

N.B. 1. All the questions are compulsory  
2. Figures to the right indicate full marks

Time: 2.5 Hours  
75 Marks

**Q1) A) Multiple choice questions (Any eight):** (8)

1. Under Single Entry System, it is not possible to ascertain the gross profit earned by the business.
2. While calculating the insurance claim, value of salvage is deducted from the cost of the stock lost.
3. Income tax allows small traders to adopt single entry system for keeping books of accounts.
4. Stock Reserve Account is used to adjust loading on closing stock lying at the branch.
5. HO sends goods to branch at invoice price.
6. Average clause has no effect on calculation of claim.
7. Discount Allowed to customer is not recorded in Branch Account.
8. In consignment, consignee is principal and consignor is agent.
9. Under Debtor System, normal loss appears in Branch Account.
10. Sale of Asset is debited to Trading Account.

**Q1) B) Match the following and rewrite (Any seven):** (7)

Column A	Column B
1. Closing Stock	(a) Statement of Affairs
2. Opening Capital	(b) Trading A/c Credit
3. Credit Side of Salary	(c) Slow moving Goods
4. Abnormal Good	(d) Prepaid Salary
5. Debit side of total debtors A/c	(e) Based on cost
6. Loss of goods in fire	(f) Credit sales
7. Mark up	(g) Credit to branch stock account
8. Overriding Commission	(h) Bills Receivable Account
9. Bills Receivable drawn	(i) Total Creditors Account
10. Credit Purchase	(j) For extra efforts in selling

**Q2) A)** On 1st January, 2013, A. Starter started a business with goods of the value of Rs. 30,000 and cash Rs. 15,000. He does not maintain any books of account other than the Cash Book. During the year ended 31st December, 2021 the following information is available from the Cash Book. (15)

Rs.	
Collection from Debtors	1,00,000
Cash Sales	60,000
Purchase of Motor Car	40,000
Payments to Suppliers	55,000
Cash Purchases	25,000
Payments for Expenses	8,000
Drawings	9,000

His other assets and liabilities on 31st December, 2021 were :

	Rs.
Amount due from Customers	25,000
Amount due to Suppliers	15,000
Stock of unsold goods	35,000
Cost of goods lying with Customers on approval (sale price 20,000)	15,000

You are asked to prepare a Trading and Profit & Loss Account and find out the profit or loss made by A. Starter during the year. Also draw up a Balance Sheet as on 31st December, 2021.

**OR**

**Q2) B)** Ram of Mumbai consigned to Sundar of Bangalore 320 units costing 180 per unit to be sold on consignment. He paid 500 for loading 300 for carriage and 200 for insurance. A bill for 12,000 was received from Sundar as advance. This bill was discounted by Sham at 11,800. Sundar paid 600 for unloading 300 for cartage and 300 for advertisement. He returned 20 defective units to Sham. He sold remaining units for 64,000. He is entitled to a commission of 6.5% on gross sales. He settled his account through a Bank Draft. Prepare the necessary accounts in the books of Ram of Mumbai. (15)

**Q3) A)** On 15 January, 2013 Jamshed & Co. of Mumbai sent to Mukherjee Co. of Kolkata 400 bicycles at an invoice price of Rs. 100 per bicycle to be sold on commission. Freight and insurance were 600.

Account sale was received from consignee as follows:

15th March - 100 bicycles were sold @ 145 on which 5% Commission and 375 for expenses were deducted.

10th April - 150 bicycles were sold @140 on which 5% Commission and 290 for expenses were deducted.

From the above information prepare Journal Entries and necessary ledger accounts in the books of Jamshed & Co. and close it on 30th April, 2013 keeping in mind that no sales were made afterwards. (15)

**OR**

**Q3) B) )** From the following details prepare Mumbai Branch Account for the six months ended 31st December,2019 after depreciating branch furniture at 20% per annum :- (15)

Particulars	Rs	Particulars	Rs
Opening Branch Assets:		Branch expenses paid by the	
- Branch Stock	20,000	Head Office	34,000
- Branch Petty Cash	6,000	Remittances received from	
- Branch Furniture	26,000	the Branch	2,32,800
- Branch Debtors	30,000	Closing Branch Assets :	
Opening Branch Liabilities:		- Branch Stock	24,000
- Branch Outstanding	1,000	- Branch Petty Cash	4,000
Expenses	1,80,000	- Branch Debtors	34,000
Goods sent to the Branch	16,000	Closing Branch Liabilities:	
Petty Cash sent to the Branch		- Branch Outstanding Expenses	1,400

**Q4) A)** Bonfire Enterprises close their accounts on 30th June every year. On 30th September 2013 a major fire destroyed most of their stock. Following information could be gathered from their books:

Particulars	Rs.
Stock on 30th June 2013	3,60,000
Purchases 1st July, 2013 to 30th September 2013	6,00,000
Wages 1st July, 2013 to 30th September 2013	2,30,000
Sales 1st July, 2013 to 30th September 2013	10,00,000
Carriage inward for the above period	10,000
Carriage outward for the above period	15,000

Average percentage of G.P. to cost is 33 1/3. Stock of the value of 75,000 could be salvaged. Policy was for Rs.2,50,000. Claim was subject to average clause.

Following further information is available:

- (1) Stock in the beginning was calculated at 10% less than cost.
- (2) Purchases include purchase of furniture 25,000.
- (3) Amount spent for bringing and setting-up the furniture in the office was ₹ 5,000 which was included in carriage inward.

You are required to calculate the amount of claim. (15)

**OR**

**Q4) B)** A fire occurred in the premises of M/s Kailash & Co. on 30th September, 2013. From the following particulars relating to the period from 1st April 2013 to 30th September, 2013, you are required to ascertain the amount of claim to be filed with the Insurance Company for the loss of stock. The Company has taken an Insurance Policy for 75,000 which is subject to average clause. The value of goods salvaged was estimated at 27,000. The average rate of Gross Profit was 20% throughout the period. (15)

Particulars	Rs.
Opening Stock	1,20,000
Purchases made	2,40,000
Wages paid (including wages for installation of a machine Rs. 5000)	75,000
Sales	3,10,000
Goods taken by the proprietor (Sale Value)	25,000
Cost of Goods sent to Consignee on 20 <sup>th</sup> Sept. 2013 lying unsold with them	18,000
Free Samples distributed - Cost	2,500

**Q5) (a)** Explain in brief Consignment and Sale. (8)

**(b)** Explain Stock and Debtors Method. (7)

**OR**

**Q.5: Write short notes on (any three) of the following:** (15)

1. Average Clause Policy
2. Defects of Single Entry System
3. Stock Reserve
4. Conversion Method
5. Goods in transit

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FYBAF-II Subject Code: UA\_FFSII.2

Subject: Auditing

N.B. 1 All the questions are compulsory

2. Figures to the right indicate full marks

Time: 2.5 Hours

75 Marks

Q.1 (a) Choose the correct alternative from the following (Any 8)

(8)

1) Audit Note Book is also called as audit \_\_\_\_\_.

a) Record    b) File    c) Memorandum

2) Unintentional mistake is \_\_\_\_\_.

a) Error    b) Fraud    c) Unintentional error

3) Bills receivable account is a \_\_\_\_\_ account.

a) Real    b) Personal    c) Nominal

4) Written Audit Plan is called as audit \_\_\_\_\_.

a) Programme    b) Notebook    c) File

5) Internal check is instituted by the \_\_\_\_\_.

a) Management    b) Auditor    c) Government

6) \_\_\_\_\_ audit is compulsory under law.

a) Statutory    b) Continuous    c) Internal

7) Internal control includes internal \_\_\_\_\_ and internal audit.

a) Record    b) Check    c) Examination

8) Special audit can be ordered by \_\_\_\_\_.

a) State Government    b) Municipality    c) Central Government

9) The main objective of \_\_\_\_\_ is to avoid or reduce the tax liability.

a) Secret Reserve    b) Window Dressing    c) Auditing

10) Confirmation is an example of Audit.

a) Procedure    b) Method    c) Technique

Q1 (b) State whether the following statements are True or False and re-write statement (any seven):

(7)

1) An Error of omission does not affect the trial balance.

2) Test check is the same as internal check.

3) Statutory audit is compulsory for sole proprietors.

4) The Auditor is a watchdog, but not bloodhound.

5) Cost audit is applicable to all limited companies.

6) Casting error is a type of two sided error.

7) The term "General Purpose Financial Statements" includes a cash flow statement. (Wherever applicable).

8) Financial statements are required to be prepared in accordance with relevant statutory requirements.

9) Developing the internal control system is the auditor's responsibility.

10) After accepting engagement letter the auditor should obtain knowledge about a new client's business.

Q2) A) What is Auditing? What are the advantages of auditing? (8)

B) What are the duties of an auditor in respect of window dressing? (7)

OR

C) What is Final Audit? What are its advantages and disadvantages? (8)

D) Define Fraud. What is manipulation of records? (7)

Q3) A) What is an audit note book? Explain the contents of Audit Note Book. (8)

B) What is audit working paper? Explain the contents of current file. (7)

OR

C) What are the steps to be taken by the auditor before commencement of an audit? (8)

D) Explain the disadvantages of audit programme. (7)

Q4) A) How auditor should evaluate internal control for sales? (8)

B) What are the auditor's duties regarding the internal check? (7)

OR

C) How auditor should evaluate internal control for creditors? (8)

D) Distinguish between Internal audit and Statutory audit. (7)

Q5) A) Explain the features of statutory audit. (8)

B) Distinguish between Internal check and Internal Control. (7)

OR

Q5) Write short notes (any three) (15)

1) Special Audit

2) Audit Sampling

3) Audit Engagement Letter

4) Audit Liability

5) Errors of Commission

N.B. 1. All the questions are compulsory  
2. Figures to the right indicate full marks

Time: 2.5 Hours  
75 Marks

Q.1 A) Rewrite the following statements and state whether they are True or False. (Any 8) (8)

1. Financial services do not have physical existence.
2. Bills of exchange cannot be rediscounted.
3. Debit card is also called Electronic Cheque.
4. The fee based services are called asset based services.
5. A stock broker is a member of a recognized stock exchange.
6. CRISIL is the leading credit rating agency in the world.
7. Cost of Factoring = Finance cost – Operating cost.
8. There are 5 types of underwriters.
9. One-time assessment of credit worthiness is valid over the future life of the security.
10. Underwriters agree to take up securities which are not fully subscribed.

B) Match the columns (Any 7)

(7)

Column A	Column B
1. Source of consumer finance	a. Traders
2. Early Stage Financing	b. Seed Capital
3. Hire Purchase	c. Agreement to hire goods
4. Sub-broker	d. Registered with SEBI
5. Opportunity	e. Financial scams
6. Threat	f. Booming capital market
7. Corporate counselling	g. Hundis
8. Indigenous bills	h. Fee based
9. DRT	i. Debt recovery Tribunal
10. Finance lease	j. Full pay out leases

Q. 2 A) Define Financial Services. Explain Fund Based Services in Detail (8)

Q. 2 B) State the Characteristics of Financial Services. (7)

OR

Q. 2 C) State the Importance of Financial Services. (8)

Q. 2 D) Explain Bill Discounting process. (7)

Q. 3 A) What is Securitization. Explain its features. (8)

Q. 3 B) Difference between Financial Lease and Operating Lease. (7)

OR

Q. 3 C) What is a Clearing member? Explain its functions. (8)

Q. 3 D) Explain features of recourse and non-recourse factoring. (7)

Q. 4 A) Explain the advantages of Hire Purchase. (8)

Q. 4 B) Why is Underwriter important in Issue Management. (7)

OR

Q. 4 C) Explain the code of conduct for Bankers to an issue. (8)

Q. 4 D) How can frauds and misuse of Credit Cards can be prevented? (7)

Q. 5 A) Describe any 4 Credit Rating Agencies. (8)

Q. 5 B) Explain limitations of Credit Rating. (7)

OR

Q. 5 C) Write Short notes on (Any 3 out of 5) (15)

- a. Importance of Financial Services
- b. Difference between Factoring and Forfeiting.
- c. Venture Capital
- d. Role of NHB
- e. Option Contract

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External Exam

Class: FYBAF II

SUBJECT: F.C

MARKS:75

TIME:2. 1/2

Q1 {1} MATCH THE FOLLOWING ANY (8)

{8MK}

A

B

(1). GLOBALISATION

(A). AUTONOMY OF RIB.SECTOR.

(2). LIBRILIZATION

(B). FEMA ACT 1999

(3). RIGHT TO EQUALITY

(C). REMOVING A FOREST

(4). DEFORESTATION

(D). LAND WOSHED AWAY

(5). EROSIONS

(E). ABOLITION OF TITTEL

(6). GROUP STRESSOR'S

(F). FOUNDATION FOR ACTION

(7). INDIVIDUAL STREEOR'S

(G). FOOD &CLOTHING & SHELTER

(8). ACTIVIST DIALOGUE

(H). GROUP OF COMMUNICATION

(9). PSYCHOLOGICAL NEEDS

(I). PERSONALITY FEATURES

(10). SOCIAL NEEDS

(J). ITNERGROUP CONFLICT'S

[B] STATE THE FOLLOWING: ARE TRUE/ FALSE ANY (7)

(7MK)

1. CONCEALER'S DON'T BELIVE IN TAKING A RISK.

2. 'INTER GROUP CONFLICTS OCCUR'S WITH IN AN IDIVIDUAL.

3. STRESS AGGRAVATER DIABETIES.

4. ARTICLE 14 I.C PROVIDE EQUALITY BEFORE LAW.

5. MAGMA CARTA WAS SIGNED IN 1215.

6. GOVERNMENT CONTROL OVER ECONOMC ACTIVITES CALLED AS LIBRIZATION.

7. ARTICLE 22 OF IC ABOLISHE VMTO'UCHABILITY.

8. PREGUDICE LEADS TO IN FORMATION OF STERO TYPE'S.

9. FREEDOM OF SPEECH IS AN ABSOLUTE RIGHT.

10. LACK OF CIVIC AMEMITIAL IS AN INDIVIDUAL STRESSOR.



Q2.

(A). WHAT IS LIBERIZATION EXPLAIN THE BENEFIT'S & LIMITATION  
OF LIBERALISATION?

(15MK)

OR

(B). DEFINE GLOBALIZATION. EXPLAIN IT'S POSITIVE & NEGATIVE IMPACT  
ON EMPLOYMENT?

(15MK)

Q3.

(A). EXPLAIN THE DIFFERENT STAGES OR EVOLUTION OF HUMAN RIGHTS?

(15MK)

OR

(B). WHAT ARE THE FUNDAMENTAL RIGHTS AS PER CONSTITUTION.  
EXPLAIN IT'S IMPORTANCE?

(15MK)

Q4.

(A). DEFINE ENVIRONMENT & EXPLAIN THE COMPONENTS OF ENVIRONMENT?

(15MK)

OR

(B). DEFINE ECOLOGY & EXPLAIN THE SCOPE OF ECOLOGY ?

(15MK)

Q5.

(A). EXPLAIN IN BRIEF THE MAIN AGENTS OF SOCIALIZATION ?

(15MK)

OR

(B). WRITE SHORT NOTES (ANY 3)

(15MK)

1. TYPES OF CONFLICTS
2. NEED FOR SUSTAINABLE DEVELOPMENT
3. RIGHT TO FREEDOM
4. COMPONENTS OF HUMAN VALUE
5. . UDHR

External Exam

Class: FYBAF II

MARKS:75

SUBJECT: BUS. LAW

TIME:2.1/2

Q1 {1} MATCH THE FOLLOWING ANY (8)

{8MK}

A	B:
(1). PAYEE	(a). 1986
(2). CAVEAT EMPTOR	(b). ALLIGATION
(3). CONSUMER PROTECTION	(c). INSUFFICIENT BALANCE
(4). COMPLAINT	(d). AUCTIONEER
(5). DISHONOUR OF CHEQUES	(E). 1930
(6). AUCTION SEAL	(F). 1972
(7). SALE OF GOOD ACT	(G). TERMINATION OF CONTRACT
(8). DISCHARGE OF CONTRACT	(H). 1881
(9). NEGOTIABLE INSTRUMENT	(I). BUYER BEWARE
(10). CONTRACT ACT	(J). NOT A PARTY OF CHEQUE

[B] STATE THE FOLLOWING: ARE TRUE/FALSE ANY (7)

(7MK)

- (1). UNCERTAIN GOODS ARE SAME OF GEMERIC GOODS.
- (2). MONEY IS A CONSIDERATION IN SALE OF CONTRACT.
- (3). PAYEE IS A PERSON TO WHOM MONEY IS TO BE PAID.
- (4). DRAWEE IS A PERSON WHO DRAW'S A BILL.
- (5). CHEQUE IS VALIDE FOR THE PERIOD OF 12<sup>TH</sup> MONTH.
- (6). STRANGER TO A CONTRACT CANNOT USE.
- (7). CONTRACT CAN BE EXPRESSED OR IMPLIED
- (8). VOID AGREEMENTS ARE SOMETIMES ENFORCEABLE.
- (9). NO CONCENT NO CONTRACT.
- (10). SALE CREATES A RIGHT IN REM

Q2

- (a) DEFINE CONTRACT AND EXPLAIN ESSENTIAL ELEMENTS (8MK)
- (b) DISTINGUISH BETWEEN AGREEMENT IS CONTRACT. (7MK)

OR

- (c) EXPLAIN THE TYPES OF CONTRACT. (8MK)
- (d) DEFINE PROPOSAL AND EXPLAIN ITS ESSENTIALS. (7MK)

Q3

- (a) DISTINGUISH BETWEEN SALE AND AGREEMENT TO SELL. (8MK)
  - (b) DEFINE GOODS AND EXPLAIN THE TYPE OF GOODS (7MK)
- OR
- (c) WHO IS UNPAID SELLER, EXPLAIN VARIOUS RIGHTS. (8MK)
  - (d) DISTINGUISH BETWEEN SALE AND 1 TIME PURCHASE. (7MK)

Q4

- (a) DEFINE NEGOTIABLE INSTRUMENTS AND ITS FEATURES. (8MK)
- (b) DEFINE BILL OF EXCHANGE AND ITS CHARACTERISTICS. (7MK)

OR

- (c) DEFINE CHEQUE AND EXPLAIN THE TYPES OF CROSSING. (8MK)
- (d) WRITE A NOTE ON DISHONOUR OF EXCHANGE (7MK)

Q5

- (a) DEFINE CONSUMER PROTECTION ACT AND ITS OBJECTIVE. (8MK)
- (b) HIGHLIGHT IS THE NEW CONSUMER PROTECTION ACT 2019. (7MK)

OR

- (c) WRITE SHORT NOTE (ANY 3) (15MK)
  - 1) AUCTION SALE.
  - 2) CONSUMER DISPUTE.
  - 3) ESSENTIALS OF VALID ACCEPTANCE.
  - 4) WARRANTY.
  - 5) CONTRACT OF INDEMNITY.

**EXTERNALS**

FYBAF / Semester - II / Subject Code:

Date :  
Subject : Business Mathematics

N.B. 1. All the questions are compulsory

2. Figures to the right indicate full marks

3. Use of non - programmable calculators allowed

Time: 2.5 Hours

[75 Marks]

**Q.1 A) Fill in the blanks with the correct alternative: (any 8) (8)**

1. If 12, 16, k, and 20 are in proportion, the value of k is \_\_\_\_\_.  
(14, 15, 16)
2. The triplicate ratio of 1 : 3 is \_\_\_\_\_.  
(1 : 27, 1 : 9, 1 :  $\sqrt[3]{3}$ )
3. The price at which a commodity is actually sold in the market is known as \_\_\_\_\_.  
(List price, Cost price, Net selling price)
4. An agent who guarantees the collection of dues from the customer is called \_\_\_\_\_.  
(Factor, Guarantor, Del credere)
5. The difference between simple and compound interest of an amount at r% p.a. after one year is \_\_\_\_\_.  
(r, 1, 0)
6. If the payments of an annuity are all equal and are made over successive periods of time, then it is \_\_\_\_\_.  
(Immediate annuity, Uniform annuity, Due annuity)
7. When the EMI are calculated using present value of the annuity using compound interest, the method is called \_\_\_\_\_.  
(Reducing balance method, Flat rate method, Repayment method)
8. The price at which a share is traded in the stock exchange is called \_\_\_\_\_.  
(Market value, Face value, Discounted price)
9. A share of face value ₹ 100 has a market price of ₹ 10 above par means its market price is \_\_\_\_\_.  
(₹ 11, ₹ 90, ₹ 110)
10. Mutual Funds are managed by \_\_\_\_\_.  
(Board of Directors, Asset Management Companies, SEBI)

**B) Match the Column: (any 7) (7)**

A	B
1. Duplicate ratio of $x : y$ is	a. List price
2. In the ratio $x : y$ , $x$ is called	b. Contingent Annuity
3. The market price is also known as	c. Exit load
4. The trade discount is given on	d. Antecedent
5. The percentage loss is calculated as	e. Certain Annuity
6. Annuity with number of payments depending on happening of an event	f. Face value
7. Annuity with total number of time periods fixed	g. ₹ 4,800

8. The simple interest of ₹15,000 for 4 years at 8% is	h. $x^2 : y^2$
9. Dividend is calculated on	i. $\text{Loss} \times 100 / \text{Cost price}$
10. Fee on sales of units	j. Catalogue price

Q.2 A) A, B, C, D and E are five numbers such that,

$$A : B = 3 : 5, B : C = 9 : 11, C : D = 23 : 31, D : E = 19 : 21.$$

Find the ratios (i) A : D (ii) B : E (iii) A : B : C (iv) A : B : C : D (v) A : B : C : D : E.

(8)

Q.2 B) Monthly salaries of Mr. Harry and Mr. Ron are in the ratio 9 : 14 and their monthly expenditures are in the ratio 5 : 7. Mr. Harry saves ₹ 200 per month and Mr. Ron saves ₹ 700 per month. Find their salaries per month.

(7)

OR

Q.2 C) A shopkeeper had a stock of 100 pairs of bangles with total cost of ₹ 5,000. He sold 60 pairs with 20% profit, 30 pairs with 25% profit and remaining with 10% loss. Find his total percentage profit.

(8)

Q.2 D) Goods is marked 40% above the cost price, 10% trade discount is given and a further 5% discount for cash payment is given. Find the percentage profit.

(7)

Q.3 A) (i) Amit deposits ₹ 6,000 at the end of every month in a bank giving 9% compound interest p.a. Find the accumulated amount after 1 year.

(4)

(ii) Dhruv deposits ₹ 7,000 at the end of every quarter, at 10% compound interest p.a.

Find the amount of annuity he will receive after 2 years.

(4)

Q.3 B) The difference between the simple interest and the compound interest on a certain principal for 4 years at 8% p.a. is ₹648. Find the principal.

(7)

OR

Q.3 C) Vaibhav intends to take a loan of ₹ 2 lakhs and he wants to repay it in 3 years, with interest. Bank A offers him the loan amount at 10% p.a., flat interest rate and Bank B offers him loan at 12% p.a. on monthly reducing balance. Comparing the EMI's, decide which offer should be accepted.

(8)

Q.3 D) Somnath Society wants to create a sinking fund for building repairs, in future, to be used after 10 years. The committee decides to keep annuity of ₹ 50,000 at the end of every year with 9% p.a. compounded annually. Find the accumulated value of it.

(7)

Q.4 A) Zaina invested ₹ 49,572 in equity shares of ₹ 100 each at market price of ₹ 162 each. After receiving 11% dividend, she sold shares at ₹ 180 each. She paid brokerage of 2% on each transaction. Find her percentage return.

(8)

Q.4 B) Ramona sold 500 shares of face value ₹ 10, at ₹ 250 per share, the rate of brokerage being 0.5%. She received dividend of 25%, before sales of shares. She invested the sales proceedings in buying shares of another company of face value ₹ 100 each at a

market price of ₹ 620 per share. She had to pay broker, 2% brokerage for purchase of shares. After 4 months she received dividend at 20% on new shares. Find the total dividend she received. (7)

OR

Q.4 C) Varsha invested ₹ 75,000 in a Mutual Fund on 21-03-05 with NAV of ₹ 95.92 and received a dividend @ 8.50 per unit on 02-06-2005. She redeemed all units on 15-10-05 when NAV was ₹ 108.54. Find her total gain and rate of return after considering 2.25% entry load and 1% exit load. (8)

Q.4 D) Saransh invested ₹ 87,945 in Standard Chartered M.F. when N.A.V. was ₹ 286, with entry load of 2.5%. He received a dividend of ₹ 12 per unit. He later sold all units with exit load of 0.5%. If his total gain was ₹ 12,369, find N.A.V. at the time when he sold his units. (7)

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Q.5 A) A firm allows a trade discount of 25% on the list price and a further discount of 10% on cash payment. Find the cost price of an article, which is marked at ₹ 800 and is sold with a profit, at the rate of 35%. (8)

Q.5 B) Mr. Kapoor's monthly take-home pay is ₹ 1,50,000/-. He spends 30% of it on food, 10% on clothing, 15% on house rent and 25% on miscellaneous items. Find his actual expenses on all these and also the remaining amount which he can save. (7)

OR

Q.5 C) Write Short notes on (Any 3 out of 5) (15)

- What is ratio? Discuss its types.
- Explain different types of discounts in detail.
- Explain direct and indirect proportion using suitable examples.
- Difference between simple interest and compound interest.
- Explain equity shares and preferential shares.

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N.B.1. All the questions are compulsory

2. Figures to right indicate full marks

Q.1. A. Fill in the blanks (10 Sentence each with three options Any 8)

8 Marks

1. Public relation professionals often need to \_\_\_\_.  
( lie/ multitask/ manipulate)
2. RTI application should be submitted to \_\_\_\_.  
(PIO/POI/PEA)
3. In the AIDA formula 'I' stands for \_\_\_\_\_. (inquiry/ image /interest)
4. Participants in a conference \_\_\_\_ voting rights.  
( have /do not have/ may)
5. Employees speak frankly and fearlessly in an \_\_\_\_\_ interview.  
(Grievance/Reprimand/Exit)
6. Individual or Committee report is determined by the number of \_\_\_\_ preparing it.  
(persons/ papers/ managers)
7. A consumer redressal letter is drafted like any other \_\_\_\_ letter.  
(complaint/ sales /adjustment)
8. The Right to information Act was passed in the year \_\_\_\_.  
( 2005 /2006/ 2007)
9. A job interview is also known as a \_\_\_\_ interview.  
( selection /selector/ segregation)
10. Attending to complaints is known as \_\_\_\_\_. (claims/adjustment/ reimbursement)

Q.1. B. State whether the following statements are True or False

7 Marks

(10 Sentence each with three options Any 7)

1. In an interview, questioning is more important than listening.
2. The objective of the meeting should be communicated well in advance.
3. Public relations officers must stay away from the media.
4. The time and duration of the meeting should be according to the convenor's convenience alone.
5. The word conference is derived from the Latin word 'confer'.
6. The complainant should be thanked.
7. Language in a report should be very simple.
8. Offering a discount is a bad sales strategy.
9. The introductory paragraph of the sales letter performs a very important function of inducing the customer to action.
10. RTI promotes transparency and accountability in the working of every public authority.

Q.2. A. Define interview. Explain the role of an interviewer & interviewee. (8)

Q.2. B. What is a Conference? Discuss the various ways to ensure the successful organisation of a conference. (7)

OR

Q.2.C. Define Public Relations. List and explain any five methods of promoting External Public Relations in an organisation. (8 )

Q.2. D. Define Crisis Management? Explain its types. How can Public Relation Department help in managing crisis situation. (7)

Q.3.A. Your cousin is getting married next month for which you require 50 traditional dresses. Write a letter of inquiry to ManMohan Dresses enquiring about price list & catalogue for purchase. (8)

Q.3 B. Write a letter to Ola cabs complaining about the rash driving and rude behavior of the drivers.(7)

OR

Q.3 C.Draft an investigative report on the staff turnover in German Travels. (8)

Q.3D. Draft notice and agenda for the monthly board meeting of Anita Travels Pvt. Ltd, Mahalaxmi, Mumbai. (7)

Also Draft resolutions for the following:

i) appointment of the Director ii) Resignation of a senior employec

Q.4 A. Write a sales letter to sell home cooked food. (8)

Q.4 B.You recently purchased a Samsung Galaxy 23 Ultra which was found to be defective as the touch panel was not functioning .Write a Letter to the appropriate Consumer Grievance Redressal Forum to get you a refund and a compensation of 50,000 for the mental trauma you suffered at the hands of the dealer. (7)

OR

Q.4 C. You had applied for admission to the University of Mumbai and issuance of your marksheet. Write a letter under the RTI Act seeking reasons behind the denial of admission and delay in mark sheet.(8)

Q.4 D. Q.4 D. Summarize the following passage giving it a suitable title. (7)

The term 'soft skills' refers to a group of skills and personal qualities that present-day employers look for and value in their employees. Soft skills relate to excellent communication skills, both spoken and written, positive personality traits, social skills and personal attitudes. In this sense, soft skills complement hard skills, which have to do the technical requirements of a job. Hence, you may have the right professional qualifications, be academically brilliant and perhaps even have the required work experience, but you will be successful in an organisation only if you know, for example, how to work as part of a team or how to get along with both your senior and junior colleagues. In other words, soft skills are all about how you deal with



people. They are very important in the present-day professional context that requires constant interaction and communication. Thus, it is not surprising that very often, an interviewer talking to two different candidates with equally impressive CVs, decides in favour of the one who seems relaxed, open, friendly and well-adjusted. Of course, neat personal appearance and pleasing personality also makes a positive impression in such situations.

While soft skills are acquired early in life and depend to a great extent on the environment in which you were brought up, they can also be consciously learnt. The process could begin either by asking someone who knows you closely to decide whether you possess the soft skills concerned or through an honest self-appraisal. You can begin by looking at some of the soft skills recommended by behavioural training experts.

In short, soft skills are personality traits that determine a person's interaction with others and the ability to be successful at work. Soft skills complement a person's professional skills and affect his or her performance at work, relationships with colleagues and career prospects. Some important soft skills employers look for in the people they employ are attitude, adaptability, goal setting, motivation, time management, stress management, critical thinking and problem solving, team work and leadership.

Q. 5. Short Notes (out of 5 Any 3)

15 Marks

1. Steps to conduct appraisal interview
2. Ingredients of a group discussion
3. Types of Conferences
4. Activities of the Public Relation Department
5. Advantages of a meeting

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