

Roll No.

Subject Code—2136

M. Com. (Part I) EXAMINATION
COMMUNICATION AND SECRETARIAL
PRACTICE

MC-102

Time : 3 Hours

Maximum Marks : 100

Note : Attempt *Five* questions in all. Q. No. 1 is compulsory. All questions carry equal marks.

1. Write in brief the following questions :
 - (a) Write the importance of communication.
 - (b) Discuss barriers in communication.
 - (c) Write the important characteristics of good business letter.
 - (d) Explain the types of Business Report.
 - (e) Define Agenda and Minutes.
 - (f) Write the methods of voting.

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- (g) Define Quotations and offers.
 - (h) Discuss the concept of Franchise.
 - (i) Write the layout of Business letter.
 - (j) Write the composition of Company Law Board.
2. Discuss the types and process of Business Communication with suitable examples.
 3. Discuss important barriers in communication and suggest the ways to overcome it.
 4. Explain the components and essential characteristics of a good business letter.
 5. Write a detailed note on correspondence with shareholders, directors and general public.
 6. Discuss the importance and types of company meetings. Also discuss in brief about Resolutions.
 7. Draft a specimen complaint letter to company regarding adjustments assuming necessary variables on your own.

8. Write short notes on any *two* of the following :

- (a) Registrar of company
- (b) Company Law Board
- (c) Agency
- (d) Execution and cancellation of orders.