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SARDAR PATEL UNIVERSITY

B Com SEM III Examination 2023

English & Business Communication III UB03ACOM51/21

Date: ~~23<sup>rd</sup> February~~ 2023, Thursday

Time: 02:00 pm to 05:00 pm

Total: 70 Marks

Que. 1 Attempt the following questions: (any three) (18)

- 1). When the king learned about the love affair of his daughter, what did he decide to do?
- 2). What are the professional equipments that the author is talking about? Give an account of how the astrologer prepares himself for his day.
- 3). How did the black boy win his right to the streets of Memphis?
- 4). The love between Della and her husband
- 5). The Princess and the fate of her lover
- 6). The ironic ending of the story – The Sniper

Que. 2 a). Write a note on the following: (any one) (07)

- 1). The place where the astrologer set up his daily business.
- 2). The Black boy's mother

Que. 2 b). Read the following passage carefully and answer the questions that follow: (10)

Reliance Petroleum Limited (RPL) has announced on Wednesday the start-up of its refinery at Jamnagar. The start-up of the crude distillation unit (CDU) marks the beginning of the phase wise commissioning of RRL's refinery. This is nearly six months ahead of the original schedule and represents a world record for implementation of a project of this scale and complexity.

Based on the current schedule, the refinery is likely to be fully commissioned by the end of the second quarter of the current financial year, according to a company statement.

The RPL refinery is the world's largest grassroots refinery, with a capacity of 27 million tons per annum (5, 40, 000 barrels per day), and is being set up at a project cost of RS.14, 250 crore. RPL's refinery will account for nearly 25 percent of the country's refining capacity will be fulfill a major national property by substantially eliminating the country's dependence on imports of petroleum product, providing a higher level of energy security and conserving valuable foreign exchange.

The refinery has been built adhering to the highest international standards of safety and environment protection. Reliance Petroleum will, over the next few days, commence deliveries

of product – diesel, kerosene, LPG, ATF (Aviation Turbine Fuel) and MS (Petrol) for marketing by IOC, HPCL, and BCPL. The Reliance group has invested approximately Rs.24000 crore in various projects at the Jamnagar complex comprising the refinery, the integrate petrochemicals complex, ports, captive, power facilities and other related infrastructure.

**Questions:-**

- (1) What is remarkable about RPL's implementation of its refinery project?
- (2) When will the refinery be fully commissioned?
- (3) How is the RPL world's largest grassroots refinery?
- (4) In what way the refinery will be beneficial to our country?
- (5) Which product will RPL deliver?

Que. 3 Attempt **any two** from the following: (18)

- 1). Examine in detail any seven Socio-Psychological Barriers to Communication.
- 2). Write a detailed note on Upward Communication.
- 3). Explain in detail Semantic Barriers to Communication.
- 4). What do you mean by Grapevine? How does it operate in an Organization?

Que. 4 Attempt **any two** from the following: (17)

- 1). Draft a letter of complaint to Fashion Bags, Rajkot about the inferior quality of goods supplied by them.
- 2). On behalf of Mayur Steel Furniture, Anand, draft a letter of adjustment to Purohit Sales, Ahmedabad, who has received damaged goods.
- 3). Even after two reminders, one of your customers has failed to pay the due amount. Write a third letter of collection to him
- 4). Draft a collection letter to notify Looks Garments, Ahmedabad, who have failed to pay their bill on the due date.

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