

Q.P. Code :03755**[Time: Three Hours]****[Marks:100]**

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory.
 2. Figures to the right indicate full marks.

- Q.1 a) Explain the following terms in 2-3 sentences **(any 5)** : 10
1. Online interview
 2. Closed questions in an interview
 3. Quorum
 4. Agenda
 5. Fliers
 6. Group dynamics
 7. Standing committee
 8. House journal
- b) Match the following : 05
- | A | B |
|------------------------------|---|
| 1. Group discussion | a. Open House |
| 2. Resolutions | b. Interaction at the time of leaving an organization |
| 3. Internal Public Relations | c. Technique for selection of a candidate |
| 4. Skype | d. Decisions taken at a meeting |
| 5. Exit interview | e. Video-chat |
- Q.2 Write short notes on: **(any four)** 20
1. Preparation to be made by a candidate before a selection interview
 2. Appraisal interview
 3. Role of the chairperson in a meeting
 4. Advantages and disadvantages of meetings
 5. Grievance interview
 6. WASP technique of conducting an interview
- Q.3 Answer the following questions **(any two)**: 20
1. Define 'Public Relations'. Discuss the measures taken by Public Relations Department to influence external publics of an organization.
 2. What are conferences? Discuss the advantages and disadvantages of conferences.
 3. Define 'committees'. Discuss the importance and the types of committees in an organization.
- Q.4 Attempt the following letters **(any four)** : 20
1. Your college wishes to setup a new computer lab and needs to buy 50 computers. Write a letter of inquiry to Bharat Computers enquiring about price list and other details.
 2. A to Z stationery store had ordered a variety of pens from Star Pen Dealers. On receiving the delivery of the consignment they found that an entirely different set of articles has been sent to them. Draft their complaint and claim letter asking for replacement of goods.
 3. Write a sales letter promoting **any one** of the following products:
 - i) A washing machine
 - ii) A new brand of toothpaste

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4. Dr. M.Tharu of Mumbai ordered a mobile phone from 'Trade line'-an online shopping portal and made the payment by credit card. The product never got delivered to him and the online shopping site has not responded to his complaints.
Write a letter to Consumer Grievance Redressal Cell making a complaint about the issue & seeking adequate compensation.
5. You had applied for a passport two months back and have not received any updates about it. Write an RTI query asking about the status of your application, the process of issuing a passport and the time taken for the same.

Q.5 Draft a Business proposal to be sent to Prim and Proper Finishing School for starting a Basic computer certificate course in their campus on a revenue sharing basis. 10

OR

After receiving many complaints from students and teachers about the college canteen food of Excellent College, a committee of students and teachers was set up by the Principal to study the hygiene of the college canteen.

Draft the covering letter and committee report making suitable recommendations.

Q.6 Draft the Notice and Agenda of the 5th Annual General Meeting of Deepak Fertilizers Ltd. Also draft the following resolutions : 10

1. Declaration of dividend
2. Appointment of Auditors

Q.7 Summarize the following passage: 05

Australian scientists warned drivers and passengers of new cars that danger lurks within their brand new vehicles. It is not the soft fabric or the leather that encases comfortable bucket seats, or the shining new dashboard, or the designs of the sporty steering wheel that harbor the danger. It is the reassuring smell of the new car that spells danger. The odour actually contains high levels of toxic air emissions that can make the driver and the passengers ill.

A research organization in Australia conducted a comprehensive research on three cars. Drivers were asked to keep logs on how they felt and reacted to the plush interiors of their cars. The researchers also carried out observations on the reactions of the drivers and at the same time interviewed them. The results revealed that the very smell of a new car that enthralls the new owner, contains high levels of toxic emissions. What is even more alarming is the fact that these toxic emissions are present in cars even after 6 months or longer of leaving the showroom. Anecdotal evidence during the study revealed that drivers were becoming ill when they drove their new cars. A lawyer reported being ill with headaches, lung irritation, and swellings for several days after collecting a new car and driving it only for 30 minutes. The Commonwealth Scientific & Industrial Research Organization (CSIRO) is Australia's main scientific body. They conducted a research on the toxicity of the interior of new cars over a period of two year. Steve Brown, the head of the CSIRO's air quality control research unit draws parallel between the home and the car. He says, "Just as air inside our homes and work place is often more polluted than the air outside, so sitting in your new car can expose you to levels of toxic emissions that are many times beyond health guideline goals."

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[वेळ: तीन तास]

[गुण:१०]

Please check whether you have got the right question paper.

- N.B:
1. सर्व प्रश्न सोडवणे.
 2. मूळ इंग्रजी प्रश्न प्रमाण मानावेत.
 3. उजवीकडील अंक पूर्ण गुण दर्शवितात.

प्र.१ अ खालील संकल्पना दोन ते तीन वाक्यांमध्ये लिहा (कोणत्याही पाच)

१०

1. ऑनलाईन मुलाखत
2. मुलाखतीतले प्रश्न
3. गणसंख्या
4. कार्यक्रमपत्रिका
5. हस्तपत्रके (fliers)
6. समूह प्रेरकशक्ती (group dynamics)
7. स्थायी समिती
8. गृहसाधने

ब) जोड्या लावा

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- | अ | ब |
|---------------------|----------------------------|
| 1. गट चर्चा | अ) मोकळेपणाने(open House) |
| 2. ठराव | ब) संस्था सोडतानाची हितगुज |
| 3. अंतर्गत जनसंपर्क | क) उमेदवार निवडीचे तंत्र |
| 4. स्काईप | ड) सभेत घेतलेले निर्णय |
| 5. बहिर्गत मुलाखत | ई) दृकश्राव्य संवाद |

प्र.२ टिपा लिहा (कोणत्याही चार)

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१. उमेदवाराने निवड मुलाखतीसाठी करावयाची तयारी
२. मूल्यमापन मुलाखत
३. अध्यक्षांची सभेतील भूमिका
४. सभांचे फायदे आणि तोटे
५. तक्रार निवारण मुलाखत
६. मुलाखतीतील WASP तंत्र

प्र.३ खालील दिलेल्या प्रश्नांची उत्तरे लिहा (कोणतेही दोन)

२०

1. जनसंपर्काची व्याख्या सांगून संस्थेतील संबंधित बाह्य जनतेवर प्रभाव निर्माण करण्यासाठी जनसंपर्क विभाग काय उपाय करतात यावर चर्चा करा.
2. परिषदा म्हणजे काय ते सांगून परिषदांचे फायदे आणि तोटे लिहा.

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3. समितीची व्याख्या सांगून संस्थेतील समित्यांचे प्रकार आणि त्यांचे महत्व यावर चर्चा करा.

प्र.४ खालीलपैकी कोणत्याही चारांवर पत्र लेखन करा:

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1. तुमच्या महाविद्यालयात एक नवीन संगणक प्रयोगशाळा तयार करायची आहे , त्यासाठी ५० संगणक विकत घ्यायचे आहेत. याबाबत भारत कॉम्प्युटर यांच्याकडे दर पत्रक व इतर अटी-नियमांची माहिती मागवणारे चौकशीपत्र तयार करा.
2. स्टार पेन डीलर्स कडून ए टू झेड स्टेशनरी स्टोअर यांनी विविध प्रकारच्या पेनांकारिता आदेशपत्र पाठविले होते. माल मिळाल्यानंतर आलेल्या वस्तू आदेशित वस्तूपेक्षा वेगळ्या होत्या. या बाबतचे वस्तू बदलून देण्याबाबतचे तक्रार पत्र तयार करा.
3. खालीलपैकी कोणत्याही एका उत्पादनाच्या विक्रीत वाढ होण्यासाठीचे विक्री पत्र तयार करा.
 1. धुलाई यंत्र
 2. नवीन ब्रॅडचे दंतमंजन

४. मुंबईच्या डॉ. थारू यांनी 'ट्रेडलाईन' खरेदी केंद्रावरून एका मोबाईलफोनची ऑर्डर (मागणी केली) दिली होती व क्रेडीट कार्डने पैसे दिले होते. पण ही वस्तू त्यांना मिळाली नाही आणि त्यांच्या तक्रारीकडे ऑनलाईन खरेदी केंद्राने अजिबात लक्ष दिले नाही. या संदर्भात ग्राहक तक्रार निवारण मंचाकडे नुकसान भरपाईची मागणी करणारे तक्रार निवारण पत्र तयार करा.

५. पारपत्रासाठी अर्ज करून दोन महिन्यांचा कालावधी होऊन सुद्धा तुम्हाला त्याबद्दलची काहीही अद्यावंत माहिती मिळाली नाही. तुमच्या अर्जाची स्थिती, पारपत्र अर्ज प्रक्रिया आणि त्यासाठी लागणारा वेळ या संदर्भात चौकशी करणारे माहिती अधिकार पत्र तयार करा.

प्र.५ प्रिम अँड प्रॉपर फिनिशिंग स्कूलच्या आवारात तुम्हाला मुलभूत संगणक प्रमाणपत्र कोर्स सामायिक महसूल १० आधारवर सुरु करावयाचा आहे. यासाठीचा व्यवसाय प्रस्ताव तयार करा.

किवा

एक्सलंट महाविद्यालयाच्या विद्यार्थी आणि शिक्षकांकडून महाविद्यालयाच्या उपहार गृहातील खाद्यापदार्थाबाबत अनेक तक्रारी असल्यामुळे प्राचार्यांनी विद्यार्थी आणि शिक्षकांची एक समिती नेमली आहे. उपहार गृहाच्या स्वच्छतेचा अभ्यास करून त्या बदलचा समिती अहवाल योग्य त्या शिफारसीसह तयार करा.

प्र.६ दीपक फर्टिलायझर्स लि. कंपनीच्या पाचव्या वार्षिक सभेची सूचना, कार्यक्रमपत्रिका तयार करा. तसेच खालील १० मुद्द्यांबाबत ठराव लिहा.

१. लाभांश जाहीर करणे
२. लेखा परीक्षकांची नियुक्ती

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प्र.७ खालील उताऱ्याचे (इंग्रजीमध्ये) सारांश लेखन करा.

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