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**BPOI-006**

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING FINANCE AND  
ACCOUNTING AND CERTIFICATE IN  
COMMUNICATION AND ITS SKILLS  
(DBPOFA & CCITSK)**

**Term-End Examination**

**June, 2024**

**BPOI-006 : ENGLISH COMMUNICATION  
SKILLS**

*Time : 3 Hours*

*Maximum Marks : 65*

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- Note :-** (i) Answer all questions.  
(ii) Question No. 1 to 5 carry 10 marks each.  
(iii) Question No. 6 carries 15 marks.
1. Read the passage given below and answer the questions that follow :
- “Joti, a gardener’s son, was once invited to attend the marriage ceremony of a Brahmin friend. As he loved his friend dearly, he attended the function. The bridegroom was being led in a procession to

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the bride's house. The procession consisted of men, women and children mostly Brahmins. Joti was walking along with the procession.

One orthodox Brahmin recognized him and was annoyed at the sight of a low caste boy walking with the Brahmins in the marriage procession. Unable to contain himself, he shouted. “How dare you walk along with us? You are not our equal. Get behind! Otherwise, go away.” Joti felt insulted. He left the procession and returned home.

He narrated the whole incident to his father with anger in his eyes. However, his father advised him to observe old customs. That night Joti could not sleep. He was assailed by the insult he had suffered as a result of years of discrimination inflicted on lower castes. He felt compelled to find a way to end caste discrimination. As the lower caste people were not educated, they had accepted this mental slavery for ages. Joti, therefore, resolved to revolt against this mental slavery and educate the lower caste people. He became the first Indian to start a school for the untouchables as well as a girls’ school in Maharashtra. We recognize him today as Mahatma Phule.

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*Questions :*

- (a) Why was the orthodox Brahmin annoyed ? 2
- (b) How did Joti's father react to the insult  
inflected on Joti ? 2
- (c) Mark the most appropriate option to fill in  
the blanks.

The lower caste people had accepted the  
mental slavery because they were .....

- (1) poor
- (2) illiterate
- (3) untouchables
- (4) docile 2

- (d) What was Joti's contribution in uplifting the  
status of the lower caste people ? 2

- (e) Find words from the passage which mean : 2

- (i) find an acceptable solution.
- (ii) to treat somebody less fairly than others.

2. As a company secretary of a reputed company,  
draft a notice for the AGM. Mention the date, time  
and venue and a complete agenda for the meeting.

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3. In response to an advertisement in 'The Times of  
India', for the post of a Regional Marketing  
Manager. Write an application for the same. Enclose  
a C.V. suitable for the post. 10
4. Write an online complaint about the non-receipt of  
your passport which was processed six months  
back. 10
5. You had filed your Income Tax Return for the year  
2019-20. You were subsequently informed that  
you had made an excess payment of Rs. 5,000.  
Which was supposed to be refunded. Write a soft  
reminder to the authorities concerned to look into  
the matter and send the refund cheque. 10
6. (a) Rewrite the following sentences in the passive  
voice : 5
- (i) Vladimir Putin declared a war against  
Ukraine.
- (ii) The Russian army has committed many  
war crimes.
- (iii) The Government has enacted many laws  
against dowry.
- (iv) The court did not grant bail to the  
offender.
- (v) The principal rewarded all the  
meritorious students.

- (b) Rewrite the following sentence after making necessary corrections : 5
- (i) I have read Mahabharat many times.
  - (ii) One can't succeed unless one doesn't work hard.
  - (iii) I prefer tea than coffee.
  - (iv) I have been living in Delhi from 2015.
  - (v) I asked her when was she going to Lucknow.
- (c) Do as directed : 5
- (i) No other girl is as pretty as Ritu.  
(rewrite in the superlative degree)
  - (ii) He said, "Rani Please give me a glass of water." (Change into direct speech)
  - (iii) Rajan asked Ravi who had given him that pen. (rewrite in indirect speech)
  - (iv) My pen has been lost.  
(rewrite in active voice)
  - (v) These days all the trains are running late,  
..... (add a tag)