

**Goa Vidyaprasarak Mandal's**  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS,**  
**FARMAGUDI, PONDA-GOA**

**B.C.A. CBCS (SEMESTER - IV) END EXAMINATION, APRIL/MAY, 2023**

**TECHNICAL WRITING SKILLS (CAA-102)**

**Duration: 2 Hours**

**Marks: 60**

**Q.1) State whether the following statements are true or false.**

**(5 mks)**

**(DO NOT copy the statement)**

1. The RTI Act of 2005 has empowered the citizens of India.
2. The signature is written above the complimentary close.
3. The letter of reference is a *non- confidential* letter.
4. Commercial correspondence is an art of selling your thoughts.
5. The “**you**” attitude can be used effectively in all kinds of business.

**Q.2) Fill in the blanks with appropriate answers.**

**(5 mks)**

**(DO NOT copy the statement)**

1. The four C's of commercial correspondence are \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
2. The “memo” is an abbreviation of \_\_\_\_\_.
3. The Head Address provides \_\_\_\_\_ and \_\_\_\_\_ to enable the receiver of the letter to contact the sender.
4. \_\_\_\_\_ letter is produced at the time of leaving the organization / company.
5. \_\_\_\_\_ is “language full of technical and special words pertaining to a profession”.

**Q.3) Answer ANY SIX of the following questions.**

**(6x5= 30)**

- 1) Explain the position, contents and significance of the Head Address in a business letter.
- 2) Write a note on Committee report.
- 3) What is meant by Information under RTI Act, 2005?
- 4) Write a short note on Press release.
- 5) Explain Statutory and non-statutory reports.
- 6) Briefly state the difference between reference and testimonials.
- 7) Explain importance of Commercial Correspondence.
- 8) Write a short note on Advertisement.

**P.T.O.**

**Q.4) Answer ANY ONE of the following questions:**

**(10)**

1) You are Sameer Das, the M.D of Das and Sons. Draft a memo informing your employees that they can't eat in the conference hall during the lunch break.

**OR**

2) Explain the concept of e-mail netiquette in detail.

**Q.5) Answer ANY ONE of the following questions:**

**(10)**

1) Mention different kinds of reports and explain each.

**OR**

2) Draft a job application letter in response to the following advertisement. **VACANCY:** Position for Web Developer, Should have expertise in HTML, JavaScript, PHP and at least 1 year experience having exposure to web administration. Send application to ExCom House, 17, Dadar, Mumbai, 400028.

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**THE END**