती के कारण खो दिया है। हमें दैनिक जीवन में बहुत सारी ऐसी चीजों पर विश्वास करने को कहा जाता है। इसी कारण से मेरा प्रथम स्थान जाता रहा।

### QUESTIONS: TEXTUAL QUESTION

1. (a) Who has written the letter?  
(b) Who is it written to?  
(c) Why has it been written?  
(d) What had his father written?

Ans. (a) Rahul has written this letter.

- (b) It is written to his father.
- (c) It has been written because he lost his 1st rank.
- (d) His father had written to pay more attention to his studies.

**2. Are Pythagoras Theorem, and Newton's Law of Gravity important to all of us in our daily lives? Why do you think we all learn about them?**

**Ans.** No, they are not. We learn them for general knowledge.

**3. What kind of life did the writer's grand father lead when he was a small boy? What was considered important in those day?**

**Ans.** The author's grandmother/father lead a happy life. It was full of enjoyment. Practice experience was considered important in those days.

**4. What does the writer think is wrong with his education? What would he really like to learn about?**

**Ans.** According to the writer our education system has no relation with practical life. He wishes that our education should be useful in our daily life.

**5. What did he write about?**

**Ans.** He writes about his performance in the examination.

**6. What opinion does the writer hold about the teachers in general?**

**Ans.** Rahul criticise is the teacher's community. He uses Sarcastic language for them. He lost one quarter mark simply for his teachers whim and blames his teacher for losing 1st rank.

# CHAPTER - 4

## FUEL OF THE FUTURE

This lesson is about fuel which is a potential fuel of the future. Our present petroleum fuels are non-renewable free from pollutants. On such fuel is wind energy. Wind energy cannot get exhausted. Its kinetic energy is converted into mechanical energy to run various machines. All over the world the wind is being looked as the future fuel. Wind energy was used in ancient world. Americans had been using wind as fuel since 19th Century. Other countries like Denmark, Netherlands and many other countries in the west use wind energy for producing electricity and running other machine for grinding and pumping. In India too, States like Tamil Nadu are encouraging wind as the prospective. Source of energy in the future Indian states like Gujarat, Tamilnadu, A.P. and Kerla it has abundant wind energy which can be used in future for energy purposes. Wind energy has many drawbacks also like it cannot be regularly as some time wind stops blowing. The noise problem/pollution produced by rotating blades of wind mills, cutting of birds, those who fly into blades are some prominent drawbacks which needs to be worked on.

यह पाठ भविष्य में संभावित ईंधन के संदर्भ में हैं। हमारा वर्तमान पेट्रोलियम ईंधन नवीनीकरण नहीं है। इसलिए विश्व उन ईंधनों की ओर आकृष्ट रहा है जो कि नवीनीकरणीय है और प्रदूषरहित हैं। एक ऐसा ही ईंधन है-पवन ऊर्जा। पवन ऊर्जा कभी भी समाप्त नहीं हो सकती। इसकी गति ऊर्जा को यान्त्रिक ऊर्जा में परिवर्तित करके विभिन्न मशीनों को चलाया जा सकता है। विश्व भर में पवन ऊर्जा को भविष्य के ईंधन के रूप में देखा जा रहा है। प्राचीन समय में भी पवन ऊर्जा को प्रयोग किया जाता था। अमरीकी लोक 19वीं शताब्दी के अन्त से ही पवन को ईंधन के रूप में प्रयोग कर रहे हैं। अन्य देश जैसे डेनमार्क, नीदरलैंड और पश्चिम के अन्य कई देश पवन ऊर्जा को बिजली कौर अन्न पीसने व पम्प करने वाली मशीनों को चलाने के लिए प्रयोग कर रहे हैं। भारत में भी तमिलनाडु जैसे राज्य पवन ऊर्जा को भविष्य के संभावित ऊर्जा के स्रोतों के रूप में प्रोत्साहित कर रहे हैं। भारतीय राज्यों जैसे गुजरात, तमिलनाडु, आंध्र प्रदेश और केरल आदि में पवन ऊर्जा प्रचुर मात्रा में उपलब्ध है जो कि भविष्य में ऊर्जा के विभिन्न उद्देश्यों के लिए प्रयोग हो सकती है। पवन ऊर्जा में कई कमियाँ भी हैं जैसे कि इसे हर समय प्राप्त नहीं किया जा सकता क्योंकि कभी-कभी पवन बहना बंद हो जाती है। कभी-कभी घूमती हुई पवन-चक्कियों के फलकों द्वारा किया गया शोर और प्रदूषण और पवन-चक्कियों के फलकों में उड़ कर कट जाने वाले पक्षी आदि कुछ प्रमुख कमियाँ हैं जिन को कि सुधारे जाने की आवश्यकता है।

### TEXTUAL QUESTION

**1. Name the European Countries that use wind energy.**

**Ans.** Denmark, Netherlands.

**2. When and what Purpose were windmills used in America?**

**Ans.** In America the windmills were mostly used to pump water for farms and ranches during the late 19th Century.

**3. Name the first Indian state that used wind energy. Can it be used elsewhere?**

**Ans.** The first Indian state to use wind energy was Tamilnadu. Wind energy can also be used in Gujarat, Andhra Pradesh, Keral and Hilly areas of Maharashtra.

**4. How does research help in popularizing the use of wind energy?**

**Ans.** Research helps find new sites for utilization of wind power. It also checks the results.

**5. What irique place does Indian have in relation to wind energy?**

**Ans.** India is one of the countries using wind energy. It is the only country in the world having Ministry for Renewable Energy Resources. It has done much technical development in this field. It is word's fifth largest producer of wind energy.

**6. Name some source of clean energy.**

**Ans.** Wind energy. Solar energy, tidal energy and powers energy etc.

# CHAPTER - 5

## MY GRANDMOTHER HOUSE

एक घर था। क्वायित्री अपनी दादी के साथ वहाँ रहती थी। उन दोनों में अभूतपूर्व प्रेम था। लेकिन उसकी दादी की मृत्यु हो गयी। अब उसको प्यार करने वाला कोई नहीं है। अब वह बहुत परेशान है। वह अपने अच्छे दिनों को याद करती है। वह दादी और घर को याद करती है। वह चाहती है कि कोई उसको दादी जैसा प्यार करें।

There is a house. The poetess lived there with her grandmother. She received immense love from her. The woman died. The house became silent. Now snake move in the house. She is very upset. The poetess thinks of happy days. She is reminded of every thing in the house. Now, she begs for love from strangers.

### TEXTUAL QUESTION

**1. What happened to the house after the grandmother died?**

**Ans.** After the death of grandmother, the house withdrew into silence.

**2. Why was the poetess not able to read the bode?**

**Ans.** The poetess was too small to read the books as she was very young.

**3. Why did Kamla Das want to go back to her grandmother's house?**

**Ans.** The poetess wants to visit her grandmother's house. She has great attachment for it and wants to peep into the windows. She would like to listen to the silent music inside. The house is now deserted. Only snakes move in.

**4. What happened to the poetess when her grandmother died? Why?**

**Ans.** After the death of grand mother, the poetess became lonely. Her blood became cold. Absence of grandmother was unbearable to her. She was half-dead.

# CHAPTER - 6

## A CASE OF SUSPICION

Dr. Benson was a country doctor. He received a telephone call. It was 2 a.m. of wintry night. Mrs. Ott had summoned him the doctor wonders why Mrs. Ott always gave birth on wintry nights. The car started with difficulty on his way, he saw a man. He invited the man into the car. The man carried a small pocket. He was rather thin. His eyes were filled with water. He asked for a cigarette. The doctor obliged him.

The man introduced himself as a mechanic. His name was Evans. He was going to Detroit He was out of job. He was looking like cat eyes?

The doctor looked his watch to know the exact time. Dr. thought that Evans had Stolen it. He demanded his watch at gun point. Therefore Evans had given him his own Watch.

The doctor reached Ott's house. Mrs. Sorely had already delivered. The Dr. relate of his story there. He took out the watch to see the time. But he watch was not his. It was presented to Evans for his personal bravery. The doctor was shocked do discover this fact.

डा. बैन्सन ग्रामीण क्षेत्र के डाक्टर थे। उन्हें टेलीफोन पर एक संदेश मिला। सर्दियों की रात थी और 2 बजे थे। मिसेज ओट ने बुला भेजा था। डा. को आश्चर्य हुआ कि मिसेज ओट हमेशा सर्दियों की रात में ही बच्चा क्यों जानती हैं। कार मुश्किल से चालू होती है। रास्ते में डॉक्टर को एक आदमी दिखाई दिया। उसने उस आदमी को कार में बैठने के लिए आमन्त्रित किया। उस आदमी के पास एक छोटा-सा पैकेट था। वह आदमी दुबला-पतला था। उसकी आंखें पानी से भरी हुई थीं। उसने एक सिगरेट मांगी। डॉक्टर ने उसे सिगरेट का पैकेट दे दिया।

उस आदमी ने बताया कि वह एक मिस्त्री है। उसका नाम इवान्स है। वह डीट्रॉयट जा रहा है। वह बेकार था। डॉक्टर ने देखा कि उस व्यक्ति का चेहरा बिल्ली की भाँति है।

तभी डॉक्टर ने अपनी घड़ी टटोली। लेकिन वह अपने स्थान पर न थी। उसे शक हुआ कि इवान्स ने उसकी घड़ी चुरा ली। उसने अजनबी पर पिस्तौली तान कर अपनी घड़ी माँगी। अजनबी ने अपनी घड़ी डॉक्टर की जेब में रख दी। इसके बाद बैन्सन ने उसे कार से बाहर धकेल दिया।

डॉक्टर 'ओट' के घर पहुँचा। श्रीमति सोरले पहले ही बच्चा जन चुकी थी। डॉक्टर ने घड़ी निकाली। यह तो उसकी नहीं थी। यह घड़ी तो इवान्स की निजी वीरता के बदले भेंट की गई थी। जब डॉक्टर को इस बात का पता चला तो वह बहुत दुखी हुआ।

### TEXTUAL QUESTION

**1. Did the doctor receive prompt payment? How do you know?**

**Ans.** No, the doctor did not receive prompt payment 'Mr' Sorley was a late pay master. He was always 2 or 3 babies behind in payment of his baby bills.

**2. Why did the doctor invite the man in the car?**

**Ans.** Dr. Benson was going to attend the call of Mrs. Sorley. She was about to deliver a child. It was a long drive. The night was cold. The road was deserted. The doctor felt lonely. He wanted somebody to

talk. He saw a man on the road and invited the stranger inside the car. The man agreed. Dr. Benson was happy to have someone for company.

**3. At what time did Dr. Benson receive the call?**

**Ans.** Dr. Benson received the call at 2 p.m. It was the cold month of November.

**4. Why did the doctor turn Evans out of his care?**

**Ans.** Dr. Benson could not find his watch. He thought that Evans had stolen it. He obtained Evans watch by force then he forced him out of the car.

**5. Where was the sorley farm? Who helped him to reach it?**

**Ans.** Sorley farm was situated at the hills. Sorley's son helped the doctor to reach there. He had a lantern in his hand and helped the doctor to cross the bridge.

**6. Did the doctor have any difficulty with the patient? How do you know?**

**Ans.** No, the doctor had no difficulty with his patient. It is clear from the following words" "There was no need for the instrument in the long bag."

**7. What was the Dr's impression about Evans?**

**Ans.** Dr. Benson doubted Evan's integrity and thought that Evans was a bad character.

## MY SON WILL NOT A BEGGAR BE

The author became blind at the age of there and a half. He had no memories of sight. The relatives poured into their house to sympathise with the blind child. This irritated his father. He sought a transfer to Karnal. There was hardly any relative in their new house.

The author was weak. The servants avoided him. But his sisters loved him. His father was a doctor. So the author got a good and quick treatment. But his sisters loved him.

The author's mother could not reconcile that his eyesight would never return. She called in the family pandit to consult him. Other Pandit were also called. They all prescribed praying and physical exercise. The author's mother tried everything. Hakim prescribed Some surmas. These, Surmas were tried but in vain. The author's mother gave him many tests. But there was no use of them.

The author's father wrote letters to educational institutions. At last, he contacted the Principal of Dadar School. He showed usual interest in the author. Ved Mehta's mother was terrified at this idea. But she had great faith in the judgment of her husband. Therefore, she argued to send the author to Mumbai for admission in this School.

साढ़े तीन वर्ष की आयु में ही अंधे हो जाने के कारण लेखक को दृष्टि संबंधी कोई बात याद नहीं थी। उनके घर में सहानुभूति जताने वाले रिश्तेदारों की ताँता लगा रहता था। उसके पिता को यह सब बहुत बुरा लगता था। इलिए, उन्होंने अपनी बदली करनाल करवा ली। नए घर बहुत दूर होने के कारण कोई रिश्तेदार भी नहीं आता था।

लेखक कमजोर था। नौकर उससे दूर रहते थे। लेकिन उसकी बहिनें उसे प्यार करती थीं। लेखक के पिता एक डॉक्टर थे। इसलिए, लेखक का तुरंत एवं बढ़िया उपचार हुआ। लेकिन लेखक की आँख की रौशनी लौटने की कोई उम्मीद न थी।

लेखक की माँ यह बात मानने के लिए बिल्कुल तैयार नहीं थी कि उसके बेटे के आँखों की ज्योति कभी नहीं लौटेगी। उन्होंने परिवार के पंडित को बुलाया और अन्य पंडित भी बुलाए गए। उन सभी ने प्रार्थना एवं शारीरिक व्यायाम करने की सलाह दी। लेखक की माँ ने सभी यत्न किए। हकीमों ने सुरमे बताए। सुरमों को आजमाया गया पर कोई लाभ न हुआ। लेखक की माँ ने उस पर कई प्रकार के परीक्षण भी किए लेकिन किसी भी बात का कोई प्रभाव न पड़ा।

लेखक के पिता ने कई शिक्षण संस्थाओं से पत्र-व्यवहार किया। अंत में, उन्होंने दादर के प्रिंसिपल को एक पत्र लिखा। उसने लेखक में असाधारण रुचि दिखाई। उसकी माँ तो घबरा गई, लेकिन उसे अपने पति के फैसले पर बड़ी आस्था थी। इसलिए वह लेखक को प्रवेश के लिए बंबई भेजने के लिए तैयार हो गई।

### TEXTUAL QUESTION

**1. What did all the Pandit advice her to do? Mention two things?**

**Ans.** They advised her to do penance for the Sins responsible for Ved's blindness.

**2. What kind of fond memories does a girl or a boy have of her or his boy hood?**

**Ans.** A boy or a girl has sweet memories of childhood. A child recognises his parents first. Then he sees things around him. Like birds, animals and children of his age. Their memory lingers on his mind.

**3. What steps did the father take to ensure that Ved Mehta did not suffer the same fate?**

**Ans.** Ved's father got him admitted in a school of blind.

# CHAPTER - 8

## WHERE THE MIND IS WITHOUT FEAR

Tagore wanted India to awaken to a bright dawn where the mind is without fear and head is held high: Knowledge is free: The world is not narrow. There is truth, hard work, reason, no bad habit the thoughts should be wide and full of action.

जहाँ मस्तिष्क निर्भय हो  
सिर ( गर्व से ) ऊँचा हो  
ज्ञान मुक्त हो  
जहाँ संसार विभक्त न हो  
टुकड़ों में सकीर्ण आपसी मतभेदों से  
जहाँ शब्द आते हों  
सत्य की गहनता से  
जहाँ अथक रूप से प्रयास  
फैलाये अपनी बाहें  
पूर्णता की ओर  
जहाँ विवेक का स्वच्छ झरना  
न खो दे अपना मार्ग  
शुष्क मरुस्थलीय रत में मृत आदतों की  
जहाँ मस्तिष्क को अग्रसर किया जाये  
तेरे द्वारा निरंतर विस्तृत होते  
विचार व कार्य में  
स्वतंत्रता के उस स्वर्ग में  
मेरे पिता  
मेरा देश जाग्रत हो ।

### TEXTUAL QUESTION

1. What Kind of a Country does Tagore envision about India as for as 'Knowledge' is concerned?

**Ans.** Rabindranath Tagore envisions that in India Knowledge should be free for all. It gives every man self-respect and holds his head high.

- 2. What kind of 'the world' it should be which is not broken up into fragments by narrow domestic walls?**
- Ans.** The whole world should be one. Religion should be of humanity. There should be no place for narrow-minded people, religion or ideas.
- 3. What kind of action should men do in this world?**
- Ans.** Man should strive for perfection. He should never feel tired. He should keep continue in his efforts.
- 4. Explain "where the clear stream of reasons" "has not lost its way into the dreary desert son of dead habits".**
- Ans.** The poet compares reason with stream of clear water. He says that the stream of reason should not disappear in the desert of superstitions. In other words 'reason' should not be lost by blind faith.
- 5. How does the poet want 'the mind' to be led forward in the world envisioned by him? What kind of world it is then?**
- Ans.** The poet wishes that 'the mind' should be led forward by God into widening thought and action. In other words thought and action must expand the field of action and knowledge. That world be a 'heaven of freedom'.

# CHAPTER - 9

## IF I WERE YOU

Gerrard a young man is packing. Suddenly a man enters. He resembles him. He is holding a revolver in his hand. The Intruder asked Gerrard lift the hand. He tells Gerrard that he will kill him and take his place. The police is after him. After that he will be sound. Gerrard proves himself smarter. He tells the intruder that police is also after him. If he kill him, the former will not be safe Gerrard indulges him into conversation. Then he takes him into garrage. Gerrard tells him that he posted a man out side to give signal. Just then telephone bell rings, Gerrard tells that it is a for warning police is coming. He opens the door and inform the police. The police came and arrested the man.

गेरार्ड एक नौजवान है जो जाने की तैयारी में है। अचानक एक व्यक्ति प्रवेश करता है। उसकी शक्त गेरार्ड से मिलती है। उसके हाथ में एक पिस्तौल है। घुसपैठिया गेरार्ड के दोनों हाथ उठाने के कहता है। वह गेरार्ड की बोलता है कि वह उसे मार देगा और उसका स्थान ले लेगा। पुलिस उसके पीछे लगी है। इसके बाद वह गेरार्ड बन कर बच जाएगा। गेरार्ड उससे अधिक बुद्धिमान साबित होता है। वह घुसपैठिये को बताता है कि पुलिस उसके पीछे भी लगी है। यदि वह उसे (गेरार्ड) को मार देगा तो पुलिस उसकी (घुसपैठिये) पीछे लग जाएगी। वह उसे बातों में फँसाये रखता है। बातों-बातों में ही गेरार्ड उसे गैराज की तरफ ले जाता है। गेरार्ड घुसपैठिये को बताता है कि उसने एक आदमी बाहर तैनात कर रखा है जो साफ मैदान होने ही सूचना देगा। तभी टेलीफोन की घंटी बज उठती है। गेरार्ड घुसपैठिये को बताता है कि यह पुलिस के आने का संकेत है। वह दरवाजा खोलता है और घुसपैठिये को बाहर आकर देखने को कहता है। ज्योंही घुसपैठिया अपनी गर्दन आगे करता है, गेरार्ड उसे धक्का देकर एक अलमारी में बद कर ताला लगा देता है। इसके बाद वह पुलिस को सूचना देता है। पुलिस आती है और घुसपैठिए को पकड़ कर ले जाती है।

### TEXTUAL QUESTION

**1. Why was the intruder a hunted rat?**

**Ans.** The Intruder had killed a policeman and Police were after him. He was trying to dodge them.

**2. What did he plan to do as Vincent Charles Gerrard?**

**Ans.** The Intruder resembled Gerrard and wanted to kill him and live freely as Gerrard.

**3. How did Gerrard convince the intruder. Vincent that he too was a crook, wanted by police?**

**Ans.** Gerrard was a servant young man and that cooked up a story on the spot. He said he too was a killer. would kill him and occupy his identity the police would arrest him as Gerrard.

**4. Why did Gerrard tell the Intruder he was running big risk in assuming himself as Gerrard? Give two points?**

**Ans.** Gerrard played a trick. He told him that he too was a murderer and the Police were after him. If the intruder assumed his identity the police would arrest him.

## THE TIGER IN THE TUNNEL

The night dark and silent. Tembu and his father were alone in a but. Baldeo was a khalasi or watchman. He was posted at a small signal station. His job was to light the lamp and signal to the trains. At night, his duty was the lamp burning.

One night, Baldeo kept awake. At mid-night, he left the tunnel. Tembu was fast asleep. He entered the narrow cutting with rock-walls on either side. He knew that he might have to face a wild animal some day.

Baldeo was a tribal. He used to face the dangerous of the jungle. He always carried a small axe. Once he killed a boar with it. He came to the entrance of the dark tunnel. The signal light was out. Baldeo put the lamp down. He heard the frightened cry of a tiger. Baldeo sensed danger. The watchman walked quickly down the tunnel. He made sure that the line was clear. The train was late and Baldeo began to nod.

Suddenly, he heard the growl of a tiger. He held his axe firmly. The tiger jumped into the cutting. The beast came towards Baldeo. Its eyes shone in the light of the lamp. The tiger struck Baldeo with its paw. He avoided the paw and struck the tiger with his axe. The beast moved aside. Baldeo's axe got stuck in tiger's leg bone. The watchman had no other weapon. The beast roared and he sprang on Baldeo. It tore apart Baldeo's body. Baldeo was killed.

The mail train entered the cutting. The tiger could not escape. Back at the cutting, Tembu found the dead body of his father. He guarded his father's body till dawn. After that, Tembu had to shoulder the responsibility of the family.

रात अंधेरी और शांत थी। टेम्बू और उसका पिता झोंपड़ी में अकेले थे। बलदेव एक चौकीदार था। उसकी ड्यूटी एक छोटे से सिगनल स्टेशन पर थी। उसका नाम था। लैम्प जलाना और गाड़ियों को सिगनल देना। रात्री के समय उसका काम लैम्प जलाने का था।

एक रात बलदेव जागा हुआ था। आधी रात को वह सुरंग की ओर चल पड़ा। टेम्बू गहरी नींद में सोया हुआ था। वह तंग कटान में घुस गया। उसे मालूम था कि उसका मुकाबला किसी दिन किसी जंगली जानवर से होने वाला है।

बलदेव कबीले का आदमी था। वह जंगल के खतरों का आदि था। वह अपने साथ हमेशा एक कुल्हाड़ी रखता था। एक बार उसने इस कुल्हाड़ी से एक जंगली सूअर को मारा था। वह अंधेरी गुफा द्वारा पर पहुँचा। सिगनल का दीप बुझ गया था। बलदेव ने उसे नीचे उतारा। उस किसी डरे हुए हिरन की आवाज सुनाई दी। बलदेव समझ गया कुछ खतरा है। चौकीदार बलदेव तेजी से सुरंग में गया। वहाँ जाकर उसने यह सुनिश्चित कर लिया की लाइन एकदम साफ है। ट्रेन देर से आनी थी। बलदेव ऊँघने लगा।

अचानक उसे एक चीते के गुराने की आवाज सुनाई दी। उसने अपनी कुल्हाड़ी कस कर पकड़ ली। चीता कटान की ओर कूदा वह बलदेव की ओर लपका। उसकी आँखें लैम्प की रोशनी में चमकी। चीते ने बलदेव पर अपने पंजे से वार किया। बलदेव ने पंजे से बचने की कोशिश की। और चीते पर अपनी कुल्हाड़ी से प्रहार किया। चीता एक तरफ को हो गया। बलदेव की कुल्हाड़ी चीते के पैर की हड्डी में घुस गई। बलदेव के पास कोई और हतियार नहीं था वह जंगली जानवर गुराया और बलदेव पर लपका और उसने उसका (बलदेव का) शरीर फाड़ दिया। बलदेव मर चुका था।

डाक गाड़ी कटान में प्रविष्ट हुई। चीता वहाँ से बचकर नहीं जा सका तथा वहीं ढेर हो गया। वापिस कटान पर जब टेम्बू आया तो उसने अपने पिता, बलदेव का मृत शरीर वहीं पर पड़ा पाया। सुबह होने तक उसने अपने पिता की लाश की देखभाल की। पिता की मृत्यु के बाद नन्हें टेम्बू पर अपने पिता के परिवार का भरण-पोषण का भार पड़ गया।

### TEXTUAL QUESTIONS

**1. Where did Baldeo's family live?**

**Ans.** Baldeo's family lived in a small tribal village on the outskirts of the forest, about three miles from the station.

**2. Why did Baldeo have to take up the job of a Khalasi?**

**Ans.** Baldeo's small rice fields didn't provide his family with sufficient grain, so to make his living Baldeo had to take up the job of Khalasi.

**3. How did Tembu know the train was coming?**

**Ans.** He knew it 'by the trembling of the ground'.

**4. What was Baldeo more worried about: his own safety or his on's?**

**Ans.** Baldeo was more worried about Tembu?

**5. Why did Baldeo decide to fight the tiger?**

**Ans.** Firstly, Baldeo had an axe with him and he was confident that he could kill him. Secondly, he thought the tiger was not dangerous.

**6. How did Baldeo die?**

**Ans.** The axe had got stuck in the tiger's shoulder and Baldeo became weaponless and after that tiger killed him within a few minutes.

## THE ROAD NOT TAKEN

The poet was passing through a forest. He saw two roads. They were going on different directions. Both the roads looked alike 'Nobody had walked on the leaves there. It was impossible to go on both the roads at a time one was quite for. The other was equally good. Finally the poet decided to go on the other road. But he felt he would always have regret for the choice.

क्या कवि को इस बात पर दुःख है कि विशिष्ट मार्ग पर नहीं चला गया है। यदि उसे अफसोस है तब इसका कारण क्या है। कविता को जोर से पढ़ी तथा उसकी लय का आनंद लो। तत्पश्चात् इसे खामोशी से पढ़ो।

मार्ग जिस पर कभी न चला - पीले (पतझड़ के) जंगल में दो सड़कें विपरीत दिशाओं में मुड़ी और अफसोसा में दोनों पर यात्रा कर सकता। एक यात्री होने के नाते, मैं काफी देर खड़ा रहा। तथा एक को उतनी दूरी तक देखा जहाँ तक देख सकता था।

वहाँ जहाँ यह झाड़ियों में मुड़ जाती थी।

तब मैंने दूसरी पर चलना आरम्भ किया, उतनी ही न्यायोचित व स्वच्छ

तथा शायद बेहतर दावा लेकर

क्योंकि यह घास से ढका था तथा इस पर चलकर

इसे घिसना आवश्यक था।

यद्यपि जहाँ तक वहाँ से गुजरने का प्रश्न था

उन्हें वास्तव में उसी लिये घिस दिया गया था

पत्तियों में कोई भी कदम नहीं बढ़ा था जो उन्हें काला करता

ओह, मैंने अगले दिन प्रथम मार्ग को पकड़ लिया।

यद्यपि यह जानते हुए कि किस प्रकार मार्ग के बाद

मार्ग आता है

मुझे संदे हुआ कि क्या मैं कभी वापस आ सकूँगा।

मैं आह के साथ यह कह रहा होऊँगा

कि अबसे कहीं युगों-युगों पूर्व

वन में दो मार्ग विपरीत दिशा में चले और मैं

मैंने एक मार्ग को अपनाया जिस पर लोग चले थे।

और इसी के कारण यह अंतर हुआ।

## TEXTUAL QUESTION

**1. Why does the poet call the wood 'yellow wood'?**

**Ans.** The poet calls the wood 'Yellow wood' because it was autumn season and the leaves on the trees were yellow.

**2. Why does the poet look down the road as far as he can see?**

**Ans.** The poet looks down the road as far as he can see because he wants to know what lies ahead.

**3. Does the poet take the road that he was looking at in the first stanza?**

**Ans.** No, he takes another road.

**4. What do the two roads stand for in the poem?**

**Ans.** The two roads stand for the choices or decision one has to make in life.

## I MUST KNOW THE TRUTH

Aradhna was selected to present a dance item in the annual function of Kamla Devi School of Dance. It was a great honour for her. My grandmother called Aradhana a wonderful lady. But Aunt Pamela hurt her feelings. She told Aradhana that she was not only dark complexioned but also not real child” of her parents. She is an adopted child. Aradhana was shocked to hear it. She felt miserable. Soon, my mother came to the make-up room. She told Aunt Pamela to mind her own business. She looked for Aradhana and called out to her. But she got no answer. My mother assured her that she was always dear to them. She showed her the necklace they had brought for her birthday. Mother said firmly, if you are my daughter my love. You will dance on stage.

In the hall the light dimmed the announcer requested Aradhana Narain to come and present her item. But there was no response. everybody there became restless. After the third call the audience heard the sound of glorious. Aradhana appeared. She danced but only for her mother.

### TEXTUAL QUESTION

**1. How does Aradhana’s mother express this? Pick out the words from the text?**

**Ans.** For almost 18 yrs. I have cared for you. I have laughed with you and I have cared for you. I have given 18 years of my life.

**2. What gift had parents got for her? Why did Aradhana’s mother give it to her on the day of School’s Annual functions.?**

**Ans.** Aradhana’s Parents presented her a gold necklace. They wanted her to wear it on the annual function of her school. It was an experience of love for her.

**3. How would you have reacted if you had been in Aradhana’s place write briefly?**

**Ans.** If I would have been in Aradhana’s place I would have been shocked as I would come to know the truth. Then definitely I would have thanked my parents for saving me

**4. Why do you think, Aradhana was late in coming to the stage?**

**Ans.** Aradhana was upset so she was late in deciding to come to the stage?

**5. Why was Aradhana’s heart broken?**

**Ans.** Aradhana’s heart was broken as her aunt told her she was an adopted child.

## INDIA—HER PAST AND FUTURE

Nehruji had a very high opinion about India. They had know. They were Mature, forgiving and tolerant.

But in the course of times, things grew worse. India lost her glory. The society was divided in caste, creed, colour. India was powerfully influenced by Islam and the western countries. She is facing a conflict between new and old ideas. Gandhi adopted golden path. He respected tradition. At the same, he asked for a radical change.

Twentieth century saw rapid changes on account of new science and technologies. Nehru is pleased with the positive qualities of Modern India.

Modern India presents a mixed picture of hope and pain. Indian are how maching ahead with determination. Nehruji wishes that India becomes sufficient. I should fulfil its five year plans. The masses should stop fighting on petty issues. Every persons gets full opportunity to grow according to his ability.

नेहरूजी का भारत के विषय में बहुत अच्छा मत है। भारतीय अतीत में सबल तथा फुर्तीले लोग थे। उनमें नयी जानकारी पाने की जिज्ञासा थी। वे परिपक्व, क्षमाशील तथा सहिष्णु थे।

पर धीरे-धीरे स्थिति बिगड़ गई। भारत अपनी शान खो बैठा समाज जाति, धर्म, रंग, रिवाजों एवं क्षेत्रों में बँट गया। भारत पर पहले इस्लाम का और फिर पश्चिमी देशों का बहुत प्रभाव पड़ा। भारत आज अतीत और भविष्य का सामना कर रहा है। गाँधीजी ने सुनहरा मार्ग अपनाया। उन्होंने परंपराओं का सम्मान किया और साथ ही क्रांतिकारी परिवर्तन लाने का प्रयास किया।

20वीं शताब्दी में नये विज्ञान एवं तकनीक के परिणामस्वरूप तीव्र गति से परिवर्तन हुए। नेहरूजी आधुनिक भारत के सकारात्मक गुणों से खुश हैं। परंतु अकर्मण्यता एवं विघटनकारी प्रवृत्तियों के नाकारात्मक गुणों से नाराज हैं।

आधुनिक भारत आशा और कष्ट की मिली-जुली तस्वीर प्रस्तुत करता है। भारतीय अब निश्चय के साथ आगे बढ़ रहे हैं। नेहरूजी कामना करते हैं कि भारत आत्मनिर्भर हो जाए। यह अपनी पंचवर्षीय योजनाएँ पूरी करे। लोग छोटी-छोटी बातों पर लड़ना बंद कर दें। हर व्यक्ति को अपनी योग्यता के अनुसार उन्नति करने का पूरा अवसर मिलें।

## TEXTUAL QUESTION

**1. What can you tell about the times in which Nehru made this speech?**

**Ans.** The time in which Nehru made this speech were the times of conflict and confusion among Indians on the basis of caste, religion and region.

**2. Describe in about five sentences Nehru's vision of future India.**

**Ans.**

- Standard of living will be raised.
- Narrow conflict in the name of class.
- People will welcome science and technology.
- Every individual will get full opportunity.
- There will neither be democracy nor socialisation on the basis of caste.

**3. What were Gandhiji's Vies on India's past and present course of action? What path did he shows us?**

**Ans.** Gandhi suggested the middle path. Future of India is to be built on the foundation laid in the past. The present is to be kept in mind old and new should go hand in hand.

# CHAPTER - 14

## NIGHT OF SCORPION

A Scorpion came out of its hole. It was under sack of rice. When the poet's mother went to collect rice, the Scorpion Stung her the mother cried in pain. The news spread in the village. The peasants came to the cottage in large number. They repeated the name of God hundreds times that the scorpion might stop. Then they started their search for the Scorpion. Their Search bore no fruit. They started chanting prayers.

But the poet's father was a sensible person. He applied desi medicines on the bitten toe. He also put some kerosene on the affected part. Then he put a match to it to burn the position. The pain disappeared after 24 hours. Mother thanked God that he made her alone to suffer.

मानसून में गाँव में एक रात्रि में कवि का अनुभव ज्ञात करने हेतु कविता पढ़िये। तुम्हारी पठन शैली इस प्रकार की हो जैसे कि कोई व्यक्ति रेडियो या टेलीविजन पर समाचार बोल रहा हो—लहरदार तथा वस्तुनिष्ठ।

मुझे वह रात्रि स्मरणीय है जब मेरी माँ को  
एक बिच्छू के द्वारा डंक मार दिया गया।  
इस घंटों की निरंतर वर्षा ने उसे बाध्य कर दिया था,  
चावल के बोरे के नीचे रेंग कर आने हेतु  
अपना विष छोड़कर चमका कर  
दानवी पूँछ को अंधारपूर्ण कमरे में  
उसने पुनः वर्षा में जाने का जोखिम उठाया।  
कृषक मक्खियों के समूह की भाँति आ गये,  
तथा सौ बार ईश्वर का नाम गुनगुनाने लगे।  
उस दृष्ट की क्रियाओं को रोकने हेतु  
मोमबत्तियों तथा लालटेनों से  
डालते हुए विशाल बिच्छू के समान परछाईं  
मिट्टी ने बनी दीवारों पर  
उन्होंने उसकी तलाश की वह न मिला।  
उन्होंने अपनी जुबाने चटकाई  
प्रत्येक गति के साथ जोकि बिच्छू उत्पन्न करता  
उसका विष माँ के रक्त में प्रवाहित हो रहा था,  
उन्होंने कहा तुम्हारे गत जीवन के पाप,  
जल जायें आज रात्रि, उन्होंने कहा,

वह अभी भी निश्चल बैठ जाये, उन्होंने कहा  
 तुम्हारे गत जीवन के पाप,  
 जल जायें आज रात्रि, उन्होंने कहा  
 तुम्हारे कष्ट घटा दे,  
 आगामी जीवन की विपत्तियों को, उन्होंने कहा।  
 कि बुराइयों के योग का  
 संतुलित इस मायावी संसार में,  
 अच्छाई को योग के विरुद्ध  
 तुम्हारे कष्ट ह्रास कर दें  
 विष तुम्हारे रक्त को शुद्ध कर दे  
 इच्छा से तथा महत्त्वाकांक्षा की भावना से  
 उन्होने कहा तथा वे चारों ओर बैठ गये  
 फर्श पर, मेरी माँ को मध्य में रखकर  
 प्रत्येक चेहरे पर समझने की शंति थी।  
 अधिक मोमबत्तियाँ, अधिक लालटेनें, अधिक पड़ोसी  
 अधिक कीट तथा अनंत वर्षा  
 मेरी माँ पूरी तरह ऎँठ रही थी  
 कराह रही थी, चटाई पर  
 मेरे पिता संदेहवादी, बुद्धि जीवी  
 आजमाइश कर रहे थे प्रत्येक श्राप व वरदान की।  
 पाउडर झोल, जड़ी बूटी तथा दोगला पौध  
 उसमे थोड़ा-सा मिट्टी का तेल भी टपकाया  
 काटे हुए पंजे पर तथा इसे माचिस लगा दी  
 मैं देख रहा था उस लपट को जो कि माँ के  
 शरीर पर जल रही थी  
 मैं देख रहा था धार्मिक व्यक्ति को अपनी रस्म पूरी करते  
 मंत्रोच्चारण के द्वारा विष पर नियंत्रण पाने हेतु  
 बीस घंटे पश्चात्

इसका डंक समाप्त हो गया  
मेरी माँ न केवल यही कहा  
भगवान को धन्यवाद है, बिच्छू ने मुझे चुना  
तथा मेरे बच्चों को बख्श दिया।

### TEXTUAL QUESTION

**1. List the prayers that the pleasant for the mother.**

- Ans.** (a) May your suffering decrease the misfortunes of your next birth.  
(b) May the sum of evil against the sum of good become diminished.  
(c) May the poison purify your flesh.  
(d) My he lie still.

**2. Where did the scorpion crawl?**

- Ans.** The Scorpion crawled under a sack of rice.

**3. Why does he call the tail 'diabolic'?**

- Ans.** He call the tail diabolic because it poisons the person it sting.

**4. Why did the pleasant say the name of God a entered times?**

- Ans.** The peasants say the name of God hundred times to paralyse the evil one

**5. What does the poem say about a mother?**

- Ans.** Mother loves her children more than herself so she wants to same her children from every kind if pain.

## BHOLI

Sulekha (Bholi) was the daughter of a rich Numberdar of the village. She was slow and stammered as she got hurt on her head. When she was only ten months old. When she was two years old, she suffered from small-pox and it left its marks on her face. She was not loved by her family as other children were. Her family did not expect her to get married as she looked ugly with black pock-marks on her face. So, when a primary school was opened in the village the family rotated to send their daughter to the school, because nobody would marry them if they would go to school. Thus, they sent Bholi to school. This proved to be a turning point in the life of Bholi. She got love, affection, attention and encouragement of her teacher. Who made her confident and she stopped stammering. Nobody knew it. One day her marriage got fixed with a rich grocer of the age of her father. The marriage procession came with lots of pomp and show. When the greedy grocer saw the pock-marked face of Bholi, he demanded five thousand rupees for marrying ugly Bholi. When her father was going to pay the price of her Bholi stopped him. She started speaking in a confident voice, which no one believed. She refused to marry the old, lame man she told her father that she would never marry and serve her parents in old ages.

सुलेखा ( भोली ) गाँव के एक अमीर नम्बरदार की बेटी थी। वह बहुत सुस्त थी और हकलाती थी क्योंकि वह जब दस माह की थी तो उसके सिर में चोट लगी थी। जब वह दो वर्ष की थी उसे चेचक हो गया जो कि उसके चेहरे पर अपना निशान छोड़ गया। उसे उसका परिवार प्यार नहीं करता था। जैसे कि अन्य बच्चों से करता था। उसके परिवार को उसके विवाह की आशा नहीं थी क्योंकि चेचक के दाग होने के कारण वह बहुत कुरूप थी। जहाँ गाँव में प्राथमिक विद्यालय खुल गया तो उसे माता-पिता विद्यालय भेजने से हिचकिचाते थे कि कहीं उससे कोई उससे विवाह नहीं करेगा। परिणामस्वरूप उन्होंने भोली को स्कूल भेज दिया। यह भोली के जीवन की निर्णायक स्थिति सिद्ध हुई। उसे अपनी अध्यापिका का प्रेम, स्नेह, ध्यान और प्रोत्साहन मिला, जिसने उसे आत्म-विश्वास से भर दिया और उसने हकलाना बंद कर दिया। किसी को यह मालूम नहीं था। एक दिन उसके पिता की आयु के एक अमीर पंसारी से शादी पक्की कर दी गई। बारात बहुत धूम-धाम के साथ आई। जब लालची पंसारी ने चेचक के दागवाली भोली का चेहरा देखा तो उसने कुरूप भोली से विवाह करने के लिए पाँच हजार रुपये की माँग की। जब उसके पिता भोली की कुरूपता का कीमत देने लगे तो भोली ने रोक दिया। उसे आत्म-विश्वास भरी वाणी में बोलना शुरू किया तो कोई भी विश्वास नहीं कर पाया। उसे बूढ़े, लगड़े व्यक्ति से विवाह करने से मना कर दिया। उसने अपने पिता के कहा कि वह कभी भी विवाह नहीं करेगी और बुढ़ापे में उनकी सेवा करेगी और उस विद्यालय में पढ़ाएगी, जिसने उसे नया जीवन प्रदान किया। इस प्रकार सुस्त, हकलाने वाली और विनीत भोली एक विश्वास से भरी, शक्तिपूर्ण और अभिलाषा से भीर सुलेखा बन गई।

## TEXTUAL QUESTION

**1. What incident made Bholi a backward child?**

**Ans.** When Bholi was only ten months old, she fell off the cot on her head. This damaged some part of her brain and she became a mentally retarded child.

**2. At what age did Bholi have an attack of small pox What was its effect on her looks?**

**Ans.** At the age of two years, Bholi was attacked by Small-pox. It left its pox-markes on her face and she started looking ugly.

**3. What kind of farmer Ramlal was? What was his worry about Bholi?**

**Ans.** Ramlal was a rich and prosperous farmer. He was worried about Bholi's marriage.

**4. Why Ramlal's wife disagree when he consulted her for sending Bholi to school?**

**Ans.** Ramlal's wife disagreed to send her daughter to school because no body would marry her daughters if they would go to school.

**5. There was a light deep satisfaction in teacher's eyes why?**

**Ans.** The teacher was satisfied because the education she had imparted to Bholi had made her a confident and bold girl.

# ESP RECEPTIONIST

## 1. THE RECEPTION DESK AND YOU

Most firms are run by a group of individual or by a team and the receptionist is a member of that team. The receptionist works in what is called the front office. The front office staff have a direct and personal contact with all guests and visitors. This makes the reception desk the local point of any organisation.

### Front office Duty

- \* Welcome the guests/visitors and offer themselves.
- \* Answer telephone calls effectively
- \* Attend to routine enquires
- \* Take down messages.
- \* Help the visitors.

### Keep Handy the following things.

- \* A telephone directory
- \* An internal telephone directory
- \* An index book of telephone no.
- \* A railway time table
- \* A railway time table
- \* flight schedules
- \* C-form

## 2. MANAGING THE TELEPHONE

Managing the telephone effectively is the most important duty as a front office staff you have to be a good speaker and need to speak clearly and distinctly in a polite courteous tone. You must be brief and to the point without sounding abrupt or rude.

At the end of this lesson. You will be able to:

- \* Practice calling out telephone numbers
- \* analyse steps/stages in receiving calls

## 3. ANALYSING TURNS IN TELEPHONING

On receiving a call, a receptionist has to follow various steps, e.g. greets and gives identity, offers, help, obtains caller's names, acknowledges the calls, gives message and if willing to receive connect the parties, apologises the caller and offer help.

### DIALOGUE ANALYSIS

You are aware that a telephone conversation goes through certain—marked stages.

On receiving a call, a receptionist goes through the following steps.

1. Greets and gives identity
2. offers help
3. Obtain caller's name.
4. Acknowledge the call
5.
  - a. Gives message and asks it willing to receive
  - b. Connects the parties.
  - c. Apologizes to the caller
  - d. Takes down a message.

#### **FORMAT OF MESSAGE FORM.**

To.....	Time.....
From.....	Date.....
Urgent/Not Urgent	
Important Details	
Complete Sentence Not Need	
Use Short From	
Taken by .....	

#### **4. CONTROLLING STRATEGIES AND OUT-GOING CALLS**

Often callers tend to chat, talk irrelevantly and keep the telephone lines needlessly engaged. Hence control should be kept over the conversation. The Receptionist ought to know what is wanted and how to say it briefly and directly without giving offence. There are different directly without giving offence. There are different difficult situations that may be faced. There one some common problems and one should have tips on how to deal with them.

#### **5. AIDS FOR A RECEPTIONIST**

A receptionist is a person of many traits. Hence, she is expected to be presentable, alert, polite, tactful and working efficiently with woman and easy grace. To aid her in her work. She has several reference list numbers etc.

**The following Aids Must be with a Receptionist**

##### **Brochure, Booklet, Print Material**

A receptionist has to be familiar with a great deal of information. Often she picks up from leaflets, guides, brochures and other print material.

##### **Location**

Situated in heart of the capital, is fine structurally Hotel that offers every comfort within easy reach.

##### **Accommodation**

160 magnificently furnished rooms and suits to you.

**16- Read the following passage carefully. Make notes in points only, using appropriate heading and subheading. Also use recognizable abbreviations.**

One of the most magical places I've ever been to is Ninfa, south of Rome, between the mountains and the sea. I don't know how it happened, but it was the property of an English Family. It has been a holy site for thousands of years. A stream of very fast, cool water ran down the mountain there, making its way to the sea, and to the area of beautifully watered land- in the middle of what is probably not very good land- gave it a quality which people came to revere. They built their temples, they built their churches, and the gardens have, in the meantime, overgrown all these temples and churches.

**Note Making :-** Ninfa- South of Rome- Magical Place found between mountains and seas, property of an English Family. Thousands of years known to be holy site. Land was revered by people who built temples, churches, gardens have now overgrown the temples and churches.

**17 Frame requests for the following replies ?**

- a) Could you please tell me the checkout time?  
The check out time is 12 noon.
- b) Could you please tell me the rest of the rooms in your hotel ?  
It's 900 for a single room and 1200 for a double.
- c) Could you please book a table for four at 7pm on Saturday 12th?  
Okay Mr. Williams, a table for four at 7pm on Saturday, the 12th will be reserved for you.
- d) Could you please let me know whether Mr. Bajpai is in or not?  
I'll check to see whether Mr. Bajpai is in or not.

**18 Why does receptionist need a message form so & ton.**

A receptionist needs a message form so after because how ever good her memory may be she may not remember all the message which have to be passed on to different people.

**19 Write short notes on:-**

- a) **Early Morning Call sheet :** This is a sheet of paper on which the receptionist notes what time the guests want the early morning call (i.e. at what time they want to be woken up) and whether they want tea/coffee/newspaper. The receptionist doesn't need to note the names of the guests, their room number are sufficient.

b) **Railway Time Table :-** You can read the railway time table answer enquiries and make bookings. The days on which a particular train is available and if this information is not mentioned then it means that it is a daily train and operates on the route detailed in the table.

c) **Internal Telephone Directory :** It is an extremely important document for the receptionist. It is a list with the extension names and number of all the employees arranged alphabetically. The receptionist should no doubt know all the extension number by heart, but the list should be always in front of her so as to avoid any mistakes and she will constantly need to update the directory.

**20 Give a brief account of the duties of a receptionist ?**

A brief account of the duties of a receptionist are to welcome the guests/visitors and offer them help. Answer telephone calls effectively, attend to routine enquiries. Take down messages left by visitors, callers and pass them on to the right persons as soon as possible. Note down messages, make booking reservation, cancellations, plan schedules. Help the guest/visitors with any queries or problems.

**21 What are the two major problems that a receptionist has to face while handling telephone calls? How does she deal with them?**

The two major problem that a receptionist has to face while handling telephone calls are people make multiple enquiries, message given is not clear due to the sound, noise disturbance in the background she deals with them in a friendly manner.

**OPTION-II  
E.S.P. FOR OFFICE USE**

**17 Read the following meetings state whether formal/Informal**

- |                               |             |
|-------------------------------|-------------|
| a) What a pleasant surprise ! | a) formal   |
| b) Good morning, Mr. Khanna ! | b) Informal |
| c) Sir, may I come in please? | c) Informal |
| d) Hello! How are you ?       | d) formal   |

**18 As a Secretary of P.C.A. Club, New Delhi, write an e-mail addressed to the executive members of the club informing them about a Board Meeting to be held on 18th June at Safdarjung Club from 3 P.M. to 5 P.M.**

E-Mail :

Sub : Board Meeting

Date : 18th Juen

Venue : Safdarjung Club

Time : 3 PM to 5 PM

All members are requested to attend the board meeting.

Mr. XYZ

PCA Club

New Delhi

**19 While writing a memo, what are the points that should be keep in mind?**

The points that one should keep in mind while writing a memo are to state the subject clearly and precisely, get to the main message directly, the sentence should be short and simple etc.

**20 Read the following advertising published in Global Times, New Delhi Write an application for consideration.**

Glitter Fashion Academy

Requires

A Qualified Fashion Designer

Post Your CV with Recent

Photograph

To,  
The Director,  
Glitter Fashion Academy  
20/105, GKI  
New Delhi - 110048      message  
Date

Respected Sir/Madam,

This is in regards to your advertisement published in global Time, New Delhi.

I would like to apply for the post of a fashion designer in your esteemed Academy and am willing to learn from you .

My qualification are that I am a graduated from Calcutta University and have also done fashion designing course from NIFT (Mumbai).

I hereby enclose all the required documents as well as sample sketches of different types of wear both Indian as well as Western.

Hoping to hear soon from You.

Thanking you,

Your Sincerely

Mr. XYZ

## **21 What are the three most important points that one must remember while facing an interview?**

The three most important points that are must remember while facing an interview are to find out about the company (details) employees, other candidates who have been interviewed, plan your time, appearance and study about yourself (why do I need to join this company, any scope for advancement, pay scale lastly job security).

# GRAMMAR

## TENSE

### 1. PRESENT TENSE :

#### \* Present Indefinite :

**Helping Verb** : I & plurals sub-do singular sub: does.

**Main verb** : V1 or V1 + & ores.

**Note**: In positive sentence with singular No. Sub. we use v<sub>1</sub> + S or es

**Assertive— Positive** : Sub V1/v1 + s/es + obj.

**Negative**: Sub + do/does + not + v1 + obj.

**Interrogative— Single** : Do/Does + Sub. + v1 + obj?

**Double** : + do/does + sub + v1 + obj?

**Ex**: any does he not complete his work?

**Assertive—**

**Positive** : He complete his work.

**Negative** : He does not complete his work.

**Interrogative :**

**Single** : Does he not complete his work?

#### \* Present Continuous Tense :

**Helping verb** : I am, singulr No. sub : Is, plural No. sub : are.

**Main verb** : v1 + ing.

**Assertive— Positive** : sub + is/are/an + v1 + ing + obj.

**Negative** : sub + is/are/am + not + v1 + ing + obj.

**Interrogative— Single** : Is/are/am + sub + v1 + ing + obj?

**Double** : In + Is/are/am + sub. + v1 + ing + obj?

**Ex** : The boys are making a Noise in the class.

**Assertive—**

**Negative** : The boys are not making a Noise in the class.

**Interrogative—**

**Single** : Are the boys making a Noise in the class?

**Double** : What are the boys doing in the class?

## \* Present Perfect :

**Helping verb :** Singular subs : I & plural sub.: have

**Main verb :** v<sup>3</sup> (III form of verb)

**Assertive— Positive :** sub + has/have + v<sup>1</sup> + obj.

**Negative :** Sub + has/have + not + v<sup>3</sup> + obj.

**Interrogative— Single :** Has/have + sub + v<sup>3</sup> obj?

**Double:** Qw + has/have + sub + v<sup>3</sup> + obj?

**Ex. :** I have eaten an apple.

**Assertive:**

**Neg :** I have not eaten an apple.

**Interr. :**

**Single :** Have I eaten an apple?

**Double :** Why have I eaten an apple?

## \* Present Perfect Continuous Tense :

**Helping verb :** singular No. subject : has been I and plural No. subject : have been

**Noun verb :** vs + ing.

**Point of time :** since.

**Period of time :** For.

**Pos. :** sub + has/have + been + v<sup>1</sup> ing + obj + since/for + time.

**Ass : Neg. :** Sub + has/have + not + been + v<sup>1</sup> + ing + obj + since for + time.

**Sin :** Has/have + sub + been + v<sup>1</sup> ing to obj + since/for + time?

**Interr : Double :** QW + has/have + sub + been + v<sup>1</sup> ing + obj + since/for + time?

**Ex. :** They have been making bricks for 2 hrs.

**Ass :**

**Neg :** They have not been making bricks for 3 hrs.

**Interr :**

**Sin :** Have they been making Bricks four 3 hrs?

**Dou :** Why have they been making Bricks for 3 hours?

## 2. PAST TENSE

### \* Past Indefinite :

**Helping verb :** Did

**Main verb :** v<sup>1</sup>/v<sup>2</sup> (In pos. sentence, v<sup>2</sup>)

**Ass :** **Pos :** sub + v2 + obj.

**Neg :** sud + did + not v1 + obj

**Interr :** **Sin :** Did + sub + v1 + obj?

**Dou :** Qw + did + sub + v1 + obj?

**Ex :** Did you the flowers from my garden yesterday?

**Assertive :**

**Pos :** You plucked flowers from my garden yesterday.

**Neg :** You did not pluck the flowers from my Garden Yesterday.

**Interr :**

**Sin :** Why did you pluck the flowers from my garden yesterday?

### \* Past Continuous Tense

**Helping verb :** was/were

**Main verb :** v<sup>1</sup> + ing

**Ass. Pos :** sub + was/were + v<sup>1</sup> + ing + obj

**Neg :** sub + was/were + not + v<sup>1</sup> + ing + obj

**Interr : Sin :** was/were + sub + v<sup>1</sup> + ing + obj ?

**Dou :** Qw + was/were + sub + v<sup>1</sup> + ing + obj ?

**Ex :** You were cutting the tree with an axe.

**Assertive—**

**Neg :** You were not cutting the tree with an axe.

**Interrogative—**

**Sin :** Were you cutting the tree with an axe?

**Dou :** Why were you cutting the tree with an axe?

### \* Past tense

**Helping verb :** had

**Main verb :** v<sub>3</sub>

**Ass : Pos :** sub + had + v<sub>3</sub> + obj.

**Neg :** sub + had + not + v<sub>3</sub> + obj.

**Intter. : Sin :** Had + sub + v<sub>3</sub> + obj?

**Dou :** QW + Hab + Sub + v<sub>3</sub> + Obj?

**Ex :** You had gone to Market.

**Assertive—**

**Neg :** You had not gone to Market.

**Interrogative—**

**Sin :** Had you gone to Market?

**Dou :** Why had you gone to Market?

**\* Past Perfect Continuous Tense :**

**Helping verb :** Had been.

**Main verb :**  $v^1 + \text{ing}$ .

**Point of time :** Since.

**Period of time :** For.

**Ass :** **Pos :** sub + had + been +  $vs + \text{ing} + \text{obj} + \text{since} + \text{for} + \text{time}$ .

**Neg :** sub + had + been +  $v_1 + \text{ing} + \text{obj} + \text{Since/for} + \text{time}?$

**Inerr :** **Sin :** had + sub + been +  $v^1 + \text{ing} + \text{obj} + \text{since/for} + \text{time}?$

**Dou :** QW + had + sub + been +  $v_1 \text{ing} + \text{obj} + \text{since/for} + \text{time}?$

**Ex :** You had been playing Football for 2 hrs.

**Assertive—**

**Neg :** You had no been playing Football for 2 hrs.

**Interrogative—**

**Sin :** Had you been playing Football for 2 hrs.

**Dou :** Why had you been playing Football for 2 hrs?

### **3. FUTURE TENSE**

**\* Future Indefinite :**

**Helping verb :** 1st person : shall. IInd & IIIrd person : will

**Main verb :**  $v_1$

**Ass :** **Pos :** sub + will/shall +  $v_1 + \text{obj}$ .

**Neg :** sub + will/shall + not +  $v_1 + \text{obj}$ .

**Intrr :** **Sin :** will/shall + sub +  $v_1 + \text{obj}$ .

**Dou :** QW + will/shall + sub.  $v_1 + \text{obj}?$

**Ex :** she will write a letter to her Mother.

**Assertive—**

**Neg :** she will not write a letter to Mother.

**Interrogative—**

**Sin :** will she write a letter to her Mother?

**Dou :** Why will she write a letter to her Mother?

**\* Future continuous Tense :**

**Helping verb :** 1st person : shall be. IInd & IIIrd person : will be

**Main :**  $v_1 + \text{ing}$ .

**Ass :** **Pos :** sub + will/shall +  $v_1 + \text{ing} + \text{obj}$

**Neg :** sub + will/shall + not + be +  $v_1 + \text{ing} + \text{obj}$

**Intrr :** **Sin :** will/shall + sub + be +  $v_1 + \text{ing} + \text{obj}$ ?

**Dou :** QW + will/shall + sub. + be +  $v_1 + \text{ing} + \text{obj}$ ?

**Ex:** You will not be composing a verse tomorrow

**Assertive—**

**Pos:** You will be composing a verse.

**Interrogative—**

**Sin :** Will you be composing a verse tomorrow?

**Dou :** Why will you be composing a verse tomorrow?

**\* Future Perfect Tense :**

**Helping verb :** 1st person : shall have.

**Main verb :**  $v_3$

**Ass :** **Pos :** sub + will/shall + have +  $v_3 + \text{obj}$ .

**Neg :** sub + will/shall + not + have +  $v_3 + \text{obj}$ .

**Intrr :** **Sin :** will/shall + sub + have +  $v_3 + \text{obj}$ ?

**Dou :** QW + will/shall + sub + have +  $v_3 + \text{obj}$ ?

**Ex :** He will have planned surprise for her.

**Assertive—**

**Neg :** He will not have planned surprise for her.

**Interrogative—**

**Sin :** will he have planned surprise for her?

**Dou :** Why will he have planned surprise for her?

**\* Future perfect continuous tense :**

**Helping verb :** 1<sup>st</sup>: shall have been, II<sup>nd</sup> III<sup>rd</sup>; will been have

**Main verb :**  $v_1 + \text{ing}$ .

**Point of time :** since.

**Perfect of time :** for.

**Ass :** **Pos:** sub + will/shall + have + been + v<sub>1</sub> + ing + obj. + since/for + time

**Neg :** sub + will/shall + not + have + been + v<sub>1</sub> + ing + obj + since /for + time.

**Inter :** **Sin :** will/shall + sub + have + been + v<sub>1</sub> + ing + obj + since/for + time?

**Dou :** QW + will/shall + sub + have + been + v<sub>1</sub> + ing + obj + since/four + time?

**Ex :** They will have been making chairs for 2 hours tomorrow.

**Assertive—**

**Neg :** They will not have been making chairs for 2 hrs tomorrow.

**Interrogative—**

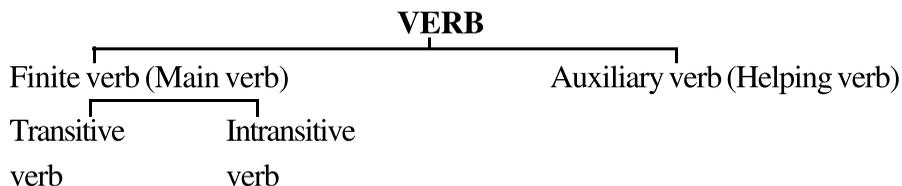
**Sin :** Will they have been making chairs for 2 hrs tomorrow?

**Dou :** Why will they have been making chairs for 2 hrs tomorrow?

### ACTIVE AND PASSIVE

#### \* General Introduction ;

1. subject change into object and object change into subject.
2. we use only v<sub>3</sub> in passive voice.
3. Only transitive verb should be change into passive.
4. Oftenly we use by in passive.



**\* Transitive verb :** When we ask question in a sentence with “what” and get answer according to what that, is transitive verb.

**Ex :** He eats an apple.

What does he eat?

An Apple—Transitive verb.

## VOICE

**VOICE :-** Voice is that form of a **verb** which shows whether **what** is denoted by the subject **does something** or has **something done to it**.

**Eg.:- Active sita loves savitri**

Passive savitri is loved by sita

**Active who did this ?**

Passive by whom was this done ?

**There are 2 types of voices and they are as follows :**

**a) Active Voice :-** A verb is in the active voice when its form shows that the person or thing denoted by the subject does something or it is the doer of the action and it is so called because the person denoted by the subject acts.

**Eg : Rama helps Hari**

**b) Passive Voice :-** A verb is in the passive voice when its form shows that something is done to the person or thing denoted by the subject. It is so called because the person or thing denoted by the subject is not active but passive i.e. it receives some action.

**Eg. : Hari is helped by Rama.**

**Change from active to passive**

**a) He is playing hockey.**

Hockey **is being played** by him

**b) You are not solving sums.**

Sums **are not being solved** by you

**c) Is he teaching me ?**

Am **I being taught** by him.

**d) Is she not helping you?**

Are you not **being helped** by her.

**e) Why are you telling lies ?**

Why **are lies being** told by you?

### **Change from Passive to Active**

**a) Tea was taken by me yesterday.**

I **took** tea yesterday.

**b) My purse has been stolen by him.**

He **has stolen** my purse.

**c) Songs were not sung by us**

We **did not sing** songs.

**d) What has been purchase by them.**

What **have they purchased.**

**e) Milk was being drunk by the cat**

The cat **was drinking** milk

### \* Passive of Present Indefinite :

Active      Passive

**Helping ver :** do/does → is/are/am

**Main verb :**  $v_1/v_1 + s/es \rightarrow v^3$ .

**Ass :** **Pos :** obj + is/are/am +  $v_3$  + by + sub.

**Neg :** obj + is/are /am + not +  $v_3$  + by + sub

**Inter :** **Sin :** is/am/are + obj +  $v_3$  + by + sub?

**Dou :** Qw + is/are/am + obj +  $v_3$  + by + sub?

**Ex: 1.** She cooks good food.

Good food is cooked by her

2. They do not play football daily.

Football is not played by them daily.

3. Does Ravi kill a Tiger?

Is a Tiger killed by Ravi?

### \* Use of different preposition :

Known	to,	interest	in
oblize		consist	
Alarmed	at,	agree	with
disappointed		satisfy	

**Ex. 1.** I know his father.

His father is known to me.

2. This book consists 100 pages.

100 pages are considered in this Book.

3. She laugh at them.

They are laughed at by her.

### \* Passive of Past Indefinite :

Active      Passive

**Helping verb :** Did → was/were

**Main verb :**  $v_1/v_2 \rightarrow v_3$

**Ass :** **Pos:** Obj + was/were +  $v_3$  + by + sub.

**Neg :** obj + was/were + not +  $v_3$  + by + sub.

**Inter :** **Sin :** was/were + obj +  $v_3$  + by + sub?

**Dou :** QW + was/were (were + obj +  $v_3$  + by + sub?)

### \* Passive Future Indefinite:

Active      Passive

**Helping verb :** will/shall → ( will/shall be

**Main verb :**  $v_1$  ) → (  $v_3$

**Ass :** **Pos :** Obj + will/shall + be +  $v_3$  + by + sub

**Neg :** Obj + will/shall + not + be +  $v_3$  + by + sub.

**Inter : Sin :** will/shall + obj + be + v<sub>3</sub> + by + sub?

**Dou :** QW + will/shall + obj + be + v<sub>3</sub> + by + sub?

**Ex:** will you Give me a pen tomorrow?

**Ass : Pos :** A pen will be given to me by you tomorrow.

**Neg :** A pen will not be given to me by you tomorrow.

**Inter : Sin :** will a pen be given to me by you tomorrow?

**Dou :** Who will a pen be given to me by you tomorrow?

**\* Passive present continuous :**

**Active                      Passive**

**Helping verb :** is/are/am → is/are/am+being

**Main verb :** v<sub>1</sub> + ing → v<sub>3</sub>

**Ass : Pos :** Obj + is/are/am + being + v<sub>3</sub> + by + sub

**Neg :** obj + is/are/am + not + being + v<sub>3</sub> + by + sub

**Inter : Sin :** is/are/am + obj + being v<sub>3</sub> + by + sub

**Dou :** QW + is/are/am + obj + being + v<sub>3</sub> + by + sub?

**Ex:** They are making too much noise in the class today.

**Ass : Pos:** Too much Noice is being made by them in the class today.

**Neg :** Too much noise is not being made by them in the class today.

**Inter : Sin :** Is too much noise being made by them in the class today?

**Dou :** Why is too much noise being made by them in the class today?

**\* Passive Past Continuous :**

**Active                      Passive**

**Helping verb :** was/were → was/were + being

**Main verb :** v<sub>1</sub> + ing → v<sub>3</sub>

**Ass : Poss :** obj + was/were + being + v<sub>3</sub> + by + sub.

**Neg :** obj + was/were + not + being + v<sub>3</sub> + by + sub

**Inter : Sin:** was/were + obj + being + v<sub>3</sub> + by + sub?

**Dou :** Qw + was/were + obj + being + v<sub>3</sub> + by + sub?

**Note :** Due to grammatical error we don't change future continuous into passive voice.

**\* Passive Present perfect :**

**Active                      Passive**

**Helping verb :** has/have → has/have + been

**Noun verb :** v<sub>3</sub> → v<sub>3</sub>

**Ass:** **Pos :** Obj + has/have + been + v<sub>3</sub> + by + sub

**Neg :** obj + has/have + not + been + v<sub>3</sub> + by + sub.

**Inter :** **Sin :** Has /have obj + been + v<sub>3</sub> + by + sub?

**Dou :** QW + has/have + obj + been + v<sub>3</sub> + by + sub?

**\* Passive Past perfect :**

**Active**                      **Passive**

**Helping verb :** has → had + been

**Main verb :** v<sub>3</sub> → v<sub>3</sub>

**Ass :** **Pos:** Obj + has + been + v<sup>3</sup> + by + sub.

**Neg :** Obj + had + not + been + v<sup>3</sup> + by + sub

**Inter :** **Sin :** had + obj + been + v<sup>3</sup> + by + sub?

**Dou :** QW + has + obj + been + v<sup>3</sup> + by + sub?

**\* Passive Future perfect :**

**Active**

**Passive**

**Helping verb :** will/shall + has → will/shall + has been

**Main verb :** v<sub>3</sub> → v<sub>3</sub>

**Ass :** **Pos:** obj + will/shall + hve + been + v<sub>3</sub> + by + sub

**Neg :** Obj + will/shall + not + have + been + v<sub>3</sub> + by + sub

**Inter :** **Sin :** will/shall + obj + have + been + v<sub>3</sub> + by + obj

**Dou:** Qw + will/shall + obj + have + been + v<sub>3</sub> + b + sub?

**Note :** There will be no passive of any perfect continuous tense.

**Ex :** They will have finished their home work.

**Ass :** **Pos :** Their homework will have been finished by them.

**Neg :** Their homework will not have been finished by them.

**Inter :** **Sin :** will their home work hve been finished by them?

**Dou :** Why will their home work home but finished by them?

**\* She will be laughing at him.**

No Passive.

**IMPERATIVE SENTENCE**

Sentence which express order, request suggestion etc. known as impressive sentence.

Positive Mood (Main verb + obj)

Impressive

Negative Mood (Do not + main verb + obj)

1. Subject of imperative sentence is always you.
2. It is always in simple present.
3. Negative mood always begins with do not.
4. It is always begins with main verb.

**Rule 1. Use of R/o :** You' are ordered/requested/suggested + 10 + v<sub>1</sub> + obj.

1. **Ex :** Come here —You' are ordered to come here.
2. Please, sing a song—You're requested to sing a song

**Rule 2. Use of Let :** Let + obj + be + v<sub>3</sub>

1. **Ex :** sing a song—let a song be sing.

**Use of should ;** obj + should + be + v<sub>3</sub>

**Ex :** sing a song—A song should be sing.

**Negative Mood :** You are forbidden + to + v<sub>1</sub> + obj + you are ordered/suggested/requested + not + 0 + v<sub>1</sub> + obj

**Ex :** Don't come here—You're forbidden to come here. OR

You are ordered not to come here.

**Use of let :** let + obj + not + be + v<sub>3</sub>

**Use of should :** obj + should + not + be + v<sub>3</sub>

**Ex.** Don't make a noise, Or, let a noise not be made. OR

A Noise should not be made.

## EDITING

**1. Edit the following lines :**

- |    |  |                  |
|----|--|------------------|
| 1. | Exactly <u>the</u> week of her Prime Minister                | the : a          |
| 2. | Narendra Modi touched down <u>in</u> Lahor                   | in : at          |
| 3. | a terror attack on <u>his</u> Pathankot Airforce.            | his : the        |
| 4. | best has came as <u>an</u> big challenge to                  | an : a           |
| 5. | <u>her</u> new peace initiative with Pakistan                | her : his        |
| 6. | <u>that</u> is strategically an imp. Airbase.                | that : which.    |
| 2. | 1. Memory <u>was</u> a lamplex phenomena.                    | was : is         |
|    | 2. with memory as <u>of</u> the care amnesia.                | of : in          |
|    | 3. The personality <u>changed</u> is distorted.              | changed : change |
|    | 4. Memory <u>was</u> of vital importance in.                 | was : is         |
|    | 5. definging our personalities without memory, <u>they</u> . | they : me        |
|    | 6. can turn <u>into</u> walking zombies.                     | into : in        |

- |    |     |  |                     |
|----|-----|--|---------------------|
| 3. | 1.  | Life is indeed <u>the</u> outrage gift and.                  | the : a             |
|    | 2.  | <u>it is</u> privileges are most mysterious.                 | it is : its         |
|    | 3.  | our first and strongest impressions <u>were</u> .            | were : are          |
|    | 4.  | borrowed like a Rustic <u>on</u> a fair, we.                 | on : in             |
|    | 5.  | are fall of amazement having no thought of <u>gone</u> home. | gone : going        |
| 4. | 1.  | Butterflies <u>are</u> moth look alike.                      | our: and            |
|    | 2.  | but there <u>were</u> many ways in.                          | were : are          |
|    | 3.  | which you can <u>told</u> butterflies.                       | told : tell         |
|    | 4.  | <u>flew</u> only clearing the day most.                      | flew : fly          |
|    | 5.  | mths <u>comes</u> out night.                                 | comes : come.       |
|    | 6.  | when they are <u>rested</u> .                                | rested : resting.   |
|    | 7.  | Butterflies fold <u>there</u> wings but.                     | there % their.      |
|    | 8.  | moth <u>spreading</u> their wings.                           | spreading : spread. |
| 5. | 1.  | The ship <u>was</u> man's oldest and.                        | was : is            |
|    | 2.  | Most important <u>means</u> of.                              | means : means       |
|    | 3.  | transportation. Today thousands <u>on</u> .                  | on : of             |
|    | 4.  | ships <u>accross</u> ocean, sail.                            | accross : around.   |
|    | 5.  | along sea cost <u>from</u> trade.                            | from : for.         |
|    | 6.  | Trade among countries <u>depended</u> .                      | depended : depends  |
|    | 7.  | heavily <u>in</u> ships, g pant tanker.                      | in : on             |
|    | 8.  | has petroleum, vegetable, oil <u>or</u>                      | or : and            |
|    | 9.  | other ipquicls other versels <u>carried</u> .                | aried : carry.      |
|    | 10. | cargoes such as grains, are, and, etc.                       |                     |

### DIRECT—INDIRECT SPEECH

_____ ,	“ _____ ”
Reporting verb	Reporting speech
or	or
Principal clause	Sub-ordinate clause.

### 1. Changes when reported verb into Present our future tense :

- When Reporting verb is into present or Future tense then there will be no change in the tense of reported speech.

2. We change only reporting verb :

say change into says.

3. says to change into tells.

Reporting verb and reported speech joint together with that.

**Ex. 1. She says to me, “They do not help the poors”.**

She tells me that they do not help the poors.

**2. He will say to me, “Ravi is making a noise in class”.**

He will tell me that Ravi is making a noise in class.

## **2. Changes when Reporting verb is into past tense:**

1. said change into said.

said to change into told.

2. **Reporting** verb and reported speech joint together with that.

## **3. Changes in Reported speech :**

1. Present Indefinite change into Pst Indefinite.

2. Present continuous : Past continuous.

3. Present Perfect : Past Perfect.

4. Present Perfect continuous : Past Perfect continuous.

5. Past Indefinite : Past Perfect.

6. Past Continuous : Past Perfect Continuous.

**Note :** There will be no change in Past Perfect and Past perfect continuous.

## **4. Changes in modal Auxiliary :**

1. Shall : should

2. will : would

3. can : could

4. may : might.

**Note :** Must, had not, ought to, dare, etc usually remain unchanged.

5. Present, indefinite change into past indefinite

6. Present continuous : Past continuous

7. Present Perfect : Past perfect

## 5. Person changing.

S.No.	Subject case	Possessive case	objective case
Ist Person	I we	My our	me us
IInd Person	your	your	you
IIIrd person	He she It They	His Her it is their	Him Her It them.

### 1. Changing of 1st person:

Where the subject of reported speech is into 1st person then it will change according to the subject of reporting verb.

### 2. Changing of 2nd person.

When the subject of reported speech is in and person, then it will change according to the object of reporting verb.

### 3. Change of IIIrd person:

There will be no change in IIIrd person.

## 6. Indirect of Interrogative sentence:

1. Said/said to change into asked/enquired of/demanded.
2. (a) **Single interrogative** : Reporting verb and Reported speech joint together with if or whether.  
(b) **Double Interrogative** : Reporting verb and Reported speech joint together with the same question word with which reported speech started.
3. “?” changes into “.”.
4. Tense and Person change as.

**Eg. 1. She said to me, “Do you like to take tea?”**

She asked me if I liked to take tea.

**2. They said to me, “Why do we not go to Lucknow today?”**

They asked me why they did not go to Lucknow that they.

**Note:** When we make Indirect then interrogative change into simple sentence.

## 7. Word changing :

1. This : That.
2. These : Those.
3. Here : There.

4. Today : That day.
5. Now : Then.
6. Ago : Before.
7. Yesterday : the previous day.
8. Tomorrow : the next day.
9. To nights : that night.

- Eg. 1. My teacher said to me, “Why have you not completed your work?”**  
My teacher asked me why I had not completed my work.
- 2. Ravi said to you, “When will you come back?”**  
Ravi asked you when you would come back.

### 8. Exclamatory sentences :

Sentence which expresses heart touching feeling known as exclamatory sentence.

#### Types of exclamatory sentence:

1. sentence that starts with exclamatory word.
2. sentence that starts with interrogative word.

### 9. Changes in Reporting verb :

1. Said/Said to change into exclaimed with joy/surprise etc.
2. Reporting verb and reported speech join together with that.
3. ”!” change into “.”.
4. Exclamatory sentence change into simple.
5. Tense and Person will change as word.

- Eg. 1. The old lady said, “A/as/I have lost my all property.”**  
The old Lady exclaimed with that she had lost here all property.
- 2. Sameer said, “Hurrah! We have won the match today”.**  
Sameer exclaimed with joy that they had won the match that day.
- Note :** When reported speech starts with what/How, then said/said to.

### 10. Exclamatory sentence that begin with question word :

- Eg. 1. He said to me “What a weather it is!”**  
He exclaimed with surprise that it was a fine weather.
- 2. She said, “How beautiful she is!”**  
She exclaimed with surprise that she was very beautiful.
- When there is interrogative words just like what/how, then we change it into fine, rate, good, very, etc..

**Eg. 1. Ravi said to Virat, “Bravo! You have done well.”**  
Ravi applauded Virat by saying that he had done well or Ravi exclaimed with joy that he had done well.

### 11. Imperative sentence :

1. said/said to change into rodered/requested/suggested, etc.
2. Reporting verb and reported speech join together with “to”.
3. When Imperative sentence is negative then we change said/said to into “forbid” and remove do not.
4. There will be no change in the tense of reported speech.
5. But Person will change.

**Eg. 1. The teacher said, “go away”.**

The teacher ordered to go away.

**2. My Mother said to me, “Complete your homework.**

My Mother suggested me to complete my homework.

**3. My father said to him, “Don’t come again”.**

My father ordered him not to come again.

Or

My father forbidded him to come again.

**4. My friend said to me, “Please give me your pen”.**

My friend requested me to give him my pen.

### 12. Options sentence :

Sentence which express course, wish, bless, pray, etc.

1. said/said to change into cursed/wished/prayed/blessed, etc.
2. optative sentence change into simple sentence.
3. Tense and person will change as usual.
4. Reporting verb and Reported speech in together with “that”.
5. May change into might.

**Eg. 1. The hermit said, ““May Gog bless you!”**

The hermit blessed that God might bless him.

**2. The old lady said, “May you go to hell!”**

The old lady cursed that he might go to hell.

**3. My friend said, “May you passes the exam!”**

My friend wished that I might pass the exam.

# LETTER WRITING

Writing is an essential skill. In spite of the prevalence of e-mail and text messages, letters are still one of the most important and popular means of communication. Trade, official correspondence, public presentation, complaints and other dealings, transactions and communication with people are still through letters.

Orders XI, only formal letters are given in the syllabus. So, here we have covered only formal letters.

## TYPES OF FORMAL LETTER

Different kinds of formal letters are

- Business/Official Letters
- Taking enquiries/asking for information
- Sending quotations in response to enquiries
- Registering complaints
- Making request/appeals
- Replying to enquiries/giving information
- Placing orders
- Cancelling orders

## LETTERS TO THE EDITOR

- Giving suggestions on an issue of public interest
- Expressing views on an issue already raised in article/writeup/in a published letter

## LETTERS OF JOB APPLICATION

- Application for a job (includes resume)

## LETTERS TO PRINCIPAL/SCHOOL OR COLLEGE AUTHORITIES

- Regarding admission
- Requirement or suitability of courses
- School's issues like leave for illness

## Points to be Kept in Mind

Read the question carefully to understand it properly.

Write down the key points for establishing good content and make sure that the body of the letter is in line with the main theme.

Your letter must be coherent and not begin or end abruptly

Avoid using long sentences. Avoid writing too much for explaining a single point.

Keep your letter brief and to the point

Stick to the word limit i.e.-120-150 words.

Be polite and formal at all times.

Strictly avoid short forms or slang and use refined language.

## STEPS TO WRITE A LETTER

To write an effective letter, one must follow the correct format and the steps given below

**Sender's Address** Make sure that sender's address is clear and precise. **Specify** the house number first, followed by the street, town/state and pin code.

Example: 2334/31, Mangal Pandey Nagar  
Ekta Park  
Meerut-250002

This portion includes the sender's full address. While writing the address, one must **NOT** use a comma at the end of each line.

**Date and Receiver's Address** Next comes the date on which the letter is written, followed by the receiver's address which comprises the receiver's name/designation and address.

Example: 12th December, 20XX  
The Editor  
The Times of India  
Daryaganj  
New Delhi-110002

**Note** The full address need not be written (it is optional).

**Subject :** One of the most important parts of a letter is the subject. One must ensure that the subject expresses the main theme or crux of the letter clearly

**Salutation :** The salutation used in formal letters is a greeting to the person to whom the letter is addressed.

**Body of the Letter :** The body of the letter is a complex part which contains all the information the writer (you) wants to convey. For this, start with introducing the purpose of writing. Then, build up the topic to develop the interest of the reader by stating the causes, effects and solutions to the problem being discussed.

- (i) **Introductory Paragraph/Sentence** States the purpose of writing.
- (ii) **Informative Paragraph** Gives details of the problem, causes, effect, possible solution etc..
- (iii) **Concluding Paragraph/Sentence** States your hope, comment, request, suggestion etc.

**Complimentary Close :** This is a courteous way of ending a letter. For this, we write Yours sincerely/ Yours faithfully/Yours truly. The first letter of the second word (here 's', 'f', 't') is never written starting with a capital letter.

**Sender :** Just below the complimentary close, sender's name is written as a mark of signing off. If applicable, the sender's designation may be added.

### A. BUSINESS/OFFICIAL LETTERS

These include letters of enquiry/asking for information, replying to letters received, placing orders and sending acknowledgment, cancelling orders, letters of complaint, making requests and appeals.

## FORMAT OF BUSINESS LETTER

You had sent some books through Rechar Courier Services Private Limited, New Delhi, to your brother in Baroda. After a week, your brother reported that he had not received the books. The local office of the company does not have any satisfactory answer to your verbal complaint. Write a letter to the Managing Director, Rechar Courier Service Private Limited at their head office in Nehru Place, New Delhi, the facts and asking for immediate action. You are Kusum Singhal/Avinash Pandey of 180, Rajnath Nagar, New Delhi.

180, Rajnath Nagar  
New Delhi-110085

September, 20XX

The Managing Director  
The Managing Director  
Rechar Courier Services Private Limited  
Nehru Place, New Delhi-110019

Subject Non-delivery of Courier Packet

Sir/Madam

This is to bring to your kind notice that I had sent some books to my brother in Borada vide your consignment number 204 dated

27th August, XX

to inform you that he has not received it yet.

I approached your local office which sent the books to know the status, but in vain. The payment receipt number against which the packet was sent is RN2340 dated

12th August, 20XX,

The books are very expensive and needed urgently by my brother. You requested to look into the matter and inform me about the status of the Courier packet.

to early response will be highly appreciated.

Sincerely  
Singhal

### Letter writer's address

Sender's address is written here.

Never put your name here.

Mark

### Date

This appears just below the sender's address after giving a blank line.

### Receiver's name/rank

and his/her address

It Indicates the designation of the receiver and name of the company

Mark

### Theme of formal letter

It indicates the themselves/subject here

### Salutation

It is a customary greeting with which the sender opens the letter

Mark

Mark

### Body of the letter

Always changes the para while making anew point.

3 Marks

### Subscription and Signature

Signing off, name and designation, if applicable

½ Mark

## SAMPLE BUSINESS/OFFICIAL LETTERS

- 1. Write a letter to Lightways Sports, Amrapalli, Thane, placing an order of sports articles (minimum 4) to be supplied to your school, ABC Matriculation School, Civil Lines, Pune. Sign as Ravi/Raveena, Sports Secretary.**

**Ans.** ABC Matriculation School  
Civil Lines, Pune—411013  
11th March, 20XX  
Lightways Sports  
Amrapali, Thane-400203

**Subject** Sports Articles for the School

Dear Sir,

As the Sports Day of the school is being held next month, we want you to supply the following sports articles as soon as possible, so that the students can practice for the various sports tournaments.

Item	Brand	Quantity	Item	Brand	Quantity
I. Footballs	Nivea	4	IV. Batting gloves (pars)	SVG	8
II. Cricket bats	SVG	6	V. Basket balls	Spalding	4
III. Cricket balls	SVG	6	VI. Tennis balls	Cosco	12

Please send the goods to the school on any weekday between 8 am and 12 pm. You are also requested to send the bill after allowing the discount permissible for schools. Payment will be made after the consignment is received and checked by the Games department of the school.

Further, please ensure the quality of the consignment. If defects are found in the goods, the whole consignment will be returned without any payment.

Thanking you

Yours faithfully  
xyz

- 2. As Krishna Kant, you had employed the services of Decent Packers, 1469, D Block, Connaught Place, New Delhi to pack and transport your household goods and car to Chennai. Complain to the manager for late delivery of goods and damage caused to the goods.**

**Ans.** 170, Karamveer Nagar  
New Delhi-110075  
4th September, 20XX  
The Manager Decent Packers  
1469, D Block Connaught Place  
New Delhi-110001

## **Subject** Complaint Regarding Late Delivery and Damage of Goods

Dear Sir

This is to bring to your kind notice that I shifted my household goods and care to Chennai and have asked for your services to pack and transport the goods. However, I regret to inform you that the package of goods has still not been delivered at Chennai even 7 days after they were sent from here. Only the car been delivered and that too in a damaged condition. One rear door of the car has been severely damaged. It is extremely distressing to observe this inefficiency of your company.

I want to claim compensation for the damage to the car. I request you to kindly look into the matter and find out where my goods are and take necessary steps to inform me about the status of transfer of good I hope to receive an early response from your end.

Yours faithfully

Krishna Kant

**3. Write a letter to the Chairman of the National Library to open a furnished library in your locality.**

**Ans.** C/10, Sector 12  
RK Puram  
New Delhi-110022  
7th January, 20XX  
The Chairman  
National Library  
J-17, Saket  
New Delhi-110017

**Subject** Request for a Library

Respected Sir

I request you to arrange a public library in our locality. It will become a better civic amenities in the area. The library will help the school children as well as the college students to upgrade their knowledge for competitive exams. It would provide them a quiet place to study. Moreover, it will be beneficial to the residents of the area for improving their knowledge. The library should have a separate section for issue and return of the books.

I therefore earnestly request you to look into the matter and open a branch of your esteemed library in our area. I hope to receive a positive response from you end.

Yours faithfully

Seema Yadav

4. **You are Anjali/Ajay Dev House No. 101, Sector 22, Meerut. You are greatly disturbed by the insanitary condition prevailing in your city. Write a letter to the Chairman of the Municipal Corporation, Meerut, throwing light on it and seeking cooperation in keeping the city clean.**

**Ans.** House No. 101  
Sector 2  
Meerut-250002  
17th January, 20XX  
The Chairman  
Municipal Corporation  
B-14, Sector 7  
Meerut-250002

**Subject** Insanitary condition in the City

Respected Sir

I am constrained to bring to your kind notice that our locality is in a pathetic condition due to lack of proper civic amenities. The streets are not swept regularly, in fact, the sweepers have not been seen from the last one month. As a result, piles of garbage can be seen everywhere in the society. The filth on the roads is further getting scattered by stray dogs.

It is becoming very difficult to breathe in this smelly environment. The sweepers had earlier piled heaps of rubbish on the roadside which has bred harmful insects.

I therefore request you to investigate the matter and help in keeping the city clean, otherwise our city may have a serious outbreak of cholera in the near future.

Yours faithfully

Ajay Dev

5. **As a regular bus commuter from NOIDA to Delhi, you have been witnessing rash driving by the bus drivers daily without exception. Write a letter to the General Manager, Delhi Transport Corporation, about this problem. You are Priti/Pranav Gupta from 16, Ashok Vihar, Phase2, NOIDA.**

**Ans.** 16, Ashok Vihar, Phase 2  
NOIDA-201308  
18th January, 20XX  
The General Manager  
Delhi Transport Corporation, Delhi-110002

**Subject :** Complaint against Rash Driving by Bus Drivers

Respected Sir

I want to bring to your kind notice that rash and reckless driving by DTC bus drivers on the city roads has taken a turn for the worse.

I am a regular commuter by bus from NOIDA to Delhi. I have been witnessing rash driving by the bus drivers daily without exception. The buses are driven at high speed to overtake other buses and most of the time the drivers end up having quarrels and fights with the drivers of other private buses. Last weekend the bus I was in met with an accident. The driver was not even carrying a valid driving licence. Drink and drive cases against these drivers have also risen recently. I therefore earnestly request you to look into the problem as early as possible to prevent the recurrence of such events in future. In this regard a strict time-table for the buses should be maintained. The licenses of the concerned drivers should be renewed at the legally designated intervals.

Yours faithfully

Pranav Gupta

### TRY YOURSELF

1. As Avinash Aneja, librarian of Swami Vivekanand Sr Secondary School, Vikaspuri, New Delhi, you have to buy dictionaries and encyclopaedias. Write a letter to Universal Book Suppliers, 14 Gali Ramnath Chandni Chowk, Delhi asking them for a list of such books available with them, their publishers, special discounts for institutions, time taken for delivery and mode of payment.
2. You are Manish/Manisha Verma living at 59, Saraswati Enclave, Sector 9, Rohini, New Delhi. You wish make a pilgrimage to Badrinath, Kedarnath and Haridwar with you family of four members. Write letter to Ideal Pilgrims Tours and Travles, D-22, Connaught Place, New Delhi, enquiring about the schedule of their conducted tours by deluxe buses to these places. Ask about the charges, staying and boarding arrangements and the total time needed for the tour.
3. You are Suresh Mathur. You bought a new scooter manufactured by Plaza Company from Pink Automobiles Ltd., Industrial Area, Chandigarh. Three months after you purchased the scooter, the brake-failed gears stopped working and the petrol tank started leaking. You took the scooter to various repshops. All of them told you that the spare parts are not available. Write to Plaza Company asking them either replace the scooter or provide the spare parts.
4. You are greatly disturbed by loudspeakers blaring at high volume, particularly during festivals. Use loudspeakers is made without caring for the peace of local residence. Write a letter to the Superintendent of Police of your area requesting him to strictly enforce the law which prohibits the use of loudspeaker beyond 11 PM. You are Rishiraj Narain, living at R-25, Sector 14, RK Puram, New Delhi.
5. Write a letter to the Traffic Manager, Northern Railway, New Delhi, reporting the loss of your suitcase during your journey from Kolkata to New Delhi in Rajdhani Express.
6. You are Shobhit Sanwal, a student of class XI living in Sector 37, Faridabad. You want three books which are not available in the market. Write a letter to Atma Ram and Sons Booksellers, Kashmiri Gate, Delhi send you the desired books by VPP.

### B. LETTERS TO THE EDITOR

Letter to the Editor section of a newspaper or magazine forms an important part of the paper. Such letters voice the opinion as the people and provide them a platform to express their agreement, disagreement or

reaction to the news and views maintained in the newspaper. These letters can also raise issues of social, political and economic interest and generally centre public reactions. They also provide a forum to the readers to express their strong feelings and reactions to local, and international issues. They are written in crisp and clear language in a matter of fact style. The language is formal to the point.

### FORMAT OF LETTER TO THE EDITOR

Write a letter to the Editor of 'The Hindustan Times', New Delhi, about water shortage in your locality.  
You Rohan Pandit.

Number 7, Bahadur Colony  
Ghaziabad-201008

March, 20XX

To,  
The Editor  
The Hindustan Times  
New Delhi  
Date

Subject Water Scarcity in Bahadur Colony,  
Ghaziabad

Respected Sir Madam

Through the columns of your esteemed newspaper, I want to draw the attention of the authorities of Ghaziabad about water scarcity in our locality.

The water in Bahadur colony is supplied for only ten minutes in the morning and for the same time in the evening. For the rest of the day, the tap remains dry. Even the quality of water supplied is very unhygienic. Purchasing water on a daily basis is not easy for us.

Recently there have been cases of water-borne diseases such as typhoid and jaundice in the colony. It is feared that they may break out in any form if the quality of water supplied is not improved.

#### Sender's address

Sender's address is written at the top of the letter. Don't write your name here. 1 Mark

#### Date

The date is mentioned just below the sender's address after giving a space in the form of a blank line.

#### Receiver's name/rank

and his/her address  
we write the receiver's name and address of the

1 Mark

Theme of the letter  
this is indicated by the subject of the letter

1 Mark

#### Salutation

It is a generally accepted greeting which the sender starts the

1 Mark

#### Body of the letter

It is the elaboration of the theme of the letter 3 Marks

It is suggested that the Municipal Water Corporation should provide us from the main water line, which has been laid hardly 200 away from this colony.

yours faithfully  
Pandit

**Subscription and Signature**

It is at the end of the letter.  
Mentioning of designation  
(if applicable) is customary.

½ Mark

**SAMPLE LETTERS TO THE EDITOR**

1. **A student's anxieties never end. After clearing the Board Examination of class XII, there is the uncertainty of getting admission in a college and a course of one's choice. The cut-off percentage in good colleges rises every year. There are hardly any openings for average students.**

**Write a letter to the Editor of a national daily stating the above problems. You are Reena/Rohit from New Delhi.**

**Ans.** 106, Maharani Bagh  
New Delhi-110027  
20th July, 20XX  
The Editor  
The Times of India, BSJ Marg  
Delhi-110002

**Subject** Uncertainty of Admission in Colleges

Sir

Through the columns of your esteemed daily, I would like to draw the attention of the concerned authorities to the problem of uncertainty of getting admission in a college and a course of one's choice for the students passing class XII Board Examination. All are aware that the cut-off percentage for various subjects according to merit is rising every year in renowned colleges.

It is becoming a serious problem for the average students to get admitted in undergraduate courses. This will in turn lead to frustration in the students and therefore, they may be neglected in their family. This will also affect the students' cars in future. The government should devise some other process for these students as an alternative to this strict system of selection in education.

Yours faithfully

Reena

**2. The youth of the country are very vigilant these days and feel concerned about the problems being faced by the people. Write a letter to the Editor of a national daily urging him to highlight the role of the youth in eradicating the problems of poverty, unemployment and corruption. You are Rani/Rohit, 15, Gulbarga Society, Surat.**

**Ans.** 15, Gulbarga Society

Surat-395005

20th October, 20XX

The Editor

The Times of India Delhi-110002

**Subject** The Media Must Highlight Youth's Role in Eradicating Society's Problems

Respected Sir

You are well aware that society faces a number of problems like poverty, unemployment and corruption. The youth of the country is playing an important role in helping to eradicate such problems from society. You represent an important section of the media and must highlight any instances in which such problems are successfully handled by the youth of the country.

You may bring it out as a news item, a feature or a story with actual photographs, so that everyone becomes aware that the youth of the country are very vigilant these days and feel concerned about the problems being faced by the people. Unfortunately, such news items are spotlighted rarely by the media. We, the youth of the country, look forward to better coverage of our activities which lead the country into an era of less corruption, more employment and no poverty.

Yours sincerely

Rohit

**3. Write a letter to the Editor of an English daily, appealing for help for the victims of flood. You are Rohit/Reena.**

**Ans.** 43, Sukrit Street

Jorhat-785002

1st July, 20XX

The Editor

The Editor

The Hindustan Times

7, Kasturba Gandhi Marg

New Delhi-110001

**Subject** Help for the Victims of Flood

Respected Sir

I shall deem it a great favour if you publicise, in the columns of your esteemed daily, the miserable condition of the flood-stricken people of Bhrindan and other adjoining villages in Jorhat district of upper Assam. Also issue an appeal for help to these hard-hit people.

Due to heavy rains for three days and the breach of the Sahanpur Bandh, the flood, all of a sudden, entered these villages on the 27th of June. It caused havoc, as many huts many huts were washed away. Many people died as they were trapped inside their homes by the rising flood water. Some of the people are passing their days on trees and are without food, clothing and shelter. Parents have been separated from their children. Help has not yet reached these village. Rescue teams with medicine and food are yet to arrive.

Therefore, request you to publish this letter so as to appeal to the public to come forward and help these homeless victims of the flood before it is too late.

Your faithfully

Rohit

**4. You have noticed many stray animals on the road during the busy hours of the day. These animals cause traffic jams as well as accidents. You have already written to the concerned authorities but not action has been taken so far. Write a letter to the Editor. The Hindu, drawing attention of the Municipal Commissioner, Chennai to this probe. You are Shantha/Suresh, 12 MG Road, Chennai.**

**Ans.** 12, MG Road,  
Chennai-60001  
9th March 20XX  
The Editor  
The Hindu  
Chennai-600001

**Subject** Probles caused by Stray Animals

Respected Sir

Through the columns of your esteemed daily, I would like to draw the attention of the Municipal Commissioner to the problems caused by stray animals on city roads. Not a single day passes when we don't witness traffic jams on the roads. The reason for these jams are not heavy traffic movement, but stray animals roaming about on the roads.

These animals not only cause traffic jams but also create severe accidents. Just three days ago I witnessed a biker chased by dogs. He tried to drive away, in the process jumping a red light and meeting with an accident. Yesterday a bul gored a person so badly that he needed to be admitted to a hospital.

Despite many complaints to the concerned authorities, no action has been taken so far. These stray animals are becoming a nuisance. They are a danger to not only us but to themselves also. It is my request to the Municipal Commissioner to please take a note of the situation and rectify it as soon as possible.

Thanking you

Yours sincerely

Suresh

**5. While shopping at a popular at a popular fashionable market, you were distressed to see the harassment faced by some foreigners at the hands of self-proclaimed guides, greedy shopkeepers, vendors and even beggars.**

**Write a letter to the Editor, Indian Express, mentioning that we have forgotten our culture of hospitality and are responsible and are responsible for spoiling the image of our country.**

**Ans.** 3480, Lajpat Nagar I

New Delhi-110024

2nd March, 20XX

The Editor

Indian Express

Delhi-110022

**Subject** Complaint about Misbehaviour with Foreigners

Respected Sir

Through the columns of your esteemed daily, I would like to draw the attention of the concerned authorities towards the fact that foreigners in our country are becoming victims of serious harassment by Indians, which is creating a bad opinion of our Country's rich culture and heritage. Recently, a group of foreigners from USA came to visit the popular fashionable market n our area. But some shopkeepers charged an exorbitant price for the goods of these unsuspecting tourists.

There were Indians in the disguise of self-proclaimed guides who directed the tourits to a wrong route of Red Fort and utilised an extra commission from the hired taxi drivers. Even some beggars laughed at the group. I therefore earnestly request you to publish this matter so as to draw the attention of the concerned authorities. This will also make the common people aware of the fact that we as natives of India should not forget culture of hospitality towards foreign visitors, as we are responsible to represent the image of our own count.

Yours faithfully

Anita

### THE YOURSELF

1. You are the Secretary, Environment Club of your school. When you visited a few places of historic interest, you released that we need to protect our environment. Write in 120-150 words a letter to Editor of a national daily about the need to create awareness among the people about protecting environment.

- Write a letter to the Editor of 'The Times of India,' New Delhi, giving your views on the necessity promoting English speaking in India for better communication with tourists.
- Write a letter to the Editor of 'The Indian Express' requesting him to publish more news on 'Empower of Women' to enhance the female readers of the newspaper.
- Write a letter to the Editor of 'The Hindu' to point out the inconvenience caused by street overcrowding the pavements of the arterial roads in the city, forcing the pedestrians on to the roads. causes accidents and even deaths of pedestrians. Also outline a plan to overcome this problem.
- You are Tarun/Tanuja, J Block, Apple Apartments, New Street, Secunderabad. Write a letter to the Editor of a local daily expressing your views on the growing menace of stray cows in your city.
- You are Rohan/Rohini of 48, New Bank Enclave, Lucknow. Write a letter to the Editor of a local newspaper complaining about the badly maintained parks of your colony.

Writing a letter to apply for a job is one of the most important aspects of letter writing. The essential elements of a job application may brighten up the chances of being selected. The crucial art can be mastered by formulating the letter with standards. An application for job is a kind of cover letter usually attached with an enclosure of the writer's candidate's resume or curriculum vitae. The cover letter should be so well formulated that it stimulates the employer to you for the position.

### FORMAT OF JOB APPLICATION

You are Manav Mishra living in House No. 76M, Daryaganj, Delhi. You have seen an advertisement in the newspaper for the post of a 'State Assistant' on a part time basis. Write an application with complete bio-data to the Manager of the company.

House No. 76, Daryaganj  
Delhi-110002

Letter writer's address

Sender's address is written here.

Never put your name here.

Date

The date appears directly below the address after leaving a line.

The Manager  
Creations  
New Delhi-110024

Receiver's name/rank and his/her address

Application of the Post of Sales Assistant

Theme of formed letter

his/her address

Sir/Madam

Salutation

Your advertisement for the post of a Sales Assistant on a part-time basis in 'The Times of India' dated 27th February, 20XX and I wish to apply the same. I enclose details of my educational qualifications and experience in my

It is a customary greeting with

It is a customary greeting with which the sender opens the letter

bio-data. I can provide testimonial and certificates if you them.

Facts consider that my application is worth pursuing, I can be available for interview at any time to suit your convenience

Sincerely

Bio-data

### **Bio-data**

Name	Manav Mishra
address	House No. 76, Daryanganj, Delhi-110002
Educational qualifications	(i) Senior Secondary School Examination with Commence in first division
Professional qualification	Diploma in stitching and tailoring
Experience	(i) Worked in a boutique as a sales assistant for 1 year (ii) Working for last 3 years in 'Gopal Ready made Garment House' (export house)
Age	25 years
Salary expected	Rs. 8000 per month
References	(i) KP Singh, Manager, PNB, Delhi (ii) Sp Gupta, General Manager of Sales, Gopal Export House, Delhi

### **Body of the letter**

Always change the para while making a new Point.

### **Complimentary close**

(signing off greeting and name)

Here, we writ the detail of enclosed document with job application.

## SAMPLE LETTERS OF JOB APPLICATION

1. You are Priya/Aditya Roy living in House No. 7322, Sector 12, RK Puram, New Delhi. You have seen an advertisement in the newspaper for the post of a 'Software Engineer' in National Software Company. Write an application with complete bio-data to the Manager the company.

**Ans.** House No. 7322  
Sector 12, RK Puram  
New Delhi, 20XX  
The Manager  
National Software Company  
25, Saket Road  
New Delhi-110017

**Subject :** Application for the post of Software Engineer

Respected Sir

With reference to you advertisement in 'The Indian Express' dated 12th January, 20XX, I would like to myself as a candidate for the post of Softwre Engineer in your esteemed organisation. I will be highly obliged if you kindly select me for the said post. My curriculum vitae are enclosed herewith for you kind perusal.

Yours faithfully

Aditya Roy

Encl : CV

### CURRICULUM VITAE

Name Aditya Roy  
Father's name Amit Roy  
Address House No. 7322, Sector 12, RK Puram, New Delhi-110022  
Date of birth 4th October, 1987  
Marital status Unmarried

### Educational qualification

Exam	College/Board/University	Year	Percentage
High School	CBSE	2004	85%
10 + 2	CBSE	2006	90%
B. Tech	IIT, Kharagpur	2010	92%
M.Tech	IIT, Kharagpur	2012	92%

Work experience	Presently working as Senior Programme Development with Alpha Tech since July, 2012
Programming	C, C + +, . Net, Java, Fortran
Strength	Good time management
References	(i) Dr S Kumar (HOD Computer Science), IIT Kharagpur-721302 (ii) Dr PS Gupta (HOD Mathematics), St Stephen’s College, New Delhi-110007

**2. Write an application for the post of Assistant Professor in English in St Joseph and Mary College, New Delhi with a bio-data. You are Singini Roy.**

**Ans.** M-72, Block  
C R Park  
New Delhi-110019  
29th January, 20XX  
The Principal  
St Joseph and Mary College  
New Delhi-110017

**Subject :** Application for the Post of Assistant Professor in English

Respected Sir

In response to your advertisement in ‘The Times of India’ dated 28th January, 20XX, I offer myself as a candidate for the post of Assistant Professor in English in your esteemed institution. I will be thankful if you kindly select me as a candidate for the said post. My bio-data is enclosed herewith for you kind perusal.

Yours faithfully

Singini Roy

Encl: Bio-data

### BIO-DATA

Name	Singini Roy
Father’s name	Avik Roy
Address	M-72 , C Block CR Park, New Delhi-110019
Date of birth	8th September, 1985
Marital status	Unmarried

### Educational qualifications

Exam	College/Board/University	Year	Percentage
High School	CBSE	2001	89%
10 + 2	CBSE	2003	80%
BA (Hons)	St. James College, New Delhi	2006	63%
MA	University of Delhi	2006	60%
UGS (NET)	University of Delhi	2010	65%

Work experience	Working as an Assistant Professor in English in Dilbagh College since September, 2010
Languages known	English, Bengali, Hindi, French
Strength	Positive attitude to work
References	(i) Dr S Sen, HOD, English, Dilbagh College (ii) Dr M Maitra, HOD, English, JNU

**3. You are Simran Gupta. Write an applicant for the post of HR Executive in a reputed company, enclosing your bio-data.**

**Ans.** 66, Anand Vihar  
New Delhi-110092  
16th January, 20XX  
The Recruitment Manager  
Vivid Colours Pvt Ltd  
Ghaziabad-201004

**Subject :** Application for the post of HR Executive

Respected Sir

This is in reference to you advertisement published in 'The Hindustan Times', dated 15th January, 20XX for the post of HR (Executive). I wish to apply for the said post in your esteemed organisation. If given an enhance, I can prove my worth and will be never shy of hard work, I am enclosing my resume for your perusal.

Yours faithfully

Simran Gupta

Encl: Resume

### Resume

Name Simran Gupta  
Father's name KK Gupta  
Address 66, Anand Vihar, New Delhi-110092  
Date of birth 10th December, 1988  
Matital status Single

### Educational qualifications

Exam	College/Board/University	Year	Percentage
High School	CBSE	2005	83%
10 + 2	CBSE	2007	84%
BA (Hons)	St Mary College	2010	65%
MBA (HR)	University of Delhi	2012	60%

Work experience	Presently working in National Crates Company Pvt Ltd since July, 2012 as Personnel Executive
Languages know	English, Hindi
Strength	Positive attitude to work
References	(i) Dr. S Roy, HOD, Business Administration Department, University of Delhi (ii) Dr RM Singh, Director, National Crates Company Pvt Ltd, Ghaziabad

**4. Write an application for the post of Accountant to the General Sales Manager, Excellent Chemicals Ltd., Saran Towers Building, Barakhamba Road, New Delhi. You have seen the advertisement in The Times of India. You are Seema/Saurabh Kalra living at B-67, Joshi Colony, IP Extension, New Delhi.**

**Ans.** B-67, Joshi Colony, IP Extension

New Delhi-110092

5th Jan any, 0XX

General Sales Manager

Excellent Chemicals Ltd

Saran Towers Building, Barakhamba Road

New Delhi-110001

Subject Application for the Post of Accountant

Respected Sir

With reference to your advertisement in The Times of India dated 4th January, 20XX for the post of Accountant, I want to offer myself as a candidate for the same.

I passed M. Com in the year 2005 and am working in the Accounts department of a reputed company for years. If I am given a chance I shall work sincerely to come up to your expectations. I am enclosing herewith my detailed resume for your kind reference.

With kind regards

Yours faithfully

Saurabh

Encl : Resume

### Resume

Name	Saurabh Kalra
Father's name	Amit Kalra
Address	B-67, Joshi Colony, IP Extension, New Delhi-110092
Date of birth	4th October, 1982
Material status	Unmarried

## Educational qualifications

Exam	College/Board/University	Year	Percentage
High	CBSE	1998	75%
Senior Secondary	CBSE	2000	70%
B. Com	Ramjas College	2003	72%
M.Com	University of Delhi	2005	68%

Work experience Presently working as Accountant with Alpha Technologies Ltd, New Delhi, since July, 2005.

Language known English, Hindi, Punjabi

Strength Good time management

References (i) Dr S Purohit, HOD, Commerce Dept, Ramjas College, University of Delhi  
(ii) Mr S Dalmia, Director, Alpha Technologies Ltd, New Delhi

## ESSAY WRITING

### MY TOWN OR YOUR TOWN

**Hints**—1. Name of the town, 2. Location, 3. Around the town, 4. Its importance.

**1. Name of the town**—The town I live in is famous for one reason—it has been the home of the Prime Minister of India. Pt. Jawahar Lal Nehru was brought up in Allahabad, Sri Lal Bahadur Shastri had a house at Allahabad and Indira Gandhi was born here. Anand Bhawan, donated to the nation by the Prime Minister, is now a place of historical importance.

**2. Location**—Allahabad is situated near the Sangam, the place where the two rivers the Ganga and the Yamuna, meet. Thousands of visitors and pilgrims come to Allahabad just to have a dip in the Sangam.

**3. Around the Town**—It is a calm and a quiet city, because there are not many industries around. Naini, a superb suburb of Allahabad, however, is now developing fast industrially. There is the big Agriculture Institute, the Indian Telephone Industries and the factory of Universal Tyres. A glass factory is also going to be built there shortly. Allahabad proper has the Geep Flash Light Factory which makes batteries.

**4. Its Importance**—There are a few spots in Allahabad which have scenic beauty. There are the old but majestic stone buildings of the High Court and the offices of the various departments. There are other attractions for visitors too.

Allahabad is famous as a seat of learning. The main office of the Board of High School and Intermediate Education is situated in Allahabad. The headquarter of the Education Department of Uttar Pradesh is located. We are proud of our town.

**Difficult Words** : importance = महत्त्व, historical = ऐतिहासिक, situated = स्थित है, pilgrims = तीर्थयात्री, majestic = शानदार, attraction = आकर्षण।

## A FESTIVAL: 'DIWALI'

### OR A FESTIVAL

**Hints**—1. Name of the Festival, 2. The time of celebration, 3. Preparation for the festival, 4. How I celebrated, 5. Conclusion.

**1. Name of the festival**—The name of the festival is Diwali. It is a famous festival of Hindus. It is celebrated throughout the country with great pomp and show. It is known as the festival of lights.

**2. The time of celebration**—Diwali festival is celebrated in the month of Kartika. Generally it falls 'in the month of November of every year. Some people believe that Rama returned to Ayodhya after killing Ravana, the king of Lanka, on this day. So people lighted earthen lamps in their houses to welcome Rama. Some people believe that the demon Narkasur was killed by Lord Krishna. According -to Jainism Lord Mahavir got salvation on this day.

**3. Preparation for the festival**—Diwali is celebrated with great pomp and show. Houses are cleaned and white-washed. Different kinds of decorations are made before the festival. On the very day houses, shop and temples are illuminated with earthen lamp and electric bulbs.

**4. How celebrated**—This year, I enjoyed Diwali with great joy. I cleaned my house and got it white washed. All the doors and windows were painted, balloons, beautiful pictures and flowers were used to decorate the house. I enjoyed delicious feast at evening. The whole house was illuminated with earthen lamps and electric bulbs. in the night. I let off fire works with my friends.

**5. Conclusion**—Diwali is one of the famous festivals of India. It reminds us about Lord Rama and Lord Mahavir. But there are some social evils associated with the festival. Some people drink and gamble on the day of Diwali. It is bad custom, we should try to remove these evils.

**8. Difficult Words :** Celebrated = मनाया जाता है, Pomp and show = ठाठ-बाट, believe = विश्वास करना, salvation = निर्वाण, decorations = सजावट, illuminated = जलाये जाते हैं, ballons = गुब्बारे, delicious = स्वादिष्ट, reminds = याद दिलाना, associated = सम्बन्धित।

### THE PRINCIPAL OF YOUR COLLEGE

**Hints**—Name and Qualification, 2. Dress, 3. Habits and Behaviour, 4. His qualities.

**1. Name and Qualification**—The name of my Principal is Sri Sunder Lal Verma. He is fifty years old. He is a post-graduate. He is an M.A.L.T.

**2. Dress**—His clothes are not costly. He puts on white clothes. He believes in simple living and high thinking. In winter he puts on brown suits. He uses a cap on his head.

**3. Habits and Behaviour**—He is an early rise. He is regular in his work. He hates late coming. He is hard working, sincere and honest. He is always sweet tempered and sweet tongued.

His behaviour is very fine. He does not abuse his servants. He does not beat his students. He is father like to them. I have never seen him angry.

**4. His Qualities**—He has many good qualities. He is a man of good character. He is a hard working man. He believes in simple life. He is very regular, punctual and honest and honest. He does no waste his time. He

is kind hearted, gentle and peace loving. He helps poor students. He is also a good sportsman. He is a man of principal. He is a good administrator too. I like him. most.

**Difficult Words :** regular = नियमित, sincere = लगनशील, sweet tongue = मृदुभाषी, administrator, प्रशासन, sports man = खिलाड़ी।

## MY FAVORITE BOOK OR THE BOOK YOU LIKE MOST

**Hints**—1. Name of the book and the author, 2. Theme of the book (Description), 3. Its languages and style, 4. Reasons for liking it, 5. Conclusion.

**1. Name of the book and the author**—I am fond of reading books. Reading books is my hobby. I have read so many books. The Ramcharit Manas is one of the ID. I like it very much I read it again and again. Its author is Goswami Tulsidas. He was a famous poet.

**2. Theme of the book (Description)**—There is vivid story of Lord Ram who was the eldest son of Dashratha. Dashratha was the famous king of Ayodhya. Ram was set into forest for fourteen years. Sita who was his wife also went to the forest. His brother Laxman was with him. In the forest Sita was carried off forcibly by Ravan; the .king ,of Lanka. Ram killed Ravan and ,came back to Ayodhya after fourteen years.

**3. Its languages and style**-The Ramcnarit Manas' is, an epic. It is .written in Hindi. Sanskrit is also used in it. It is in verse. Tulsidas has written so many books. All books are written in 'Awadhi' so the Ramcharit Manas is also in Awadhi.', so the Ramcharit Manas is also in Awadhi.

**4. Reasons for liking it**—I like the book very much. Its language is musical, and simple. It is full of wisdom. It is a store house of ideals which have worthy to be followed. Before us it presents a picture of an ideal society. It points out that the evil is punished, and the good prevails in the end.

**5. Conclusion**—Due to all the above qualities, the Ramcharit Manas is very popular in India. It is widely read with devotion. The Hindus worship it. It is also known as the 'Ramayan'. I like it.

**Difficult Words :** famous = प्रसिद्ध, vivid = विस्तृत, forcibly = बलपूर्वक, verse = कविता, language = भाषा, worthy = योग्य, devotion = भक्ति, worship = पूजा करना।

## MY VISIT TO A FAIR

**Hints**—Introduction, 2. Scene at the plants, 3. Description of the fair, 4. Conclusion

**1. Introduction**—The Ganga is a holy river. In the month of Kartik, Ganga fairs are held at many places. Varanasi is one of them. Once I had a chance to go to this fair with my friends.

**2. Scene at the ghats**—We went to the fair by the train take. We went directly to the ghat, where our friends were waiting for us. We went to take bathe in the Ganga. There was a very big crowd on the ghats. Police constables and volunteers were on duty. Boats were moving in the river. After bathing we came back to a hotel.

**3. Description of the fair**—In the evening, we went to the fair. There Were two lines of shops. They were well-decorated. We made some purchases in the market. When night befell, there was light everywhere.

It looked very beautiful, we felt hungry. So we took sweets and tea. Then we went to see the circus. We came back to hotel at 120' clock in the night.

**4. Conclusion**—Fairs are very useful. There we meet many of our friends and relatives. We see many new things. We also learn some new things. We forget our sorrows. We, enjoy them much.

**Difficult Words:** direct = सीधे, crowd = भीड़, constables = सिपाही, volunteers = स्वयंसेवक, well-decorated = भली-भाँति, purchases = खरीदारी, forget = भूलना, sorrows = दुःख ।

## A VISIT TO A ZOO

**Hints**—1. Introduction, 2. Visit to the Zoo, 3. Scene At Zoo, 4. Conclusion.

**1. Introduction**—Last Sunday, I with my friends went to visit Delhi Zoo. It is near Pragati Maidan.

**2. Visit to the Zoo**—We bought tickets and went inside. It was very interesting.

**3. Scene At Zoo**—We saw some animals and birds in cages. At first, we went to see the animal section. We saw many animals there, such as lions, tigers, monkeys, leopard, slogs, zebras etc. We became very happy to see monkeys jumping. We rode on elephant. Then we saw the birds section. We saw peacocks, parrots, pigeons and many other birds. They all looked very nice.

**4. Conclusion**—We got much joy to see the zoo. The zoo is a very lovely place. I like it very much.

**Difficult Words:** zoo = चिड़ियाघर, interesting = दिलचस्प, leopard = तेंदुए, slogs = हिरन, pigeons = कबूतर ।

## A VISIT TO A HISTORICAL PLACE

### OR VISIT TO AN IMPORTANT PLACE (2010 DG)

**Hints**—1. Introduction, 2. The Place of Historical Importance, 3. The Historical Background.

**1. Introduction**—Yesterday, I went to Delhi from Bareilly. I wanted to see a historical place. There are many historical buildings in Delhi.

**2. The Place of Historical Importance**—The Red Fort, Jama Masjid and Qutub Minar are the important historical buildings in Delhi. The Red Fort is built of red stones. It was built by ,Shah Jahan. The Qutub Minar is about twelve miles away from Delhi station. Its founder was Qutubuddin, the first slave Sultan. Chandni Chowk and Connaught Place are the main markets of Delhi. I saw all these places besides the Parliament house Jantar Mantar and Birla Mandir.

**3. The Historical Background**—But I like the Red Fort very much. It is the monument which narrates the glory of Indian art and culture; witnessing various turns in the India's struggle for freedom. On 15th August, 1947, the first Prime Minister of independent India, Pt. Nehru hoisted the Indian national flag of tri-colour on Red Fort. I feel very proud of it.

**Difficult Words:** historical = ऐतिहासिक, founder = संस्थापक, monument = ऐतिहासिक महत्व की इमारत, glory = गौरव, culture = संस्कृति, turns = मोड़, hoisted = फहराना, tri-colour = तिरंगा ।

## MY MOTHER

**Hints**—1. Introduction, 2. Her Nature, 3. Her Qualities, 4. Conclusion. ‘

**1. Introduction**—I am Meena. I am the daughter of Mrs. Shamo Rani. She is a post graduate retired English teacher. She loves me very much as I am her eldest daughter.

**2. Her Nature**—She is fair, active and religious minded. She herself does most of the household work. She likes cleanliness. She is daring, dashing and brave. She teaches me daily for two hours. She is always busy doing one thing or the other.

**3. Her Qualities**—She hates telling lies and speaking ill of others. She is very sweet tempered. She is very honest and intelligent. She believes in simple living and high thinking. She helps the poor. She behaves well and she is never angry.

**4. Conclusion**—She is a religious minded lady. She loves each and every member of the family. She is like a goddess, on earth. I love my mother very much.

**Difficult Words:** graduate = परास्नातक, retired = सेनावृत्ति, minded = धार्मिक प्रवृत्ति, domestic works = घरेलू कार्य, dashing = बहादुर एवं साहसी, speaking ill of others = दूसरों के लिए बुरा सोचना, tempered = मृदु स्वभाव वाली ।

## MY FATHER

**Hints**—1. Introduction, 2. His Dress and Behaviour, 2. His Qualities, 4. Dally Life, 5. Conclusion.

**1. Introduction**—I am Mukesh Jain. My father is Shri S. K. Jain. He is a doctor. He has a grand personality. He is fifty yet he is smart and active.

**2. His Dress and behaviour**—He is a simple man. He is always, neat and clean. He, wears white shirt and white pant. His dress is always pressed and well-maintained. In winter, he wears woollen clothes. He is very kind and gentle too. Everybody likes and respects him.

**3. His Qualities**—My father is a man of character. He always helps the poor and needy. He is popular among his neighbours. People respect him and come to him for advice, He is religious minded. Every day, he goes to temple and worships there for an hour.

**4. Daily Life**—My father gets up early in the morning. He goes for a walk daily. He gets ready for his daily work. He leaves the house at 10 o'clock and goes to Municipal hospital. He returns from there at 4 o'clock. Then he looks after us.

**5. Conclusion**-My father is a gentleman. He is a famous doctor in ,the district. He is a always busy in doing one thing or the other. He hates telling lies and speaking ill of others, I am proud of him love him very much.

**Difficult Words:** personality = व्यक्तित्व, always = हमेशा, neat an clean = साफ-सुथरा, well-maintained = अच्छी तरह व्यवस्थित, woollen = ऊनी, respect = आदर, character = चरित्र, needy = जरूरतमन्द, popular = लोकप्रिय, among = में, neighbours = पड़ोसी, religious = धार्मिक, temple = मंदिर, worships = पूजा करना, return = लौटना, famous = प्रसिद्ध, district = जनपद, busy = व्यस्त, hate = घृणा, lies = झूठ बोलना, proud of = गर्व, love = प्यार करना ।

## MY SCHOOL OR COLLEGE

### OR AN IDEAL SCHOOL

**Hints**—1. Name and Situation, 2. Building, 3. Library, 4. Play Ground, 5. Conclusion.

**1. Name and Situation**—The name of my school is C.A. Y. Inter College, Allahabad. It is situated in the heart of the city.

**2. Building**—It has a very large double-storeyed building. The main building of the school consists of the three blocks. Our classes run in the main building: It has about twenty rooms with a big hall. There are four laboratories for Science and Biology. All the rooms are airy and well-ventilated. Electric light and fans are fitted in every room, The hall of the school is very big. General meetings are held here. The Principal's Office is in the middle of the .building. There are some quarters for the peons. It has well-furnished canteen too.

**3. Library**—The main attraction of the college is its library. There are two big rooms. There is a regular issue of books. The strength of the college is about six thousand. The staff members are one hundred and fifty. All students and teachers get books issued from the library. There are two reading rooms, one for the teachers and the other for the students. Newspapers and magazines are put on the tables to read.

**4. Play Ground**—We are lucky to have two play grounds. They are well-maintained. Our game superintendent is very expert. He is very careful about the play grounds. We enjoy our games daily in the evening. Some students go to play in the vacant periods.

**5. Conclusion**—Our college is are reputed college in the district. Students from rural areas also come to get their admission. We are proud of it.

**Diffcult Words:** situated = स्थित, city = शहर, science = विज्ञान, laboratories = प्रयोगशालाएँ, airy = हवादार, office = दफ्तर, well-furnished = व्यवस्थित, main attraction = मुख्य आकर्षण, library = पुस्तकालय, regular = नियमित, strength = शक्ति, well-maintained = व्यवस्थित, expert = कुशल, careful = सावधान, vacant = खाली, reputed = ख्यातिलब्ध, rural = ग्रामीण, admission = प्रवेश, proud of = गर्व ।

## A RAINY DAY

**Hints**—1. Introduction, 2. Day and Month, 3. Pleasant weather; .

**1. Introduction**— It rains generally in the month .of July and August.. Some times it rains so heavily that it becomes very difficult to come. out of the houses.

**2. Day and month**—It was the second week of July. On Monday the 20th, it was very hot. It was very difficult to move out: Suddenly the weather changed. A few patches of clouds were seen in the sky. Soon the cool breeze blew and it began to drizzle. After sometime, it began to rain heavily.

It was the time to go to school. So !took my books and an umbrella and started for school. On the way I was completely wet.

When I reached the school, I saw that some other boys who had come were also wet. The attendance was very short. Due to thick clouds there was darkness in the class rooms. So the Principal declared it a rainy day. We were all very happy.

**3. Pleasant weather**—While we were returning we saw wonderful sights. There was knee- deep water on the roads. Children were floating paper boats in the water. Some street boys were throwing mud balls at one another. There was a beautiful rainbow in the sky. The weather was very cool and pleasant. Every one was looking happy on that day. Long Composition

When I reached home. I changed my clothes and had a cup of tea. After this I satin the varandah with my parents and enjoyed the rain. I enjoyed the day very much.

**Difficult Words :** breeze = ठण्डी हवा, to drizzle = फुहार पड़ना, declared = घोषित की, sights = दृश्य, knee-deep = घुटने तक, mud = कीनड़, pleasant = सुहावना, cheerful = खुश ।

**Essay is a french word taken from "Essai" which means to attempt, to write an essay it is important to ponder on the on the topic given imagine it and then begin to give it shape.**

### **(1) Topic :- The Happiest Day of My Life**

It was a Sunday and I was in my village, all of a sudden it pleasant day.

However it became torrential fields were submerged in water, and nothing could be seen.

The entire village was engulfed people started to take their , cattle to safe places as the roofs of the houses.

All of a sudden I heard loud wails of weeping on further enquiring I was informed of a baby that was left behind.

I waded in the slushy water, entered the house and with the help of a torch was able to locate the baby lying on the cot. I picked up the baby and came out and gave the baby to its mother.

This was the happiest day of my life as I could make a family happy by saving the life of a body.

### **2) Topic :- Role of Banks in Modern Society.**

Bank play a vital role in modern society. They are the institutions where money works and earns for the banks them selves as well as for the customers. Banks are not only repositories of public money but also repositories of public faith.

Now a days banks give loans not only to industry but also to scientists, women farmers, physically, hanndicapped people to start or expand their existing business.

Thus banks are not only doing interest earning building at the same time industry transport, communication, social welfare, education etc.

### 3) Topic :- The Dowry System

Dowry system is prevalent in almost all sections of Indian society. Dowry is what parents give to their daughters at the time of marriage. It is a kind of help given to the newly married couple from bride's parents to establish a new home. This custom is very old. It was not bad in the past as it was a voluntary offer, but these days it has become a necessary evil,

Dowry system has eaten the bones of our society, this custom is the root cause of many other evils, parents on their part collect money by fair and foul means to satisfy the greed of the bridegroom.

Our Government has decided to root out this evil from Indian society as laws are now being implanted to put an end to this evil.

### 4) Topic :- My Hobby

Every body has a hobby which he /she likes to do in his/her spare time. Like other I too have a hobby and my hobby is collecting stamps/coins.

I enjoy this hobby as much as I enjoy reading.

Stamp collection transports me to that particular country where I have never been.

It also tells us about that country's flora, fauna, places of interest and other information, of which we don't know anything. Coins too are made of silver, gold, copper in various denominations. Another interesting fact is that we can swap stamps and coins with others who too share the same passion.

# **Paragraph Writing**

A paragraph is an essay in miniature, it tells us about the subject on which we are to write about.

## **1) Topic:- Importance of Books**

Books are the chief source that provide knowledge, information, entertainment to our mind. The books brighten our ideas and enable our soul. These help in reducing monotony from our lives.

It is absurd to think that we can get knowledge from T.V., Films etc. The best knowledge is stored in books written by master minded genius, are our best friends and guides.

If we develop a good taste for reading we can bring about a change in our life style. Book provide a better fodder to our soul, training to our mind at the same time use our leisure time properly.

We become wise, intelligent and thoughtful, broaden our horizons.

## **2) Topic :- An Ideal Teacher**

An Ideal teacher is the master of his/her subject. He/She knows the art of teaching as well. His method of teaching is convincing and makes his lessons interesting and puts life in his presentation and treats his students like his children.

A students who does some thing good is encouraged and if commits a mistake reprimands him tactfully.

He never sets a wrong example before his students and has a spotless character. He is a true friend, guide and philosopher to his students.

### **3) Topic :- If I Were The Prime Minister of India**

To be the Prime Minister of a country is a matter of great pride. He can make or mar the country.

If given a chance that is If I become the Prime Minister of India I would change the shape of the country.

The public money would be used for the betterment of all, be it farmers, Harijan would erase poverty labour interested etc.

I would raise the standard of living of the people, the countries defense would be made stronger.

Trade would be promoted improvise on old agricultural methods at the same time make friends with all other countries, help them in their of crisis.

### **4) Topic :- Knowledge is Power**

Power that is derived from knowledge is far superior to the power derived from physical strength.

The people who believe that physical strength rules the world are not aware of the real power.

A physically strong person can win only a limited number while a mentally strong and knowledge able person can create haven in the world.

Today with the help of scientific knowledge man has mastered the forces of nature, and has tapped and exploited resources of nature for the benefit of the world. It is through the power of knowledge that man can now travel on land, on sea and through the air. He has cut roads, and rail lines through rough and rugged hills and mountains. He has done all this through the power of knowledge.

## MY IDEA OF A MODEL VILLAGE

### OR MY VILLAGE

**Hints**—1. Introduction, 2. Spreading of education, 3. Arrangements of hospitals, 4. Teaching good habits.

**1. Introduction**—India is a land of villages. About seventy percent people live in villages. The villagers are very poor. It is our duty to improve them.

**2. Spreading of education**—The most important thing is education. Most of the villagers cannot read or write. So we should start night schools for them.

**3. Arrangements of hospitals**—The villagers do not get medicines when they fall ill. So we should build hospitals for them in villages. There should be well qualified doctors in these hospitals to look after them.

**4. Teaching good habits**—The villagers have some very bad habits. They drink and smoke. They spend much money on marriages and other ceremonies. They should be taught that all these things are bad. They should be asked to avoid them to make their lives comfortable.

**Difficult Words:** improve = सुधारना, education = शिक्षा, habits = आदतें, instruments = औजार, irrigation = सिंचाई।

## PRIZE DISTRIBUTION FUNCTION

### OR COLLEGE FUNCTION

#### OR THE PRIZE DISTRIBUTION FUNCTION OF YOUR SCHOOL

**Hints**—1. Introduction, 2. Preparation, 3. Reception of the chief guest, 4. Cultural Programme, 5. Prize Distribution, 6. Thanks by the Principal, 7. Conclusion.

**1. Introduction**—A college week was celebrated in our college this year. December 15, was the closing day when the Prize distribution function was held.

**2. Preparation**—The college was decorated beautifully. A carpet was spread from the gate-up to the rostrum. All the students were in their clean uniform.

**3. Reception of the chief guest**—The District Magistrate was the chief guest. He came in his car, followed by his retinue. He was received warmly by the Principal and taken to the rostrum.

**4. Cultural Programme**—A very interesting but short cultural programme was displayed. The girls and students presented a very good folk song and a dance. I also took part in it. I sang a filmi song.

**5. Prize Distribution**—The chief guest distributed the prizes and certificates. The winner teams of the other institutions also received prizes. The District Inspector of Schools encouraged the prize winner by shaking hands with them.

**6. Thanks by the Principal**—The Principal thanked the chief guest in a very humble tone. All appreciated it.

**7. Conclusion**—In the end, sweets were distributed among the students. We enjoyed it much.

**Difficult words:** prize distribution = पारितोषिक वितरण समारोह, folk-song = लोकगीत, shaking hands = हाथ मिलाना, appreciated = प्रशंसा की।

## A CRICKET MATCH OR YOUR FAVORITE GAME

**Hints**—1. Introduction, 2. Description, 3. Conclusion.

**1. Introduction**—It was the Republic Day. A cricket match was played between two colleges- K. P. Inter College and C.A. V. Inter college in the evening. Both the teams came at 3 p.m. K. P. Inter College batted first.

**2. Description**—Ravi, the captain of K. P. Inter College; was run out. He scored twenty runs. Vikas, the captain of C. A. V. Inter College team scored only ten runs. His show was poor. Rajesh, opened magnificently. He scored eighty runs. The team of K. P. Inter College scored 210 in fifty overs. The players of CAV. Inter College disappointed us. Only Mohan, opened fairly well. He scored valuable 61 runs. The fielding of K. P. Inter College was weak. But CAV. Inter College could not take advantage of it. The match was highly thrilling and exciting. CAV. Inter College needed only 25 runs in three overs and five batsmen were to come. But it could not score even 10 runs. So C.A.V. Inter College lost the match.

**3. Conclusion**—The match was very interesting. It was full of ups and downs. Fortune smiled sometimes this side and sometimes that side. Some players of C.A.V. Inter College played well but they could not score well.. The team of K. P. Inter College played somehow well and won the match.

**Difficult words :** Republic Day = गणतन्त्र दिवस, captain = कप्तान, magnificently = शानपूर्वक, player = खिलाड़ी, disappointed = निराश, valuable = महत्वपूर्ण, advantage = लाभ, thrilling = रोमांचक, exiting = उत्तेजक, need = आवश्यक, batsman = बल्लेबाज, lost = हारना, interesting = रोचक, ups and downs = उतार-चढ़ाव, smile = मुस्कराना, sometimes = कभी-कभी।

### THE IMPORTANCE OF NEWSPAPERS

**Hints**—1. Introduction, 2. Usefulness, 3. Collection of Material, 4. Importance, 5. Conclusion.

**1. Introduction**—The word ‘News’ is an amalgam of four letters ‘N’, ‘E’, ‘W: and ‘S’, which stand for North, East, West and South respectively. Newspapers play a very important role in our lives. It is a very strong means of communication. They give news and views.

**2. Usefulness**—Newspaper gives the daily news of what is happening round the world. It also gives information about the main incidents round the world. There are lots of daily newspapers such as “The Hindustan Times; The Indian Express, The Times of India, The Economic Times” etc. These newspapers give information about politics, sports, share market and prices of our daily needs etc. They increase our knowledge and wisdom. We learn much about the world’s events from newspapers. They broaden Our outlook. They change our views. They guide common people of the country.

**3. Collection of Material**—The reporters of the newspapers collect the news from their own sources and from different news agencies and then publish it. The newspapers also give educational and classified columns. These are very educative and informative.

**4. Importance**—Newspapers give every information about the incidents that take place all around the world. The paperboys called hawkers distribute the newspapers to the customer’s houses early in the morning.

**5. Conclusion**—The newspapers are a very, useful source of education, and information.

**Difficult Word:** amalgam = सम्मिश्रण, important role = महत्त्वपूर्ण, communication = संचार, incidents = मुख्य घटनाएँ, politics = राजनीति, share market = शेयर बाजार, reporters = पत्रकार, sources = माध्यम, publish = प्रकाशित करना, educational = शैक्षिक, classifieds = वर्गीकृत, column = स्तम्भ, educative = शिक्षाप्रद, informative = सूचनाप्रद, customer = ग्राहक, education = शिक्षा।

## TELEVISION AND ITS EFFECTS

### OR TELEVISION —A BOON OR A CURSE

#### OR TELEVISION —USES AND ABUSES

**Hints**—1. Introduction, 2 Effect and usefulness, 3. Conclusion.

**1. Introduction**—Television is the greatest gift of science to us. It is one of the greatest inventions of science.

**2. Effect and Usefulness**—It has both good and bad effects. Its good effects are more than its bad effects. Television shows serials on epics which help people to understand each other's religion. It shows many quiz programmes which increase our knowledge. It shows us the latest happening in the world through news. It helps people to learn different languages. Its bad effects are very harmful. Over viewing of serials can effect the eyes. Extra use of television results in a wastage of time. It disturbs the mind of students in studies.

**3. Conclusion**—The vulgar serials lead persons to bad habits. But if it is used properly then It is one of the greatest blessings of science.

**Difficult Words:** inventions = आविष्कार, effect = प्रभाव, latest happening = ताजा घटनाक्रम, over-viewing = अत्यधिक देखना, wastage = बर्बादी, vulgar = अश्लील, greatest blessings = वरदान।

## IS SCIENCE A BLESSING

### OR A CURSE!

#### OR SCIENCE IS A GOOD SERVANT BUT A BAD MASTER

**Hints**—1. Introduction, 2. Important blessings of science, 3. Curses of science, 4. Misuse of science, 5. Conclusion.

**1. Introduction**—It is difficult to blame science for all the ills of the world. Similarly, it is childish to lavish praises on science like a slave of all the blessings it has given us. In itself, science is only a systematized body of knowledge which man has earned with his own endeavour. It is neither good nor bad by itself. It is a gift of knowledge possessed by man. Ultimately; it is the man, who is more important than his gift. It all depends on how he uses the gift of science, whether he used science in the interest of human happiness and prosperity or whether he uses it to destroy humanity.

**2. Important blessings of science**—So, numerous are the blessings of science that it would be difficult to enumerate them. That science has made human life comfortable and prosperous. will be readily admitted by all. Time and space have been conquered and nature has been completely, subjugated. Diseases have been controlled and the economic standard of man has been vastly increased, He has the finest means of recreation at home, while books, magazines and periodicals provide him with ample food for thought.

**3. Curses of science**—While, this is the gay side of life, its ugly side cannot be lost sight of. Science has made us grossly materialistic in our outlook. We have become selfish and greedy, and are thinking in terms of our own advancement at the cost of others. Society has been divided between the ‘haves’ and ‘have-nots’, and a grim class conflict is staring us in the face. Science has placed terrible weapons of mass destruction in the hands of man, so that, he can destroy the whole, world within minutes. The world is divided into powerful military blocks, intent on large scale mass massacre of humanity and complete extinction of human civilization.

**4. Misuse of science**—While all this is true, the question is, who is really responsible for all this calamity—science Or man. Really, it is the man who is to be blamed for all his misfortunes. He has been constantly misusing science for his own selfish ends. The aeroplane, for example, as the swiftest means of communication is certainly a big blessing of science, but man, in his madness, has been using it for dropping deadly bombs and devastating thickly populated cities. The atom bomb will destroy world but the use of atomic energy peaceful purposes can turn this world into heaven. So, it is r science, but its use or misuse. is a significant point. Science is neither a blessing nor a curse. It is for it user—the man—to decide whether he wants to use science as a blessing or misuse it as a curse.

**5. Conclusion**—Ultimately, man is the master of science and not science, the master of man, Science is meant for man and not man for science. ‘Science is the servant of man and man should use science wisely and discretely.

**Difficult Words :** Enumerate = गिनती कराना, gross = अत्यधिक; deadly = खतरनाक, जानलेवा; destiny = भाग्य ।

## NOTE-MAKING AND ABSTRACTION

**Note**—making is an advanced writing skill which is acquiring increasing importance due to the knowledge explosion. There is a need to remember at least the main points of any given subject. Making notes is a complex activity which combines several skills. Note-making is useful as it saves time, energy and the space’ at the working place, while attending a lecture at school or in college, in a meeting etc. It enhances the confidence to revise the topic whenever we want.

**Note**—making basically involves noting the main points of whatever is read or heard, as one cannot be expected to remember all that one has read.

## TYPES OF PASSAGES

The Note-making passage could be anyone of the following types

- (i) **Factual (550-600 words)** A factual passage includes some facts about the physical aspects of a subject. It includes instructions, descriptions and reports. It helps the students to get a detailed view of the subject and develop and complete mental picture of a specific person, place, object or being.
- (ii) **Discursive (550-600 words)** A discursive passage includes argumentative, interpretative and persuasive text. Such passages may include opinions or feedback. It allows students to arrive at a conclusion through reasoning and understanding rather than intuition. It presents a balanced and objective approach towards the subject being discussed.

## TYPES OF QUESTIONS

The Note-Making passage in the examination carries 8 marks and is 550-600 words in length. It consists of two of type questions

- (i) Making Notes of the Given Passage This Carries 5 marks split up into 3 marks for the actual notes, 1 mark for the title and 1 mark for the abbreviations listed (minimum 4 abbreviations). We can use, title, heading, sub-headings and abbreviations while answer this question.
- (ii) Write a Summary of the Given Passage The summary carries 3 marks. It should be grammatically correct and cover all the important points given in the notes. Word limit of the summary should be 80-100 words

### HOW TO MAKE GOOD NOTES AND SUMMARY OF THE GIVEN PASSAGE

The following points will help you in making good notes

- Read the passage quickly but carefully. Try to understand main points and supporting, details.
- Underline the keywords as you read.
- Notes should be in 'points and in an appropriate format. '
- Organise your ideas into main heading, sub-headings and sub-sub-headings (if possible).
- Abbreviations and symbols are freely used.
- Give title to your notes. Avoid a long sentence.
- While making summary sure that your summary does not exceed 1/3 of the length of the original text. The summary should contain only the main ideas and the supporting details.
- Refer back to the original to ensure that your summary is, a true reflection of the 'winter's ideas.

### USES OF ABBREVIATIONS IN NOTE-MAKING

Abbreviation helps in writing the information briefly. The abbreviations.

- First few letters of the word are enough to remember what the abbreviation stands.  
**For example**
  - imp for "important"
  - info for 'information'
  - eval for 'evaluation'
- Remove all (or most of ) the vowels from the word and use just the key consonants bunched together.  
**For example**
  - mngmt for 'management',
  - mkt for 'market'
  - making for 'marketing'
  - dvpt for 'development'

## SOME COMMON ABBREVIATIONS

Abbreviations	Words	Abbreviations	Words
+	Positive, Plus	e.g.	for example
-	Minus, Negative	ie	that is
=	equals, is the same as,	w/o	without
#	does not equal, is not the same as	etc.	etcetera
≈	is approximately equal to	d'	male   female
<	is less than, is smaller than	Vz	namely
>	is greater than, is larger than	Asap	as soon as possible
i	increase, rise, growth	Mr.	Mister
J.	decrease, fall, shrinkage	Mrs.	Mistress
&	and	Dr.	Doctor
*	special, important, notable	Govt.	Government
/	per, each		

## SOLVED EXAMPLES

Read the following passages carefully and answer the questions that follow.

### PASSAGE 1 (FACTUAL)

What actually is a robot? When different persons have different concepts of robots, the only way of deciding what really is a robot is to look for a definition of the term robot. ‘

The dictionary meaning of a robot is that it is an automatic apparatus or device that performs functions ordinarily. ascribed to human beings or operates with what appears to be almost-human intelligence. It is interesting to observe that this meaning does not give a human shape to the robot. In order to dramatise the fact that the robot does the work of a human being, a human shape is given to the robot in science-fiction stories and movies. The human shape is irrelevant as far as the functions of the robot are concerned.

The Robot Institute of America, which is an association of several robot manufacturers gives the following definition of an industrial robot.

“An industrial robot is a reprogrammable, multifunctional manipulator designed to move material, parts, tools or specialised devices through variable programmed motions for the performance of a variety of tasks.”

The keyword in this definition is ‘reprogrammable’. This means that a robot is capable of being reprogrammed. This feature is the one that distinguishes it from a fixed automation. A fixed automation is designed to do one, and only one, specific task. If the specifications of the tasks change even slightly, the fixed automation becomes incapable of performing the task it was designed to perform according to one fixed specification. However, a robot can be reprogrammed to perform even when the specifications are changed drastically. The original program is simply erased and the new program takes care of the changed tasks.

The characteristic that a robot can be reprogrammed to handle a variety of tasks makes the robot a flexible device. Because of the flexibility offered by robots, manufacturing systems which use robots are called Flexible Manufacturing Systems (FMS).

Karel Capek was responsible for introducing the word robot. Sir Isaac Asimov is the one who coined the word. According to Asimov, robotics is the science of dealing with robots. Hence robotics involves a scientific study of robots. The study includes design, selection of materials of proper quality for the components. Fabrication of various motors required for moving the components, design of electronic circuits, computers and control of robots. Since robots and robotics are still in the developing stages, a considerable amount of research is required and is being pursued. Robotics involves various disciplines-mechanical engineering, science, electronics, computer science, computer engineering, and control systems, to name just. Depending on the area in which robots are to be used, robotics includes disciplines such as biology, medical science psychology, agriculture, mining, outer engineering etc.

Basically, there are two types of robots: fixed and mobile. A fixed robot is attached to a stationary platform. A fixed robot is analogous to a human standing or sitting in one fixed location while doing his work with his. A mobile robot moves from place to place. Mobility is given to robots by providing wheels or other mechanisms. A mobile robot can be given a human shape, but the actual shape has nothing to do with the A mobile robot. Wheeled locomotion is good for smooth terrains. For rugged terrain, legged locomotion is. A mobile robot should have at least three wheels or legs for stability.

## QUESTIONS

- (a) On the basis of your reading of the above passage make notes on it using headings and sub-headings. Use recognisable abbreviations wherever necessary. Supply an appropriate title to it.
- (b) Write a summary of the above passage in 80-100 words.

## ANSWER

- (a) Title Robots and Robotics-Introduction

## Notes

- I. Robot meaning
  - (i) Dict meaning
    - (a) auto apparatus
    - (b) performs funcs ascribed to humans
    - (c) human shape irrelevant for functioning
  - (ii) R/A defines robot
    - (a) reprogrammable-different from fixed automation
    - (b) Flexible-used in FMS
- II. Robotics
  - (i) Karel Capek introduced word robot

- (ii) Issac Asimov defined Robotics—science dealing with robots
- (iii) Study includes steps:
  - Design—Selection of mtri—fabrication—motor
  - Selection—EC design Computers and comp
  - Progmng—Robot ctrl

III. Disciplines involved in Robotics

- (a) Electronics
- (b) Material Science
- (c) Computer Engineering
- (d) Control Systems
- (e) Mechanical Engineering
- (f) Computer Science

IV, Robot Types

- (i) Fixed
  - (a) stationary
  - (b) analogous to standing human
- (ii) Mobile-mobility due to
  - (a) wheels-good for smooth terrain
  - (b) legs-good for rugged terrain
  - (c) other crawling mech

**KEY TO ABBREVIATIONS**

<b>Abbreviations</b>	<b>Words</b>
dict	dictionary
auto	automatic
funcs	functions
RIA	institute of America
FMS	Flexible Manufacturing Systems material
EC	electronic circuits
Comp progmg	computer programming
ctrl	control
mech	mechanism

(b) Summary

A robot is a flexible reprogrammable automatic device that works just like human beings and operates with almost man-like intelligence. Robotics is the scientific study of robots. It includes design, selection of proper materials, design of electronic circuits, computers and computer programming and controls.

Robotics is a combination of many disciplines—electronics, material science, computer engineering, computer science, mechanical engineering etc. Robots can be fixed or mobile. A mobile robot moves from place to place with the help of wheels or legs or other crawling mechanisms.

## PASSAGE (DISCURSIVE)

Information is power. It is predictable, therefore, that those in authority will seek to manipulate others through the control of data. However, all information in a democratic society should be freely available unless there are specific, well-formulated reasons for withholding it in the interest of security.

The Freedom of Information (FOI) functions at a number of different levels: in itself, for the fulfilment of all other rights and as an underpinning of democracy.

Information held by public bodies is not only for the benefit of officials, politicians or other designated people associated with the organisation, but also for the public as a whole. Unless there are good reasons for withholding such information, all interested parties should be able to access it. More importantly, freedom of information is a key component of transparent and accountable government. It plays a key role in enabling citizens to see what is going on within government, and in exposing corruption and mismanagement. Transparent and open government is also essential if voters are to be able to assess the performance of elected officials and if individuals are to exercise their democratic rights effectively, for example, through timely protests against new policies, or by using their vote against candidates who have indulged in undemocratic activity.

Freedom of expression and access to information is a fundamental right and must be held, as a cornerstone of democracy. In its absence, government can, and often does, behave with impunity. It is argued, however, that it is not an absolute right the International Covenant on Civil and Political Rights (ICCPR) for instance, specifies certain permissible constraints. One of these is the right of the state to withhold information 'for the protection of national security or of public order, or of public health and morals'. This is irascibly vague and provides many loopholes for governments to use this wording as a basis for restricting information that is inconsistent with their ambitions.

The public's right to know is an intrinsic part of informed public debate, which has traditionally been dependent on the freedom to receive and impart information without government interference. However, it may also be argued that this does not mean a right to receive any type of information from the government. It is of paramount importance that any restrictions on information or expression regarding security matters must designate in law only the specific and narrow categories of information absolutely necessary to protect a legitimate national security concern. A threat to national security can be defined as 'any expression or information that is intended to incite imminent violence, or is likely to incite violence'. In addition, there must be a direct and immediate connection between the expression and the likelihood or occurrence of such violence. The public interest in having information at all times must remain a priority consideration in any FOI Bill, and that any denial of this right should be subject to independent review.

Along these lines, in a seminal judgment in 1982, the Supreme Court held that, 'The concept of an open Government is the direct emanation from the right to know, which seems to be implicit in the right of free speech and expression disclosure of information in regard to the functioning of government must be the rule, and secrecy an exception, justified only where the strictest requirement of public interest so demands'.

### QUESTION

- (a) On the basis of your reading of the above passage make notes on it using headings and sub-headings. Use recognisable abbreviations wherever necessary. Supply an appropriate title to it.
- (b) Write a summary of the above passage in 80-100 words.

# ANSWERS

- (a) Title Freedom of Information (FOI)

## Notes

- I. Information
  - (i) Pwr
  - (ii) Access : Officials, politicians, public
  - (iii) Should be freely avibl
- II. Importance
  - (i) Fulfil rights (ii) Supports dmercy
- III. Functions
  - (i) Transparent and accessible Got
  - (ii) Citizens aware of the workings of Govt
  - (iii) Expsg criptn and msmg
- IV. Freedom of Expression and Freedom of Information
  - (i) infmd dbt
  - (ii) Fndmnti but not absit
  - (iii) in public interest
  - (iv) Withhold if
    - (a) NS affected (b) Likely to violence
  - (v) SC judgment supports

### KEY TO ABBREVIATIONS

Abbreviations	Words
Pwr	power
avlb	available
dmercy	democracy
govt	Government
expsg	exposing
crptn	corruption
msmg	mismanagement
infmd	informed
dbt	deorate
fndmnti	for camental
abslt	absolute
NS	National Security
SC	Supreme Court

## (b) Summary

Freedom of Information (FC) is essentially important for the fulfilment of public rights and as a support for democracy. Information is power and thus, its access must not be limited to officials or politicians but should include the public. Its function is to assure a transparent and accountable government. Inform the public about the working within the government and expose corruption and mismanagement.

Freedom of expression and access to information are imperative for an informed public debate. They are fundamental but not absolute rights, with restrictions for information of national security or with potential to incite violence, as supported by a Supreme Court judgment.

## EXAM PRACTICE

### Factual Passages

Read the following passages carefully and answer the questions that follow.

### PASSAGE 1

The Mayan civilisation of Mexico and Central America is one of the ancient world's most fascinating, prolific and mysterious civilisations. They left their mark on the region's culture, architecture, cuisine, and language and left an indelible impression on the imagination of the modern world. Who were they? How were they able to build such an impressive civilisation of towering temples and sophisticated artwork in the middle of the harsh rainforests of Meso—America And why did they vanish?

The earliest Mayans lived along the Pacific coast of what is now Guatemala and can be dated to about 1800 BC; by 100 BC they were also living in Guatemala's southern lowlands; The period from about 1800 BC to about AD 250 is referred to as the Pre-classic, a time when the early Mayans lived as farmers in small villages along rivers and other bodies of water, hunting game, tending gardens and making use of the abundant natural foods found in the region's marshes and seasonal swamps. In time, strong rulers began wielding power over these communities and the Mayan culture grew in complexity. Cities rose from the forest floor, boasting of stone temples with stuccoed and painted created at the behest of elite rulers. People in the new power centres communicated over long distances and using the same routes carried luxury goods such as cacao beans, jade ornaments, quetzal feathers and jaguar.

The Classic period, AD 250-900, is the time of the civilisation's greatest glory and of the greatest depths of political between rival cities. During these centuries, the Mayans erected countless stelae, stone monuments with portraits and hieroglyphs that recorded dynastic histories the births, marriages and conquests of the ruling families. There were dozens of important regional capitals at the time, and among the most important were in Guatemala and its fierce rival Calakmul in Mexico, Palenque in southern Mexico, Caracol in Belize and Copan in Honduras. The Classic period is known for artistic and intellectual splendour. The Mayans developed a complex religious and ritual system that considered rulers divine beings and called for blood sacrifices. They also the numerical notion of zero, created agricultural timetables and sophisticated calendars to track the made beautiful polychrome pottery as well as exquisite ornaments, murals, and carved decorations.

The Classic Mayans were also known for their rancorous political fighting and for being extremely bellicose—was always on the horizon. One by one, the cities in the southern Mayan lowlands fell to each their often

recorded on stelae in the conquering city. By AD 900 most of the important Classic period had and their remaining populations had scattered not the surrounding forests. The last date recorded on that archaeologists found so far is from AD 909 in Tonina, in southern Mexico. Among the explain why the civilisation collapsed were the endemic warfare, over population, degradation the and drastic climate change and drought. While the cities and ceremonial centres to the were being reclaimed by the jungle, the Mayans living to the North were gaining heights during the post-classic period (AD 900-1502), wonderful and wealthy cities in most famous among them being Chichen Itza. Yet it too fell victim.

The Mayans never truly disappeared. Centuries after the major cities were abandoned, small groups of continued to live in the area. It was they who met and resisted the-Spanish conquistadors after the first contact 1502. And today, more than six million Mayans live in Mexico, Guatemala and Belize, speaking 28 languages and blending ancient and modern ways.

## QUESTIONS

- (a) On the basis of your reading of the above passage make notes on it using headings and sub-headings. Use recognisable abbreviations wherever necessary. Supply an appropriate title to it.
- (b) Write a summary of the above passage in 80-100 words.

## PASSAGE 2

You may never want to fly kites to keep away evil spirits, as the have \_done for centuries, or to make rain, as the Tibetans did, but some more modern and western uses may you to try experimenting yourself along similar lines. Ancient and medieval Chinese sources describe being used for measuring distances, testing the wind lifting men, signaling and communication for military operations. The known Chinese kites were flat (not bowed and often rectangular, Later, kites. Kites were decorated which mythological and legendary figures; some were fitted with string and whistles no make musical sounds while flying. From China, kites were introduced to Cambodia, India, Japan, Korea and the western world.

The most widespread use of kites in modern times has been for meteorological investigations. Everybody knows about have Benjamin Franklin, the great American scholar and statesman, sent a kite up in 1750 during a thunderstorm to prove that lightning was caused by electricity. He produced sparks at ground level from a key hung on the as the current flowed down it.

A second investigator repeated Franklin's experiment shortly afterwards and was killed. By sending up instruments on kites it has been possible to make readings of air pressure, temperature, speed, direction and humidity. Although thermometers had been sent up long before, it was not until 1894, that a self-reading thermometer, a thermograph, was sent up by a kite. The army, navy and air force have used kites in various ways for decades. Another Korean version of the invention of the kite tells how a general used one to carry a line across a stream. This line then formed the basis of a bridge. Lines are still occasionally flown from point to point in this way using kites. At sea, kites have often been used to carry a line to distressed ships in rough weather. Kites, especially box and bow kites, have been used as gunnery targets. They are easy to make and cheap to use and will stand quite a lot of punishment before they cease to fly. Apart from their use as targets,

kites have been used by the army to fly flags, for aerial photography over enemy trenches, for suspending flares over targets during night fighting, for carrying a man over enemy lines, for dragging torpedoes etc to a target area.

They have been used by both military and civil authorities for raising, transmitting and receiving aerials to obtain improved wireless reception. As a matter of fact, the first long-distance short wave transmission of all made use of an aerial flown on a kite. When Marconi made the famous transatlantic transmission, he raised his receiving aerial some 400 feet on a kite. During World War II the RAP developed 'a kite flare' as part of survival equipment for airmen forced down at sea. When airborne, the kite was attached to a special shock absorber which was fixed to the dinghy. It was stated that provided there was a 6 mph wind, the kite would stay aloft indefinitely. Some of these kites were brought to Australia and sent to the 6th Australian Division in 1944 for trials to determine whether they were of use in jungle warfare, especially in refining locations. After experiments, the authorities decided that they were of no value for this purpose.

## QUESTIONS

- (a) On the basis of your reading of the given passage make notes on it using headings and sub-heading. Use recognisable abbreviations wherever necessary. Supply an appropriate title to it.
- (b) Write a summary of the given passage in 80-100 words.

## PASSAGE 3

Cloud computing is a type of Internet-based computing that provides shared computer processing resources and data to computers and other devices on demand. It is a model for enabling ubiquitous, on demand access to a shared pool of configurable computing resource (e.g. computer networks, servers, storage, applications and services) which can be rapidly provisioned and released with minimal management effort. Cloud computing and storage solutions can be used by users and enterprises with various capabilities to store and process their data in third-party data centres that may be located far from the user-ranging in distance from across a city to across the world. Cloud computing relies on sharing of resources to achieve coherence and economy of scale, similar to a utility (like the electricity grid) over an electricity network.

As a metaphor for the Internet, 'the cloud' is a familiar cliché, but when combined with 'computing', the meaning gets bigger and fuzzier. Cloud computing encompasses any subscription based or pay per use service that, in real time over the Internet, extends IT's existing capabilities.

In a cloud computing system, there's a significant workload shift. Local computers no longer have to do all the heavy 'lifting' when it comes to running applications. The network of computers that make up the cloud handles them instead. Hardware and software demands on the user's side decrease. The only thing the user's computer needs to be to run is the cloud computing system's interface software, which can be as simple as a Web browser, and the cloud's network takes care of the rest.

Advocates of cloud computing claim that cloud computing allows companies to avoid upfront infrastructure costs (purchasing servers). It also enables organisations to focus on their core businesses instead of spending time and on computer infrastructure. Proponents also claim that cloud computing allows enterprises to get their applications up and running faster, with improved manageability and less maintenance, and enables Information Technology (IT) teams to more rapidly adjust resources to meet fluctuating and unpredictable business demand.

The goal of cloud computing is to apply traditional supercomputing or high performance computing power, used by military and, research facilities, to perform tens of trillions of computations per second, in consumer-oriented applications such as financial portfolios, to deliver personalised information, to provide data or to power large, immersive computer games. As the foundation of cloud computing is the broader concept of covered infrastructure and shared services. Companies can scale up as computing needs increase and then scale as demands decrease. In 2013; it was reported that cloud computing had become a highly demanded or utility due to the advantages of high computing power, cheap cost of services, high performance, accessibility as well as availability.

It's only in, recent years that companies have started renting servers and storage instead of purchasing hardware and at are huge costs. And with more organisations especially those that rely on India's outsourcing infrastructure transferring some of their IT work onto the cloud, companies such as T ata Consultancy Services (TCS), Infosys up to facilitate that shift. They have positioned themselves as enablers between owners and by IT research and advisory firm Gartner estimates that in India alone the market for services will rise by a third to \$557 million this year and more than triple by 2018, Cloud computing more prominent in the coming years, with the predicted rapid, continued growth of major data centres.

## QUESTIONS

- (a) the basis of your reading of the given passage make notes on it using headings and Sub-headings. Use recognisable abbreviations wherever necessary. Supply an appropriate title to it.
- (b) Write a summary of the given passage in 80-100 words.

## PASSAGE 4

The effects of plastic bags on the environment are really quite devastating because there is no disposal method that will really help eliminate the problem. While reusing them is the first step, most people don't do it, because most of them are not durable enough to survive multiple Use.

The biggest problem with them is that once they have been soiled, they end up in the trash, which the ends up in the landfill or is burned. Either solution is very poor for the environment. Burning emits toxic gases that harm the atmosphere while landfills hold them indefinitely as part of the plastic waste problem throughout the globe.

One of the greatest problems is that an estimated 300 million plastic bags end up in the Atlantic Ocean alone. These bags are very dangerous for sea life, especially those of the mammal variety. Any hunting mammal can easily mistake the size, shape and texture of the plastic bag for a meal and find its airway Cut off. Needless deaths from plastic bags are increasing every year.

The environmental balance of the waterways is being thrown off by the rate of plastic bags finding their way into the mouths and intestinal tracts of sea mammals. As one species begins no die off at an abnormal rate, every other living organism in the waterways is impacted.

The indefinite period of time that it takes for the average plastic bag to break down can be literally hundreds of years. Every bag chat ends up in the woodlands of the Country threatens the atural l progression of wildlife. -Because the breakdown rare is so slow, dances that the bag will harmlessly go away are extremely

slim. Throughout the world plastic bags are responsible for suffocation and deaths of woodland animals as well as inhibiting soil nutrients. The land litter that is made up of plastic bags has the potential to kill over and over again. It has been estimated that one bag has the potential to unintentionally kill one animal per every three months due to unintentional digestion or inhalation.

While it's a noble thought to place the plastic bags in the recycling bin every week, studies have proven that there are very few recycling plants that actually recycle them. Most municipalities either burn them or send them off to the landfill after sorting. This is because it can be expensive to recycle this type of plastic. It doesn't melt down easily and is often not fit to be reused in its original form.

The premise of recycling these bags is nice. Yet funding for the upgrading of the recycling units just has not happened and thus less than one per cent of all bags are sent to recycling plants worldwide. Most are left to become a pollution problem in one way or another.

There are always alternatives to plastic bags and the search for more alternatives continues. Paper bags are a possible option but they also take their toll on the environment. The use of trees to increase the production of paper products will also have a negative environmental effect.

Reusable plastic bags are being introduced into regions that want to outlaw the plastic bags altogether. These are stronger and more durable and can be used for three to five trips to the market. Of course, the reusable cloth bag is fast becoming a favourite among environment supporters. While, thus far, no bag is without its issues, these are the bags that are currently recommended for use to help protect environmental concerns.

## QUESTIONS

- (a) On the basis of your reading of the given passage make notes on it using headings and sub-headings. Use recognisable abbreviations wherever necessary. Supply an appropriate title to it. (5)
- (b) Write a summary of the given passage in 80-100 words. (3)

## ANSWER

## FACTUAL PASSAGES

### PASSAGE 1

- (a) Title The Mystery Behind Mayan Civilisation

#### Notes—

- I. Questions Regarding Mysteries
  - (i) who were they?
  - (ii) how did they create impressive civilisation?
  - (iii) why disappeared?

- II. The Pre-Classic Period (1800 BC-AD 250)
- (i) 1800-1000 BC used in Guatemala
  - (ii) farmers in small villages
  - (iii) ruled by strong rulers
  - (iv) complex culture-architecture, comn, trade dvlpd
- III. The Classic Period (AD 250-900) : Glory
- (i) conspiracies
  - (ii) countless monuments
    - (a) recorded dynastic histories
  - (iii) many regional capitals came up
  - (iv) complex religious & ritual system
  - (v) excellence in maths
  - (vi) notion of zero
  - (vii) made agricultural timetables
  - (viii) beautiful & craft
- IV. The Post-Classic period (AD 900-1502) : Downfall
- (i) most important cities collapsed
  - (ii) reasons
    - (a) endemic warfare
    - (b) overpopulation
    - (c) degradation of envrmt
  - (iii) northern Mayans survived
  - (vi) resisted Spanish conquistadors
  - (v) now live in Mexico, Guatemala & Belize

### KEY TO ABBREVIATIONS

Abbreviations	Words
comn	communication
dvlpd	developed
pltcl	political
&	and
maths	mathematics
envrmt	environment

(b) Summary

The Mayan civilisation of Mexico and central America is one of the mysterious civilisations. From the monuments discovered there, their history can be traced back to 1800 BC, when they lived in Guatemala. They reached the peak of their glory during the Classic period (AD 250-900) which saw magnificence in architecture, intellectual excellence including mathematics, along with a rise in complex religious systems and rituals. Subsequently their downfall occurred due to endemic warfare, overpopulation and environmental degradation. The remnant Mayans still live in Mexico, Guatemala & Belize.

**PASSAGE 2**

(a) Title Kites and Their History

**Notes—**

I. History of Flying Kites

- (i) Chinese in ancient times used them for various purposes
- (ii) Tibetans used them for making rain
- (ii) Introduced to rest of the world from China

II. Modern Uses of Flying Kites

- (i) for meteorological investigations
- (ii) started with Benjamin Franklin's famous experiment
- (iii) used for
  - (a) measuring air pressure, temperature, humidity
  - (b) measuring wind speed and direction
- (iv) civil and military purposes of kites
  - (a) aerial photography
  - (b) improving wireless reception
  - (c) carrying flares
  - (d) not useful in jungle warfare
- (v) other uses
  - (a) gunnery targets
  - (b) carrying lines across streams

**KEY TO ABBREVIATIONS**

Abbreviations	Words
intrdcd	introduced
mtrlg	meteorological
invstgtns	investigations

expt	experiment
msrg	measuring
phtgy	photography
reptn	reception

(b) Summary

In ancient times, kites in China and Tibet were thought to bring rain and keep away evil spirits. The Chinese also used them for other purposes and introduced them to the rest of the world. Benjamin Franklin discovered that electricity produced lightning by flying a kite. Kites are presently used for measuring various atmospheric parameters like air pressure, temperature, wind speed, direction etc. Civil and military purposes of kites include aerial photography, improving wireless reception and carrying flares, but they are not useful in jungle warfare. Kites are also used as gunnery targets and for carrying lines.

**PASSAGE 3**

(a) Title Cloud Computing

**Notes—**

I. Definition and Meaning of Cloud Computing

- (i) servers networked to centralise data storage, access computer services or resources
- (ii) sharing computing resources
- (iii) internet-based computing

II. Goal of Cloud Computing

- (i) apply traditional supercomputing or high performance computing power to perform trillions of computations per second
- (ii) deliver personalised information in consumer-oriented applications
- (iii) provide data storage
- (iv) power large, immersive computer games
- (v) converge infrastructure and shared

III. Recent Developments

- (i) cost-rent servers and storage
- (ii) more organisations relying on India's outsourcing infrastructure
- (iii) TCS, Infosys, Wipro facilitate services
- (iv) market expectations
  - (a) will rise by a third to \$ 557 billion this year
  - (b) more than triple by 2018
- (v) cloud computing to grow slowly in future

## KEY TO ABBREVIATIONS

Abbreviations	Words
ntwkd	networked
rscs	resources
comptg	computing
tdnl	traditional
pfmc	performance
p/s	per second
prsnld	personalised
info	information
apps	applications
infra	infrastructure
cos	companies
org	organisations
TCS	Tata Consultancy Services

### (b) Summary

In cloud computing, large groups of remote servers are networked to allow centralised data storage. It is basically internet-based computing and relies on sharing computing resources. Its goal is to apply traditional supercomputing or high performance computing power to perform trillions of computations per second. It can also power consumer-oriented applications. It is based on the broader concept of converged infrastructure and shared services. In recent years major Indian companies like Wipro, TCS and Infosys have started renting servers and storage. More companies are relying on India's out sourcing infrastructure. The market for India is expected to grow steeply in future.

## PASSAGE 4

### (a) The Harmful Effects of Plastic Bags

Notes—

- I. Plastic bags harmful for Environment
  - (i) No effective disposal method
    - (a) trashed in Ifls and held indefinitely
    - (b) burned but emit harmful gases
  - (ii) Reuse not practical
  - (iii) Millions of plastic bags and in Atlantic Ocean

- (a) harmful for sea life, particularly mammals
  - cuts off airway, causing death
  - adversely affects envtl balance
- (b) burned but emit harmful gases
- (iv) On land, breakdown period is centuries
  - (a) suffocate forest animals
  - (b) inhibit soil nutrients

## II. Recycling Impractical

- (i) Few rclg plants actually work because
  - (a) operation expensive
  - (b) products cannot be used as earlier
- (ii) Most bags dumped in lfls
- (iii) Cause land pltn

## III. Options to Plastic Bags

- (i) Paper bags
  - (a) negative envtl effect due to tree cutting
- (ii) Reusable cloth bags
  - (a) preferred by env supporters
- (iii) Redusable plstc bags
  - (a) stronger and more durable

### KEY TO ABBREVIATIONS

Abbreviations	Words
lfls	landfills
envtl	environmental
rclg	recycling
pltn	pollution
plstc	plastic

#### (b) Summary

Plastic bags are harmful for the environment because there is no effective disposal method for them and their reuse is impractical.

A large number of plastic bags which ultimate and the Atlantic Ocean become harmful for sea the particularly mammals, causing their death and creating an environmental imbalance in the sea.

If dumped on land, they suffocate forest animals and inhibit soil nutrients. Their recycling is impractical because few recycling plants actually work as they are uneconomic. Dumped in landfills, they cause air and water pollution. Options available are paper bags or reusable plastic bags, the latter being preferred by environmentalists.

## PASSAGE 2 (DISCURSIVE)

Today's wars have little in common with the battles of the 19th century. The fighting has gradually moved from clearly defined battlefields to populated areas. Traditional war between armies of opposing states is an exception, while non-international conflicts have become the norm. Nowadays, civilians bear the brunt of armed conflicts.

International humanitarian law has adapted to this change. Appalled by the destruction and suffering caused by the Second World War, states agreed in the four Geneva Conventions of 1949 on comprehensive protection for those who are not or are no longer participating in hostilities—wounded and sick soldiers, prisoners of war and civilians. This cornerstone of international humanitarian law was supplemented in 1977 and 2005 by three additional protocols. The use of certain weapons, such as biological or chemical weapons, cluster munitions and anti-personnel mines is now widely outlawed. The law has placed barriers to protect the most vulnerable from the brutality of war. Its implementation has also seen a certain amount of progress, such as in the training of soldiers or in the prosecution of the worst war crimes, thanks in particular to the founding of the International Criminal Court (ICC).

Nevertheless, regular serious breaches of international humanitarian law are a cause of suffering. Underlying it all is our collective failure. The contracting states undertook in Article 1—common to the four Geneva Conventions of 1949—“to respect and to ensure respect” for these conventions “in all circumstances.” International humanitarian law has, since its conception, lacked mechanisms for encouraging effective compliance. This impotence has often meant death and destruction for those affected by war.

Since the adoption of the first Geneva Convention 150 years ago, international humanitarian law has become a central pillar of the international legal order. Ultimately its provisions serve to protect our key characteristic as human beings : our humanity. This is an irrevocable right. It is based on the belief, forged over centuries and in all our cultures, according to which it is essential to lay down rules if we want to prevent wars from degenerating into barbarism. It is up to our generation to consolidate these achievements and to create an institutional framework to ensure these rules are respected. If it is to be fully effective, the law needs suitable instruments. Never in the history of humankind have we been closer to a solution than we are today.

## QUESTIONS

- (a) On the basis of your reading of the passage, answer the following questions briefly.
- (i) How are today's wars different from the wars of the 19th century?
  - (ii) What is the state of the International humanitarian law's implementation?
  - (iii) What is the reason behind the regular breaches of the International humanitarian law?
  - (iv) How can the law become completely effective?
  - (v) Which word in paragraph 1 means the same as 'chief impact of a specified action'?
  - (vi) Which word in paragraphs 2 means 'dismayed' or 'horrified'?

- (b) On the basis of your reading of the passage, answer the following questions by choosing the most appropriate option,
- (i) How did the International humanitarian law change between 1977 and 2005?
- (a) It abolished use of biological and chemical weapons
  - (b) It abolished use of cluster munitions
  - (c) It abolished use of anti-personnel mines
  - (d) All of the above
- (ii) When and why were the Geneva Conventions adopted?
- (a) 1949; to prevent wars from taking place
  - (b) 1977-2005; to preserve humanity during wars
  - (c) 1949; to preserve humanity during wars
  - (d) 100 years ago to prevent wars from taking place
- (iii) Which of the following have the contracting states undertaken in Article 1 in the all circumstances?
- (a) Ensure that the conventions are implemented
  - (b) Affirm that the conventions will not be violated
  - (c) To respect and to ensure respect for the conventions
  - (d) None of the above
- (iv) The significant change that the Geneva Conventions of 1949 brought about was that the countries agreed to protect the people who were no longer fighting the war. Which of the following categories of people did it include?
- (a) Prisoners of war and civilians
  - (b) Wounded and sick soldiers
  - (c) Both (a) and (b)
  - (d) None of these
- (v) What does the word 'irrevocable' mean in paragraphs 4?
- (a) irascible
  - (b) unchangeable
  - (c) irreparable
  - (d) irresponsive
- (vi) What does the word 'forged' mean in paragraphs 4?
- (a) imitated/fake
  - (b) broken
  - (c) established
  - (d) barricaded
- (a) (i) Today's wars mostly take place in populated areas as opposed to 19th century battles which took place in clearly demarcated battlefields. Traditional war between armies of opposing nations has been replaced by non-international conflicts in which civilians become casualties.

- (ii) The implementation of this agreement has progressed significantly, particularly in the training of soldiers and the prosecution of war criminals, aided by the founding of international Criminal Court.
  - (iii) The regular breaches of the International humanitarian law signify a collective failure and are caused due to the lack of a proper mechanism and institutional framework for encouraging effective compliance.
  - (iv) The law can become completely effective by the creation of a defined institutional framework and adoption of the necessary instruments required to instil and ensure respect for the rules.
  - (v) The word is 'brunt'.
  - (vi) The word is 'appalled'.
- (b)
- (i) (d) all of the above
  - (ii) (c) 1949; to preserve humanity during wars
  - (iii) (c) To respect and to ensure respect for the conventions
  - (iv) (c) Both (a) and (b)
  - (v) (b) unchangeable
  - (vi) (c) established

### **PASSAGE 3 (LITERARY)**

Had Dr. Johnson written his own life, in conformity with the opinion which he has given, that every man's life may be best written by himself; had he employed in the preservation of his own history, that clearness of narration and elegance of language in which he has embalmed so many eminent person, the world would probably have had the most perfect example of biography that was ever exhibited.

Wherever narrative is necessary to explain, correct, and supply, I furnish it to the best of my abilities; but in the chronological series of Johnson's life, which I trace as distinctly as I can, year by year, I produce, wherever it is in my power, his own minutes, letters, or conversation, being convinced that this mode is more lively, and will make my readers better acquainted with him, than even most of those were who actually knew him, but could know him only partially; whereas there is here an accumulation of intelligence from various points, by which his character is more fully understood and illustrated.

Indeed I cannot conceive a more perfect mode of writing any man's life, than nor only relating all the most important events of it in their order, but interweaving what he privately wrote, and said, and thought. Had his other friends been as diligent and ardent as I was, he might have been almost entirely preserved. As it is, I will venture to say that he will be seen in this work more completely than any man who has ever yet lived.

And he will be seen as he really was, for I profess to write, not his panegyric, which must be all praise, but his life; which, grant and good as he was, must not be supposed to be entirely perfect. To be as he was, is indeed subject of pranegyric enough to any man in the state of being; but in every picture there should be

shade as well as light, and when I delineate him without reserve, I do what he himself recommended, both by his precept and his example, as quoted below.

“If the biographer writes from personal knowledge, and makes haste to gratify the public curiosity, there is danger lest his interest, his fear, his gratitude, or his tenderness, overpower his fidelity, and tempt him to conceal, if not to invent.”

## QUESTIONS

- (a) On the basis of your reading of the passage, answer the following questions briefly.
- What was Dr. Johnson’s opinion on autobiographies?
  - According to the author, what would have happened if Dr. Johnson had written his autobiography?
  - How does the author intend to acquaint his readers completely with Dr. Johnson’s life?
  - What does the author seem most proud of, as mentioned in the passage?
  - In the quotation given in the last paragraph of the passage, what is Dr. Johnson concerned about?
  - What method of writing Dr. Johnson’s biography did the author adopt to make his readers better acquainted with him?
- (b) On the basis of your reading of the passage, complete the statements given below by choosing the most appropriate option.
- It can be inferred from the passage that Dr. Johnson.....
    - wrote many biographies
    - wrote his own autobiography
    - was against writing his autobiography
    - did not want the author to write about him
  - Dr. Johnson would probably have agreed that .....
    - a biography tends to over-praise
    - an autobiography is always misleading
    - an autobiographer is the greatest authority on his own life
    - All of the above
  - The word ..... is a synonym of ‘panegyric’ used in paragraph 4.
    - eulogy
    - myth
    - portrait
    - fame
  - In paragraph 1, the word ..... means ‘preserved someone or something in an unalterable state’.
    - perfect
    - preservation
    - frozen
    - embalmed

- (v) In paragraph 4, the word ..... means 'describe or portray precisely'.  
(a) perfectly (b) titled (c) delineate (d) precept
- (vi) In paragraph 5, the word ..... is the antonym of 'dissatisfy'.  
(a) interest (b) gratify (c) gratitude (d) please

## ANSWERS

- (a) (i) Dr. Johnson believed that anyone's life can be best written by the person himself/herself. For him, an autobiographies has the best and most comprehensive from of biography.
- (ii) According to the author, if Dr. Johnson had written his own biography, the world would have seen the best of now biography/autobiography should be written.
- (iii) The author intends to acquaint his readers completely with Johnson's life by following a chronological order giving an account of his personal thoughts and feelings via his letters and conversation and also converging know edge account has life from different points.
- (iv) The author seems most proud of his thoroughness in obtaining the biographical materials.
- (v) In the quotation given by the last paragraph of the passage, Dr. Johnson is concerned that if a biographer \*\*\*\*\* satisfy the public, he will not write honestly by concealing some facts and inventing others.
- (vi) The authority adopted the method of chronologically narrating Dr. Johnson's life along with his own \*\*\*\*\* conversations.
- (b) (i) (a) wrote many biographies
- (ii) (c) an autobiographer is the greatest authority on his own life
- (iii) (a) eulogy
- (iv) (d) embalmed
- (v) (c) delineate
- (vi) (b) gratify
-

**Time: 3 Hours]**

**[Maximum Marks: 100**

- Note :** (i) This Question Paper consists of two Sections, viz. 'A' and 'B'.  
(ii) All the questions from Section 'A' are compulsory.  
(iii) Section 'B' has two options. Candidates are required to attempt questions from one option only.  
(iv) Marks are indicated against each question.

## SECTION - A

1. Write a paragraph of about 100 words on anyone of the following topics: 5  
(a) Knowledge is Power  
(b) I am Proud of being an Indian  
(c) The Person I Admire
2. A University offers different courses of studies through correspondence. Write to the Director of the Institute of Correspondence courses requesting him to send the prospectus. You are Sarita/Sarit. 5
3. The following passage has seven mistakes of spellings and other grammatical inaccuracies. Spot the errors and provide corrections-in your answer book. One has been done as all example. 6  
What human kind needs now is a global consciousness. We will not found it on a computer screen. It lie in our hearts, in our sympathy for the pain and suffering of our follow human beings.

S. NO.	ERROR	CORRECT FORM
1.	what	What
2.	Found	Find
3.	consciousness	conscious
4.	beings	being
5.	lie	lies
6.	.....	.....
7.	.....	.....

4. Read the following passage carefully. Make notes in points only, using appropriate headings and sub-headings. Also use recognizable abbreviations. 4

With the dawning at last of Indian independence on August 15, 1947. Nehru was entrusted with building the new nation in the double role of prime minister and minister of foreign affairs. But just months later, in January 1948, Mahatma Gandhi, the leader of Indian independence, was assassinated, and an enormous weight fell on Nehru's shoulders.

While striving to establish a democratic nation, Nehru also aimed for a socialist pattern of society by promoting a planned economy along with extensive social welfare programs. His foreign policy, created in the midst of Cold war tensions between the United States and the Soviet Union, was based on the principle of nonalignment.

5. Read the following extracts carefully and answer the questions that follow:

- (a) Gradually deterioration set in. Thought lost its freshness and became stale and the vitality and exuberance of youth gave place to crabbed age. Instead of spirit of adventure there came lifeless routine and the broad and exciting vision of the world was cabined and confined and lost in caste divisions, narrow social customs and ceremonials. Even so, India was vital enough to absorb the mass of people that flowed into her mighty ocean of humanity and she never quite forgot the thoughts that had stirred in the days of her youthful vigour.
- (i) How did deterioration effect the thinking and the vitality of youth ? 1
- (ii) What happened to our spirit of adventure and the broad vision of the world ? 1
- (iii) Cite details from the extract which support the statement : 'India continued to retain its vitality'. 1
- (iv) Find words from the extract which mean the same as the following: 1
- (1) 'small and surrounded by walls or sides'
- (2) 'energy and enthusiasm'.

**OR**

When my mother learned of my father's decision to send me to the Dadar School, she was appalled. She could not understand the reason for sending me nine hundred miles away from home to attend school with orphans and children of the poorest classes. Yet she placed her faith in my father's superior judgment, and in her quiet way, she agreed.

- (i) Why was the speaker's mother appalled? 1
- (ii) What was it that she failed to understand? 1
- (iii) Initially the speaker's mother did not approve of his father's decision to send him to the Dadar school, but later on she agreed. Why ? 1
- (iv) Find words from the extract which mean the same as the following : 1
- (1) 'showing disgust at something unpleasant or wrong'
- (2) 'better in quality than somebody or something'.
- (b) Papa, my grandmother is semi-literate. Yet she is at peace with her pots, pans, her flowers and garden, her Bhagvad Gita and scriptures. My mother, highly qualified, is highly strung tense and nervous. Do you think literacy makes us, restless, afraid and frustrated?

- (i) 'In the sphere of education, the writer's mother is more accomplished than his grandmother.' Cite details from the passage in support of the above statement. 1
- (ii) In what respect was the writer's grandmother's nature different from his mother's nature? 1
- (iii) What, according to the writer, is the reason for the big difference in their disposition? 1
- (iv) Find words from the extract which mean the same as the following : 1  
'unable to relax', 'the holy book of a particular religion'.

**OR**

New clothes had never been made for Bholi. The old dresses of her sisters were passed on to her. No one cared to mend or wash her clothes. But today she was lucky to receive a dean dress which had shrunk after many washings and no longer fitted Champa. She was even bathed and oil was rubbed into her dry and matted hair. Only then did she begin to believe that she was being taken to a place better than her home!

- (i) Cite details from the extract which suggest that Bholi was a neglected child. 1
- (ii) In what way was Bholi lucky that day? 1
- (iii) What did Bholi conclude from the change in the treatment that she got that day? 1
- (iv) Find words from the extract which mean the same as the following: 1  
'repair something that has been damaged', 'to become smaller'.

6. Read the following extract and answer the questions that follow:

There is a house now far away where once,  
I received love.....That woman died,

The house withdrew into silence, snakes moved

Among books, I was then too young

To read, and my blood turned cold like the moon.

- (a) Choose appropriate words from the given extract to complete the statement, 'The poet remembers this house as a place where.....' 1
- (b) Cite details from the extract which tell that the house was deserted. 2
- (c) Explain : 'My blood turned cold like the moon.' 2

**OR**

What is this life 1£ full of care

We have no time to stand and stare?

No time to stand beneath the boughs.

And stare as long as sheep or cows.

- (a) What does the word 'care' imply? 1
- (b) Explain the expression : 'Stand and stare'. 2
- (c) What is it that sheep and cow do for which we have no time ? 2

7. Answer any **three** of the following questions in about **30-40** words each :  $2 \times 3 = 6$

- (a) What are the advantages of using wind energy?  
(Fuel of the Future)
- (b) What was the doctor's impression about Evans? What made him change his impression?  
(A Case of Suspicion)
- (c) What did the Intruder plan to do as Vincent Charles Gerrard?  
(If I were You)
- (d) Why did Baldeo decide to fight the tiger?  
(The Tiger in the Tunnel)

8. Answer the following in about 60 words: 6

How did Gavaskar's family members help him to become a good cricketer?  
(My First Steps)

OR

What is the truth that Aradhna wanted to find out? What did she actually discover?  
(I Must Know the Truth)

9. Read the passage given below and complete the statements that follow:

Your home is where your loved ones live.. Your home is the place where .you .work together with your fellow human beings to build a paradise, a realm of peace and prosperity for all. That is why when we are asked where our home is, we answer: "My . home is the world. Everywhere in the world where my fellow human' beings live, all of it, is my home."

- (a) Your home is (i) \_\_\_\_\_ loved, (ii) \_\_\_\_\_ live. 1
- (b) (iii) \_\_\_\_\_ where you work together with your fellow human beings to build a paradise, (iv) \_\_\_\_\_ all. 1
- (c) (v) \_\_\_\_\_ we are asked where our home is, we answer: "(vi) \_\_\_\_\_ world. 1
- (d) Every where in the world where (vii) \_\_\_\_\_ all of it, (viii) \_\_\_\_\_". 1

10. Read the passage given below and answer the questions that follow:

At first Nehru's father opposed his son's involvement in Gandhi's civil resistance movement, because he knew it would lead to his son's arrest and imprisonment. But even as he opposed it, he laid himself down on the cold floors of the hallway in their home, so that he could imagine his son's imprisonment.

In June 1920, Nehru paid a visit to a farming village. Where he came into contact with the sincerity and pure heartedness of the rural people and witnessed first hand their poor living conditions: "I was filled with shame and sorrow, shame at my own easy-going and comfortable life and our petty politics of the city, which ignored this vast multitude of semi-naked sons and daughters of India, sorrow at the degradation and overwhelming poverty of India."

- (a) Why did Nehru's father oppose his son's involvement in Gandhi's civil resistance movement? 1
- (b) Why did Nehru's father lay himself down on the cold floors of the hallway? 1
- (c) Mention the two things that touched Nehru when he paid a visit to a farming village. 2
- (d) What did Nehru feel when he paid a visit to the farming village? 2
- (e) Which words/phrases used in the passage mean the same as the following? 1 + 1
- (i) a large crowd of people
- (ii) so powerful that one cannot resist it

11. Read the passage given below and answer the questions that follow:

Dr. Henderson is an internationally renowned civic activist who has campaigned for the creation of a better global environment. She began her career years ago by directly challenging powerful government and business interests and arrogant academics in order to protect children from air pollution. Her assertions were sharply on target, and as a result she was showered with a torrent of abuse and criticism, even being dubbed "one of the most dangerous women in America".

But she refused to give up. She rebutted each criticism and rebuffed each attack.. She struggled persistently until she won. Boldly deploying an arsenal of truth and justice, she disproved every erroneous argument and, in the process, became a world-renowned scholar herself.

- (a) Who is Dr. Henderson and what has she campaigned for? 2
- (b) What did she do in order to protect children :from air pollution? 2
- (c) How did people react to her assertions? 2
- (d) 'Dr. Henderson struggled relentlessly and won fame in ,the process.'
- Cite details from the passage to support the above statement. 2

12. Fill in the blanks in the following sentences with appropriate form of the verbs given in brackets: 4

No one **can become** (become) great without a struggle. Only those who **have faced** (face) and **triumphed** (triumph) over adversity **possess** (possess) genuine greatness.

13. Report the following conversation in indirect speech: 4

Shreya : Oh Hello, how are you?

Sid : Fine, thanks, and you?

- Shreya : Lovely day, isn't it?  
 Sid : Yes, beautiful.  
 Shreya : Where are you planning to go this summer?  
 Sid : I have planned a trip to Singapore with my cousins.  
 Shreya : Oh ! That'll be wonderful.

14. Fill in the blanks in the following sentences with appropriate passive form of the verbs given in brackets: 3

It \_\_\_\_\_ (a) \_\_\_\_\_ (know) that the bridge \_\_\_\_\_ (b) \_\_\_\_\_ (blow) up by the terrorists. An inquiry commission \_\_\_\_\_ (c) \_\_\_\_\_ (set) up and charges are being framed.

15. Combine the following pairs of sentences using the connectors given against each pair: 4

- (a) (i) He was a boy of steady habits.  
 (ii) He rose to a high position in life. because  
(because)

- (b) (i) Edison who invented the gramophone  
 (ii) who was an American.  
(Who)

- (c) (i) Dinner was finished  
 (ii) The guests retired.who  
(When)

- (d) (i) Everyone although opposed him  
 (ii) He did not give up his resolution.  
(although)

16. Read the passage given below and make a summary in about 100 words : 5

From the time of three, the child begins to want the father. The desire to be with the father is a natural part of life. Freud has pointed out the type and causes of conflict that arise between father and son or daughter. Rejection of parent by child is something that we should rejoice in for there is the tremendous formation of the self, the removal from the security of the mother as the child takes its first step toward becoming an autonomous, individualized human being.

The child who strongly displays individuality, the brat who seems almost impossible to handle is the one with the greater possibility of becoming a person of strong will power, equipped with robust life-force, rich creativity and, individuality.

## SECTION - B

- Note: (i) Attempt anyone of the two options.  
(ii) Attempt all the questions from the same option.

### OPTION - I

#### [E.S.P. FOR RECEPTIONISTS]

17. As a receptionist, frame suitable replies for the following requests: 2
- (a) Hello ! I would like to speak to Punita. Is she in?
  - (b) Hello! I am Achla, reporter for HT, Delhi. Could you put me across to Lalita Srivastva?
  - (c) Can I make a reservation for two for Saturday, the 16th please?
  - (d) Could ,you tell me the check out time please?
18. Read the following statements and decide whether they are true or false:
- (i) Courtesy and good manners are the two prime requirements of a receptionist's job.
  - (ii) A receptionist is the head- of her organisation.
  - (iii) In dealing with complaints, a receptionist need to be tactful.
  - (iv) A receptionist should be friendly, affectionate and informal.
  - (v) When the guests and the visitors are impolite, the receptionist should deal with them strictly.
  - (vi) Sometimes a receptionist has to do the work of a telephone operator.

19. Match the halves given in Columns I and II to make correct statements: 4

Column I	Column II
(1) A receptionist is required to keep control of the conversation .....	(a) ..... does the work of a telephone operator.
(2) On receiving a call, a receptionist .....	(b) ..... to ensure effective communication.
(3) A receptionist often .....	(c) ..... skill, tact and training.
(4) Managing the telephone requires .....	(d) ..... greets the caller and gives identity.
	(e) ..... is a challenging tasks.

20. Recall the lesson, 'The Reception Desk And You' and complete the following statements: 1
- (i) The receptionist works in what is called the '\_\_\_\_\_'.  
(ii) The reception desk is the \_\_\_\_\_ point of any organisation.
21. What are the four important items that a receptionist needs to keep handy on her desk? 2

22. You are working as a supervisor -in the Ministry of Health. You have been asked to inspect a hospital 'XYZ' in South. Delhi and submit your report under the following heads: 4

- Attendance of the staff
- Standard of cleanliness
- Condition of causality ward
- Feedback from the patients

You are Sumili/Sumit.

23. Read carefully the following statements and decide whether they are true or false: 6

- (i) Be prepared to answer questions about your family 'members while facing a job interview.
- (ii) Open an interview by addressing the interviewer formally and politely.
- (iii) A candidate who makes tall claims will be considered dishonest and insincere.
- (iv) Be honest, frank and straight forward while answering questions asked by the interviewer.
- (v) Don't be in a hurry to close an interview.
- (vi) One of the main aims of an interviewer is to assess the candidate's attitude to work.

24. Match the halves in columns I and II to make correct statements:

<b>Column I</b>	<b>Column II</b>
(i) While writing a letter of enquiry .....	(a) ..... we must state the subject precisely and clearly.
(ii) Memos are used for sending message .....	(b) ..... from one department to another in the same organizaion.
(iii) While writing a latter of complaint .....	(c) ..... the contents of the letter should mention referrences of both the parties.
(iv) While writing a memo .....	(d) ..... we must state clearly what we want the company to do.
	(e) ..... they give instruction and information.

25. Read the following greetings and decide whether they are formal or informal :

- (a) Hi ! How are you Sid ?
- (b) Good morning, Sir, how are you feeling now?
- (c) Hello! How's life ?
- (d) Good morning Mr. Philip, welcome to Citizens' Forum.

26. Write and 'e'-mail addressed to the members of The Youth Club, Noida informing them about cancellation of the meeting which was scheduled for 8th August, 2013. You are Anita/Anil.

