



WINTER– 2016 EXAMINATION

Model Answer

Subject Code: 17201

**Important Instructions to examiners:**

- 1) The answers should be examined by key words and not as word-to-word as given in the model answer scheme.
- 2) The model answer and the answer written by candidate may vary but the examiner may try to assess the understanding level of the candidate.
- 3) The language errors such as grammatical, spelling errors should not be given more importance. (Not applicable for subject English and Communication Skills.)
- 4) While assessing figures, examiner may give credit for principal components indicated in the figure. The figures drawn by candidate and model answer may vary. The examiner may give credit for any equivalent figure drawn.
- 5) Credits may be given step wise for numerical problems. In some cases, the assumed constant values may vary and there may be some difference in the candidate's answers and model answer.
- 6) In case of some questions, credit may be given by judgment on part of examiner of relevant answer based on candidate's understanding.
- 7) For programming language papers, credit may be given to any other program based on equivalent concept.

Q. No.	Sub Q. N.	Answer	Marking Scheme
1.		<b>Attempt any <u>TEN</u> of the following:</b>	(20)
	a)	<b>Define communication in your words.</b> <b>Ans:</b> Communication is sharing of information between two or more than two persons. <b>OR</b> Communication is an exchange of facts, ideas, opinions or emotions by two or more than two persons. <i>(Note: Any other correct definition of communication can be given full marks.)</i>	02
	b)	<b>Why is feedback essential?</b> <b>Ans:</b> Feedback is essential because the process of communication remains incomplete without it. It is response to the message, wherein the sender knows if the receiver has received, understood and acted upon the message. Feedback also enables the sender to modify and resend the message as per the need of receiver.	02
	c)	<b>What do you mean by channel? Give one example.</b> <b>Ans:</b> The channel is a carrier of the message via which a message is delivered to the receiver. Example: To wish someone "Happy Birthday", we send message through mobile phone. Here mobile phone is channel of communication as it carries message from sender to receiver. <i>(Note: Example may vary.)</i>	01 01



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1.	d)	<b>What are the prerequisites of fixing a channel?</b> <b>Ans:</b> The prerequisites of fixing a channel are: 1) Urgency and importance of the message 2) Understanding capacity of the receiver 3) Availability of the resources to send the message <i>(Note: Any two correct prerequisites of fixing a channel should be given marks.)</i>	02
	e)	<b>Differentiate between encoding and decoding.</b> <b>Ans:</b> Encoding is a process of converting ideas or thoughts in the form of a message understandable to the receiver by the sender whereas decoding is interpreting of the message by the receiver. Encoding helps the sender to put his disorganized ideas and thoughts in structured format. It helps the sender to give the correct message which is understandable to receiver and it results in effective communication. On the other hand decoding helps the receiver to give proper feedback to the sender which is necessary for effective communication. <i>(Note: Student may write answer in table form. Any two correct points of differences should be given full marks.)</i>	02
	f)	<b>Tell the importance of oral communication.</b> <b>Ans:</b> Importance of oral communication: 1) In oral communication, we get immediate feedback. 2) In oral communication, meaning can be explained in depth because both sender and receiver are present. Sender may use various supports of non-verbal codes while speaking like gestures, postures, facial expression etc. to make communication more effective. 4) It is more powerful mean of persuading, controlling and solving problems. 5) It saves time as it is direct communication. 6) Sender can modify and resend the message by observing facial expressions of receiver. 7) It becomes possible to address a large group at a time with oral communication. 8) It saves money unlike written communication. So it is economical. 9) We can also explain message in details if necessary. 10) It is interactive and more flexible. <i>(Note: Any two correct points of importance of oral communication should be given marks.)</i>	02
	g)	<b>What is horizontal communication? Give examples.</b> <b>Ans:</b> The communication that takes place between two persons working at the same level in an organizational hierarchy is called as Horizontal communication. Example: 1. When a clerk communicates with another clerk. 2. A Jr. Engineer communicates with another Jr. Engineer. <i>(Note: Example may vary.)</i>	01 01



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1.	h)	<b>Name any two communication mostly used.</b> <b>Ans:</b> Following communication are mostly used: 1. Formal Communication 2. Informal/Grapevine Communication 3. Oral Communication 4. Written Communication <i>(Note: Any two types of communication should be given marks. Answers written in the form of examples may also be considered)</i>	02
	i)	<b>Name any two physical barriers.</b> <b>Ans:</b> There are following physical barriers: 1. Environmental Barriers 2. Physiological/Biological Barriers OR 1. Environmental Barriers i) Noise ii) Distance 2. Physiological/Biological Barriers: i. Speaking impairment- stammering, fumbling, utterance of Improper sounds due to defect in speech etc. ii. Listening –hearing impairment, deafness etc. iii. Writing- illegible handwriting iv. Reading- difficulty in reading due to poor eyesight, perceiving the written words as hazy, unclear and overlapping <i>(Note: Two types of physical barriers or any two examples of physical barriers should be given marks.)</i>	01 01 OR 02
	j)	<b>Why should the sender analyse the audience?</b> <b>Ans:</b> Sender should analyse the audience because this analysis helps him in selecting the right words while composing the message and selecting proper channel so that the communication becomes effective.	02
	k)	<b>What is mechanical barrier? Give example.</b> <b>Ans:</b> The barrier that arises due to problem in machinery or instrument which is used to transmit the message is called as Mechanical barrier. Mechanical barriers are interferences of technical sources in the communication process. <b>Example of mechanical barrier:</b> Defects in the devices like the telephone, the loud speaker and the internet connection used for communication. <i>(Note: Examples may vary.)</i>	01 01
	l)	<b>How does noise affect communication?</b> <b>Ans:</b> Noise is a physical barrier to effective communication. Noise may have its origin from an external source or may exist even in the communication process. Effective communication is difficult on the factory floor, the bus stand or railway station. Noise distorts messages and acts as a barrier to effective communication.	02



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2	a)	<p><b>Attempt any <u>FOUR</u> of the following:</b> <b>Differentiate between formal and informal communication.</b> <b>Ans:</b></p> <table border="1"> <thead> <tr> <th>Formal Communication</th> <th>Informal Communication</th> </tr> </thead> <tbody> <tr> <td>1. Any official communication is formal communication because the receiver and sender have to follow certain principles, rules and regulations.</td> <td>1. Any unofficial communication is informal communication. Norms, rules and regulations are not followed in this communication.</td> </tr> <tr> <td>2. Formal communication is time bound because it is restricted to certain limit of time.</td> <td>2. It is not time bound. It may waste time.</td> </tr> <tr> <td>3. It is topic and language bound.</td> <td>3. It is not topic and language bound.</td> </tr> <tr> <td>4. Usage of slang, jargon and colloquial is not permitted in formal communication.</td> <td>4. Usage of slang, jargon and colloquial may occur in some informal communication.</td> </tr> <tr> <td>5. Sometimes formal communication does not take place easily because of shyness among the workers or fear in their mind about how the authorities will take it.</td> <td>5. Informal communication is very quick as it spreads rapidly. It is an effective means of conveying informal messages quickly.</td> </tr> <tr> <td>6. Sometimes this communication takes the shape of an authoritative attitude which the subordinate may not like.</td> <td>6. This communication does not have any authoritative shape.</td> </tr> </tbody> </table> <p><i>(Note: Student may write in form of paragraph. Differences may vary. Any four correct differences can be given full marks.)</i></p>	Formal Communication	Informal Communication	1. Any official communication is formal communication because the receiver and sender have to follow certain principles, rules and regulations.	1. Any unofficial communication is informal communication. Norms, rules and regulations are not followed in this communication.	2. Formal communication is time bound because it is restricted to certain limit of time.	2. It is not time bound. It may waste time.	3. It is topic and language bound.	3. It is not topic and language bound.	4. Usage of slang, jargon and colloquial is not permitted in formal communication.	4. Usage of slang, jargon and colloquial may occur in some informal communication.	5. Sometimes formal communication does not take place easily because of shyness among the workers or fear in their mind about how the authorities will take it.	5. Informal communication is very quick as it spreads rapidly. It is an effective means of conveying informal messages quickly.	6. Sometimes this communication takes the shape of an authoritative attitude which the subordinate may not like.	6. This communication does not have any authoritative shape.	(16)
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	b)	<p><b>Draw the process diagram of communication and explain it.</b> <b>Ans:</b> Diagram of communication process:</p>	04														
			02														



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2.		<p><b>Explanation of Communication Process:</b> Communication is two way process which involves the roles of sender and receiver. It is the process of sending and receiving information. Sender sends the message to the receiver and on the other hand receiver gives feedback to the sender. Communication is not complete until the message is understood and the feedback is received. The process of communication depends on the role of sender and the role of receiver.</p>	2
	c)	<p><b>Explain any two principles of effective communication.</b> <b>Ans:</b> Principles of effective communication: <b>1. Clarity in encoding the message:</b> Encoding of the message should be clear. For this, the sender should be aware of the purpose of communication. Clarity means it should not arise any confusion or question in the mind of the receiver. There should not be any ambiguity. <b>2. Clarity in stating the purpose:</b> The message should state the purpose clearly. It should be direct in its intention. The sender should have no doubts about the purpose of communication. Only then, he will be able to express his thoughts in a concise or brief manner without giving unnecessary details. <b>3. Correctness of the message:</b> The message should be correct. It should not have any incorrect information or misleading details. Then only, the communication will be effective. Incorrect messages are seldom effective. <b>4. Conciseness of the message:</b> The key to effective communication is its conciseness and its brevity. The sentence should always be short in length. This ensures understanding. Lengthy messages lead to confusion. <b>5. Completeness of the message:</b> The message should be complete i.e. it should answer all the possible questions of the receiver. Insufficient knowledge confuses the receiver as it leaves him in doubt and distrust. <b>6. Coherence of the message:</b> The message should have a logical sequence and flow. It should progress in such a way that the receiver gets a clear picture and is able to respond accordingly. <b>7. Courteous language:</b> Language in all types of communication should always be courteous. The goodwill generated by courtesy helps in building long term relations. <b>8. Selection of proper channel:</b> Selection of channel depends on the urgency of the message; the capacity of the receiver and availability of the resources to send the message. Proper channel ensures proper transmission. <b>9. Knowledge about the receiver:</b> It is essential that the sender is aware of who the receiver is. This knowledge helps him in selecting the right words and proper channel. Sender should know receiver's age, experience, interest, knowledge, efficiency, intelligence, grasping power and retention power.</p>	



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2.		<p><b>10. Taking care of probable barriers:</b> Sender and receiver both are responsible to make communication smooth. They should anticipate probable barriers and plan accordingly. The barriers of communication need to be removed to convey message effectively.</p> <p><b>11. Giving feedback:</b> Sender should ensure that the message receives an expected feedback. Without feedback, effectiveness of the message cannot be judged. Feedback needs to be positive and prompt therefore the sender should take care that he defines the timeline accordingly.</p> <p><i>(Note: Students are expected to explain any two principles.)</i></p>	<b>04</b>
	d)	<p><b>Why should the sender bear the principle of responsibility in mind?</b> <b>Ans:</b> Sender should bear the principle of responsibility in mind because the sender starts the communication and the success of communication depends upon the sender's role. He has to encode the message carefully. He also has to select proper channel through which he can send the message. He has to compose the message completely and correctly so that the information can be understood by the receiver. He has to encourage the receiver to give feedback.</p>	<b>04</b>
	e)	<p><b>Discuss the causes of language barrier and the measures to overcome it.</b> <b>Ans: Causes of Language barrier:</b></p> <ol style="list-style-type: none"><li>1. Difference in language</li><li>2. Use of vague words</li><li>3. Technical jargons</li><li>4. Cultural barriers</li><li>5. Pronunciations</li><li>6. Allusions</li></ol> <p><b>Measures to overcome language barriers are as follows:</b></p> <ol style="list-style-type: none"><li>1. Speak slowly and clearly.</li><li>2. Ask for clarification.</li><li>3. Frequently check for your understanding.</li><li>4. Avoid idioms.</li><li>5. Be careful of jargons.</li><li>6. Define the basics of business.</li><li>7. Be specific.</li><li>8. Choose your medium of communication effectively.</li><li>9. Provide information via multiple channels.</li><li>10. Be patient.</li></ol> <p><i>(Note: Students are expected to write four causes and four overcomes of language barrier.)</i></p>	<b>02</b>  <b>02</b>



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2.	f)	<p><b>Name any two environmental barriers and explain them.</b> <b>Ans:</b> Environmental barriers are those that take place in the surroundings of the sender and receiver. Environmental barriers occur due to following interference:</p> <ol style="list-style-type: none"><li>1. Noise</li><li>2. Physical distance between the sender and receiver.</li></ol> <p><b>1) Noise:</b> Noise is a physical barrier to effective communication. Noise may have its origin from an external source or may exist even in the communication process. Effective communication is difficult on the factory floor, the bus stand or railway station. Noise distorts messages and acts as a barrier to effective communication.</p> <p><b>2) Distance:</b> The distance between a speaker and a listener can act as a barrier. This distance can be either too close or too far. A stranger, or even a casual acquaintance, who stands too close to you may cause you to inwardly question why he or she is invading your personal space and you won't be comfortable to listen to the sender. Similarly you may be unable to completely hear someone who stands too far. Communication is generally easier and possible over shorter distances.</p>	<p>02</p> <p>02</p>
3.	a) (i)	<p><b>Attempt any <u>ONE</u> of the following:</b> <b>Write a memo to the F. Y. students for late submission of CMS term work and warn them of a stern action against them</b> <b>Ans: Required Format:</b></p> <ol style="list-style-type: none"><li>1. Letterhead</li><li>2. Date</li><li>3. Title (Memorandum)</li><li>4. From</li><li>5. To</li><li>6. Subject</li><li>7. Relevant and Appropriate Matter</li><li>8. Signatory</li></ol> <p><b>Sample Draft:</b></p> <p style="text-align: center;">S. P. P. POLYTECHNIC 130, Shivajinagar, Pune-411 001</p> <hr/> <p style="text-align: right;">07 November, 2016</p> <p style="text-align: center;">MEMORANDUM</p> <p>From: Prof. S. N. Kadam, Subject Teacher, Communication Skills</p> <p>To: Jay Tunge, Raj Sharma, Kunal Zende (First Year Civil Engineering)</p>	<p>(08)</p> <p>01</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>04</p> <p>1/2</p> <p>01</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p>



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3.		<p>Subject: Late submission of CMS term work</p> <p>It is found that you have not submitted CMS Term work yet. It is already late as the last date of submission was 05 November, 2016. You are hereby warned to submit the term work by 10 November, 2016 or else stern action will be taken against you. If you fail to submit the term work in stipulated time, you will not be allowed to appear for term end examination. Take a note of this.</p> <p>Sd/- Prof. S. N. Kadam Subject Teacher, CMS (Note: Details can vary.)</p>	<p>1/2</p> <p><b>04 Marks for Matter</b></p> <p>1/2</p>
	(ii)	<p><b>Write a notice about the change in the working hours of the college and declare all Saturdays as holidays.</b></p> <p><b>Ans: Required Format:</b></p> <ol style="list-style-type: none"><li>1. Letterhead</li><li>2. Date</li><li>3. Title (Notice)</li><li>4. Relevant and Appropriate Matter</li><li>5. Signatory</li></ol> <p><b>Sample Draft:</b></p> <p style="text-align: center;"><b>EXCELLENT POLYTECHNIC</b> 543, A.B. Road, Anandnagar, Pune-411046</p> <hr/> <p style="text-align: right;">14 September, 2016</p> <p style="text-align: center;"><b><u>NOTICE</u></b></p> <p>All the students of Excellent Polytechnic are hereby informed that the working hours of the college are changed. The new timings will be 8.00 am to 4.00 pm. (Monday to Friday) with effect from 20 September, 2016. It is also declared that all Saturdays will be holidays from 20 September, 2016. All students are informed to take a note of it.</p> <p style="text-align: right;">Sd/- Prof. N. S. Patil Principal</p> <p>(Note: Details can vary)</p>	<p><b>01</b></p> <p><b>01</b></p> <p><b>01</b></p> <p><b>04</b></p> <p><b>01</b></p> <p><b>01</b></p> <p><b>01</b></p> <p><b>04 Marks for Matter</b></p> <p><b>01</b></p>





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3.	b)	<b>Attempt any TWO of the following:</b>	(08)									
	(i)	<p><b>How proxemics is essential in oral communication?</b></p> <p><b>Ans:</b> The word ‘Proxemics’ means nearness. Proxemics is the ethics pertaining to the distance maintained between the sender and the receiver. It is communication through space or distance.</p> <p>In oral communication, it becomes important to understand and respect the territories of other professionals and see to it that they never feel intruded. If you stand too close to someone while speaking to them in formal situations, they could resist your presence. Just as standing too close to others may make them uncomfortable, in the same way standing or sitting too far may communicate lack of warmth and confidence.</p> <p>If we are close to a person in thoughts, we keep very little distance from them. For example, distance is less between two friends while communicating with each other.</p> <p>The distance between the speaker and the listener depends mainly on the environment and culture in which communication between them takes place. Therefore to understand such cultural variation and requirements and adjust the distance between us and our listeners is very important.</p>		04								
	(ii)	<p><b>State the difference between verbal and non verbal communication.</b></p> <p><b>Ans:</b></p> <table border="1"> <thead> <tr> <th>Verbal Communication</th> <th>Non-verbal Communication</th> </tr> </thead> <tbody> <tr> <td>1. In verbal communication, transmission of message takes place with the help of words.</td> <td>1. Non-verbal Communication takes place with the help of body language, signs, symbols, maps, charts, etc.</td> </tr> <tr> <td>2. It takes more time to convey the message / information.</td> <td>2. It gives more information in less time.</td> </tr> <tr> <td>3. Lengthy verbal communication can be boring and monotonous some times.</td> <td>3. Non-verbal communication can create interest in the receiver.</td> </tr> <tr> <td>4. Information can be given in detail or elaborated to clarify the message.</td> <td>4. Sometimes elaboration can not be made in non-verbal communication. Giving lengthy message is not easy in non – verbal communication.</td> </tr> </tbody> </table> <p>(Note: Differences can vary.)</p>		Verbal Communication	Non-verbal Communication	1. In verbal communication, transmission of message takes place with the help of words.	1. Non-verbal Communication takes place with the help of body language, signs, symbols, maps, charts, etc.	2. It takes more time to convey the message / information.	2. It gives more information in less time.	3. Lengthy verbal communication can be boring and monotonous some times.	3. Non-verbal communication can create interest in the receiver.	4. Information can be given in detail or elaborated to clarify the message.
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(iii)	<p><b>Explain the role of eye contacts from the sender and receiver point of view.</b></p> <p><b>Ans: Role of eye contacts from the sender’s point of view:</b></p> <ol style="list-style-type: none"> <li>1. Eye contact must be made in communication because it shows that you are confident.</li> <li>2. Eye contact also attracts receiver’s attention. Thus sender can make sure that the listener is attentive while delivering a message.</li> </ol>											



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3.		<p>3. Looking into a receiver's eye is the best way to understand his/her attitude to all that you speak.</p> <p>4. If sender avoids eye contact, it indicates fear, doubt, confusion, shyness, nervousness etc.</p> <p><b>Role of eye contacts from the receiver's point of view:</b></p> <p>1. Through eye contact receiver can understand whether sender is confident or not.</p> <p>2. Receiver understands that the sender pays attention to him through eye contact.</p> <p>3. Eye contact with the sender creates interest in communication because it shows receiver's attentiveness.</p> <p><i>(Instruction: Any 2 roles of eye contacts from the sender's point of view and receiver's point of view should be assessed. Students may write answer in paragraph form.)</i></p>	<p>02</p> <p>02</p>
4.	a)	<p><b>Attempt any ONE of the following:</b></p> <p><b>Write an application for the post of senior engineers giving your detailed biodata.</b></p> <p><b>Ans:</b></p> <p><b>Required Format of Application Letter :</b></p> <p>1. Date</p> <p>2. Sender's Address</p> <p>3. Receiver's Address</p> <p>4. Subject and Reference/Subject</p> <p>5. Salutation</p> <p>6. Relevant and Appropriate Matter</p> <p>7. Complementary Close</p> <p><b>Required Format of Resume :</b></p> <p>1. Personal Details</p> <p>2. Qualification Details</p> <p>3. Other Activities/Training/Experience etc.</p> <p>4. References</p> <p><b>Sample Draft:</b></p> <p style="text-align: center;"><b>Application Letter</b></p> <p>16 November, 2016</p> <p>Jadhav Sunil Vishal 14, Gandhi Road Hadapsar, Pune-411 028</p> <p>To HR Manager SK Softwares Ltd. Chakan, Pune-412 201</p> <p><b>Subject</b> : Application for the post of 'Senior Engineer' <b>Reference</b> : Your advertisement in daily 'Times of India' dated 14 November, 2016</p>	<p>(16)</p> <p>1/2</p> <p>01</p> <p>01</p> <p>1/2</p> <p>1/2</p> <p>04</p> <p>1/2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>1/2</p> <p>01</p> <p>01</p> <p>1/2</p>



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4.		<p>Dear Sir/Madam,</p> <p>With reference to the above mentioned subject, I would like to offer my candidature for the post of 'Senior Engineer' in your reputed company. I completed B.E. in Computer Engineering from Pune University with First class in 2013. I have been working with Raj Infotech Pvt. Ltd., Pune since 2014.</p> <p>I am looking for a chance to enhance my career prospects. Given an opportunity, I assure you to work honestly. I am enclosing my resume for your kind reference.</p> <p>Thanking you and waiting for your favourable reply.</p> <p>Yours truly, Jadhav Sunil Vishal</p> <p><b><u>Enclosure: Resume</u></b></p> <p style="text-align: center;"><b><u>Resume</u></b></p> <p>Jadhav Sunil Vishal 14, Gandhi Road Hadapsar, Pune-411 028 Mob.***** Email ID:*****</p> <p><b>Personal Details:</b> Date of Birth : 15/05/1991 Hobbies : Playing cricket, Singing and Reading Nationality : Indian Languages Known : Marathi, Hindi and English</p> <p><b>Educational Qualification:</b></p> <table border="1"><thead><tr><th>Sr. No</th><th>Examination</th><th>Year of Passing</th><th>Board /University</th><th>Marks in %</th></tr></thead><tbody><tr><td>1</td><td>B.E.(Civil)</td><td>2013</td><td>Pune</td><td>65.55</td></tr><tr><td>2</td><td>H.S.C.</td><td>2009</td><td>Maharashtra</td><td>75.55</td></tr><tr><td>3</td><td>S.S.C.</td><td>2007</td><td>Maharashtra</td><td>76.00</td></tr></tbody></table> <p><b>Co-curricular Activities:</b> 1. Attended a national seminar on software development in 2011. 2. Participated and won first prize in state level debate competition in 2012. 3. Winning Team Member for state level Technical Quiz Competition in 2013.</p> <p><b>Extra-curricular activities:</b> 1.Member of Sports Club, College of Engineering, Pune 2.Student Coordinator for Cultural Activities for the year 2012 &amp; 2013</p>	Sr. No	Examination	Year of Passing	Board /University	Marks in %	1	B.E.(Civil)	2013	Pune	65.55	2	H.S.C.	2009	Maharashtra	75.55	3	S.S.C.	2007	Maharashtra	76.00	<p>1/2</p> <p><b>04</b></p> <p>1/2</p> <p><b>01</b></p> <p><b>01</b></p> <p><b>02</b></p> <p>1/2</p> <p><b>01</b></p>
Sr. No	Examination	Year of Passing	Board /University	Marks in %																			
1	B.E.(Civil)	2013	Pune	65.55																			
2	H.S.C.	2009	Maharashtra	75.55																			
3	S.S.C.	2007	Maharashtra	76.00																			



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4.		<p><b>Experience:</b> Working as a Junior Engineer with Raj Infotech Pvt. Ltd., Pune since 2014</p> <p><b>References:</b> 1. Mr. K.D. Satav Manager, Raj Infotech Pvt. Ltd., Pune Contact: Mob.*****, Email ID:***** 2. Mr. M.D. Patil Principal, College of Engineering, Pune Contact: Mob.*****, Email ID:*****</p> <p><i>(Instructions: Format &amp; details of resume can vary. Students may write an application letter in semi block or indented format.)</i></p>	<p>1/2</p> <p><b>02</b></p>
	b)	<p><b>Write a report of fall in the production of automobile spare parts giving the causes and remedial measures to bring up the production.</b></p> <p><b>Ans:</b> <b>Required Format :</b></p> <ol style="list-style-type: none"><li>1. Date</li><li>2. Sender's Address</li><li>3. Receiver's Address</li><li>4. Subject</li><li>5. Salutation</li><li>6. Relevant and Appropriate Matter</li><li>7. Complementary close</li></ol> <p><b>Sample Draft:</b></p> <p style="text-align: center;"><b>Fall in Production Report</b></p> <p>16 April, 2016</p> <p>From The Production Manager Deepak Automobiles Ltd. MIDC Industrial Area Chakan, Pune -412109</p> <p>To The General Manager Deepak Automobiles Ltd. MIDC Industrial Area Chakan, Pune -412109</p> <p><b>Subject:</b> Report about the fall in production</p> <p>Sir, With reference to the above, I would like to bring to your notice the fall in production of spare parts of our automobile company. This year the production is declined by 17% as compared to last year.</p>	<p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>10</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>1</b></p> <p><b>2</b></p>



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4.		<p><b>Causes/Reasons of the decline:</b></p> <ul style="list-style-type: none"><li>• There was frequent power failure due to which the work could not proceed at the desired speed.</li><li>• Raw material was not supplied in time.</li><li>• Quality control department did not check the spare parts in time.</li><li>• Workers were not ready to work in more than one shift.</li><li>• Due to low morale, most of the workers were on casual leave.</li></ul> <p><b>Suggestions to improve the production level:</b></p> <ul style="list-style-type: none"><li>• Purchase department should take extra efforts to provide raw material in time.</li><li>• Quality control department should be prompt in checking the machines and approve the same.</li><li>• We must have good quality generators/invertors for back up.</li><li>• Workers can be motivated with extra incentives.</li><li>• To boost up the morale of the workers, management should come up with appreciation system.</li></ul> <p>If we follow the above mentioned suggestions, the production level can be improved in our company. This is for your information and necessary action.</p> <p>Thanking You</p> <p>Yours sincerely, Sd/- The Production In-Charge (Note: Students may write the reports in Semi Block or indented format. Information/Details can vary.)</p>	<p>2</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p> <p>1</p>
	c)	<p><b>Write an order for the purchase of office furniture giving the list and terms and conditions of business.</b></p> <p><b>Ans:</b></p> <p><b>Required Format :</b></p> <ol style="list-style-type: none"><li>1. Letterhead/Sender's Address</li><li>2. Date</li><li>3. Receiver's Address</li><li>4. Subject</li><li>5. Salutation</li><li>6. Relevant and Appropriate Matter</li><li>7. Complementary Close</li></ol>	<p>2</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>9</p> <p>1</p>



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4.		<p><b>Sample Draft</b></p> <p style="text-align: center;"><b>Order Letter</b></p> <p style="text-align: center;"><b>RELIABLE COMPUTERS PVT. LTD.</b> 717, M. G. Road, Wagholi, Pune-411 028</p> <p style="text-align: right;">----- 16 November, 2016</p> <p>To The Sales Manager R. D. Furniture Private Ltd. Main Road Mumbai-400 004</p> <p>Subject: Order for office furniture</p> <p>Dear Sir, With reference to the above, we thank you for your quotation no. RDFPL/Quote/2016/315 dated 11 November, 2016 for office furniture and the terms and conditions. We have the pleasure to place an order for the following material:</p> <table border="1"><thead><tr><th>Sr. No.</th><th>Name of Material</th><th>Specification/ Make</th><th>Qty</th><th>Rate</th><th>Amount (Rs)</th></tr></thead><tbody><tr><td>1)</td><td>Rotating Chair</td><td>Neelkamal</td><td>10</td><td>4000/-</td><td>40,000/-</td></tr><tr><td>2)</td><td>Table</td><td>4'X3'</td><td>15</td><td>4000/-</td><td>60,000/-</td></tr><tr><td>3)</td><td>Cupboard</td><td>Godrej</td><td>20</td><td>9000/-</td><td>1,80,000/-</td></tr><tr><td colspan="5" style="text-align: center;"><b>Total</b></td><td>2,80,000/-</td></tr></tbody></table> <p>Kindly find enclosed Demand Draft number 156441 dated 16 November, 2016 drawn on SBI Bank of Rs. 2,80,000/- [Rupees Two Lac Eighty Thousand only] favouring yourself towards full and final payment as requested by you. You are requested to ensure that the furniture is ready for delivery by 03 December, 2016 in accordance with the terms of your offer. We shall place orders with your company on a regular basis if we are satisfied with this order. Thanking you</p> <p>Yours truly, Sd/- Mr. N. K. Sohani Purchase Manager</p> <p>Encl: Demand Draft number 156441 dated 16 November, 2016 drawn on SBI Bank of Rs. 2,80,000/-</p>	Sr. No.	Name of Material	Specification/ Make	Qty	Rate	Amount (Rs)	1)	Rotating Chair	Neelkamal	10	4000/-	40,000/-	2)	Table	4'X3'	15	4000/-	60,000/-	3)	Cupboard	Godrej	20	9000/-	1,80,000/-	<b>Total</b>					2,80,000/-	<p style="text-align: center;">2</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;"><b>9Marks for Matter</b></p> <p style="text-align: center;">1</p>
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<b>5.</b>		<p>2) <b>To make communication effective, receiver has following responsibilities:</b></p> <p>a) Receiver has to decode the message correctly.            b) He has to give feedback.</p>	<b>2</b>																																								
	e)	<p><b>Give the importance of facial expressions and dress up in the communication situations.</b></p> <p><b>Ans: Importance of facial expression:</b> Facial expression helps us to convey several emotions simultaneously. It expresses a large range of emotions like happiness, surprise, fear, anger, sadness and more. Eyes reveal happiness, surprise or sadness, truth or lies, anger or sorrow. The mouth and lips reveal happiness or surprise. Smile communicates cooperation and friendliness, agreement and appreciation. Blank face indicates a neutral, expressionless, unresponsive face etc.</p> <p><b>Importance of Dress up:</b> The dress of a person conveys the life style and social status of a person. A person who does not dress up well is not likely to win the appreciation of the audience. If the choices of dress go wrong, one cannot expect the right results. For example, if you wear a crumpled dress for an interview, you will lose the job. It is also important to dress up according to the occasion like dressing for formal, semi formal and informal situations.</p> <p><i>(Note: Students may write the answer in points. Any two correct points of importance of facial expressions and dress up should be considered.)</i></p>	<b>2</b>																																								
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<b>6.</b>	a)	<p><b>Attempt any <u>ONE</u> of the following:</b></p> <p><b>The amount of money allotted for sports events in a college was utilized for various activities in the following manner. Draw a pie chart to show the distribution of money.</b></p> <table border="1" style="width: 100%; margin: 10px 0;"> <thead> <tr> <th style="width: 10%;">Sr. No.</th> <th style="width: 60%;">Activities</th> <th style="width: 30%;">Percentage</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Purchase of sports materials</td> <td style="text-align: center;">40%</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Prizes</td> <td style="text-align: center;">24%</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Refreshments</td> <td style="text-align: center;">18%</td> </tr> <tr> <td style="text-align: center;">4.</td> <td>Miscellaneous</td> <td style="text-align: center;">18%</td> </tr> </tbody> </table> <p><b>Ans:</b></p> <table border="1" style="width: 100%; margin: 10px 0;"> <thead> <tr> <th style="width: 5%;">Sr. No.</th> <th style="width: 35%;">Name of Cities</th> <th style="width: 10%;">%</th> <th style="width: 20%;">Calculation</th> <th style="width: 30%;">Angle</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Purchase of sports materials</td> <td style="text-align: center;">40%</td> <td style="text-align: center;">40 X 360 / 100</td> <td style="text-align: center;">144.00</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Prizes</td> <td style="text-align: center;">24%</td> <td style="text-align: center;">24 X 360 / 100</td> <td style="text-align: center;">86.40</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Refreshments</td> <td style="text-align: center;">18%</td> <td style="text-align: center;">18 X 360 / 100</td> <td style="text-align: center;">64.80</td> </tr> <tr> <td style="text-align: center;">4.</td> <td>Miscellaneous</td> <td style="text-align: center;">18%</td> <td style="text-align: center;">18 X 360 / 100</td> <td style="text-align: center;">64.80</td> </tr> </tbody> </table>	Sr. No.	Activities	Percentage	1.	Purchase of sports materials	40%	2.	Prizes	24%	3.	Refreshments	18%	4.	Miscellaneous	18%	Sr. No.	Name of Cities	%	Calculation	Angle	1.	Purchase of sports materials	40%	40 X 360 / 100	144.00	2.	Prizes	24%	24 X 360 / 100	86.40	3.	Refreshments	18%	18 X 360 / 100	64.80	4.	Miscellaneous	18%	18 X 360 / 100	64.80	<p><b>(16)</b></p> <p style="text-align: center; margin-top: 50px;"><b>4 Marks for Calculations</b></p>
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6.		<p align="center"><b>Pie Chart Showing Money Allotted for Various Activities in Sports Event</b></p>	<p><b>1 Marks for Legend</b></p> <p><b>10 Marks for presentation/ pie chart</b></p> <p><b>1 Marks for Title</b></p>																														
	b)	<p align="center"><b>OR</b></p> <p>Given below are the records of prizes won by the students in a polytechnic college in various inter collegiate events organised across Maharashtra in the years 2009, 2010 and 2011. Draw a bar graph to represent this information on the graph.</p> <p><b>Bar Graph Table</b></p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Events</th> <th>2009</th> <th>2010</th> <th>2011</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Debate</td> <td>07</td> <td>12</td> <td>10</td> </tr> <tr> <td>2.</td> <td>Sports</td> <td>10</td> <td>15</td> <td>20</td> </tr> <tr> <td>3.</td> <td>Robotics</td> <td>03</td> <td>03</td> <td>03</td> </tr> <tr> <td>4.</td> <td>Quiz</td> <td>05</td> <td>07</td> <td>03</td> </tr> <tr> <td>5.</td> <td>Drama</td> <td>02</td> <td>01</td> <td>04</td> </tr> </tbody> </table> <p><b>Ans:</b></p> <p align="center"><b>Bar Graph Showing Prizes Won by Students in a Polytechnic in the Different Years</b></p>	Sr. No.	Events	2009	2010	2011	1.	Debate	07	12	10	2.	Sports	10	15	20	3.	Robotics	03	03	03	4.	Quiz	05	07	03	5.	Drama	02	01	04	<p><b>1 Mark for Scale</b></p> <p><b>2 Marks for Legend</b></p> <p><b>12 Marks for presentation</b></p> <p><b>1 Mark for Title</b></p>
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