

Goa Vidyaprasarak Mandal's  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS**  
**FARMAGUDI, PONDA - GOA**  
**B.COM. CBCS (SEMESTER-III) REGULAR EXAMINATION, NOVEMBER 2023**  
**BUSINESS COMMUNICATION - II**

**Duration: 2 Hours**

**Marks: 80**

**Instructions:**

- 1) All questions are compulsory, however internal choice is available.
- 2) Figures to the right indicate full marks.

**Q.1. Answer any four of the following questions in not more than 100 words each: (4x4=16)**

- a) Write a short note on social relevance of RTI.
- b) What is the meaning of the term 'Office order'?
- c) Explain the term Job boards.
- d) Explain any two types of references.
- e) Explain the term Press releases.

**Q.2. Write short notes on any four of the following in not more than 100 words each: (4x4=16)**

- a) Long report
- b) Memorandum
- c) Quotation
- d) Tender
- e) Web researching

**Q3. a) Explain the steps to file RTI online. (6 Marks)**

**b) Explain the functions of RTI cell. (6 Marks)**

**OR**

**Q.3. c) Explain any six types of reports. (6 Marks)**

**d) Explain in detail the skills required before, during and after the interview. (6 Marks)**

**Q.4. a) You are Amish/Amisha, H.No. 14, Model Town, Goa. You have seen an advertisement in the 'The Navhind Times' for the post of a Lower Division Clerk in ABC institution. Apply for the job with complete bio-data. (6 Marks)**

**b) You are Ahana/Ashvek of 109, Greenland Apt, Mapusa, Goa. Write a letter to the storekeeper of Sham Electronics, Mapusa, Goa. Complaining about an automatic washing machine bought last week and requesting him/her to change the washing machine at the earliest. (6 marks)**

**OR**

**Q.4 c) Draft an appointment letter to Ashish Patel informing him of his appointment as an Accountant in your institution. (6 marks)**

**d) Write a letter to Priyanka Naik informing her that she has been promoted from Assistant Manager to Manager in your company. (6 marks)**

**P.T.O.**

