**CHAPTER-1**

**COMMUNICATION THEORY & PRACTICE**

**LEARNING OBJECTIVE:**

|  |  |
| --- | --- |
| **SL. NO.** | **SUBJECT** |
| 1.1 | BASICS OF COMMUNICATION, PROCESS OF COMMUNICATION |
| 1.2 | TYPES OF COMMUNICATION |
| 1.3 | 7 CS FOR EFFECTIVE COMMUNICATION |
| 1.4 | ART OF EFFECTIVE COMMUNICATION |
| 1.5 | TECHNICAL COMMUNICATION |

* 1. **BASICS OF COMMUNICATION**

**INTRODUCTION, MEANING & DEFINITION**

Communication is the spark of life. Life is dull and desolate if there is no communication. Thus we can say communication is a way of life. In the busy and humdrum life of the 21st century, human life has been very complex and so much governed by the monotony of mechanized life style. Coming to the lap of Nature, we most often observe the beauty of communication. Sitting on the stone of silence, one can listen the ripple of water in a running stream, the buzz of humming bees, the chirp and twitter of busy birds, the glee of the hopping grasshopper, march of ants in search of food, rustle of tree branches and falling of leaves, shrill of an unseen cricket, tickle of clock in a ghostly night and gentle tap on the door of a pub by a tired traveler for a night to rest. The reverberation and jubilation of life in earth and its interaction with other heavenly bodies like stars, planets and satellites and the bigger cosmos is tied on a gentle bond of communication. Communication ignites, propels and enriches life.

**DEFINITION:**

1. Communication is the broad field of human interchange of facts and opinions. (**Redfield**)

2. Communication is the process by which we understand others and in turn endeavour to understand by them. It is dynamic, constantly changing and shifting in response to the total situation. (**Anderson**)

Communication is the life blood of an organization. Life is unmanageable without communication. It is the process of transmission of information from the sender to the receiver and vice-versa at an uninterrupted flow of thought, idea, emotion and data at regular basis. The word communication is derived from the Latin word ‘***Communis’*** which means common or share. In communication, both the sender and receiver are at a point of exchanging their thought so that hidden feeling and emotion come out for sharing and caring the idea at mutual harmony and understanding.

Communication is a two way process. It is the sender who initiates the message and the receiver at the other end receives and replies back through feedback so that intended query becomes duly accomplished. The flow of communication passes through different stages. This is known as process of communication.

**PROCESS OF COMMUNICATION**

The process of communication passes through **seven** stages. These are – Sender, Encode, Channel, Message, Receiver, Decode and Feedback.

1. **Sender**: Sender is the person who initiates the communication process. The query of the sender is meant to get a positive response from the receiver.
2. **Encode**: It is the process to conceive idea, thought, emotion and data into words to form the information.
3. **Channel**: It is the intermediary or device through which information is transmitted at a continuous basis.
4. **Message**: It is the piece of information that is sent to the receiver by the sender.
5. **Receiver:** Receiver is the person to whom the message is sent by the sender. He/ she is responsible to answer the query sent to him/her.
6. **Decode**: After receiving the message, the receiver studies the pros and cons of the fact and responds back with diligence and care.
7. **Feedback**: It is the regular flow of information from sender to receiver and vice versa at a regular basis.

**1.2 TYPES OF COMMUNICATION**

Communication can be classified into various types. It can be formal or informal mode of communication. Further, it can be classified into verbal or non-verbal mode of communication. Formal communication is guided by official rules and regulations but non-verbal communication takes place out of social interactions. Any communication that is spoken and written is verbal communication. On the other hand non-verbal communication is such communication that is neither spoken nor written.

The Formal Communication is the exchange of official information that flows along the different levels of the organizational hierarchy and conforms to the prescribed professional rules, policy, standards, processes and regulations of the organization. The formal communication follows a proper pre-defined channel of communication and is deliberately controlled. It is governed by the chain of command and complies with all the organizational conventional rules.

Formal communication refers to the flow of official information through proper, predefined channels and routes. The flow of information is controlled and needs deliberate effort to be properly communicated. Formal communication follows a hierarchical structure and chain of command. The structure is typically top down, from leaders in various departments and senior staff in the organization, which funnel down to lower level employees. Employees are bound to follow formal communication channels while performing their duties. Formal communication is considered effective as it is a timely and systematic flow of communication.

**FORMAL & INFORMAL**

* **FORMAL OR SYSTEMATIC COMMUNICATION**

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**TYPES OF FORMAL COMMUNICATION**

Formal communication can be categorized into two types. These are – I. Horizontal Communication and II. Vertical Communication.

**I.HORIZONTAL COMMUNICATION**

Horizontal communication means when the co-workers with different areas of responsibilities, but at the same level in the organization communicate with each other. The communication between the managers of a different department, such as marketing, finance, production, HR, is the best example of horizontal communication. It is also called **parallel communication**.

**Symbol**:

**Merits:**

1. Saves time
2. Efficiency
3. Increases productivity
4. Immediate feedback
5. Checks grapevine

**Demerits:**

1. Jealousy among superior rank
2. Disruption if used in excess
3. Feeling of frustration
4. Waste of time in gossiping
5. Interdepartmental Rivalry

**II.VERTICAL COMMUNICATION**

Vertical communication is communication between the top level executive and subordinate staff or the exchange of information between a lower division clerk and senior manager of an organization. It can be classified into two types. These are - Bottom-Up Communication (Upward Communication) and Top-Down Communication (Downward Communication)

**1. UPWARD COMMUNICATION**

The upward communication is one in which the message passes from the subordinate level to the management level. Here, the communication flows upwards i.e. from the subordinates to the managers in the form of request, reports, suggestions, complaints, and instructions.

**Symbol:**

**Merits:**

1. Fosters Friendly Relations
2. Provides Valuable Feedback
3. Encourages Participation
4. Making Suggestions
5. Employee Morale

**Demerits:**

1. Resistance From Employees
2. Fear of Incompetence
3. Indecisive Superiors
4. Messages Not Heard
5. Unwillingness to Admit Failure

**2. DOWNWARD COMMUNICATION**

The downward communication is one in which the information passes from the management level to the sub-ordinate level. This is the most common form of formal communication wherein communication flows downwards, i.e. from the people occupying top positions in the organization to the people at lower levels.

It mainly includes orders and instructions and can either be written or oral depending on the importance of the message and also the status of individuals involved in the communication process. Reports, emails, letters, manuals, etc. are the commonly used communication tools.

**Symbol:**

**Merits:**

1. Increase Efficiency

2. Maintains labour-management relations

3. Maintains organizational discipline

4. Explaining policies and plans

5. Effective decision making

**Demerits:**

1. Problem of explanation
2. Disturbing discipline
3. Unnecessary delay
4. Efficiency reduced
5. Reduces relationship

* **INFORMAL COMMUNICATION**

Informal communication is multi-dimensional. Informal communication moves freely within the organization and is not bound by pre-defined channels and communication routes. Informational communication is quick and relational in nature. In this type of communication people interact with each other freely and can talk about a diverse range of topics, often extending outside of their work duties.

Informal communication in the workplace is also called **grape vine**. Informal communication is considered effective as employees can discuss work related issues which saves organization time and money. It also helps to build more productive and healthy relationships in the workforce.

**Symbol:**



**Merits:**

1. Fast and Effective Communication
2. Free Environment
3. Better Human Relations
4. Easy solution of the difficult Problems
5. Satisfying the social needs of the workers

**Demerits:**

1. Unsystematic communication
2. Unreliable information
3. Spread rumour
4. Misunderstanding
5. Difficulty in controlling

**DIFFERENCE BETWEEN FORMAL AND INFORMAL COMMUNICATION:**

**Table 1.1: Formal and Informal Communication**

|  |  |  |
| --- | --- | --- |
| **Sl. No. & Feature** | **Formal Communication** | **Informal Communication** |
| 1. Reliability | Formal communication is the more reliable form. | Informal communication has less reliability than formal communication. |
| 1. Speed | Formal communication is slower. | Informal communication is very quick. |
| 1. Time Consuming | Formal communication requires a number of different processes before the whole communication flow is complete. | Informal communication requires very little process time. |
| 1. Information Flow | Information passes through predefined channels. | Information moves freely through informal communication. |
| 1. Secrecy | Secrecy is maintained in formal communication. | Informal communication makes it hard to maintain full secrecy due to its reliance on individuals. |

**VERBAL & NON-VERBAL COMMUNICATION**

Both spoken and written mode of communication is called verbal communication. But non-verbal communication is neither spoken nor written. When verbal communication is less dominant, non-verbal communication is more dominant mode of communication.

**MEANING OF NON-VERBAL COMMUNICATION**

Any communication that is neither spoken nor written is known as **non-verbal communication**. Non-verbal communication is also known as body language. Body language is called the language the body. The various types of body language are – kinesics, proxemics, posture, gesture, facial expression, eye-contact, light, colour, pause etc.

**DIFFERENCE BETWEEN VERBAL AND NON-VERBAL COMMUNICATION:**

**Table 1.2: Verbal and Non-Verbal Communication**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Verbal Communication** | **Non-Verbal Communication** |
|  | Verbal communication is both spoken and written. | Non-Verbal communication is neither spoken nor written mode of communication. |
|  | Verbal communication is based on words. | Non-verbal communication is based on action. |
|  | Verbal communication is less dominant and is confined on the surface meaning. | Non-verbal communication is more complex, ambiguous and dominant in nature. |

**DIFFERENT AREAS OF NON-VERBAL COMMUNICATION**

Non-verbal communication is more complex, ambiguous and dominant form of communication. It is conveyed through body language. The non-verbal communication listed for discussion is **Kinesics and Proxemics.**

**KINESICS:**

Kinesics is a body language. It can be classified into three types. These are –

1. **POSTURE**
2. **GESTURE**
3. **FACIAL EXPRESSION**
4. **POSTURE:**

It is the position of the head. The position of head speaks a lot about the mental state of person. When head position is upright and straight it gives out a lot of positive energy and confidence to the person. A person with nodding head reflects the puzzled mind and lack of confidence. Thus the position of head determines a significant role to dispose the personality trait of person.

1. **GESTURE:**

Gesture is the movement of the body part. The movement of the body parts like hand and leg also evoke the active and prolific involvement of a person. The waving of hand, clapping, running, jumping, dancing etc. needs tremendous radiation of energy. It amounts deep and intense involvement and exhilaration of passionate exposure of emotion.

1. **FACIAL EXPRESSION:**

Face is the index of mind. It is the most articulate part of the body. It always draws the attention of the viewers and audience during any exchange of views and inter-personal communication. The various moods of a person can be read at a quick glance over his/her face. These moods are - cheerfulness, gloomy, thoughtful, perplexed and meditative.

The aforesaid features of kinesics are **Posture, Gesture and Facial Expression.** These are the vivid reflections of varied thoughts and expressions of an individual when he/she gets exposed to situation during various course of life.

**PROXEMICS:**

Proxemics is the spatial relation among people. Space plays a very crucial role in communication. The people who are very close usually prefer to sit near to one another. It shows their intimacy and proximity with each other. Human being is a territorial creature. A lot of conflict takes place among people based on space. It is said that the battle of Mahabharata took place due to the intricacy over a piece of land. Over generations and even in the twenty first century a lot of conflict and warfare occurs owing to the reason over proxemics. People not having any friendly relation avoid coming close by. Thus phonemics plays a significant role in communication.

**LANGUAGE OF SIGNS AND SYMBOLS**

In old time when human being was wandering like a beast in the jungle at that time most of the human interaction and communication was based on signs and symbols. It was the time when language was not developed. In the old civilizations of emperor Hammurabi and Asoka a lot of signs and symbols were found in the rock edicts. During the archaeological excavation of Mohenjo-Daro and Harappa civilization, the signs and symbols of bull, sun, lamp post etc. were found in the metals and potteries. These things could inform us the kind of life, culture and belief system of our ancestors.

In modern time, the busy traffic is controlled by the computerized system of light to guide the running vehicles. As we know, red means ‘stop’, yellow means ‘ready’ and green means ‘go’. These symbols communicate the drivers and riders to abide by the traffic rules. While going on busy road we also see the signs of hairpin bend, curve and hump at the road side. These are the marks of alarm for smooth drive and caution for safety.

Both signs and symbols are seen as the artistic caricature to communicate certain idea and thought to the people. Olive leaf and dove is the sign of peace, lotus is perceived as symbol of spiritual awakening and butterfly evokes the sign of cheerfulness. At the outbreak of corona and lockdown both in social and electronic media the doctors, nurses and police personnel are considered as the signs of messengers of God. During the ***Pokharan*** nuclear test, Prime Minister Indira Gandhi got the message from the ISRO scientist *Buddha Laughed* meaning thereby the operation was successful. Therefore we can say that both sign and symbol play a vital part in non-verbal communication.

**BARRIERS TO EFFECTIVE COMMUNICATION**

It is the sender who sends the message to the receiver and in return gets the response from the recipient. Sometimes due to certain problem or block of path, the message cannot be transmitted from one end to the other. This is understood as barrier. Barriers to effective communication can result in confusion which can lead to incorrect information being conveyed or miscommunication which can lead to loss of business.

Communication barriers are obstacles that hinder the clear and effective transmission of a message between a sender and a receiver. These barriers can disrupt the communication process, leading to misunderstandings, frustration, and even conflict. A list of communication barriers and how to overcome it has been has been cited below:

**TYPES OF COMMUNICATION BARRIERS**

1. **Language Barriers:** Differences in language, vocabulary, or jargon can create misunderstandings. This is especially true in a diverse workplace or when communicating with clients across international borders.
2. **Cultural Barriers**: Cultural differences in communication styles, values, and non-verbal cues can lead to misinterpretations. For instance, direct communication styles might be perceived as aggressive in some cultures.
3. **Physical Barriers:** Environmental factors like noise, poor lighting, or uncomfortable seating can create distractions and hinder clear communication.
4. **Psychological Barriers:** Emotions, biases, and pre-conceived notions can influence how a message is perceived. For example, anxiety or anger can cloud judgment and make it difficult to listen objectively.
5. **Perceptual Barriers:** People often perceive information based on their own experiences and viewpoints. This can lead to selective listening and overlooking different perspectives.
6. **Non-Verbal Barriers:** Inconsistent non-verbal cues, like crossed arms or poor eye contact, can contradict the verbal message and create confusion.
7. **Organizational Barriers:** Hierarchical structures, complex approval processes, or information silos within an organization can impede communication flow.
8. **Technological Barriers:** Technical glitches, unfamiliarity with communication tools, or poor internet connection can disrupt communication channels.

**STEPS TO OVERCOME COMMUNICATION BARRIERS**

1. **Active Listening:** Pay close attention to the speaker, both verbally and nonverbally. Ask clear questions and paraphrase these to ensure understanding.
2. **Clarity and Concision:** Express yourself clearly and concisely. Use language appropriate for the audience and avoid jargon or technical terms they might not understand.
3. **Empathy and Cultural Sensitivity:** Try to see things from the receiver's perspective and be mindful of cultural differences.
4. **Feedback:** Encourage feedback to ensure your message is being understood.
5. **Choice of Channel:** Select the communication channel most appropriate for the message and the audience.
6. **Body Language:** Be mindful of your non-verbal cues and ensure they align with your verbal message.
7. **Open Communication**: Foster an environment of open communication where people feel comfortable expressing themselves freely.
8. **Training:** Provide training on communication skills and cultural sensitivity to enhance communication effectiveness.

By recognizing and addressing communication barriers, one can create a more open and productive communication environment. This will lead to better collaboration, decision-making, and overall success within an organization.

**1.3 7CS FOR EFFECTIVE COMMUNICATION**

Communication is an imperative precious stone of life. It is the knack through which humans encode and decode message. Communication is an art of speaking, reading, listening and writing. It is a process but the question is how good or effective we are as communicators in these various spheres. The ability to communicate effectively is an essential skill in today’s world. Communication is a dynamic process and how you communicate can positively or negatively affect the relationship you have in your work and life.

Effective communication does not happen overnight, it is a skill that has to be cultivated and nurtured. Effective communication, in words of Keith Davis, is “the transfer of information and understanding from one person to another person. It is a way of reaching others with facts, ideas and thoughts. It is a bridge of meaning among people so that they can share what they feel and know.” It is Francis J. Bergin who is associated with the 7c’s of effective communication. He believes that there are 7c’s to remember in verbal communication. These are also pertinent to written communication. In addition to this, we need to encourage and augment our communication skills from time to time. The point is to make our communication system effective. How can we make our system effective? The answer is simple: by incorporating the 7c’s model to the communication system.

Successful communication is referred to as ‘effective communication.’ This can be applied both in spoken as well as written communication. Without effective communication, we cannot convey our intent or information in an effectual manner. Effective communication is based on the famous 7c’s model of communication. This model, popularly known as seven C’s, if implemented in communication will add characteristic value to it. The model is based on various distinguishing features.

1. **CONSIDERATE**

Consideration means understanding or to put yourself in the place of receiver while composing a message. Ask yourself: ‘Why should my reader spend time reading this?’ The capacity to foresee your audience’s needs, their requirements, emotions, as well as problems will make you an effective, well-liked communicator. The speaker of the message should provide ample consideration towards the audience of the message. It is important for the sender to develop an empathetic attitude towards his/her receivers. Empathy is an important attribute and finds its domain in consideration for the others. Consideration implies stepping into the shoes of others.

Effective communication must take the audience into consideration that is the audience’s viewpoints, background, frame of mind, education level, etc. Make an attempt to visualize your audience, their requirements, emotions as well as problems. Consideration in communication means to focus on ‘you’ instead of ‘I’ or ‘we’, show receiver’s benefit or interest in receiver, emphasize positive or pleasant facts and lay stress on positive words. To sum up it can be said that the sender handles the matter from the point of the receiver/s. This thoughtful consideration is also called the ‘you-attitude’, the human touch or understanding human nature.

1. **CONCRETE**

Concrete message uses concrete words and are not misinterpreted. Ensure your message has important details and facts, but that nothing deters the focus of one’s message. Abstractions or abstract statements can cloud the mind of the sender. Therefore concrete and specific expressions are to be preferred in business communication. You need to believe in you what you want to convey to the audience. Concreteness is a quality which needs to come to the forefront especially during marketing or advertising campaigns. There needs to be details that capture the attention of the audience, not irk them. Concreteness in communication makes message solid by using specific facts and figures. Therefore concreteness refers to specific rather than to be general. Complete communication develops and enhances reputation of an organization. The sender’s message is complete when all relevant information is included in an understandable manner and there is a clear call to action. Your message is complete when it contains all the facts, readers or listeners need for the reaction you desire.

1. **CONCISE**

A very important ingredient of effective communication is brevity. The message should be brief and condensed and should consist of relevant information. The unnecessary information should be removed as brevity is the soul of the wit. Irrelevant information should be scrapped away and only the needed information should be inserted within the message.

In business and professional communication, brevity is significant. One should avoid being cyclic. For example: ‘at this point’ can be replaced by concise form ‘now’. People more often than not tend to write five sentences in a place where they could have finished the message in sentences. This wastes the time of the sender and the receiver and in turn limits their efficiency too. The message needs to be truthful and to the point. Vividness of expressions is very much required while transmitting information to the others. Concreteness implies being particular and clear rather than fuzzy and general.

1. **CLEAR**

This can be achieved through the implementation of the following methods: Speak slowly and clearly, neutralize accent that is avoiding mother tongue influence and neutralizing the target language of communication so that no other language influence may tar the target language output effect, avoiding jargons and infusing familiar words in the message. It is important to find out the correct pronunciation of different words and work on accent neutralization. The goal should be to reduce effects of mother tongue influence and converse in the target language. Do not use acronyms and jargons because usage of these will bring confusion in the message. While encoding messages, use concrete and familiar words, so that the receiver can easily decode the message. This needs to be infused in the realm of spoken communication. In case of written communication, one must follow the rule, ‘one paragraph-one idea.’ This will ensure a natural and logical progression between the paragraphs. This will further ensure that the paragraphs do not look disjointed and they clearly communicate the idea to the receiver. The intention is not to incorporate too many ideas within a paragraph else it may perplex the receiver of the message. Again one should use short words, concrete words and familiar words. Last but not the least, take away the practice of putting random thoughts into words. Prepare, plan and organize the paragraphs well in order to ensure that the ideas flow in a logical order. Therefore message should be clear whether it is spoken or written communication. In sum the message should be clear to your recipient. Ask yourself what the purpose of your communication is. Any message needs to come out clearly from your communication rather than the receiver having to presuppose things and coming to back to you for more information. This will only lead to more time being wasted on emails. Do not try to converse too many things in one message. This will water down the attention of the reader. Clarity in communication means to minimize the quantity of ideas in each sentence, use exact, suitable and simple words and construct effective sentences and paragraphs. The principle of clarity is most important in all communication, especially face to face interaction. It is not always easy to articulate ideas accurately on the spot during conversations, presentations, or other forms of interaction. Clarity requires the use of accurate and familiar words with proper intonation, stresses, and pauses. Spoken language should consist of simple words and short sentences. Thoughts should be clear and well organized. The speaker should know what to say and why. It is a lucid mind that can talk clearly and effectively.

1. **COMPLETE**

Clarity is ensured also by completeness of message. When the speaker begins the presentation, dialogue, or address, he or she should ensure that all the necessary information that listeners need or expect has been provided. Speakers communicate whatever is necessary. They provide answers to all possible questions that could be raised. The message should be complete in terms of all **who** questions as well as how-question.

The sender of the message must take into consideration the receiver’s mind set and convey the message accordingly. Complete communication develops and enhances reputation of an organization. The sender’s message is complete when all relevant information is included in an understandable manner and there is a clear call to action. A message is complete when it contains all the facts, readers or listeners need to respond it.

Communication senders need to assess their message from eyes of the receivers to be sure they have included all the relevant information. The benefits of completeness include: complete messages are more likely to bring the desired results, they do a better job at building goodwill and communication that seems trivial can become very important if information is complete and effective. It is important to provide all the necessary information that answers the five Ws that make the message clear: who, what, when, where and why. Examples include: when requesting commodities make sure what you want? When you need it? To whom and where it is to be sent? And how the imbursement would be made?

1. **CORRECT**

The intended message should be correct in terms of various parameters such as: grammar, punctuation, spelling and semantics. Accurate facts should be provided to the receiver. In addition to this, correct use of word should be done in the right context. Correctness also refers to the correct usage of word in the correct context. One must use a particular word according to the context. The context explains the meaning of the lexical item. Make sure what you are writing or saying is accurate. Bad information does not help anybody. Correctness in communication means to use the right level of language, choose non-discriminatory expressions, spell all names and titles correctly and send proof read messages. At the core of correctness is proper grammar, punctuation and spelling.

1. **COURTEOUS**

Courteous communication is friendly, open and honest. Such a message helps us to strengthen present relations and make new friends. The sender should be courteous while communicating the message. Using words and expressions that can lead to harmony and human bonding should be the eventual goal of the sender of the message. Anything that hurts the sentiments of an individual or community should be avoided. Focus should be on the usage of politically correct language.

Courtesy should be exhibited in both written as well as spoken communication. While addressing an email, for example, it is imperative to provide salutation in the content. In addition to this, expressions should be courteous. Courtesy finds its origin from sincerely respecting the receiver. Therefore the sender of the message should be sincerely polite, judicious, reflective and enthusiastic.

Courteous message is positive and focused at the audience. Ensure that your communication is friendly, open and honest, regardless of what the message is about. Avoid aggressive tones in the messages. Being courteous is of profound importance in a corporate setting. Individuals who work together are not necessarily friends and therefore to maintain a healthy working relationship, being courteous is a necessity. Hidden insults and hostile tones will only cause trouble among individuals and result in reduced morale and productivity. It means not only knowing the receiver ideas and thoughts, but also to know his feelings. It means that sender sends the message respecting the feelings of the receiver. Therefore, the sender should be polite and caring while writing a message. Courteous message strengthens relations. By using impolite expressions, the reader can feel disheartened or disappointed. On the contrary, impolite expressions will bring negative impact on the minds of the readers. Effective communication thrives on these attributes. Awareness of these attributes will make one an effective communicator. Business acquaintances communicate all the day. The better they communicate the better the steadfastness they will have with their clients.

**1.4 ART OF EFFECTIVE COMMUNICATION**

Meaningful communication goes beyond simply exchanging information. It's about creating a shared understanding, fostering connection, and achieving a desired outcome. Communication, the cornerstone of human interaction, transcends the mere exchange of words. It's a complex dance of verbal and non-verbal cues, weaving together information, emotions, and intentions. Yet, despite its prevalence in our daily lives, effective communication can be a learned skill. Effective communication is the cornerstone of success in any business environment.

**CHOOSING WORDS**

Words have a powerful impact on the way we communicate and are perceived by others. Whether we’re speaking to an audience of thousands, chatting with a friend, or sending an email, the words we choose can make or break the message we’re trying to convey. The power of words lies not only in their ability to communicate our thoughts and ideas but also in their ability to influence the emotions and actions of others.

Studies have shown that the words we choose can have a significant impact on how others perceive us. In a study published in the Journal of Language and Social Psychology, participants were asked to rate the competence and confidence of two speakers who gave the same speech with only minor differences in their word choice. The speaker who used more confident language was perceived as significantly more competent and confident by the audience.

**VOICE**

Effective communication is the cornerstone of success in the business world. Whether it's delivering presentations, engaging in meetings, or negotiating deals, the way we communicate shapes our professional relationships and outcomes. While verbal communication is key, mastering vocal techniques can enhance clarity, confidence, and influence in business interactions. We all have a level of volume - how loud or soft and a volume level that is comfortable and safe for us to speak. It is most important to understand and get to know your personal volume of speaking and never try to compete with a naturally louder voice.

**MODULATION**

Voice modulation can also influence attitude, both in the speaker and the listener. For instance, a speaker who uses a friendly and warm tone may be more likely to establish rapport and build trust with the listener. On the other hand, a speaker who uses a harsh or aggressive tone may provoke a defensive or hostile response. Similarly, a listener who perceives the speaker as confident and authoritative may be more likely to accept their message as credible and persuasive. Voice modulation is a crucial aspect of effective communication. It is a tool that can help us convey our message with clarity, impact, and emotion, whether we are public speakers, actors, singers, or just everyday people***.***

**CLARITY**

Clarity, an essential element of effective communication, extends beyond the mere simplicity of language. It is the skilful art of ensuring that your message not only reaches its intended audience but is also fully understood. Exceptional leaders grasp that clarity goes beyond the use of plain words; it demands the articulation of purpose, goals, and expectations in a way that resonates with everyone involved..

**TIME**

Timing plays a very significant role in communication. Every work needs to be accomplished at a reasonable time. The currency and efficacy of the matter would only be chalked out if it is done at the right time. Every action has time and purpose. The sooner the work done it is the better because it would reach out the beneficiaries and fulfill their need. Thus it is said justice delayed is justice denied.

**SIMPLIFICATION OF WORDS**

The primary aim of the communication process is to ensure that everyone involved reaches a shared understanding of what has been communicated. In order to help do that, we need to communicate in a way that is simple and easy for others to understand. When we complicate our messages, people's brains have to work hard to understand us. When things are simple, they are easier to learn and remember. When your message is simple, it focuses attention on the important stuff. When messages are communicated simply, it means that they can be understood by a much broader audience.

**1.5 TECHNICAL COMMUNICATION**

Technical information is frequently communicated through documents, such as proposals, emails, reports, podcasts, computer help files, blogs, and wikis. Although these documents are a key component of technical communication, so too is the process: writing and reading tweets and text messages, for example, or participating in videoconference exchanges with colleagues. Technical communication encompasses a set of activities that people do to discover, shape, and transmit information.

Technical communication begins with listening, speaking, and reading. For instance, an executive reads an article about a new kind of computer security threat. She doesn’t understand all the details of the threat, but she concludes that it could hurt her company’s IT infrastructure. She sets up a meeting with her IT supervisor to talk about it, to see whether she knows about it and thinks it could be a problem. It turns out that she is aware of the issue and has been doing some research about it.

Technical communication plays a pivotal role in an organization. All managerial or administrative activities involve communication, be it planning, organizing, recruiting, coordinating, or decision-making. When you write reports, give instructions, or read brochures and manuals, you are involved in the process of communication. Communication serves as an instrument to measure the success or growth of an organization. For example, papers published by research and development organizations bring to light their progress.

The success of any organization is largely recognized by the quality and quantity presents his company’s achievements in a meeting, each of the participants comes to know of these milestones. The various types of communication not only help an organization to grow, but also enable the communicators to develop certain attributes. Sadly, though most professionals are well aware of the importance of communication, they do not develop their skills to good effect in this sphere of work. The higher your position, greater is your need to communicate. A laborer, for example, may not be as involved in communication as a top-level executive. The more you participate in the communication process, the better you develop your skills in collecting and organizing information, analyzing and evaluating facts, appreciating the difference between facts and inferences, and communicating effectively. If you wish to become an effective communicator, you need to communicate, communicate, and communicate.

Technical communication in an organization can be divided into two parts. These are oral and written and are equally important.

**Table 1.3: Technical Communication**

|  |  |
| --- | --- |
| **Oral** | **Written** |
| Face to face Conversation | Memo |
| Telephonic Conversation | Letter |
| Meeting | Email |
| Seminar | Fax |
| Conference | Notice |
| Group discussion | Circular |
| Interview | Report |

Technical Communication is an extension of your inter personal skills. It is integral to effective management.

**CONCLUSION**

Communication is the way of life. Life is unmanageable without communication. It is the life blood of an organization. Communication is a two way process. One way communication is no communication. Communication is the transmission of information from sender to receiver and vice versa. The reverberation and jubilation of life in earth and its interaction with other heavenly bodies like stars, planets and satellites and the bigger cosmos is tied on a gentle bond of communication. Communication ignites, propels and enriches life. The process of communication passes through seven stages. These are – Sender, Message, Encode, Channel, Receiver, Decode and Feedback. Communication can be classified into various types. These are formal and informal, verbal and non-verbal mode of communication. When formal communication is based on official rules and regulations, the informal communication takes place out of social interaction. Informal communication is also called grapevine. Verbal communication is that communication which is both spoken and written. But non-verbal communication is neither spoken nor written. At present the need of the hour is effective communication. In this regard, the seven Cs of communication i.e. consider, concrete, concise, clear, complete, correct and courteous mode of communication need to be followed. Besides, there is need to understand the art of effective communication and technical communication.

**QUESTION AND ANSWER DISCUSSION:**

**I.SHORT QUESTION WITH ANSWER**

1. What is communication?

**Ans.** Communication is the transmission of information from the sender to the receiver and vice versa.

2. What is verbal communication?

**Ans.** Any communication that is both spoken and written is called verbal communication.

3. What is non-verbal communication?

**Ans.** Any communication that is neither spoken nor written is known as non-verbal communication.

4. What is grapevine?

**Ans.** The informal communication is called grapevine. It takes place out of out of social interaction.

5. What are the Seven Cs for effective communication?

**Ans.** The Seven Cs for effective communication are consider, concrete, concise, clear, complete, correct and courteous mode of communication.

**II.LONG QUESTION**

1. Write a short note on communication.
2. What is the process of communication?
3. What is the difference between verbal and non-verbal communication?
4. What id formal communication?
5. What is the difference between formal and informal communication?
6. What is the difference between horizontal and vertical communication?
7. What are the 7 Cs of communication?

**CHAPTER-2**

**SOFT SKILLS FOR PROFESSIONAL EXCELLENCE**

**LEARNING OBJECTIVE:**

|  |  |
| --- | --- |
| **SL. NO.** | **SUBJECT** |
| 2.1 | INTRODUCTION: SOFT SKILLS AND HARD SKILLS |
| 2.2 | IMPORTANCE OF SOFT SKILLS |
| 2.3 | LIFE SKILLS, SELF-AWARENESS AND SELF-ANALYSIS |
| 2.4 | APPLYING SOFT SKILLS ACROSS CULTURES |

**2.1 INTRODUCTION: SOFT SKILLS AND HARD SKILLS**

Appropriate soft skills are crucial for a successful career and social relationships in society. Soft skills play an important role in a successful career as well as during social interactions in the society. These skills are also highly sought after by employers recruiting fresh graduates. These skills are the personal character traits. They encompass our attitudes, habits, and how we interact with other people. They are tangible and can be gained through experience. Soft skills are useful in every walk of life. They enable us to use technical skills and knowledge effectively and enhance our sociable skills. Soft skills are transferable and can be learnt through practice. They virtually refer to the ways we carry our self in the professional world. It is through soft skills one can communicate effectively and develop lateral thinking. Soft skills play a vital role in professional communication. If we wish to build a successful career in professional field then we should equip ourselves with training, learning and go with applying the skills learnt in the smooth function of the organization.

Hard skills are teachable abilities which can be defined and measured much more than soft skills. Hard skills are easy to quantify. Some of the best examples of hard skills are a degree or certificate, foreign language knowledge, programming, mathematics etc. If we are applying for the post of a software developer, some of the best hard skills are the ability to use one or more development language such as Java, C++, Smalltalk, PHP, .NET, and etc. Hard skills require specific knowledge! These are hard abilities which can be measurable. As the hard skills are much more evaluated, it is easier for the companies to compare job candidates according to their hard knowledge and abilities.

Soft abilities are personal-driven and subjective skills. Good examples of soft skills are communication skills, leadership, adaptability and problem-solving skills. Thus we see soft skills are really hard to measure and quantify. Soft skills are related to personal characteristics and traits, and also have very important role in the company’s decisions to hire for a particular job position. Business Dictionary defines soft skills such as “Communicating, conflict management, human relations, making presentations, negotiating, team building, and other such ability, defined in terms of expected outcomes and not as a specific method or technique such as statistical analysis.”

Hard skills are the Technical Skills very much essential for the success in the workplace. Hard skills are often learned in schools and from books. A nursing student learns how to mug up the rhymes and produces the same with accuracy, modulation of tonal quality and accent before the class teacher, an architect learns to draw building plans, a therapist learns how to counsel patients. They may be easy to observe, quantify, and measure. Hard skills are often consistent regardless of which company you work for, what circumstances you may be in, or who you work with.

**DIFFERENCES BETWEEN SOFT SKILLS AND HARD SKILLS**

**Table 2.1: Soft Skill and Hard Skill**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Soft Skill** | **Hard Skill** |
|  | Difficult to measure and less tangible | Easily teachable and measurable |
|  | Mostly self-taught and self-developed | Acquired through formal education or training |
|  | Transferrable across various job roles | Often require technical understanding |
|  | Revolve around personal interactions and relationships | Certification or degree as proof of proficiency |
|  | Mostly demonstrated in social interactions | Essential for job proficiency |
|  | Primarily non-cognitive | Primarily cognitive |
|  | More difficult to showcase on a resume | Can be easily added to a resume |
|  | Essential for career progression | Essential for job proficiency |
|  | Often assessed over time in a work setting | Can be tested prior to employment |
|  | Examples include communication, leadership | Examples include coding, data analysis |

**2.2 IMPORTANCE OF SOFT SKILLS**

The importance of soft skills in modern society can be highlighted based on various surveys conducted in different countries. A study conducted in Japan on 'Technological Innovation, Ageing Labour Forces, and Effective Human Resource Management' discovered that logical intelligence, problem-solving ability, adaptability to change, and requiring employees to perform complex tasks such as programming, monitoring, etc., were all important. To understand each technical step in relation to their technical expertise, such professionals must have a diverse set of core skills and technical knowledge.

A survey of 52 different professions of more than 8,000 managers in the United States found that employee **soft skills** are the most important ability in almost every profession, including the technical environment. According to a survey of Fortune 500 CEOs, **interpersonal skills** account for 75 per cent of long-term success at work Researchers at Boston University and Ross School of the Business University. Michigan found that employees with interpersonal skills were 12% more productive than those without. Moreover, as per the public interest survey conducted by McDonald's in the UK, by 2020, more than 500,000 people will quit their jobs due to a lack of interpersonal skills.

Most interactions with other people require some level of **soft skills**. At a company you might be negotiating to win a new contract, presenting your new idea to colleagues, networking for a new job, and so on. We use **soft skills** every day at work and developing these soft skills will help us win more business and accelerate our career progression. On the other hand, lack of **soft skills** can limit our potential, or even be the downfall of our business. By developing strong leadership, delegation, teamwork, and communication abilities, we can run projects more smoothly, deliver results that please everyone, and even positively influence our personal life by improving how we interact with others. Outside of the office, **soft skills** such as communication are used to build friendship groups and meet potential partners. We might be negotiating the price of our new house renovation, or mentoring our neighbors’ children on the weekend. **Soft skills** are useful both in our professional and personal lives. Let’s have a look at some specific examples supporting the importance of **soft skills**. Career progression and promotion ICIMS Hiring Insights (2017) found that "Ninety-four percent of recruiting professionals believe an employee with stronger soft skills has a better chance of being promoted toa leadership position than an employee with more years of experience but weaker soft skills."

It has become vital to develop these skills if we want to progress in our career as they will set us apart from others at the interview and on the job. In an organizational system, interpersonal Skills such as active listening, collaboration, presenting ideas and communicating with colleagues are all highly valued in the modern workplace. Strong soft skills ensure a productive, collaborative and healthy work environment. These are crucial attributes for organizations in an increasingly competitive world where customers and clients demand **soft skills.** Consumers these days have a huge number of choices of where to buy from and to order through the internet and smart phones. For these consumers, convenience and low prices are easy to come by, so customer service is often what influences the choice to use a particular business. The ability to communicate at a human level with customers is therefore a vital factor in an organization’s success.

The future workplace relies on soft skills. Automation and artificial intelligence will result in a greater proportion of jobs relying on soft skills. Advances in technology have caused tasks that require hard skills to decline, making soft skills a key differentiator in the workplace. A study by Deloitte Access Economics predicts that “Soft skill-intensive occupations will account for two thirds of all jobs by 2030”.As the cost of robots decreases and the performance of artificial intelligence improves, jobs such as manufacturing line workers, will become automated.

Traditional skills like teamwork, communication and critical thinking is going to be more important than ever. Soft skills are hard to mechanize. Following on from the previous point, soft skills such as emotional intelligence are hard to automate and unlikely to become automated anytime soon. This means they're expected to become more desirable in the near future. However soft skills can be difficult to teach and track improvements on. Companies such as Virtual Speech are tackling this by using VR as a way to improve soft skills. Soft skills are in high demand by recruiters. These are in high demand in the workforce. According to the 2017 paper by a Harvard student on the importance of social skills in the labour market, jobs requiring high levels of social interaction grew by nearly 12 percent as a share of the U.S. labour force.

**2.3 LIFE SKILLS**

Life skills refer a set of basic skills acquired through learning. These skills have real life experience. These skills enable individuals and groups to effectively handle issues and problems at the regular walk of life. They include creativity, critical thinking, problem-solving, and decision-making, the ability to communicate and collaborate with personal and social responsibility that contributes to good citizenship. These skills are most essential for the success of an individual in the 21st century. These skills play a pivotal role in creating a healthy society and success of working professionals.

The term ‘*Life Skills*’ refers to the skills we need to make the best use in our life. Any skill that is useful in our life can be considered a life skill. Tying our shoe laces, swimming, driving a car and using a computer are for most people is considered as useful life skills. Broadly speaking, the term ‘life skill’ is usually used for any of the skill needed to deal well with effectiveness to mitigate the challenges of life. Therefore it is clear that anyone who possesses good number of life skills will be chosen as potential candidate by employers who latter on become prospective employees in different organizations. Learning life skills help us effectively to deal with workplace issues and are essential for a steeper learning curve. When we learn certain life skills in schools, we too learn many life skills through experience. These are as important as academic skills. Therefore, employers today seek candidates with mastery of different life skills. Life skills help us get through our work life and ensure that we can face any challenges that might block the road to success.

**SELF-AWARENESS**

Anyone who is dedicated to self-improvement, personal development or the higher goal of spiritual growth needs to actively seek to understand oneself. This is because only when one understands where one lacks, he or she can focus the efforts for the improvements.

**DEFINITION OF SELF-AWARENESS**

* Self-awareness is the capacity that a person has to introspect.
* It includes gaining an understanding of and insight into one’s strengths, qualities, weaknesses, defects, ideas, thoughts, beliefs, ideals, responses, reactions, attitude, emotions and motivations.
* Thus introspection also includes assessing how one is perceived by others and
* How others are impacted based on one’s behavior, responses and conduct.

**SELF-ANALYSIS**

* It is a systematic approach taken by every individual to evaluate their strength and weakness at physical, intellectual as well as at an emotional level.
* It involves a wide variety of mechanism and technique to understand one’s thought and behavior.
* Self-awareness is very important aspects in order to develop one’s identity.
* The process involves an understanding or comprehension of the individual’s subconscious and conscious mind.

**NEED OF SELF-ANALYSIS**

* It is our casual habit that we always live in imagination. Either we are lost in the future or think about things happened in the past.
* In order to make progress in personal and professional life, we need to evaluate our-self.

**2.4 APPLYING SOFT SKILLS ACROSS CULTURES**

When we get to know people of different cultural background, it develops our interest and curiosity to restore a familiar bond with them. It is an important soft skill in today's workplace, and an attribute employers look for in job candidates. Even when we know that celebrating diversity is important to our personal and professional success, we may sometimes struggle to accept the diversity we encounter, and gravitate towards people who are most like us and provide a sense of familiarity. It would bring a good ambience and never let us feel isolated.

Intercultural competence as a soft skill is crucial to maneuver through diverse environments. It fosters global teamwork by appreciating different customs and communication styles. In the workplace, it enhances collaboration, productivity, and inclusivity among diverse teams. Developing cultural awareness improves communication skills, including non-verbal cues and active listening. Building trust and respect across cultures requires reliability, integrity, and of acknowledging differences. Overcoming cultural barriers involves empathy, awareness, and open communication. Intercultural competence forms team dynamics, influencing interactions and decision-making. These insights offer a foundation for successful global business relationships and collaborations.

**CONCLUSION**

Soft skills play an important role in a successful career as well as during social interactions in the society. These skills are also highly sought after by employers recruiting fresh graduates. These skills are the personal character traits. They are tangible and can be gained through experience. Soft skills are useful in every walk of life. They enable us to use technical skills and knowledge effectively and enhance our sociable skills. Soft skills are transferable and can be learnt through practice. It is through soft skills one can communicate effectively and develop lateral thinking. Hard skills are teachable abilities which can be defined and measured much more than soft skills. Theses kills are easy to quantify. Hard skills are the technical skills very much essential for the success in the workplace. These skills are often learned in schools and from books. Hard skills are often consistent regardless of which company you work for, what circumstances you may be in, or who you work with.

Life skills refer a set of basic skills acquired through learning. These skills have real life experience. These skills enable individuals and groups to effectively handle issues and problems at the regular walk of life. Life skills help us get through our work life and ensure that we can face any challenges that might block the road to success. These skills play a pivotal role in creating a healthy society and success of working professionals.

**QUESTION AND ANSWER DISCUSSION:**

**I.SHORT QUESTION WITH ANSWER**

1. What are the life skills?

Ans. Life skills refer a set of basic skills acquired through learning. These skills have real life experience. These skills enable individuals and groups to effectively handle issues and problems at the regular walk of life.

2. What is self-awareness?

Ans. Self-awareness is the capacity that a person has to introspect. It includes gaining an understanding of and insight into one’s strengths, qualities, weaknesses, defects, ideas, thoughts, beliefs, ideals, responses, reactions, attitude, emotions and motivation.

**II.LONG QUESTIONS**

1. What are the soft skills?
2. What is the difference between soft skill and hard skill?
3. Write a short note on life skills.

**CHAPTER-3**

**READING COMPREHENSION**

**LEARNING OBJECTIVE:**

|  |  |  |
| --- | --- | --- |
| **SL. NO.** | **NAME OF SUB-UNIT** | **SUBJECT** |
| 3.1 | SECTION-1 | “AN ASTROLOGER’S DAY”, “THE MISSING MAIL”, “DOCTOR’S WORD” BY R.K. NARAYAN (MALGUDI DAYS) |
| 3.2 | “THE GIFT OF THE MAGI” BY O.HENRY |
| 3.3 | SECTION-2 | “STOPPING BY WOODS ON A SNOWY EVENING” BY ROBERT FROST |
| 3.4 | “WHERE THE MIND IS WITHOUT FEAR” BY RABINDRANATH TAGORE |

**SECTION-1**

**3.1 MALGUDI DAYS: R.K. NARAYAN**

**INTRODUCTION**

A short story is an artistic creation of prose that can be read in one sitting. It entices the reader up to an hour. There is no maximum length, but the average short story can be from 1,000 to 5ooo words. A short story is a fictional work of prose that is shorter in length than a novel. **Walter Benjamin** articulates storytelling, “an artisan form of communication”, and “traces of

the storytellers cling to the story the way the handprints of the potter cling to the clay vessel”. [[1]](#footnote-1)**Edgar Allan Poe**, in his essay "**The Philosophy of Composition**," said that a short story should be read in one sitting, anywhere from a half hour to two hours. In contemporary fiction, a short story can range from 1,000 to 20,000 words. Because of the shorter length, a short story usually focuses on one plot, one main character and one central theme.

*R. K. Narayan*’s ***Malgudi Days*** is a collection of short stories, which describes the daily life of the people of Malgudi. These stories show Narayan’s mastery over characterization and construction of plots and themes. The stories are short, simple and brief. Each story is different from the other in most of the aspects. But in one aspect they are same, i.e., the conflict between human relationships and money.

It can be construed that the stories of *R.K. Narayan* bring back to life the forgotten art form of storytelling, a form which was lost much of its aura with the rise of print capitalism and subsequently with what we come to know as ‘information explosion’. In following this tradition *Naraya*n is not only letting the readers participate in the kaleidoscopic panorama of life as they internalize the experiences of the characters and, therefore, are able to recreate these experiences for future listeners.

He is also quite successful in provincializing the discourse which we, nowadays, refer to as the grand narrative of ‘development’. Like a true story-teller who also happens to be a chronicler, the teller of tradition as well as of contemporary history, *Narayan*, the master craftsman, fashions the raw material of experience in such a unique way. The stories collected in the book ***Malgudi Days*** (published in 1982) are written over a span of forty (40) years. The first two sections of the book have selections from two of *Narayan*’s collections, **An Astrologer’s Day and Other Stories,** (1947) and **Lawley Road and Other Stories**, (1956).

**THEME OF THE STORIES;**

* **DEALING WITH RELATIONSHIP**

Stories like “Attila”, “Naga” or “The Blind Dog”, although set in the contemporary world, bring the readers to the timeless world of fables where animals and humans communicate in a free and fluid manner. In “The Blind Dog”, the dog of a blind beggar understands his every requirement, develops an extremely strong emotional bonding and in the end returns to his owner, knowing fully well that it will have to spend the rest of its life in servitude. In “Naga” the emotional structure is just the opposite. In the end of the story, the boy decides to look after his snake even though he does not know where his next meal is going to come from after the snake has ceased to be his means of livelihood. “Attila” is another such story in which an attempt is made to establish a ‘vital’ kind of relationship between a human and an animal. These stories are again examples of the author’s attempts to assume the traditional role of a storyteller.

Looking at the stories from a different angle, we can say that Narayan never hesitates to confront contemporary reality; a reality that is fast changing colours in an age when an enormous country, both in terms of size, population and history, culture, is making a transition from a colonial period to that of a nation-building one. An orientation toward practical interests is clearly evident in stories like “Lawley Road” or “Iswaran” in which Narayan chronicles events occurring within a specific spatio-temporal context. Through a delineation of this context he tries to distill some counsel woven into the fabric of real life which we commonly call wisdom. In “Lawley Road” the Municipality of Malgudi decides to rename the town’s roads and institutions in order to ‘properly’ acknowledge national heritage. The author writes, “They made a start with the park at the Market Square. It used to be called the Coronation Park-whose coronation God alone knew; it might have been the coronation of Victoria or of Asoka. No one bothered about it. Now the old board was uprooted and lay on the lawn, and a brand-new sign stood in its place declaring it henceforth to be Hamara Hindustan Park.” The situation is all too familiar to all of us who underwent training to call cities by names such as Chennai, Mumbai or Kolkata. Post-colonial history writing projects very often fall under the trap of colonial historiography. Benjamin in his essay “Theses on the Philosophy of History” writes, “Those who currently rule are however heirs of all those who have ever been victorious…Whoever until this day emerges victorious, marches in the triumphal procession … The spoils are…carried along in the triumphal procession. They are known as cultural heritage.” [[2]](#footnote-2)

* **CONFLICT OF INTEREST**

**Malgudi Days**is a collection of short stories written by R. K. Narayan, published in 1943 by Indian Thought Publications, the publishing company Narayan himself founded in 1942. He founded the company after he was cut off from England as a result of WWII, and needed some outlet for his writing. It wasn’t just a vanity press, though, as during the war there was no other way to circulate Indian writing, and Indian readers had no access to new work. The press is still in operation, now run by Narayan’s granddaughter, Bhuvaneswari, or Minnie.

Malgudi Days was first published outside of India in the 1982, by Penguin Classics. The book consists of 32 stories, all of which take place in the fictional town of Malgudi, in southern India. Each story is meant to portray a different facet of life in Malgudi. The project has been adapted several times, beginning in 1986 when a few of the stories were adapted into a television series, also called Malgudi Days, which was directed by actor and director, Shankar Nag. In 2004, it was revived by the film maker Kavitha Lankesh; the new series was broadcast on the public service broadcaster founded by the Government of India, *Doordarshan*.

***“An Astrologer’s Day”*** features an astrologer who knows absolutely nothing about stars or astrology. He never wanted the job but he was so impoverished, he couldn't turn down the job. Through clever guesswork and manipulation, he has made many amazing predictions over the years so that people keep using his services. One day he comes across his rival, a man he thought he had killed years ago. He disguises himself as “the astrologer” and fools his rival, affecting a narrow escape. Manager even does not know the name of the gate keeper, though on every day morning he receives salutes from Govind Singh. In ***Leela’s Friend,*** Mr. Sivsankar and his wife send Sidda to jail giving an allegation of theft though Sidda was not guilty, this was identified later.

In ***A Willing Slave*** we see that when Ayah goes to Saidpur and does not return, Radha’s mother and others grow furious and say, “I will dismiss her for this. No one is indispensable. These old servants take too much for granted, they must be taught a lesson” (Narayan, Malgudi Days, p.144). They forget that she has been working in their house for more than past seventeen years. She has brought up six children, and “no one in the house knows her name; no one for a moment thought that she had any other name than Ayah” (Narayan, Malgudi Days, p.140). The Same thing happens in the story ***The Axe***. Here we find a family calls Velan, a very old gardener, who has spent most of his life taking care of the house and garden, and warns him saying, “Don’t be up to any tricks. We know the sort you are. We will sack you if you don’t behave yourself” (Narayan, Malgudi Days, p.105).

Thus through the above observations it is clear money creates a great impact on the relationships of people. A person is measured according to her or his economic standard and the poor are generally insulted. The most notable relationship, found in Malgudi Days is the relationship between husband and wife. In the story ***Out of Business*** we find that the relationship between Rama Rao and his wife is shaken by economic crisis. We see here Rama Rao’s wife plays the role of a financial minister of her house. When her husband had a job they lived in a bungalow. But when he lost his job, she “sent away the cook and the servant; withdrew the children from fashionable nursery school and sent them to a free primary school” (Narayan, Malgudi Days, p.91-92). They left the bungalow and moved to a small house. She saves money and seriously uses pie to pie to continue her household. This conjugal dependable relationship is stirred when Rama Rao began to quarrel with his wife when she refused to give money for the ‘cross-word puzzles’ as “five rupees were nearly a week’s food for the family” (Narayan, Malgudi Days, p.94). In ***Wife’s Holiday*** we also find that the conjugal relationship between Kannan and his wife also affected by economic problem. Thus it is clear that money plays a key role in the development of human relationships. So, we find that in Narayan’s Malgudi Days money affects the human relationships greatly. It shakes the relationships, but fails to break them. Their relationships endure everything.

Narayan’s stories do not have any conclusion, as they are the description of reality. The people of Malgudi are the middle class people of India. They do not take part in politics, nor do they want to become famous stars. They only want to spend their days with the members of their family and friends happily. As M.K. Naik observes, “He (Narayan) has no great heroes and heroines - only local nobodies and local eccentrics, and his style habitually wears a deliberately drab air so that the thrusts of his insistent irony are felt all the more sharply”(Naik, p. 174). His portrayal of human life is correct to realities. He reliably portrays the life of Indian common people as he finds himself among them. As Graham Greene says, “He has offered me a second home. Without him I could never have known what it is like to be Indian"(The Occasional Review).

**REGARDING THE AUTHOR:**

Narayan’s 'Malgudi Days' includes 32 stories, all set in the fictional town of Malgudi located in South India. His short stories are compared to those of Guy De Maupassant. In 1947, he wrote Screen play for the Gemini Studios. "Miss Malini" ridiculed aspects of life in Madras during the World War II period, and was the only story written by Narayan for the screen that came to fruition. Narayan’s novel "The Printer of Malgudi (1949)" has two parts. The first part is about the publication of a newspaper with Mr. Wealth as the central character and the second part is about the production of a movie with Mr. Srinivas as the central character. The first part deals with the publication of a journal called ***The Banner*** of which Mr. Srinivas is the editor. Mr. Sampath is the publisher of that journal. Both of them were doing a good job together. Both of them were very good hearted people and their work style made The Banner famous in Malgudi region. The journal was temporarily closed due to a special situation in Malgudi region. In the second part, Srinivas and Samada set up a film production company. They prove that their friendship is still intact. In this film he wants to see wealth, he is ambitious and his life becomes difficult as his love affair develops with the heroine of the film. Srinivasa's character on the other hand deals with the problem of the burden bearer. Some sour incidents in the studio force Srinivas to quit and revive his Banner with another printer, a thing that doesn't seem to bother Sampath caught entirely in the charm of the heroine. But Sampath comes back after the loss of the lady, his wealth, fame, and peace. "The Financial Expert (1952)" is widely regarded as one of the most original works of literature which is preceded by 'Mr. Sampath'. "Waiting for the Mahatma (1955)" which is loosely based on Mahatma Gandhi's fictional visit to 'Malgudi'. "The Guide (1958)" describes the transformation of the main character of the novel Raju from a tour guide to a spiritual guide and then one of the greatest holy man of India. It is a philosophical novel. This novel brought the author ***Sahitya Akademy*** Fellowship Award in 1960 for English. Narayan was awarded ***Padma Bhushan*** in 1964 and ***Padma Vibhushan*** in 2000 and Benson Medal by Royal Society of Literature in the USA In 1961, He wrote "The Man-eater of Malgudi" using the historical reference of *Bhasmasura*. Later that year, he travelled to England where he received the first of his honorary doctorate from the University of Leeds.

**AN ASTROLOGER’S DAY**

**TEXT**

PUNCTUALLY at midday he opened his bag and spread out his professional equipment, which consisted of a dozen cowrie shells, a square piece of cloth with obscure mystic charts on it, a notebook, and a bundle of palmyra writing. His forehead was resplendent with sacred ash and vermilion, and his eyes sparkled with a sharp abnormal gleam which was really an outcome of a continual searching look for customers, but which his simple clients took to be a prophetic light and felt comforted. The power of his eyes was considerably enhanced by their position placed as they were between the painted forehead and the dark whiskers which streamed down his cheeks even a half-wit’s eyes would sparkle in such a setting. To crown the effect he wound a saffron coloured turban around his head. This colour scheme never failed. People were attracted to him as bees are attracted to cosmos or dahlia stalks. He sat under the boughs of a spreading tamarind tree which flanked a path running through the Town Hall Park. It was a remarkable place in many ways: a surging crowd was always moving up and down this narrow road morning till night. A variety of trades and occupations was represented all along its way: medicine sellers, sellers of stolen hardware and junk, magicians, and, above all, an auctioneer of cheap cloth, who created enough din all day to attract the whole town. Next to him in vociferousness came a vendor of fried groundnut, who gave his ware a fancy name each day, calling it “Bombay Ice-Cream“ one day, and on the next “Delhi Almond,” and on the third “ Raja’s Delicacy” and so on and so forth, and people flocked to him. A considerable portion of this crowd dallied before the astrologer too. The astrologer transacted his business by the light of a flare which crackled and smoked up above the groundnut heap nearby. Half the enchantment of the place was due to the fact that it did not have the benefit of municipal lighting. The place was lit up by shop lights.

One or two had hissing gaslights, some had naked flares stuck on poles, some were lit up by old cycle lamps, and one or two, like the astrologer’s, managed without lights of their own. It was a bewildering criss-cross of light rays and moving shadows. This suited the astrologer very well, for the simple reason that he had not in the least intended to be an astrologer when he began life; and he knew no more of what was going to happen to others than he knew what was going to happen to himself next minute. He was as much a stranger to the stars as were his innocent customers. Yet he said things which pleased and astonished everyone: that was more a matter of study, practice, and shrewd guesswork. All the same, it was as much an honest man’s labour as any other, and he deserved the wages he carried home at the end of a day. He had left his village without any previous thought or plan. If he had continued there he would have carried on the work of his forefathers namely, tilling the land, living, marrying, and ripening in his cornfield and ancestral home. But that was not to be. He had to leave home without telling anyone, and he could not rest till he left it behind a couple of hundred miles. To a villager it is a great deal, as if an ocean flowed between.

He had a working analysis of mankind’s troubles : marriage, money, and the tangles of human ties. Long practice had sharpened his perception. Within five minutes he understood what was wrong. He charged three pies per question, never opened his mouth till the other had spoken for at least ten minutes, which provided him enough stuff for a dozen answers and advices. When he told the person before him, gazing at his palm, “In many ways you are not getting the fullest results for your efforts,” nine out of ten were disposed to agree with him. Or he questioned: “Is there any woman in your family, maybe even a distant relative, who is not well disposed towards you? “ Or he gave an analysis of character: “Most of your troubles are due to your nature. How can you be otherwise with Saturn where he is? You have an impetuous nature and a rough exterior.”

This endeared him to their hearts immediately; for; even the mildest of us loves to think that he has a forbidding exterior. The nuts vendor blew out his flare and rose to go home. This was a signal for the astrologer to bundle up too, since it left him in darkness except for a little shaft of green light which strayed in from somewhere and touched the ground before him. He picked up his cowrie shells and paraphernalia and was putting them back into his bag when the green shaft of light was blotted out; he looked up and saw a man standing before him. He sensed a possible client and said:” You look so careworn. It will do you good to sit down for a while and chat with me.” The other grumbled some reply vaguely. The astrologer pressed his invitation; whereupon the other thrust his palm under his nose, saying: “You call yourself an astrologer? “ The astrologer felt challenged and said, tilting the other’s palm towards the green shaft of light: “Yours is a nature . . .” “Oh, stop that,” the other said. “Tell me something worthwhile. . . .” Our friend felt piqued. “I charge only three pies per question, and what you get ought to be good enough for your money. . .” At this the other withdrew his arm, took out an anna, and flung it out to him, saying: “I have some questions to ask. If I prove you are bluffing, you must return that anna to me with interest.” “If you find my answers satisfactory, will you give me five rupees? “ “No.” “Or will you give me eight annas? “ “All right, provided you give me twice as much if you are wrong,” said the stranger. This pact was accepted after a little further argument. The astrologer sent up a prayer to heaven as the other lit a cheroot. The astrologer caught a glimpse of his face by the match light. There was a pause as cars hooted on the road and jutka drivers swore at their horses, and the babble of the crowd agitated the semi-darkness of the park

The other sat down, sucking his cheroot, puffing out, sat there ruthlessly. The astrologer felt very uncomfortable. “Here, take your anna back. I am not used to such challenges. It is late for me today. . . .” He made preparations to bundle up. The other held his wrist and said: “You can’t get out of it now. You dragged me in while I was passing.” The astrologer shivered in his grip ; and his voice shook and became faint. “Leave me today. I will speak to you tomorrow.” The other thrust his palm in his face and said: “Challenge is challenge. Go on.” The astrologer proceeded, with his throat drying up: “There is a woman . . .” ”Stop,” said the other. “I don’t want all that. Shall I succeed in my present search or not? Answer this and go. Otherwise I will not let you go till you disgorge all your coins.” The astrologer muttered a few incantations and replied: “All right. I will speak. But will you give me a rupee if what I say is convincing? Otherwise I will not open my mouth, and you may do what you like.” After a good deal of haggling the other agreed. The astrologer said: “You were left for dead. Am I right?” “Ah, tell me more.” “A knife has passed through you once? “Said the astrologer. “Good fellow! “ He bared his chest to show the scar. “What else? “And then you were pushed into a well nearby in the field. You were left for dead.” ”I should have been dead if some passer-by had not chanced to peep into the well,” exclaimed the other, overwhelmed by enthusiasm. ‘When shall I get at him? “He asked, clenching his fist. “In the next world,” answered the astrologer. “He died four months ago in a far off town. You will never see any more of him.”

The other groaned on hearing it. The astrologer proceeded: “Guru Nayak” “You know my name! “The other said, taken aback. ”As I know all other things. Guru Nayak, listen carefully to what I have to say. Your village is two day’s journey due north of this town. Take the next train and be gone. I see once again great danger to your life if you go from home.” He took out a pinch of sacred ash and held it to him. “Rub it on your forehead and go home. Never travel southward again, and you will live to be a hundred.” “Why should I leave home again? “The other said reflectively. “I was only going away now and then to look for him and to choke out his life if I met him.” He shook his head regretfully. “He has escaped my hands. I hope at least he died as he deserved.” “Yes,” said the astrologer. “He was crushed under a lorry.” The other looked gratified to hear it. The place was deserted by the time the astrologer picked up his articles and put them into his bag. The green shaft was also gone, leaving the place in darkness. The stranger had gone off into the night, after giving the astrologer a handful of coins. It was nearly midnight when the astrologer reached home. His wife was waiting for him at the door and demanded an explanation. He flung the coins at her and said: “Count them. One man gave all that.” ”Twelve and a half annas,” she said, counting. She was overjoyed. “I can buy some jaggery and coconut tomorrow. The child has been asking for sweets for so many days now. I will prepare some nice stuff for her.” “The swine has cheated me! He promised me a rupee,” said the astrologer. She looked up at him. “You look worried. What is wrong?”

“Nothing.”

After dinner, sitting on the pyol, he told her: “Do you know a great load is gone from me today? I thought I had the blood of a man on my hands all these years. That was the reason why I ran away from home, settled here, and married you. He is alive.” She gasped. “You tried to kill! “ “Yes, in our village, when I was a silly youngster. We drank, gambled, and quarrelled badly one day. Why think of it now? Time to sleep,” he said, yawning, and stretched himself on the pyol.

**THEME**

The theme of the story focuses on a single day in the life of an ordinary astrologer who suddenly faces past life in the present drastic situation. The story has a twist in the tale. The otherwise adventure less life of the astrologer suddenly poses a grave problem from his past life and demands alertness to tackle the situation. The story describes of a single day in the lives of the sleepy town of Malgudi. The story also deals with the darker side of human nature with its hypocrisies, shrewdness, revengeful nature and selfishness. The characters in the story are no exception to these qualities of human nature. Finally all is well that ends well with the astrologer coming out with flying colors in his examination of befooling his opponent, saving his life and also saw to it that he does not face the man again in future.

**SUMMARY**

"The Astrologer's Day" is a short story which deals with a day in the life of an ordinary but fake astrologer. The setting of the story is a town, Malgudi which is located in South India, near to Madras. It is not a story of contemporary times but pre - independence times. The story opens at the midday. This is the time when the astrologer opens his business. The writer describes how he begins his business. He removes all his professional equipment like cowries shells, charts, Palmyra writing etc. He is also dressed typically like an astrologer to attract customers. His forehead is bright with sacred ash and vermilion. His eyes are assumed to have a prophetic light by his customers. He wears a saffron turban. Thus the astrologer presented himself so perfectly that he was consequently a point of attraction for all the people. The writer describes the path along the Town Hall Park where the astrologer sits to lure his prospective customers. He carried on his business under a tamarind tree on the Town Hall road. The path was the right place to carry on his business as it was amply crowded with different trades and traders like medicine sellers, hardware and junk, magicians, cloth - sellers etc. Next to him sat a fried groundnut vendor whose gas light enabled him to carry on his business even after sunset. The astrologer was a shrewd person who hardly had any knowledge of astrology. He just made a guess work when people approached him. He had to work hard to earn his wages. He had absconded from his native village since he didn't want to continue the traditional occupation of his forefathers i.e. farming. He never had any plans to return to his native village. He was a mastermind at analyzing human mind and psychology.

His strong perception made him diagnose the exact problem of his customers. His customers would finally leave satisfied. He closed his shop for the day when his neighbor, groundnut vendor blew out his light. On the day under description in the story, the groundnut vendor left and the astrologer was packing up his wares when he located a man standing before him. He perceived him to be his prospective customer. When the astrologer invited him, he posed a challenge before him and his astrological science. They have a deal between them. The man gave him an anna and asked the astrologer to answer his questions and if he doesn't answer satisfactorily he will have to return the anna with interest. At the same time if the astrologer is able to answer the questions satisfactorily he would give him eight annas. But if the astrologer fails, he would pay double amount i.e., sixteen annas to the man. Thus the deal was finalized between them. The astrologer prayed to the heaven. Then suddenly the astrologer denied the challenge and requested the man to let him go. The man said that he will not let him give in. He holds him in his grip thereby making the astrologer shiver. Finally, the astrologer realized that he is trapped and has no chance of moving out. The man turned out to be a criminal by profession. The astrologer shivered and unwillingly accepted the challenge. He started telling about some woman but the man was not satisfied and stopped him. He had a single question that whether he would get what he was searching for. The man promised the astrologer that if he is satisfied with his answers, he would pay him a rupee. The astrologer prayed a few incantations before replying. The astrologer began with his prophecies by saying to the man that you were left for dead in the past and a knife has passed once on your chest. The man was excited at this information since he had really faced it. After he got wounded, he was thrown into a well nearby to die. A passerby saw him and rescued him and that is how he was saved from dying. The man was waiting to revenge the culprit who had attacked him and was in search of the culprit who had tried to kill him. The only thing which the man wanted to know from the astrologer was if he can find his killer. The astrologer instantly replied that the culprit had died four months ago in a far - off town. The man was disappointed to hear this. The astrologer identified the name of the man before him as Guru Nayak. He told the man that his village was a two days' journey to north and warned him to go back home and never to travel south again. He asked him to return to his hometown immediately as his life was in danger if he left his hometown again. The man replied that he left home just to search the culprit who had tried to kill him and was interested in knowing if he had died in a worst way. The astrologer satisfied him by informing that the culprit was crushed under a lorry. The man left after giving the astrologer a handful of coins. The astrologer too winded up his belongings and went home. The astrologer's wife was waiting for him worriedly since he was unusually late that day. The astrologer flung the coins at his wife to count. They were twelve and a half annas in all. She was extremely happy to encounter that big amount. She planned to buy jaggery and coconut for their child, who was demanding for sweets from a long time. However, the astrologer looked worried and was not happy like his wife. He was angry at Guru Nayak as he had cheated him. He promised to give a rupee and actually gave only twelve and a half annas. After dinner, he shared the secret of his life with his wife. He said that a great burden of his life was gone that day. He always felt that he had killed Guru Nayak. So the astrologer had run away from his native village due to the fear of being accused as a murderer. He settled in Malgudi and married and decided that he would never return back to his native village. Actually the man who tried to kill Guru Nayak was the astrologer himself. So he was able to make accurate predictions about him though he hardly knew astrology. The astrologer confessed to his wife that in his youth he was into bad company with Guru Nayak. He drank, gambled and quarreled badly one day and had a fight and had almost killed Guru Nayak. This is how life with its unpredictable twists and turns had created an astrologer out of a vagabond.

**THE MISSING MAIL**

**THE TEXT**

THOUGH his beat covered Vinayak Mudali Street and its four parallel roads, it took him nearly six hours before he finished his round and returned to the head office in Market Road to deliver accounts. He allowed himself to get mixed up with the fortunes of the persons to whom he was carrying letters. At No. 13, Kabir Street lived the man who had come half-way up the road to ask for a letter for so many years now. Thanappa had seen him as a youngster, and had watched him day by day greying on the pial, sitting there and hoping for a big prize to come his way through solving crossword puzzles. "No prize yet," he announced to him every day. "But don't be disheartened." "Your interest has been delayed this month somehow," he said to another. "Your son at Hyderabad has written again, madam. How many children has he now?" "I did not know that you had applied for this Madras job; you haven't cared to tell me! It doesn't matter. When I bring you your appointment order you must feed me with coconut payasam" And at each of these places he stopped for nearly half an hour. Especially if anyone received money orders, he just settled down quite nicely, with his bags and bundles spread about him, and would not rise till he gathered an idea of how and where every rupee was going. If it was a hot day he sometimes asked for a tumbler of buttermilk and sat down to enjoy it. Everybody liked him on his beat. He was a part and parcel of their existence, their hopes, aspirations, and activities. Of all his contacts, the one with which he was most intimately bound up was No. 10, Vinayak Mudali Street. Rumanian was a senior clerk in the Revenue Division Office, and Thanappa had carried letters to that address for over a generation now. His earliest association with Ramanujam was years and years ago. Ramanujam's wife was away in the village. A card arrived for Ramanujam. Thanappa, as was his custom, glanced through it at the sorting table itself; and, the moment they were ready to start out, went straight to Vinayak Mudali Street, though in the ordinary course over 150 addresses preceded it. He went straight to Ramanujam's house, knocked on the door and shouted: "Postman, sir, postman." When Ramanujam opened it, he said: "Give me a handful of sugar before I give you this card. Happy father! After all these years of prayers! Don't complain that it is a daughter. Daughters are God's gift, you know. . . . Kamakshi lovely name!" “Kamakshi," he addressed the tall, bashful girl, years later," get your photo ready. Ah, so shy!

Here is your grandfather's card asking for your photo. Why should he want it, unless it be . . ." "The old gentleman writes rather frequently now, doesn't he, sir?" he asked Ramanujam, as he handed him his letter and waited for him to open the envelope and go through its contents. Ramanujam looked worried after reading it. The postman asked: "I hope it's good news?" He leaned against the veranda pillar, with a stack of undelivered letters still under his arm. Ramanujam said: "My father-in-law thinks I am not sufficiently active in finding a husband for my daughter. He has tried one or two places and failed. He thinks I am very indifferent. . . ." "Elderly people have their own anxiety," the postman replied. “The trouble is," said Ramanujam," that he has set apart five thousand rupees for this girl's marriage and is worrying me to find a husband for her immediately. But money is not everything. . . ." "No, no," echoed the postman; "unless the destined hour is at hand, nothing can help. . . ."Day after day for months Thanappa delivered the letters and waited to be told the news:"Same old news, Thanappa. . . . Horoscopes do not agree. . . . They are demanding too much. . . . Evidently they, do not approve of her appearance." “Appearance! She looks like a queen. Unless one is totally blind . . ." the postman retorted angrily. The season would be closing, with only three more auspicious dates, the last being May 2Oth. The girl would be seventeen in a few days. The reminders from her grandfather were becoming fiercer. Ramanujam had exhausted all the possibilities and had drawn a blank everywhere. He looked helpless and miserable. "Postman," he said, "I don't think there is a son-in-law for me anywhere. . . ." "Oh, don't utter inauspicious words, sir," the postman said." When God wills it . . ." He reflected for a while and said: "There is a boy in Delhi earning two hundred rupees. Makunda of Temple Street was after him. Makunda and you are of the same sub-caste, I believe . . ."

"They have been negotiating for months now. Over a hundred letters have passed between them already. . . . But I know they are definitely breaking off. ... It is over some money question. . . . They have written their last message on a postcard and it has infuriated these people all the more. As if postcards were an instrument of insult! I have known most important communications being written even on picture postcards; when Rajappa went to America two years ago he used to write to his sons every week on picture postcards. ..." After this digression he came back to the point. "I will ask Makunda to give me the horoscope. Let us see. . . ." Next day he brought the horoscope with him. "The boy's parents are also in Delhi, so you can write to them immediately. No time to waste now." A ray of hope touched Ramanujam's family. "I have still a hundred letters to deliver, but I came here first because I saw this Delhi postmark. . . . Open it and tell me what they have written," said Thanappa. He trembled with suspense. "How prompt these people are! So they approve of the photo! Who wouldn’t?" "A letter every day! I might as well apply for leave till Kamakshi's marriage is over . . ." he said another day. "You are already talking as if it were coming off tomorrow! God knows how many hurdles we have to cross now. Liking a photo does not prove anything. . . ." The family council was discussing an important question: whether Ramanujam should go to Madras, taking the girl with him, and meet the party, who could come down for a day from Delhi. The family was divided over the question. Ramanujam, his mother, and his wife none of them had defined views on the question, but yet they opposed each other vehemently. “We shall be the laughing-stock of the town," said Ramanujam's wife, “if we take the girl out to be shown round. . . ." "What queer notions! If you stand on all these absurd antiquated formalities, we shall never get anywhere near a marriage. It is our duty to take the girl over even to Delhi if necessary. . . ." "It is your pleasure, then; you can do what you please; why consult me? . . ." Tempers were at their worst, and no progress seemed possible. Time was marching. The postman had got into the habit of dropping in at the end of his day's work, and joining in the council. "I am a third party. Listen to me," he said. "Sir, please take the train to Madras immediately. What you cannot achieve by a year's correspondence you can do in an hour's meeting." "Here is a letter from Madras, madam. I am sure it is from your husband. What is the news?

He handed the cover to Ramanujam's wife, and she took it in to read. He said:"I have some registered letters for those last houses. I will finish my round, and come back. . . ." He returned as promised. “Have they met, madam?" "Yes, Kamakshi's father has written that they have met the girl, and from their talk Kamakshi's father infers they are quite willing...” "Grand news! I will offer a coconut to our Vinayaka tonight." But," the lady added, half overwhelmed with happiness and half worried," there is this difficulty. We had an idea of doing it during next Thai month.. . . It will be so difficult to hurry through the arrangements now. But they say that if the marriage is done it must be done on the twentieth of May. If it is postponed the boy can't many for three years. He is being sent away for some training. . . ." "The old gentleman is as good as his word/' the postman said, delivering an insurance cover to Ramanujam." He has given the entire amount. You can't complain of lack of funds now. Go ahead. I'm so happy you have his approval. More than their money, we need their blessings, sir. I hope he has sent his heartiest blessings. . . ." "Oh yes, oh yes," replied Ramanujam," My father-in-law seems to be very happy at this proposal. . . ." A five-thousand-rupee marriage was a big affair for Malgudi. Ramanujam, with so short a time before him, and none to share the task of arrangements, became distraught. As far as it could go, Thanappa placed himself at his service during all his off hours. He cut short his eloquence, advices, and exchanges in other houses. He never waited for anyone to come up and receive the letters. He just tossed them through a window or an open door with a stentorian "Letter, sir." If they stopped him and asked: “What is the matter with you? In such a hurry!", "Yes, leave me alone till the twentieth of May. I will come and squat in your house after that" and he was off. Ramanujam was in great tension. He trembled with anxiety as the day approached nearer." It must goon smoothly. Nothing should prove a hindrance." "Do not worry, sir; it will go through happily, by God's grace. You have given them everything they wanted in cash, presents, and style. They are good people. . . ."

"It is not about that. It is the very last date for the year. If for some reason some obstruction comes up, it is all finished forever. The boy goes away for three years. I don't think either of us would be prepared to bind ourselves to wait for three years." It was four hours past the Muhurtam on the day of the wedding. A quiet had descended on the gathering. The young smart bridegroom from Delhi was seated in a chair under the pandal. Fragrance of sandal, and flowers, and holy smoke, hung about the air. People were sitting around the bridegroom talking. Thanappa appeared at the gate loaded with letters. Some young men ran up to him demanding: "Postman! Letters?" He held them off. "Get back. I know to whom to deliver." He walked up to the bridegroom and held up to him a bundle of letters very respectfully. “These are all greetings and blessings from well-wishers, I believe, sir, and my own go with every one of them. . . ." He seemed very proud of performing this task, and looked very serious. The bridegroom looked up at him with an amused smile and muttered:"Thanks." “We are all very proud to have your distinguished self as a son-in-law of this house. I have known that child, Kamakshi, ever since she was a day old, and I knew she would always get a distinguished husband," added the postman, and brought his palms together in a salute, and moved into the house to deliver other letters and to refresh himself in the kitchen with tiffin and coffee. Ten days later he knocked on the door and, with a grin, handed Kamakshi her first letter: "Ah, scented envelope ! I knew it was coming when the mail van was three stations away. I have seen hundreds like this. Take it from me. Before he has written the tenth letter he will command you to pack up and join him, and you will grow a couple of wings and fly away that very day, and forget forever Thanappa and this street, isn't it so? "Kamakshi blushed, snatched the letter from his hands, and ran in to read it. He said, turning away: “I don't think there is any use waiting for you to finish the letter and tell me its contents." On a holiday, when he was sure Ramanujam would be at home, Thanappa knocked on the door and handed him a card. "Ah!" cried Ramanujam. "Bad news, Thanappa. My uncle, my father's brother, is very ill in Salem, and they want me to start immediately." "I'm very sorry to hear it, sir," said Thanappa, and handed him a telegram. "Here's another. . . ." Ramanujam cried:“A telegram!" He glanced at it and screamed:

"Oh, he is dead !" He sat down on the pial, unable to stand the shock. Thanappa looked equally miserable. Ramanujam rallied, gathered himself up, and turned to go in. Thanappa said : "One moment, sir. I have a confession to make. See the date on the card." "May the nineteenth, nearly fifteen days ago!" "Yes, sir, and the telegram followed next day that is, on the day of the marriage. I was unhappy to see it. ...c But what has happened has happened,' I said to myself, and kept it away, fearing that it might interfere with the wedding. . . ." Ramanujam glared at the postman and said : "I would not have cared to go through the marriage when he was dying. . . ." The postman stood with bowed head and mumbled : "You can complain if you like, sir. They will dismiss me. It is a serious offence." He turned and descended the steps and went down the street on his rounds. Ramanujam watched him dully for a while and shouted: "Postman!" Thanappa turned round; Ramanujam cried: “Don’t think that I intend to complain. I am only sorry you have done this. . . ," "I understand your feelings, sir," replied the postman, disappearing around a bend.

**THEME**

In The Missing Mail by R.K. Narayan we have the theme of tradition, desperation, power, control, humanity and honesty. Taken from his Malgudi Days collection the story is narrated in the third person by an unnamed narrator and after reading the story the reader realizes that Narayan may be exploring the theme of tradition. Kamakshi is to be married yet she is not allowed to choose her own husband. That task falls on to her father who is under pressure from his own father to find a husband for Kamakshi. This may be important as Narayan’s intentions may be to highlight to the reader the system of marriage that existed (and possibly still exists) at the time the story was written. Young women were not allowed to choose their own husbands with the responsibility falling on the young woman’s father. There is also a sense of desperation in the story. Something that becomes clear when Ramanujam begins to panic about finding a husband for Kamakshi. It is also noticeable that Thanappa wields a lot of power through his role as postman. He knows everybody’s business and while some critics might suggest he is being nosey Thanappa himself most likely considers that he is being helpful or friendly. Thanappa also seems to live for his job as a postman. The luxury it affords him sits comfortably with Thanappa. He is able to talk to everyone and get to know them a little better.

In reality Thanappa likes to be part of the community. He likes to know how people are doing or how they might be feeling. Though again he appears to read an awful lot of other people’s mail which some critics might suggest is an invasion of privacy. There doesn’t appear to be any distinct line drawn as to what Thanappa can do and want he can’t do when it comes to the mail. This may be the point that Narayan is attempting to make. He may be suggesting that the role of the post man is a powerful role. Thanappa also has an ability to console those who might not have received the letter they were expecting. This may be significant as it suggests that Thanappa has a degree of understanding or humanity when it comes to other people’s disappointment. Similarly when he holds back the news of Ramanujam’s uncle’s death the reader suspects that there is no malice involved. Thanappa’s motivation has been to ensure that Kamaski’s wedding is not ruined.

However Thanappa by holding back the letter is exerting a level of control and power which may be undeserving to him. He is after all just the local postman. If Ramanujam had been aware of his uncle’s death he would have called off the marriage. Thanappa by holding back the letter and telegram has not only exerted control over what will happen but he has also changed the direction that Ramanujam would have taken. However it is difficult for the reader to be angry with Thanappa due to the friendliness he has shown those on his mail route. Thanappa appears to wish the best for everyone so engrained is in the society he delivers mail to. The reader doubting that Thanappa is deliberately malicious when it comes to holding back Ramanujam’s mail. Though it is possible that some critics will suggest that Thanappa has abused his authority. Something he himself might realize when he tells Ramanujam that he will be sacked should Ramanujam tells his superiors about what he has done.

It might also be a case that Narayan is exploring the theme of honesty. There was no reason for Thanappa to tell Ramanujam that he had held back the mail. Ramanujam would have been none the wiser. However there still are consequences even though Ramanujam has no intention of reporting Thanappa to his superiors. Narayan in the final sentence of the story has Thanappa ‘disappearing around a bend.’ This line may be symbolically important as Thanappa is disappearing which is contrary to his regular appearances he makes with those on his mail route. It is as if he has nowhere to go or at least Narayan does not direct Thanappa to a specific place. Also by using the word ‘bend’ rather than a street name Narayan may be suggesting that Thanappa himself may be aware that he has done something wrong. Narayan could have easily named the street that Thanappa was walking onto but declines. This suggests that the relationship that Thanappa had with those on his delivery route may be over. Thanappa also understands and accepts that Ramanujam is angry. He understands that Ramanujam has every right to be angry. It is as though Thanappa has stepped over an invisible line when it comes to the delivery of the post. He has taken matters into his own hands much to the dislike of Ramanujam. Though his intentions were good and honest Thanappa has not performed his duties as he has been instructed to do. He has attempted to control a situation, Kamaski’s wedding, and no matter how good his intentions may have been he has failed to do the right thing as a post man. However it is difficult to punish Thanappa because he is a good natured man who like everybody else is prone to making mistakes.

**SUMMARY**

Thanappa was a Mailman in Malgudi. He was a loving man, and everyone in the town liked him. He was nothing less than an integral part of people's lives. There was never a dull moment with him around. Whenever he went to someone's place to deliver letters, he used to spend half an hour talking to them about their lives. He used to ask everyone in detail about what was in the letters they received.

Thanappa's was the closest to Ramanujam. He had a daughter, Kamakshi, who was to turn 17 years old. Ramanujam's father-in-law was pressurizing the family to search for a suitable groom and get Kamakshi married.

After looking at many matches, Thanappa suggests a groom from Delhi. The boy belongs to the same caste and earns well. A delighted Ramanujam writes to the family in Delhi.

When the family receives a letter from Delhi, Thanappa ignores all the other letters that are to be given. He takes the letter to Ramanujam first. The boy's family approves of Kamakshi and wants to get them married immediately as the boy had to go for training.

With god's grace, Ramanujam marries off his daughter in a grand manner. After the marriage, Ramanujam receives a letter about his uncle being ill. Immediately he opens the second letter where he learns that his uncle died.

Thanappa tells him that the telegrams came a few days before, but he did not tell Ramanujam as he didn't want to disturb the wedding. Thanappa was sorry for his grave mistake.

The Missing Mail is a unique story with an ending that cannot be predicted easily. The story explores the relationship of the Mailman, Thanappa with the people of Malgudi. The description of his behaviour and bond with the people was sweet. These kinds of relationships can truly be found only in Small towns.

The missing mail is deliberately hidden. Despite having good intentions, Thanappa's actions led to bad results. He understood his mistake and was sorry for his actions. Ramanujam forgives Thanappa as he knows that it wasn't an intentional mistake to hurt the family.

**THE DOCTOR'S WORD**

**THE TEXT**

PEOPLE came to him when the patient was on his last legs. Dr. Raman often burst out, “Why couldn’t you have come a day earlier?” The reason was obvious visiting fee twenty-five rupees, and more than that people liked to shirk the fact that the time had come to call in Dr. Raman ; for them there was something ominous in the very association. As a result when the big man came on the scene it was always a quick decision one way or another. There was no scope or time for any kind of wavering or whitewashing. Long years of practice of this kind had bred in the doctor a certain curt truthfulness; for that very reason his opinion was valued; he was not a mere doctor expressing an opinion but a judge pronouncing a verdict. The patient’s life hung on his words. This never unduly worried Dr. Raman. He never believed that agreeable words ever saved lives. He did not think it was any of his business to provide unnecessary dope when as a matter of course Nature would tell them the truth in a few hours. However, when he glimpsed the faintest sign of hope, he rolled up his sleeve and stepped into the arena: it might be hours or days, but he never withdrew till he wrested the prize from Yama’s hands.

Today, standing over a bed, the doctor felt that he himself needed someone to tell him soothing lies. He mopped his brow with his kerchief and sat down in the chair beside the bed. On the bed lay his dearest friend in the world: Gopal. They had known each other for forty years now, starting with their Kindergarten days. They could not, of course, meet as much as they wanted, each being wrapped in his own family and profession. Occasionally, on a Sunday, Gopal would walk into the consulting room, and wait patiently in a corner till the doctor was free. And then they would dine together, see a picture, and talk of each other’s life and activities. It was a classic friendship standing over, untouched by changing times, circumstances, and activities.

In his busy round of work, Dr. Raman had not noticed that Gopal had not called in for over three months now. He just remembered it when he saw Gopal’s son sitting on a bench in the consulting hall, one crowded morning. Dr. Raman could not talk to him for over an hour. When he got up and was about to pass on to the operation room, he called up the young man and asked, “What brings you here, sir? ” The youth was nervous and shy. “Mother sent me here.”

“What can I do for you?”

“Father is ill …”

It was an operation day and he was not free till three in the afternoon. He rushed off straight from the clinic to his friend’s house, in Lawley Extension.

Gopal lay in bed as if in sleep. The doctor stood over him and asked Gopal’s wife, ” How long has he been in bed? ”

“A month and a half, doctor.”

“Who is attending him?”

“A doctor in the next street. He comes down once in three days and gives him medicine.”

“What is his name?” He had never heard of him. “Someone I don’t know, but I wish he had had the goodness to tell me about it. Why, why, couldn’t you have sent me word earlier? ”

“We thought you would be busy and did not wish to trouble you unnecessarily.” They were apologetic and miserable. There was hardly any time to be lost. He took off his coat and opened his bag. He took out an injection tube; the needle sizzled over the stove. The sick man’s wife whimpered in a corner and essayed to ask questions.

“Please don’t ask questions,” snapped the doctor. He looked at the children who were watching the sterilizer, and said, “Send them all away somewhere, except the eldest.”

He shot in the drug, sat back in his chair, and gazed on the patient’s face for over an hour. The patient still remained motionless. The doctor’s face gleamed with perspiration, and his eyelids drooped with fatigue. The sick man’s wife stood in a corner and watched silently. She asked timidly, ” Doctor, shall I make some coffee for you ? ” “No,” he replied, although he felt famished, having missed his midday meal. He got up and said, “I will be back in a few minutes. Don’t disturb him on any account.” He picked up his bag and went to his car. In a quarter of an hour he was back, followed by an assistant and a nurse. The doctor told the lady of the house, “I have to perform an operation.”

“Why, why? Why? ” she asked faintly.”

I will tell you all that soon. Will you leave your son here to help us, and go over to the next house and stay there till I call you? ”

The lady felt giddy and sank down on the floor, unable to bear the strain. The nurse attended to her and led her out. At about eight in the evening the patient opened his eyes and stirred slightly in bed. The assistant was overjoyed. He exclaimed enthusiastically, “Sir, he will pull through.” The doctor looked at him coldly and whispered:” I would give anything to see him through but, but the heart . . .”

“The pulse has improved, Sir.”

“Well, well,” replied the doctor. “Don’t trust it. It is only a false flash-up, very common in these cases.” He ruminated for a while and added, “If the pulse will keep up till eight in the morning, it will go on for the next forty years, but I doubt very much if we shall see anything of it at all after two tonight.”

He sent away the assistant and sat beside the patient. At about eleven the patient opened his eyes and smiled at his friend. He showed a slight improvement, he was able to take in a little food. A great feeling of relief and joy went through the household. They swarmed around the doctor and poured out their gratitude. He sat in his seat beside the bed, gazing sternly at the patient’s face, hardly showing any signs of hearing what they were saying to him. The sick man’s wife asked, “Is he now out of danger?” Without turning his head the doctor said, “Give glucose and brandy every forty minutes; just a couple of spoons will do.” The lady went away to the kitchen. She felt restless. She felt she must know the truth whatever it was. Why was the great man so evasive? The suspense was unbearable. Perhaps he could not speak so near the patient’s bed. She beckoned to him from the kitchen doorway. The doctor rose and went over. She asked,” What about him now? How is he? “The doctor bit his lips and replied, looking at the floor,” Don’t get excited. Unless you must know about it, don’t ask now.” Her eyes opened wide in terror. She clasped her hands together and implored: “Tell me the truth.” The doctor replied, “I would rather not talk to you now.” He turned round and went back to his chair. A terrible wailing shot through the still house; the patient stirred and looked about in bewilderment. The doctor got up again, went over to the kitchen door, drew it in securely and shut off the wall.

When the doctor resumed his seat the patient asked in the faintest whisper possible,” Is that someone crying? ” The doctor advised,” Don’t exert yourself. You mustn’t talk.” He felt the pulse. It was already agitated by the exertion. The patient asked, “Am I going? Don’t hide it from me.” The doctor made a deprecating noise and sat back in his chair. He had never faced a situation like this. It was not in his nature to whitewash. People attached great value to his word because of that. He stole a look at the other. The patient motioned a finger to draw him nearer and whispered,” I must know how long I am going to last. I must sign the will. It is all ready. Ask my wife for the despatch box. You must sign as a witness.”

“Oh!” the doctor exclaimed. “You are exerting yourself too much. You must be quieter.” He felt idiotic to be repeating it. ” How fine it would be,” he reflected,” to drop the whole business and run away somewhere without answering anybody any question!” The patient clutched the doctor’s wrist with his weak fingers and said,” Ramu, it is my good fortune that you are here at this moment. I can trust your word. I can’t leave my property unsettled. That will mean endless misery for my wife and children. You know all about Subbiah and his gang. Let me sign before it is too late. Tell me. . . .”

“Yes, presently,” replied the doctor. He walked off to his car, sat in the back seat and reflected. He looked at his watch. Midnight. If the will was to be signed, it must be done within the next two hours, or never. He could not be responsible for a mess there; he knew too well the family affairs and about those wolves, Subbiah and his gang . . . But what could he do? If he asked him to sign the Will, it would virtually mean a death sentence and destroy the thousandth part of a chance that the patient had of survival. He got down from the car and went in. He resumed his seat in the chair. The patient was staring at him appealingly. The doctor said to himself,” If my word can save his life, he shall not die. The will be damned.” He called,” Gopal, listen.” This was the first time he was going to do a piece of acting before a patient, simulate a feeling, and conceal his judgment. He stooped over the patient and said with deliberate emphasis,” Don’t worry about the will now. You are going to live. Your heart is absolutely sound.” A new glow suffused the patient’s face as he heard it. He asked in a tone of relief,” Do you say so? If it comes from your lips it must be true . . .”

The doctor said, ” Quite right. You are improving every second. Sleep in peace. You must not exert yourself on any account. You must sleep very soundly. I will see you in the morning.” The patient looked at him gratefully for a moment and then closed his eyes. The doctor picked up his bag and went out shutting the door softly behind him.

On his way home he stopped for a moment at his hospital, called out his assistant, and said, “That Lawley Extension case. You might expect the collapse any second now. Go there with a tube of … in hand, and give it in case the struggle is too hard at the end. Hurry up.”

Next morning he was back at Lawley Extension at ten. From his car he made a dash for the sick bed. The patient was awake and looked very well. The assistant reported satisfactory pulse. The doctor put his tube at his heart, listened for a while, and told the sick man’s wife,” Don’t look so unhappy, lady. Your husband will live to be ninety.” When they were going back to the hospital, the assistant sitting beside him in the car asked, “Is he going to live, sir?”

“I will bet on it. He will live to be ninety. He has turned the corner. How he has survived this attack will be a puzzle to me all my life,” replied the doctor.

**THEME**

In ***The Doctor’s Word*** by R.K. Narayan we have the theme of honesty, friendship, uncertainty, letting go, fear, connection, trust, compassion and conflict. Taken from his Malgudi Days collection the story is narrated in the third person by an unnamed narrator and after reading the story the reader realizes that Narayan may be exploring the theme of uncertainty. Ramu is uncertain as to how Gopal has survived when the reality was he truly expected Gopal to die. It is also interesting that Gopal trusts Ramu’s word and believes everything that he tells him. However it is noticeable that Ramu lies to Gopal prior to leaving him for the night. This lie is interesting as Ramu appears to be in conflict with himself. Professionally he doesn’t hold out much hope that Gopal will survive. However personally he longs for Gopal to survive. So attached is Ramu to his friend. It might also be important that Gopal’s wife is full of fear that Gopal might die as it suggests that she loves Gopal very much. That they have a happy marriage. There is also a sense that Ramu’s patients appreciate his honesty. It is as though they are sure of where they stand with Ramu. It is also noticeable that Ramu doesn’t see any point in lying to his patients however as mentioned when it comes to Gopal, Ramu is torn between telling him the truth and lying.

There is also a sense that Ramu does not wish to let go of Gopal. He is exceptionally fond of him and scolds Gopal’s family for not notifying him earlier about Gopal’s illness. It is for this reason and possibly to comfort Gopal that Ramu might have decided to lie to Gopal about how serious his condition was. Though honesty would be considered to be a prerequisite when it comes to friendship. Ramu cannot bring himself to tell Gopal just how bad his condition is. Even though matters are so serious that Gopal wishes to sign his will before he dies Ramu does not allow him to do so. If anything Ramu has become emotionally involved with his patient (Gopal). Something that a doctor must strive to never do as it can and does affect their professionalism. If anything Ramu really does find himself in a difficult position. As though his professionalism is being challenged by his friendship with Gopal.

It is also interesting that Gopal does not fear dying. However he does fear what Subbiah and his gang might do should he not sign his will. This may be important as it suggests that Gopal is prepared to make sure that his family are looked after. Though he is near dying his number one priority is his family. Something that is also noticeable with Gopal’s wife. Throughout the story she shows genuine concern for Gopal. In fact she is afraid of him dying which suggests a strong connection between both Gopal and his wife. It might also be important that Ramu instructs Gopal’s wife to stay in a neighbour’s house as it is possible that Ramu suspects that if Gopal does die the grief will be too strong for Gopal’s wife. Though some critics might suggest that Ramu considers Gopal’s wife to be weak and unable to bear what is happening, hence telling her to go to a neighbour’s. The reality may be very different. Ramu could be showing Gopal’s wife compassion and allowing her the opportunity, to the best of her ability, to take some rest.

The end of the story is also interesting as Ramu fully expects Gopal to be dead when he visits the house in the morning. However when he discovers that Gopal is still alive and getting better he can’t figure things out. Ramu had lied to his friend to ease Gopal’s mind and now the reader finds that it is Ramu’s mind that is at ease. His word has not been broken even though he knows he has lied. The trust he has with not only Gopal but all his patients remains intact. Ramu is still a man of his word though he does remain puzzled as to how Gopal has survived through the night. It is also noticeable that Ramu was willing to show Gopal compassion. Something that the reader becomes aware of when Ramu tells his assistant to bring a tube of medicine with them should Gopal’s pain become too much. This level of compassion is interesting as Ramu most likely does not want any of his patient’s (friends or not) to suffer when their time comes. Throughout the story Ramu’s number one concern has been his patients. He has shown a dedication and professionalism that is unmatched by the other doctor who had been caring for Gopal. Though Ramu may have lied his lie was an act of compassion for not only a friend but for one of his patients. The reader is also left assured at the end of the story by the fact that though Ramu does not know how Gopal survived he is still nonetheless relieved and happy.

**SUMMARY**

The Doctor's Word is a short story from Malgudi Days by R. K. Narayan. The story is set in the imaginary town of Malgudi in south India. Ramu is an honest and diligent doctor. He doesn't believe in giving false hope to his patients or their families. He rather considers that everyone should be transparent and know the sensitivity of the situation.

Comforting lies are not his thing. But if Ramu finds even the smallest ray of hope, he will never back down. He will give his everything to make the patient healthy and fine again. Everyone in Malgudi seems to be aware of this habit of Ramu. They know that if he gives his word, there will be no going back.

But when Ramu's closest friend, Gopal falls ill, things change. The doctor no longer wants to believe in what science says. Gopal's wife is tensed and wants to know what will happen to her husband.

Ramu asked her to go to their neighbouring house and not disturb the medical procedure. After Ramu tended to the situation of Gopal, he knew that the next few hours were critical. If Gopal manages to be fine by the next morning, he will certainly live for another 40 years. But the night is critical.

When Gopal comes to consciousness, he gets all worked up about signing his will before he dies. He trusts Ramu with all his heart and asks him to be honest. He knows that what Ramu says will be the sole truth.

A rather reluctant Ramu tells Gopal that he'll be absolutely fine and that there is no requirement for a will. That is all Gopal needed. This friend's word, the doctor's word. The next morning, Gopal is all fine, and Ramu is 100 percent sure that his friend will live till the age of 90 years.

The Doctor's Word is a simple yet striking short story that narrates an incident in Ramu's life. The story is about the day when the doctor's friend falls ill, and the straightforwardness of Ramu doesn't seem of any help. The story explores the themes of friendship, trust, and hope.

Hope is what keeps us going. Hope that things will be better, hope that bad times will pass, and hope that there is always light at the end of the tunnel. Despite Ramu being a completely practical person, seeing his friend in sickness made him doubt his actions.

Immense trust is portrayed between the friends where Gopal will believe anything Ramu says, and Ramu wants to protect Gopal.

Ramu was uncertain of his friend's recovery yet chose to lie as he knew how much his statement would affect his friend. Truly, the story showcases the notion of trust and is beautifully built on Ramu and Gopal's friendship.

**CONCLUSION:**

Narayan is an amusing writer to his readers. Not only that, contemporary thought has been found in his works. Like Hardy, the ***Wessex*** author, Narayan’s ***Malgudi*** is immortalized in novels and short stories. Actually the people of ***Malgudi*** are simple, straightforward and easily deceived. ***Malgudi***'s female characters are different in terms of ideologies, manners, beliefs, religious practices etc. compared to other contemporary writers. Women of middle class society express their identity, unity and individuality. The teachers and professors of the schools and colleges in ***Malgudi*** were really educated. R K.Narayan was indeed a pragmatic and humanitarian personality. Narayan was not only a propagandist in ***Malgudi*** writing but also had practical prestige. The reality of disposition runs throughout Narayan’s fictional setting of ***Malgudi***. Hence, “***Malgudi Days”*** is Narayan's incomparable literary work through which he has portrayed the actual characters with love, humour and compassion.

**QUESTION AND ANSWER DISCUSSION:**

**I.SHORT QUESTION WITH ANSWER**

1. Why did Dr. Raman wonder about the quick recovery of Gopal?

**Ans**. Dr Raman wondered about the quick recovery of Gopal because his condition was critical. Gopal was the bread earner of the family. Besides, the family was poor and Gopal was Dr Raman’s child hood friend.

2. How does the doctor’s word help Raju?

**Ans**.The doctor’s word helped Raju because he took his word as true and considered the doctor as the god in human form. It improved his self-confidence and will power so that he could recover soon.

3. What did Raju plead the doctor at his sick bed?

**Ans**. Raju pleaded the doctor at his sick bed to bring his paper so that he could put his signature before his last breath.

4. Why did not Thanappa deliver the letter in due time to Ramanujam?

**Ans**.Thanappa did not deliver the letter in due time to Ramanujam because he knew if he would deliver the letter to him than it would affect Kamaski’s (Ramanujam’s daughter) marriage.

5. Why did not Ramanujam complain to the post master for his lapse of duty?

**Ans**. Ramanujam did not complain to the post master for Thanappa’s lapse of duty because he knew that the post man was a family friend and well-wisher. Besides, what Thanappa did to him was really good as it helped Kamaski’s marriage without any further delay and hindrance.

**II.LONG QUESTION**

1. Thanappa is a man of integrity and human values than a mere postman. Discuss.
2. Portray the character of the astrologer in the story *An Astrologer’s Day.*
3. A lie with good intent may save someone’s life. In the light of this statement analyse the saving lie stated by Dr. Raman to Gopal.

**3.2 THE GIFT OF THE MAGI: O HENRY**

**THE TEXT:**

ONE DOLLAR AND EIGHTY-SEVEN CENTS. That was all. She had put it aside, one cent and then another and then another, in her careful buying of meat and other food. Della counted it three times. One dollar and eighty-seven cents. And the next day would be Christmas.

There was nothing to do but fall on the bed and cry. So Della did it. While the lady of the home is slowly growing quieter, we can look at the home. Furnished rooms at a cost of $8 a week. There is little more to say about it.

In the hall below was a letter-box too small to hold a letter. There was an electric bell, but it could not make a sound. Also there was a name beside the door: “Mr. James Dillingham Young.” When the name was placed there, Mr. James Dillingham Young was being paid $30 a week. Now, when he was being paid only $20 a week, the name seemed too long and important. It should perhaps have been “Mr. James D. Young.” But when Mr. James Dillingham Young entered the furnished rooms, his name became very short indeed. Mrs. James Dillingham Young put her arms warmly about him and called him “Jim.” You have already met her. She is Della. Della finished her crying and cleaned the marks of it from her face. She stood by the window and looked out with no interest. Tomorrow would be Christmas Day, and she had only $1.87 with which to buy Jim a gift. She had put aside as much as she could for months, with this result. Twenty dollars a week is not much. Everything had cost more than she had expected. It always happened like that.

Only $ 1.87 to buy a gift for Jim. Her Jim. She had had many happy hours planning something nice for him. Something nearly good enough. Something almost worth the honor of belonging to Jim.

There was a looking-glass between the windows of the room. Perhaps you have seen the kind of looking-glass that is placed in $8 furnished rooms. It was very narrow. A person could see only a little of himself at a time. However, if he was very thin and moved very quickly, he might be able to get a good view of himself. Della, being quite thin,

had mastered this art. Suddenly she turned from the window and stood before the glass. Her eyes were shining brightly, but her face had lost its color. Quickly she pulled down her hair and let it fall to its complete length.

The James Dillingham Youngs were very proud of two things which they owned. One thing was Jim’s gold watch. It had once belonged to his father. And, long ago, it had belonged to his father’s father. The other thing was Della’s hair.

If a queen had lived in the rooms near theirs, Della would have washed and dried her hair where the queen could see it. Della knew her hair was more beautiful than any queen’s jewels and gifts. If a king had lived in the same house, with all his riches, Jim would have looked at his watch every time they met. Jim knew that no king had anything so valuable.

So now Della’s beautiful hair fell about her, shining like a falling stream of brown water. It reached below her knee. It almost made itself into a dress for her. And then she put it up on her head again, nervously and quickly.

Once she stopped for a moment and stood still while a tear or two ran down her face.

She put on her old brown coat. She put on her old brown hat.

With the bright light still in her eyes, she moved quickly out the door and down to the street.

Where she stopped, the sign said: “Mrs. Sofronie. Hair Articles of all Kinds.”

Up to the second floor Della ran, and stopped to get her breath. Mrs. Sofronie, large, too white, cold-eyed, looked at her.

“Will you buy my hair?” asked Della. “I buy hair,” said Mrs. Sofronie. “Take your hat off and let me look at it.”

Down fell the brown waterfall.

“Twenty dollars,” said Mrs. Sofronie, lifting the hair to feel its weight.

“Give it to me quick,” said Della.

Oh, and the next two hours seemed to fly. She was going from one shop to another, to find a gift for Jim.

She found it at last. It surely had been made for Jim and no one else. There was no other like it in any of the shops, and she had looked in every shop in the city.

It was a gold watch chain, very simply made. Its value was in its rich and pure material. Because it was so plain and simple, you knew that it was very valuable. All good things are like this. It was good enough for The Watch.

As soon as she saw it, she knew that Jim must have it. It was like him. Quietness and value—Jim and the chain both had quietness and value. She paid twenty-one dollars for it. And she hurried home with the chain and eighty-seven cents

With that chain on his watch, Jim could look at his watch and learn the time anywhere he might be. Though the watch was so fine, it had never had a fine chain. He sometimes took it out and looked at it only when no one could see him do it.

When Della arrived home, her mind quieted a little. She began to think more reasonably. She started to try to cover the sad marks of what she had done. Love and large-hearted giving, when added together, can leave deep marks. It is never easy to cover these marks, dear friends— never easy.

Within forty minutes her head looked a little better. With her short hair, she looked wonderfully like a schoolboy. She stood at the looking-glass for a long time.

“If Jim doesn’t kill me,” she said to herself, “before he looks at me a second time, he’ll say I look like a girl who sings and dances for money.

But what could I do—oh! What could I do with a dollar and eighty-seven cents?”

At seven, Jim’s dinner was ready for him.

Jim was never late. Della held the watch chain in her hand and sat near the door where he always entered. Then she heard his step in the hall and her face lost color for a moment. She often said little prayers quietly, about simple everyday things. And now she said: “Please God, make him think I’m still pretty.”

The door opened and Jim stepped in. He looked very thin and he was not smiling. Poor fellow, he was only twenty-two—and with a family to take care of! He needed a new coat and he had nothing to cover his cold hands.

Jim stopped inside the door. He was as quiet as a hunting dog when it is near a bird. His eyes looked strangely at Della, and there was an expression in them that she could not understand. It filled her with fear.

It was not anger, nor surprise, nor anything she had been ready for. He simply looked at her with that strange expression on his face.

Della went to him.

“Jim, dear,” she cried, “don’t look at me like that. I had my hair cut off and sold it. I couldn’t live through Christmas without giving you a gift. My hair will grow again. You won’t care, will you? My hair grows very fast. It’s Christmas, Jim. Let’s be happy. You don’t know what a nice—what a beautiful nice gift I got for you.”

“You’ve cut off your hair?” asked Jim slowly. He seemed to labor to understand what had happened. He seemed not to feel sure he knew.

“Cut it off and sold it,” said Della. “Don’t you like me now? I’m me, Jim. I’m the same without my hair.”

Jim looked around the room.

“You say your hair is gone?” he said. “You don’t have to look for it,” said Della. “It’s sold, I tell you— sold and gone, too. It’s the night before Christmas, boy. Be good to me, because I sold it for you. Maybe the hairs of my head could be counted,” she said, “but no one could ever count my love for you. Shall we eat dinner, Jim?”

Jim put his arms around his Della. For ten seconds let us look in another direction. Eight dollars a week or a million dollars a year— how different are they? Someone may give you an answer, but it will be wrong. The magi brought valuable gifts, but that was not among them. My meaning will be explained soon.

From inside the coat, Jim took something tied in paper. He threw it upon the table.

“I want you to understand me, Dell,” he said. “Nothing like a haircut could make me love you any less. But if you’ll open that, you may know what I felt when I came in.”

White fingers pulled off the paper. And then a cry of joy; and then a change to tears.

For there lay The Combs—the combs that Della had seen in a shop window and loved for a long time. Beautiful combs, with jewels, perfect for her beautiful hair. She had known they cost too much for her to buy them. She had looked at them without the least hope of owning them. And now they were hers, but her hair was gone.

But she held them to her heart, and at last was able to look up and say: “My hair grows so fast, Jim!”

And then she jumped up and cried, “Oh, oh!”

Jim had not yet seen his beautiful gift. She held it out to him in her open hand. The gold seemed to shine softly as if with her own warm and loving spirit.

“Isn’t it perfect, Jim? I hunted all over town to find it. You’ll have to look at your watch a hundred times a day now. Give me your watch. I want to see how they look together.”

Jim sat down and smiled.

“Della,” said he, “let’s put our Christmas gifts away and keep them a while. They’re too nice to use now. I sold the watch to get the money to buy the combs. And now I think we should have our dinner.”

The magi, as you know, were wise men—wonderfully wise men— who brought gifts to the newborn Christ-child. They were the first to give Christmas gifts. Being wise, their gifts were doubtless wise ones.

And here I have told you the story of two children who were not wise. Each sold the most valuable thing he owned in order to buy a gift for the other. But let me speak a last word to the wise of these days: Of all who give gifts, these two were the most wise. Of all who give and receive gifts, such as they are the most wise. Everywhere they are the wise ones.

They are the magi.

**THEME**

**Endless love:** One of the themes of this story written by O. Henry is the revelation of endless love between the couple. They both sell their valuable things to buy gifts for each other and to show how loving and loyal is one to the other. Della sells her hair and buys a watch chain for her husband and lover as he has not got a good chain with his family watch. So she sells her hair a beautiful thing of her for her love. On the other side James sells his family watch given to him by his father to buy a gift for her wife. This shows and proves how much they love each other and how much they are inclined to their trust and love.

**Selflessness**: Both Della and James are very much selfless and nice couple. They sacrifice their valuable things for each other without any hesitation and make love win in the end. Their selflessness makes them attractive and affectionate towards each other as love speaks in their relation.

**Foolishness:** One perspective of the story is that it was a silly thing to do to lose your valuable thing which is very much liked by your lover to buy a gift for him/her. This is actually an act of foolishness as both of them did what they thought has to be done and none of them thought of the consequences which were about to occur after their foolish acts. If you want to prove or show your love to him you can confess straightly or love him sincerely and passionately. To show your love you don’t need to buy valuable and expensive gifts and give them to your lover. If he accepts your love he will do it without any gift or present, if he doesn’t then he is not going to do it at any cost.

**Irony:** Irony is a veiled metaphor. The irony of this story is that the loving couple do self sacrifices and keep tradition alive out of pure love yet things done for each other is not enough to make the Christmas enjoyable. Further the kind of grit and temper they have displayed to let other happy would be a sweet memory which both Della and Jim must treasure for the rest part of their life.

**CHARACTERS:**

**1. JAMES YOUNG DILLINGHAM:**

James Young Dillingham called by Della as Jim is a gentleman of aged 22 but has a burden of responsibilities of running home and family. He loves his wife very much and for her happiness, he wants to do anything. He wants to make his wife feel like Princess. He works in an office in the city. Recently he used to receive 30 dollars a week which has decreased by the office to awful 20 dollars which merely provides him with the basic necessities of life. He silently and secretly sells the only valuable thing that is his watch given to him by his father and to him by his father. Despite the fact that this was his family watch and a symbol of his father’s love he sells it which shows his love for Della.

He is a selfless person and sincere with Della and want to prove to Della how much he loves her. He is calm and committed a person as he does himself whatever he wanted to do and when he returns to home and sees his wife’s hair. He becomes shocked but does not say anything which would upset or dismantle Della. His love for Della is endless and he is clear in his intentions.

**2. Della Dillingham:**

Della is a nice, beautiful and gorgeous lady who is mad in love with James Dillingham. She calls him Jim in short and with love. She is a good looking woman with beautiful brown hair which are of length from head to knees. She loves her hair very much and because James loves it. She is very proud of her hair and her beauty as James is inspired by it. She too loves James very much and sells her most valuable thing for him to buy a watch chain as a Christmas gift. She is a delicate person with very less confidence. She cries every now and then when she hasn’t got enough money to buy a gift for James. She thinks less and moves quickly when she has an idea. This also proves her love and her passion. She is fond of love and at the end throws the gifts away and asks James to forget about it and enjoy the Christmas night.

The story “The Gift of the Magi” which is written by O. Henry follows a young married couple who sacrifice their most prized possessions to buy a Christmas gift for one another. Though the story tells the tale of two people, a large portion of the story involves following Della on her quest to find a gift for Jim. The worry and unease that Della shows toward buying a gift is not caused by wanting to show love to her husband but fear of rejection. Della fears that by breaking tradition she will also break Jim’s heart, severing his love for her.

Jim and Della’s main conflict is money. While Jim is introduced to the story early on and does not make an appearance until later it can be implied that his external conflict is money. Jim now faces the internal conflict of thinking of how he can support his family on his reduced income. As a man who has the task of supporting his family he experiences a guilt for not being able to provide his loving wife with the luxuries she so deserves. Della must face the fact that even though she has saved, her penny pinching was simply not enough for the amount she needed.

Della then faces internal conflict as she tries to come up with ways to get more money. The money that presents an external conflict has Della retreat inside of her mind to face her internal conflict. Her first thought to get money by cutting her hair was a reference to not only tradition but of feminine roles. Della “rapidly pulls down her hair” so when she visits Madame Sofronie to have it cut it is not questioned, because women make sacrifices for their spouses and it is accepted. Della offers her most precious possession and sees it as the only way she can say to her husband that she is truly grateful. Della runs and ransacks stores looking for the gift that she wanted for her husband. Her ransacking of the stores symbolizes and can be compared to Jim who, can be safely said, ransacked his brain on what the next option he was to take after the pay cut. She eventually is able to find a gift and hurries home. The next scene when Della arrives home and takes the moment to fix her hair up before her husband arrives home symbolizes her ability to imitate her husband and turn a bad situation into a good situation. This is most relevant to say that Della and her husband are equally matched in how they make decisions and in explaining in how both could give up their most precious possessions in thought of each other. Thinking of the other person is what causes the story to reveal situational irony in its ending. Della and Jim Dillingham have met the result of the actions and that is Della has cut and sold her hair to receive a gift of hair clips and Jim has sold his watch to receive a watch chain. The fact that Jim has sold the watch which has been in his family for years and chose to sacrifice the tradition of passing along the watch is ironic. Jim has broken one tradition to enter into another one, the tradition of making hard sacrifices for those you love. Della who is unaware of the sacrifice that was made on her behalf is also unaware that the tradition that she wanted to avoid breaking was broken by her husband. Della confirms that the tradition of exchanging gifts is broken when her husband says “let’s put our Christmas presents away and keep them awhile” , but is reassured that tradition is still present when they spend Christmas enjoying each other’s company.

O. Henry’s “Gift of the Magi” is a storynot only about the sacrifices made in love but the fear of breaking tradition. Della Dillingham sacrifices her hair to buy a gift of appreciation for the loving husband who provides for her. James Dillingham sacrifices tradition when he sells his watch to buy a present for his beloved wife only to return to tradition by making such a sacrifice as a token of love he has for her. The story of the Dillingham’s ends ironically when their unequipped gifts have not been acceptable but the gifts of love that is shown by embracing the tradition comes with true “Christmas spirit” will last a lifetime.

**QUESTION & ANSWER DISCUSSION**

**I. SHORT QUESTIONS WITH ANSWER**

1. What is the main theme in The Gift of the Magi?

**Ans.**The main theme of The Gift of the Magi is love. Della and Jim love each other so much that they sacrifice their most prized possessions in order to give each other a Christmas gift.

2. What is the background of the story The Gift of the Magi?

**Ans.** O. Henry is said to have created the character of Della based on his wife Athol. When Henry and Athol were young and didn't have much money, Athol sold her handkerchief in order to buy a Christmas present for Henry.

3. What is the conclusion of The Gift of the Magi?

**Ans.** At the end of The Gift of the Magi, Della and Jim realize that the gifts they purchased for each other cannot be used. Della bought Jim a chain for his watch, which he sold to buy her hair combs. Della sold her hair in order to buy Jim's watch chain. In the end, the narrator explains that their gifts are the best gifts because they show how much they love each other.

4. What are some of the conflicts in the story?

**Ans.** Some conflict in the story was that the wife and husband were too poor to afford Christmas gifts for one another. Della, the wife doesn’t have enough money to buy a gift for her husband Jim, so she gives up something that she cherishes to afford a gift.

5. Why do we spend so much time getting to know Della in the story, while Jim is introduced only near the very end? Is her perspective more or less important than his?

**Ans.** I believe that we spent so much time getting to know Della in the story, not because Jim’s perspective was less important but may be because it slowly shows up as to what she did to save up the money month by month. Della, for months, saved up money and gave up on food and necessities to buy a gift for Jim and how she wasn’t working, but instead was a housewife. I believe that it just shows the aspect of a wife who stays at home and tries to save money by cutting down on her use of money even though she didn’t have much to begin with.

**II. LONG QUESTION**

1. What is the narrator’s attitude toward Della and Jim? What are three details that help create this attitude?
2. In the final sentences O. Henry writes: “But in a last word to the wise of these days let it be said that of all who give gifts these two were of the wisest. Of all who give and receive gifts, such as they are the wisest. Everywhere they are the wisest. They are the magi.” Is O. Henry being ironic or sincere? Support your answer with the text.
3. Della might be characterized as both practical and impulsive. Is it possible to be both? What evidence in the text supports both characterizations?

**3.3 STOPPING BY WOODS ON A SNOWY EVENING: ROBERT FROST**

**THE TEXT**

Whose woods these are I think I know.

His house is in the village, though:

He will not see me stopping here

To watch his woods fill up with snow

My little horse must think it queer

To stop without a farmhouse near

Between the woods and frozen lake

The darkest evening of the year.

He gives his harness bells a shake

To ask if there is some mistake.

The only other sound’s the sweep

Of easy wind and downy flake.

The woods are lovely, dark, and deep,

But I have promises to keep,

And miles to go before I sleep.

And miles to go before I sleep.

**REGARDING THE POET:**

**Robert Lee Frost** (March 26, 1874 – January 29, 1963) was an American poet. He was the most popular poet of twentieth century. He is a well-known modern poet. He is generally regarded as a poet, teacher, and a man of wisdom. He was awarded Pulitzer Prize four times. His work was initially published in England before it was published in America. Frost’s craftsmanship lies in his realistic depictions of rural life and his command of American colloquial speech.[[3]](#footnote-3)He is a champion to set his narrative weaving the pastoral landscape of innocence where the simple rustics of rural life live and interact like common folks do in their household chores. Many Americans recognize his name, the titles of and lines from his best-known poems and even his face and the sound of his voice. He has been reckoned as one off the America's rare "public literary figures, almost an artistic institution."[[4]](#footnote-4) He was conferred with the Congressional Gold Medal in 1960 for his poetical works.

**INTRODUCTION**

“Stopping by Woods on a Snowy Evening” is generally regarded as Frost's masterpiece. The poem was included in Frost's collection New Hampshire (1923) for which he won the first of his four Pulitzer Prizes. It is Frost's most famous poem, and one which he himself viewed as his “best bid for remembrance.” It is also perhaps Frost's most frequently taught and anthologized poem. The speaker in the poem, a traveler by horse on the darkest night of the year, stops to gaze at a woods filling up with snow. While he is drawn to the beauty of the woods, he has obligations which pull him away from the allure of nature. The lyric quality of “Stopping by Woods on a Snowy Evening” can be heard in the enchanting final stanza: “The woods are lovely, dark, and deep, / But I have promises to keep, / And miles to go before I sleep, / And miles to go before I sleep.”

**THEME**

“Stopping by Woods on a Snowy Evening,” like many of Frost's poems, explores the theme of the individual caught between nature and civilization. The speaker's location on the border between civilization and wilderness echoes a common theme throughout American literature. The speaker is drawn to the beauty and allure of the woods, which represent nature, but has obligations —“promises to keep”— which draw him away from nature and back to society and the world of men. The speaker is thus faced with a choice of whether to give in to the bewitching beauty of nature, or to remain in the realm of society. Some may construe the poem as a meditation on death. The woods here may symbolize a place of beauty and mystery which the speaker forgoes in order to accomplish the assigned task which he is committed to perform.

**SUMMARY:**

Robert Frost’s poems usually begin with delight and end with wisdom. "***Stopping by Woods on a Snowy Evening***" is no exception to it. At first glance, the poem does seem to present a simple scene, but upon further analysis, a very distinct idea develops and envelops the setting. Beyond the snowy path, single farmhouse, little horse, and dark woods—the poem’s “surface structure”—there lies a “deep structure. “The speaker in "***Stopping by Woods on a Snowy Evening***" takes a pause to appreciate the serene beauty of the snowy woods. It reflects his mental state and wonder thirst to seek the beauty and pleasure that holds him for a profound delight and exuberance in the midst of nature. The tone is calm and introspective, conveying a sense of peaceful solitude. However, there is also an underlying sense of duty and responsibility, as the speaker acknowledges the need to continue his journey despite the appeal of the tranquil setting and frosty silence.

On a dark winter evening, the narrator stops his horse to watch the snow falling in the woods. At first he worries that the owner of the property will be upset by his presence, but then he remembers that the owner lives in town, and he is free to enjoy the beauty of the falling snow. The horse is confused by his master’s behavior stopping him at an unusual place far away from the farmhouse. Thus he shakes his harness bells in impatience. Short while after, the narrator leaves the panorama of beauty proceeds on his way to keep his promise.

One of Frost’s most famous works, this poem is much more adored as an example of his life work. As such, the poem is often analyzed to the minutest detail, far beyond what Frost himself intended for the short and simple piece. In reference to analyses of the work, Frost once said that he was annoyed by those “pressing it for more than it should be pressed for. It means enough without its being pressed…I don’t say that somebody shouldn’t press it, but I don’t want to be there.”

The poem was inspired by a particularly difficult winter in New Hampshire when Frost was returning home after an unsuccessful trip at the market. Realizing that he did not have enough to buy Christmas presents for his children, Frost was overwhelmed with depression and stopped his horse at a bend in the road in order to cry. After a few minutes, the horse shook the bells on its harness, and Frost was cheered enough to continue home. The narrator in the poem does not seem to suffer from the same financial and emotional burdens as Frost did, but there is still an overwhelming sense of the narrator’s unavoidable responsibilities. He would prefer to watch the snow falling in the woods, even with his horse’s impatience, but he has “promises to keep,” obligations that he cannot ignore even if he wants to.

He is able to enjoy complete isolation. Frost’s decision to repeat the final line could be read in several ways. The ***‘sleep’*** may either mean ***‘rest’*** and also ***‘death’***. Every individual works only because after a tiring day there is the pleasure to take rest. Thus work and rest are very much essential to make life lively and cheerful. Similarly one may go for a long sleep or death when life ends. Thus ***rest*** can either be short (rest) or Long (death).

Within this interpretation, the poem could end with the narrator’s death, perhaps as a result of hypothermia from staying in the frozen woods for too long. The narrator’s “promises to keep” can also be seen as a reference to traditional American duties for a farmer in New England. In a time and a place where hard work is valued above all things, the act of watching snow fall in the woods may be viewed as a particularly trivial indulgence. Even the narrator is aware that his behavior is not appropriate: he projects his insecurities onto his horse by admitting that even a work animal would “think it queer.

**CRITICAL NOTE**

A century after its composition, Robert Frost’s “Stopping by Woods on a Snowy Evening” continues to leave readers, academics, poetry lovers, and poets alike pondering its meaning. Undoubtedly, the poem has a magical quality: its images are simple, yet elusive; the scene of dark woods, snow-blanketed trails, and a single farmhouse are painted with clarity, yet they remain open to a wide array of interpretations. Despite its subjective qualities, the poem’s “magic” has a definite structure—one well-worth investigating.

Frost himself once commented on the poem, saying that it was his “best bid for remembrance.” Other accounts report that whenever he was asked if the poem was about death or suicide, he simply replied “no.” Taking these limited accounts into consideration, let us look at Frost’s poem and investigate the deeper structures of this timeless composition.

As most Frost readers are well aware, he seldom presented a set of images or landscapes without at the same time weaving in some deeper metaphorical meaning. This approach is echoed in Frost’s famous aphorism: “A poem begins in delight and ends in wisdom.” Below the pleasing surface lurks a deep and subtle lesson.

Naturally, a horse doesn’t consider the same kinds of questions human beings do: horses don’t reflect on the meaning of their mortality, or choose to alter their fate based on such reflections. Trained as it is to carry people around in carriages and sleighs, the horse responds with confusion, captured in its giving “his harness bells a shake.” The presence of the horse itself creates an ambiguity and creative tension in the poem. There seems to be no apparent reason for stopping.

While the horse cannot understand why traveler might stop, we can imagine various reasons. It seems that he was already acquainted with dark woods and dark nights, but how he treats these woods and darkness is most indicative of the nature and quality of his thinking. “Into My Own” presents the “dark trees” as a world of the unknown and its “vastness,” which while we may have intimations of in the present mortal vale, can never be fully known until we reach the “edge of doom.”

Frost’s wish is that he could fast-forward to that moment at “the edge of doom” in order to prove in absolute terms the truth of his convictions. Thus, “Into My Own” presents the dark trees as a point of no return, something beyond the temporal realm. They do not represent some alternative reality, but one in which the passing and ephemeral conditions of the mortal world can be found rooted in the unchanging principles governing all the things—the eternal. Venturing into the dark woods becomes the ultimate test of whether one held the right convictions in the temporal realm.

In the case of “Stopping by Woods on a Snowy Evening,” Frost’s very stopping amid the dark wood says something about his state of mind. That he chose to gaze into the dark wood reveals something too. How many might just walk right by the proverbial “dark woods” and never stop? But Frost is not running, he is not walking—he is perfectly still and silent. In light of the fact that Frost declines to provide any definite answer, consider the stillness and calmness of Frost’s disposition in relation to the dark wood. Properly understood, silence may be considered the highest form of communication—the richest—because it serves as a recognition of what cannot be said: the limitations of words and language i.e. the ultimate inexpressible nature of absolute Truth proper. This recognition leads to a much subtler approach where things must necessarily be expressed in their highest form as silence.

Whether it be the question of the finite and absolute infinite (God), the microcosm and the macrocosm, the material and immaterial, motion and stillness, or speech and silence, as long as we remain within the realm of logical contradiction, many ironies, paradoxes, and metaphors remain out of reach. So the Gospels tell us “the last will be first, and the first will be last,” that “the meek shall inherit the Earth,” and that those often considered fools by the majority may turn out wiser than the wise, and the poor richer than their rich. Indeed, Truth and Beauty often emerge in their clearest form when they arise as the result of a careful contrast between light and darkness, harmony and dissonance, sound and silence.

In this light, poetry and art’s purpose is to express what literal words and language necessarily cannot, making use of artful contrasts and paradoxes. So both prophet and poet make heavy use of metaphor, irony, and parable. They do so in order to express the inexpressible in new intelligible forms. They do so in order to bring people beyond the surface meaning of words, into the realm of ideas which underlie them. In this respect, poetry per se emerges as the result of what is not said; what it brings forth and compels from readers.

By raising ourselves above any quantitative or comparative notion of more or less, brighter and darker, slower and faster, we become capable of contemplating truth in its purest form, that is, in terms of quality rather than quantity i.e. the absolute. Here, “the Many” appears as the endless variation and countless discrete expressions of “the One.” In the famous words of Keats, “heard melodies are sweet, but those unheard are sweeter,” since all heard melodies are necessarily only the various expressions of the unheard and unspoken.

While such stillness and silence may lack clarity or meaning for the unenlightened pupil, both the sage and poet know them to be infinitely richer, clearer, and more true than that which can be either directly heard or directly spoken. Alas, Frost’s seemingly paradoxical stillness, sparseness, and lack of definite meaning suggest his sentiments are not be the result of a lack of words, but quite the opposite. Maybe Frost’s purpose was to leave us with just enough space and silence to contemplate the scene and its silence in the fullness with which he originally experienced it?

**CONCLUSION**

While ***“Stopping by Woods on a Snowy Evening”*** raises more questions than it answers, that may very well have been Frost’s purpose. As in a Platonic dialogue, the questions are usually more important than the answers; the paradoxes are more central to the dialogue than any ostensible final answer. And more often than not, the confusion and difficulties that arise from such works stem from the individual’s attempts to formalize the approach and its answers into crystalline forms and perfect categories. So the mind loses sight of the actual substantive verbal Socratic/dialectical process which makes any and all realizations of present and future discoveries possible. Once this essential process of creative discovery and playful investigation is lost, it’s only a matter of time before words lose their deeper meaning, basic terms become confused, and then before we know it plans for a new Tower of Babel appear on the horizon.

Having read Frost’s poem, the reader may stop a little while longer when passing by a snowy wood and, perhaps, think and wonder a little while longer. Rather than fearing the silence, or stillness, we can embrace it, and return to the world of things with a new-found depth, appreciation, and awareness of life and its wonders. So Frost declares: “But I have promises to keep, and miles to go before I sleep, and miles to go before I sleep.” Rather than being about death, this is a poem about life.

**QUESTION & ANSWER DISCUSSION**

**I. SHORT QUESTION WITH ANSWER**

1. Who is the speaker of the poem and why is he tempted to stay in the forest?

**Ans.** The speaker of the poem is a lone wagon driver or a traveller who narrates his experience of being tempted to stay in the woods. He is tempted to stay in the forest because the scene of the snowfall in the dark evening is so appealing to the speaker that he can’t stop himself from staying and enjoying the beauty of the woods.

2. What does the poet mean by the words sleep, little horse and farmhouse?

**Ans.** The poet has shared deep meanings through the use of simple words or language like he used the word sleep that symbolizes death (eternal sleep), little horse, stands for the speaker’s inner voice or common sense and; farmhouse; signifies the existence of people, society or civilization.

3. What is the setting of the poem where the speaker stops and narrates his situation?

**Ans.** Though the particular location is not mentioned, the poem is set in the countryside of New England and the event takes place among the woods covered with snow in the dark evening of winter. A dark and deep forest with utmost silence creates a mysterious atmosphere but the speaker finds it beautiful and enjoyable.

4. Why does a little horse think that it is strange to stay in the forest?

**Ans.** A little horse thinks that it is strange to stay in the forest because there is no presence of the society or civilization for which the word; farmhouse; is used in the line; to stop without a farmhouse near; There are only woods, a lake that is frozen and darkness in the evening that creates a mysterious atmosphere which the horse finds inappropriate to stay.

5. What is the significance of the last stanza in the poem?

**Ans.** The poem is well known for the last stanza where we find the core idea of the poem. The last stanza of the poem signifies the contrary idea of desire vs. duties or responsibilities as it conveys the message that one should not be tempted or diverted by such attractive things but keep on working to fulfil the promises as it repeatedly stressed by the poet in the last two lines.

So, the last two lines are more important in the poem because it mentions that one should continue to work till the death without staying to enjoy momentary pleasure.

**II. LONG QUESTION**

1. Describe the theme of Life v/s Death in ***Stopping by Woods on a Snowy*** Evening.
2. What kind of contrasting picture the poet draws in the poem between society and the natural world?

**3.4 WHERE THE MIND IS WITHOUT FEAR: R.N. TAGORE**

**PREFACE:**

This poem was written when the British ruled our country. We were slaves to a foreign power. **Rabindranath Tagore**, the great Indian nationalist and visionary wanted India to awaken to a bright dawn of freedom – freedom from slavery and our own mental chains. Read the poem aloud once. Then read it silently. It would be a good idea to memorize the poem.

**THE TEXT:**

Where the mind is without fear

and the head is held high

Where knowledge is free

Where the world has not been broken up

into fragments by narrow domestic walls;

Where words come out from the

depths of truth;

Where tireless striving stretches

its arms towards perfection;

Where the clear stream of reason

has not lost its way into

the dreary desert sand of dead habit;

Where the mind is led forward

by thee into ever widening

thought and action-

into that heaven of freedom,

my father,

let my country awake.

**REGARDING THE POET**

**Rabindranath Tagore**(born May 7, 1861, Calcutta [now Kolkata], India—died August 7, 1941, Calcutta) was a Bengali poet, short-story writer, song composer, playwright, essayist, and painter who introduced new prose and verse forms and the use of colloquial language into Bengali literature, thereby freeing it from traditional models based on classical Sanskrit. He was highly influential in introducing Indian culture to the West and vice versa, and he is generally regarded as the outstanding creative artist of early 20th-century India.

In 1901 Tagore founded an experimental school in rural West Bengal at **Shantiniketan** (“Abode of Peace”), where he sought to blend the best in the Indian and Western traditions. He settled permanently at the school, which became **Visva-Bharati University** in 1921. Years of sadness arising from the deaths of his wife and two children between 1902 and 1907 are reflected in his later poetry, which was introduced to the West in ***Gitanjali*** (Song Offerings) (1912). This book, containing Tagore’s English prose translations of religious poems from several of his Bengali verse collections, including ***Gitanjali*** (1910), was hailed by W.B. Yeats and André Gide and won him the Nobel Prize in 1913. Tagore was awarded a knighthood in 1915, but he repudiated it in 1919 as a protest against the Amritsar (Jallianwalla Bagh) Massacre.

**BACKGROUND NOTE**

The poem "**Where the Mind is without Fear**" by Rabindranath Tagore is translated into English. ***Chitto Jetta Bhoyshunyo*** was its original Bengali name. The Bengali poem was published in 1910 as a part of Tagore's Gitanjali: a collection of poems. Tagore created this English translation when translating some of his work into English at William Rothenstein's request in 1911. The English Gitanjali, which was published by the Indian Society of London in 1912, had it as a poem No.35. At a meeting of the Indian National Congress in Calcutta in 1917, Tagore read aloud the English translation, which was then known as "Indian Prayer.” The poem often appears in textbooks. **Chitto Jetha Bhoyshunyo** is also popular among liberals in Bangladesh.

**SUMMARY**

The poem consists of 11 lines in total. These lines are not divided into stanzas. They are divided into meaningful purposes of the story to make the poem easier to follow and understand.

The poet begins with these words to see the idealized vision of his home country. He said no one in his country should ever live in constant Fear. Instead, they should be bold and confident in themselves. Knowledge should be available to all citizens. That is, educational institutes should allow students of all races and classes. All the regions of India and their people should unite rather than fight for power and authority. They must fight together against common enemies to prevent a common fate.

In these lines, the poet encourages everyone always to speak the truth no matter the situation. Nobody should use deception to their advantage when striving to better themselves and keep trying until they attain a state of self-perfection. He then imagines why it is a water stream not soiled that can easily and quickly pass through without too many obstacles. On the other hand, he imagines the habit of being a desert. He believes that the stream of reason is lost in the sand of habit. It means that he is saying that the people of his country do not think about their current superstitions, and he wants them to question these beliefs by logic.

n these words, the poet talks directly to God. He wants his fellow citizens to be guided by him so that they can broaden their view of their thoughts and actions. If they did, India would be transformed into a heaven where all its citizens would be free.

**ANALYSIS & REFLECTIVE THOUGHT OF THE POEM**

The poem's first line, part of the title, holds significant meaning.

***"Where the mind is without fear and the head is held high"***

'Fear' in this line refers to the Fear inculcated in the minds of Indians under British rule. Here, the poet speaks of the miserable life of the people dominated by the British. The poet sees India as a country where people's minds are free from Fear and live dignified lives. He also wishes to communicate that freedom could be achieved when the mind is fearless and the head is upright and held high. The poet also argues in the line "Where knowledge is free" that achieving independence would enable the country men to feel the shy of relief like a free bird which was restricted under British rule.

***"Where the world has not been broken up into fragments***

***By narrow domestic walls",***

Here, the poet discusses the different evils that were affecting society at that time. The British adopted the "divide and rule" strategy and created rivalries among the different sections of society. The term "narrow domestic walls" describes barriers that people have built based on their race, religion, caste, and faith. It may additionally refer to the different superstitions that ruled the community then.

***"Where words come out from the depth of truth"*** implies that the poet wanted the people in his nation to live with complete and honest intent.” ***Where tireless striving stretches its arms towards perfection",*** Here, the term ***"tireless striving"*** has been personified. According to the poet, everyone should strive for perfection, or the status of an ideal country, and after all those years of struggle, they would finally reach their goal of attaining freedom and perfection.

***"Where the clear stream of reason has not lost its way***

***Into the dreary desert sand of dead habit."***

The poet refers to reason and habit using metaphors. He describes reason as a 'clear stream' that is unpolluted and pure. In this passage, he discusses how people's ideas should be unclouded, honorable, honest, and free of corruption. The line "dreary desert sand of dead habit" also refers to societal evils like irrational customs that defy logic and reason.

In the last three lines, the poet asks the Almighty to guide and support him in his quest for independence. The poet wanted his fellow citizens to be encouraged by their noble thoughts and actions. He referred to freedom as heaven and God as the Father, asking him to awaken His people and help them reach this glorious place.

**TAKE HOME MESSAGE**

The poet prays to God that his countrymen should not trepid in fear. They should be free from oppression and compulsion. Their heads should be held high. He wants his countrymen to be fearless and have a sense of pride and self-dignity. They should not be daunted by any kind of oppression and should be determined to attain their goal. In the second line, the poet dreams of a nation where knowledge is accessible to all and sundry. Only the light of education has the power to obliterate the darkness of ignorance. Hence, he wants everyone to be educated irrespective of class barriers. Lessons taught should have spiritual importance and should aim at the all-round development of a student’s personality.

Prejudices, discriminations divide people. They germinate the seed of hostility in all. The poet wants that there should not exist any form of diﬀerence among people based on caste, creed, language, sex, religion and colour. Prejudices and superstitions are the narrow domestic walls that divide us into groups, thereby breaking our unity and making us weak and fragile.

Tagore wishes that the people of his nation will be forthright and honest. Their words should come out from their hearts. Their words should be clear and distinct. The poet asks everyone to work hard, without exhaustion, to reach their desired goal. His countrymen should tirelessly stretch their arms towards perfection. They should work hard till they attain perfection. The ﬁgure of speech used in the sixth line is personiﬁcation. **‘Tireless striving’** has been personiﬁed as a human being, stretching his arms to attain perfection in his desired mission.

The poet wants his people to be rational and logical in their thinking. They should not be dictated by the blind superstitions and traditional conventions. He draws an analogy between ‘reason’ and ‘clear stream’ and compares ‘dead habits’ to a ‘dreary desert’. Reason should not lose its way in the sand of dead habits.

The countrymen should have a progressive approach and encourage new thoughts and ideas. Their minds should be led forward by the contemporary new objectives. In the ﬁnal line, the poet addresses **Almighty** as ‘Father’ and prays to him to let his country wake up to such a heavenly abode of freedom where there is brightness, radiance and conﬁdence all around.

**QUESTION & ANSWER DISCUSSION**

**I. SHORT QUESTION WITH ANSWER**

1. What is meant by mind is without fear?

**Ans.** It means to be fearless and self-respecting.

2. What are we striving for?

**Ans.**We are striving for perfection to attain the goal.

3. What does the poet mean by “where knowledge is free”?

**Ans.** It meansachieving independence would enable the country men to feel the shy of relief like a free bird which was restricted under British rule.

**II. LONG QUESTION**

1. What is the theme of the Poem? Discuss.
2. Why does the poet tell the countrymen to be brave and resilient?

**CONCLUSION**

The literature appreciation consists of two parts. The first section is based on prose and the second section is based on poetry. The majestic beauty of *Malgudi Days* of R. K.Narayan and the realistic presentation of true love in *The Gift of the Magi* is really interesting for the learners. In *Stopping by Woods on a Snowy Evening* the poet tells every action has a purpose and it the pleasure of doing the work one loves. In this world we need to do some work before rest. Similarly, one should accomplish his assigned work before death. In *Where the Mind is without Fear* Tagore suggests the countrymen to be upright and steadfast and to work with confidence, devotion and diligence so that nothing could stop them in attaining their goal.

**CHAPTER-4**

**PROFESSIONAL WRITING**

**LEARNING OBJECTIVE:**

|  |  |
| --- | --- |
| **SL. NO.** | **SUBJECT** |
| 4.1 | SUMMARY WRITING AND REPORT WRITING |
| 4.2 | LETTERS: BUSINESS & PERSONAL |
| 4.3 | DRAFTING E-MAIL, NOTICES, MINUTES OF A MEETING |
| 4.4 | FILLING-UP DIFFERENT FORMS SUCH AS BLANKS AND ON-LINE FORMS FOR PLACEMENT |

**4.1 SUMMARY WRITING AND REPORT WRITING**

**SUMMARY WRITING**

Writing a summary is both important and challenging task. While writing a summary one should be a good reader. One would have to go with reading the original text so that the person concerned would look for and mark the main ideas. In this process we should remember the topic sentence and the concluding remark. It is to be remembered to place in quotation marks if any direct quotations we use from the original work.

A summary is basically a shorter version of a reading. When you summarize, first find the author’s main idea of the whole reading (thesis) and main supporting idea in each paragraph. Leave out small, unimportant details and examples. Then paraphrase those ideas, which mean write those ideas in your own words. Since you are writing the author’s main ideas in your own words, a summary is really a collection of paraphrases.

**GUIDELINES FOR WRITING A SUMMARY**

* The summary is the condensed version of the main ideas of a text. Thus the learners need to understand the gist of the original work.
* The summary is the conceptual idea conceived by the author in which he very carefully retains the intent, tone, and key thoughts of the of the original work.
* A summary is typically one-quarter to one-third the length of the original and is written in third person.
* The summary may sometimes quote a particularly effective word or phrase from the original, which should be placed in quotation marks.

**HOW TO START WITH**

* Write down the text’s main point in sentence form, identifying the text, the writer, what the writer does (reports, explores, analyzes, argues), and the most important point the writer makes about the topic.
* In your own notes divide the text into sections, which will be evident according to where the writer uses signal phrases and other means to move from one subtopic to another or from the statement of an idea to the reasons, evidence, and examples that support it.
* In one or two sentences, sum up what each of the text’s sections says. You’re really composing your own topic sentence for each major section of the text.
* As one of your concluding lines, consider combining your sentence stating the writer’s main point (thesis) with the sentences summarizing each of the text’s major sections (topic sentences). Now you have a first draft of a summary. Read the draft to see if it makes sense. Add, remove, or change parts as needed.

**SUMMING UP**

Summaries serve many purposes for writers and researchers. Primarily, the summary is a useful way for student writers to learn new information, move new information from short-term to long-term memory, take research notes, or prepare an overview of a topic or article when the audience will not be reading the original work(s) for themselves. The summary, sometimes referred to as an abstract by researchers and scholars, is often included at the beginning of a long article to communicate its core ideas to the audience before they read the entire text. Summaries are also used in writing annotated bibliographies, in which a researcher composes a list of bibliographic citations accompanied by summaries of articles or books on a focused topic.

In most academic reading, each body paragraph has one main supporting idea. Therefore, the summary will consist of one sentence for each body paragraph plus one introductory sentence and one concluding sentence. If one doesn’t understand the text at the superficial reading or approaching the passage with hasty and cursory look, he/she won’t be able to write a good summary. Thus one would have to devote a reasonable time in reading the text so that one would be able to write a good summary.

**SAMPLE SUMMARY**

1. Occasional self-medication has always been part of normal living. The making and selling of drugs has a long history and is closely linked, like medical practice itself, with belief in magic. Only during the last hundred years or so, as the development of scientific techniques made it possible diagnosis has become possible. The doctor is now able to follow up the correct diagnosis of many illnesses-with specific treatment of their causes. In many other illnesses of which the causes remain unknown, he is still limited, like the unqualified prescriber, to the treatment of symptoms. The doctor is trained to decide when to treat symptoms only and when to attack the cause. This is the essential difference between medical prescribing and self-medication.

The advance of technology has brought about much progress in some fields of medicine, including the development of scientific drug therapy. In many countries public health organization is improving and people‘s nutritional standards have risen. Parallel with such beneficial trends are two which have an adverse effect. One is the use of high pressure advertising by the pharmaceutical industry which has tended to influence both patients and doctors and has led to the overuse of drugs generally. The other is emergence of eating, insufficient sleep, excessive smoking and drinking.

People with disorders arising from faulty habits such as these, as well as well from unhappy human relationships, often resort to self–medication and so add the taking of pharmaceuticals to the list.

Advertisers go to great lengths to catch this market. Clever advertising, aimed at chronic suffering will try anything because doctors have not been able to cure them, can induce such faith in a preparation, particularly if steeply priced, that it will produce-by suggestion-a very real effect in some people .Advertisements are also aimed at people suffering from mild complaints such as simple cold and coughs which clear up by themselves within a short time.

These are the main reasons, why laxatives, indigestion-remedies, painkillers, cough-mixtures, tonics, vitamin and iron tablets, nose drops, ointments and many other preparations are found in quantity in many households. It is doubtful whether taking these things ever improves a person‘s health, it may even make it worse. Worse, because the preparation may contain unsuitable ingredients; worse because the taker may become dependent on them; worse because they might be taken excess; worse because they may cause poisoning , and worst of all because symptoms of some serious underlying cause may be asked and therefore medical help may not be sought. Self-diagnosis is a greater danger than self-medication.

**SUMMARY**

***Self-medication is part of normal living. Medicinal experts are required for diagnosis and treatment of disease according to symptoms and cause. The development of drug therapy and improvement in public health organizations and nutritional standards has helped progress in medicinal science. Excessive advertising by pharmaceutical companies and emergence of the sedentary society are two counter trends. Self-medication is dangerous as the preparation may be toxic or contain unsuitable ingredients, the user becomes dependent and consumes medicine in excess. Self-diagnosis is worse than self-medication.***

**REPORT WRITING**

A report is written with a clear purpose and for a specific audience and, as with all types of academic writing, clarity and conciseness is key. Before we begin our report writing exercise, we have to ensure that we are aware of any specific guidelines and also ensure that we use headings to guide our reader as we move from section to section.

Report writing stands for formal presentation of available information, in an elaborative and well-understood manner. A report must always be formal in its tone, language, and presentation. It is a reliable piece of information since it is derived from facts and figures. Not only academically, but report writing also comes in handy for a lifetime. Thus, it is important for students to know how a report is written and it is equally important to stay updated on the formats of report writing.

**ELEMENTS OF REPORT WRITING**

A report is an exhaustive piece of information. Reports to be good in its nature, multiple factors have to be included in it. Thus, it is important to know what goes into making a report.

* **Title Page-** The title page must be concise, brief, and specific, indicating what the report is all about.
* **Table of Contents-** This is a list of topics that users can find in the report along with the mention of their respective page numbers.
* **Summary-** The summary of a report informs the reader about what has constituted the formation of that report and what users can draw from it.
* **Introduction-** The introduction gives an overview of the report, to the readers. It explains in brief what the report is all about.
* **Discussion-** It contains the main body of the report. It describes the main title in detail and presents multiple arguments backed by facts and figures.
* **Conclusion-** The conclusion sums up the entire report in a whole. It presents arguments from every possible angle.
* **Recommendations-** Recommendations present possible solutions for the problems/issues mentioned in the report.
* **Results-** It consists of conclusions drawn from the statistics present in your report. It can also lay possible results that may be a part of future activities.
* **References-** Since the report is presented on the basis of mere facts, it is important to mention all your sources of information to prove that the report is authentic and not fabricated.

**TYPES OF REPORT WRITING**

Reports are written for various purposes by various sets of people. Each report is different in its kind because of the content, motive, and facts it entails. They can be classified as formal or informal reports on the basis of the occasion of writing. Some of the most common types of reports are as follows:

* Annual reports
* Weekly reports
* Academic reports
* Research reports
* Sales and Marketing reports
* Project reports
* Newspaper reports
* Magazine reports

Reports can be laid out for N number of reasons, and occasions, depending on the target audience and motive of its existence.

**STAGES OF REPORT WRITING**

There are mainly five stages of report writing. They are:

* **Planning-**The foremost and most important step in the process of report writing is Planning. A clearly drafted plan leads to easy execution, cooperation, and timely completion of your work. Planning can tell you what all has to go in a report, in what order, and to what extent.
* **Collection of information**- This is an important step in the process of report writing. Since, a report has to be backed by factual information, collection from authentic and credible sources is a burdensome task. Students should always be careful about their sources of information. Wrong sources can lead to wrong conclusions and the presentation of wrong information.
* **Organization of information**- The next step is to organize your information. Whenever a report is in its initial stages, the writer is overloaded with information, credible as well as incredible. The information has to be refined as per the relevance, need, and authenticity. After refining, it has to be presented in an order which is understandable and engaging for readers.
* **First draft**- After the information has been gathered, refined, and organized, it is time to present the information. Now, comes the actual part where a report is written by utilizing all the present information. It has to be drafted in a manner that is easy to understand, factual, and formal.
* **Proofread**- It is important to proofread your report for any grammatical errors, spelling mistakes, writing errors, misplacement of punctuation marks, or wrong information. The report should be made public only after it has been checked thoroughly.

**SAMPLE REPORT WRITING**

Q1. Bhadrak Engineering School & Technology, Asurali, Bhadrak recently organized a Science Symposium on the topic: ***‘Effect of Pollution on Quality of Life’****.* You are Srijit, Editor of the School Magazine **Oyster**. Write a Report on the Event for your School Magazine (120 – 150 words).

**Answer**:

**REPORT ON SCIENCE SYMPOSIUM HELD AT BEST, BHADRAK**

**-BY SRIJIT PAHI, EDITOR OF THE SCHOOL MAGAZINE ‘*OYSTER’***

A symposium was organized on 1 March 2023 in the school on the topic “***Effect of Pollution on Quality of Life”***. All the students were a part of the elucidative programme.

The event started with the felicitation of the guest speakers. Thereafter, the participants were espoused by Mr. Prabhudatta. He acquainted them with the objectives and goals of the workshop. The resource person Dr. Amarendra Dash reflected his profound knowledge on the topic and highlighted how important it is to curb the menace of pollution.  
An exalting demonstration of effects of pollution on our lives galvanized the engrossed participants. After the lunch break Dr. K.K. Jena, Resource Person, exhibited the possible steps that can be undertaken at the personal level to reduce pollution. It was followed by another session on the basic concept behind pollution reduction which triggered the young minds into thinking innovative ways.

 An interactive concourse ignited the inquisitiveness of participants. They have committed themselves completely to bring about a change in the situation. The informative workshop culminated with a vote of thanks proposed by the head of the Science Department Dr R.R. Guin

**Q2. You are Priyadarshani of BOSE, Cuttack Your school has adopted a village as a social responsibility. Students are being taken to teach the children of that village on a regular basis. Write a report, for your school magazine, on the various other programmes organized there in 120 – 150 words.**

**Answer**:

**VILLAGE ADOPTION- A STEP TOWARDS BEING SOCIALLY RESPONSIBLE**

**-BY PRIYADARSHANI**

On the occasion of World Literacy Day, Bhubanananda Orissa School of Engineering, Cuttack has taken an oath to embrace the village named Tulasipur.

The school has taken the responsibility of educating the people residing in the village. Selected students from each section of the third year are taken there every weekend to impart knowledge and life skills to the illiterate villagers. The first target is to make each and every person capable of reading and writing within three months. Free books and stationery is being provided for quality education. Children are given time to spend with each other, play games and interact. Apart from the educational needs, special care is devoted to hygiene and sanitation. Girls are being given awareness on the importance of menstrual hygiene as well. Various talent hunts have been organized which left everyone overwhelmed. The immense enthusiasm and zeal in the people to learn is the main driving force.

A family kind of environment has been created. The school treats the people of the village as its own students and is unbiased. By adopting a village, the school is making its students sensitive towards the needs of the environment at a young age. It is committed towards raising the leaders of tomorrow.

**Q.3 You are Pritam, a reporter of The Hindu. Write a report on road accident that took place recently at Noida, Delhi (120 – 150 words).**

**Answer**:

**TRUCK BUMPS WITH MARUTI: DRIVER INJURED**

Noida, Septmber 18:

A horrific head on collision between a truck and Maruti car took place near Nodia 12km from Ghaziabad at 10:45 pm. The driver of the truck lost control and hit the Maruti car. It is reported that a white Maruti car was coming from opposite side at high speed when a truck whose driver was drunk came from the opposite direction and dashed into the car. Both the drivers violated the speed limit which led to the accident. The driver of the Maruti car received serious head injuries and was admitted to a nearby hospital. The accident led to lot confusion on the road. Since it happened on the highway, there was a long traffic jam. The Nodia Police rushed to the accident site and helped in clearing the traffic. Within two hours the traffic was brought under control and vehicles started moving smoothly only after removal of the damaged vehicles on the road. The police have registered a case of negligent and rash driving against both the drivers.

(By Pritam Roy)

**4.2 LETTERS: BUSINESS & PERSONNEL**

**BUSINESS LETTERS**

Business letters are described as letters used in the corporate world to address any issue, to pass on some information, and for many other purposes. Business letters are written professionally in a formal format and with a formal tone, in order to leave a good impression. Some business letters are Requisition Letters, Offer Letters, Letters of Recommendation, Request Letters, Complaint Letters, Interview Follow-up Letters, etc. Each business letter has its features, advantages, and purposes.

**PURPOSE OF BUSINESS LETTERS**

1. The purpose of a business letter is to maintain documentation of all the important activities happening in an organization.
2. Business letters follow a clear and polite tone along with a formal format to demonstrate professionalism.
3. Business letters fulfill various purposes like addressing a complaint, informing the termination or resignation, making an apology, making an announcement, etc.

**LETTER PARTS AND FORMAT**

A business letter is a formal letter. It contains the following features:

* The Heading
* Date
* Recipient’s Address
* The Salutation
* Subject
* The Body
* The Complimentary Close
* The Signature Line
* Enclosures

**SPECIMEN LETTERS**

**1. Letter to a Supplier for Quotation of Goods**

Bhadrak Engineering School & Technology (BEST),

Asurali, Bhadrak

Phone…… Fax… email: xxxx@xxx.com

Date 12.08.2024

Ref no: …………

To

The Manager

ABlab Computers

Chandni Chowk

Kolkata – 700001.

Dear Sir,

Sub: Enquiry for Quotation of Computers.

I have the pleasure of informing you that our organization needs to purchase 50HP computers for the current session. The computers must be of latest version &comply with the configurations desired by us.

Please quote the price of the computers within 10 days of the date of issue of this letter and mention the time, mode of delivery and terms and conditions of payment.

With Thanks & Regards

Yours faithfully,

---------------------- (Signature of the Principal)

Principal.

BEST, Bhadrak

**Enclosure:**

1. Required Configuration of Computers.

**2. Letter Offering the Quotation for Computers to the Institute**

ABlab Computers

E-Mall…………, Chandni Chowk, Kolkata – 700001.

Phone:………., Fax:………., email: xxxx@xxx.com

To

The Principal

Bhadrak Engineering School & Technology (BEST),

Asurali, Bhadrak

Date: 20.08.2024

Ref no:

Dear Sir,

Sub: Enquiry for Quotation of 50 Computers.

With reference to your letter no. ………dated 12th August, 2024 inviting quotation for 50 HP computers, I hereby send you the quotation as per your specification for your consideration along with this letter.

We will supply the computers within 15 days from the date of receipt of the order. Since it is a bulk order, we will bear the transportation cost. The payment can be made in cheque at the time of delivery. We assure you that we will be happy to extend our co-operation with you in future. We will be obliged if you extend us your patronage.

With regards,

Yours truly,

Dipak Sawant

Manager

Krishna Computers. Bhubaneswar

**Enclosure:**

1. Copy of the quotation.

**3. Letter of Confirmation/ Execution of an Order**

ABC Company

13 S.C. Deb Road, Konnagar,

Hoogly, West Bengal.

Phone: ……., Fax: ………, email: xxxx@xxx.com

Date: 28.08.2024

Ref no:

To

The Manager

Rubbers and Plastics

VIP Market, Salt Lake, Kolkata.

Dear Sir,

Sub: Confirmation of Letter No. ……….

Thank you for your order no. ………., dated 21.08.2024, for 80 pieces of raincoats at the rate of Rs 500 each to be supplied within the 30 August 2024.

The order is in the process of execution and will be dispatched within the 30 August 2024 by our vehicle. We have taken special care regarding the quality of the goods to be dispatched, as well as the packing, to ensure that it will not be damaged in transit. We hope that you will find them satisfactory.

We thank you once again for extending us your support and we hope that we will have the opportunity to serve you again in future.

With regards,

Yours truly,

Bikash Dube

Proprietor

**PERSONAL LETTERS**

**INTRODUCTION**

Personal letters may still be preferable to email communication in a number of contexts. This includes, but is not limited to, letters of complaint, travel correspondence, and compliment letters. Letters can create different impressions on readers when compared to other forms of correspondence. Given that letters take a greater effort to write and to send, they often create the sense that more time and concern is given to them. This can, depending on the context, highlight the degree of disappointment (as in a letter of complaint), or the intimate sense of communication between two friends (compliment letter).

**COMMON LETTER WRITING CONVENTIONS**

The context in which the personal letter is written plays an important role in what to include and what not to be included. Besides, it should be formulated in a structured format. A list of sample letters has been given below for reference. However, this resource is not comprehensive in nature. Rather, it has discussed a few of the conventions that are common across different contexts.

**SAMPLE LETTERS:**

***1. Write a letter thanking the employer for the smooth conduct of the job interview.***

Mr. Alok Nath

At/ Po.-Adia, Via-Bonth

Dist.-Bhadrak (Odisha)

Pin: 756114

Date: 7th August, 2024

Mr. S.K. Dash

HR Manager,

Tata Steel Ltd. Kalinga Nagar,

Jajpur Road (Odisha)

Dear Sir,

**Subject: Thank You Note for the Job Interview**

Thank you very much for letting me take part in the job interview held on July 28, 2024. It was a very enjoyable experience, and I also learned a great deal about the duty &responsibility of a junior engineer in a premiere organization like yours.

My conversation with you, along with my conversations with the panel members, reinforced my opinion that your organization is indeed a nurturing ground for budding & aspiring professions to work and excel for a promising career. For these reasons, I would like to be a part of the organization and to undertake the prime of my working career.

Thank you again for your time. I am looking forward to hearing from you soon.

Best Regards,

Alok Nath

XYZ

**2. Write an Application to the HR Manager, RSP Rourkela for the Post of Junior Engineer and enclose your CV.**

Mr. Rahul Kumar Panda

New Colony

Jagannathpur,

College Road, Bhadrak (Odisha)

Date: 10th August, 2024

Er Malaya Rajah Sahoo

HR Manager

RSP, Rourkela

Dear Sir,

**Subject: Applied for the Post of Junior Engineer in your Esteemed Organization**

I Got to know from the esteemed daily ***The Samaj*** that fifty number of junior engineer posts are lying vacant in your steel plant. In this regard, I wish to put forth my candidature for the post of junior engineer in Electrical Engineering of your organization. I have completed my diploma in Electrical Engineering from Bhadrak Engineering School and Technology, Bhadrak this year. I have secured 80 percent of mark in my last examination. During my three year diploma course I have participated in various workshops, projects and seminars. This has enabled me significantly to gain sound knowledge both in theory and practical subjects.

I am enclosing a set hard copy of my 10th and diploma certificate and testimonials for your kind perusal & reference.

I look forward to hearing from your office soon, and I am ready to appear the interview at any suitable date deemed fit for the said purpose.

Sincerely yours,

Mr. Rahul Kumar Panda

XYZ

**CV/ RESUME**

|  |
| --- |
| **Photo**  **Space for Photo** |

1. Name: Mr. Rahul Kumar Panda
2. Date of Birth: 14.03.2006
3. Parent
4. Mother: Mrs. Padmabati Panda
5. Father: Mr. Asoka Kumar Panda
6. Address :
7. At-New Colony
8. Po-Jagannathpur
9. Dist. Bhadrak
10. Qualification: Completed Diploma in Electrical Engineering (2024)
11. Nationality: Indian
12. Religion: Hinduism
13. Cast: General
14. Extra-Curricular activity: Cricket, Quiz
15. Responsibility towards the Organization: Committed, Hardworking and Truthful

**Undertaking:**

I do hereby undertake that the aforesaid facts cited are true to the best of my knowledge and belief.

Name: Mr. Rahul Kumar Panda

Place: Bhadrak

Date: 10th August, 2024

**4.3 DRAFTING E-MAIL, NOTICES, MINUTES OF A MEETING**

**EMAIL WRITING**

Email stands for Electronic mail and is a method of sending, receiving, and producing information over the Internet through an electronic communication system. Emails are generally used to communicate for official purposes. It is the most popular mode of communication since it is the cheapest and it takes less time.

**FORMAT OF EMAIL WRITING**

Email writing is an effective way of professional communication. It is often seen that people do not respond to our emails if they do not feel interested in our message or proposal. This is exactly the reason for which we should learn email writing. It should be good and specific. The best email communication is the one that is easy and straightforward.

* **Email Address:** We should ensure exact email id of the receiver to whom we send the message. The message should be crispy, direct and pointed.
* **Subject Line:** The Subject line is the next most essential factor that should be considered because that is the first thing anyone receiving the email would see. It is also the determining factor if the receiver would want to open the mail.
* **Salutation**: See that your Salutation or Greeting is suitable for the receivers.
* **Body**: The Body of the email states what the email is all about. Be very clear with what you want and what you wish to communicate to your receiver. Make sure you have jotted down everything you want to convey and it has been drafted in simple terms. It should be very simple, short, and easy. Sign off the email on a humble note. You can write ‘Thanks Regards’ or ‘Warm Regards’. The closing should be good and the note of anticipation of response may prompt the receiver to respond at the earliest.

**EMAIL WRITING TEMPLATE**

* To – Recipient’s email id
* CC - Other people receiving the email with visible email ids
* BCC - Other people receiving the email with hidden email id
* Subject - The title of the Email with a phrase/one line regarding the main purpose.
* Greeting - Words like Hello. Hi, Respected before the recipient’s name.
* Main body - Introduction
* Ending - End with a concluding line
* Attachments - Attach your documents and let the recipient know
* Signature - Phrases like Thanks, Regards, and your name under it. You can add a
* Designation if necessary.

**SAMPLE EMAILS:**

**1. Write an email expressing your appreciation.**

To- Recipient’s email address

Subject: Congratulations!

Dear Nibedit,

My heartfelt congratulation to you. I was glad to see your name on the merit list. All your hard work was definitely not in vain. I bet everyone at home is so proud of you. You have truly made your family proud, and I am happy that you would do excellent in architecture that you were dreaming of. I am waiting to meet you in person to convey all my love and appreciation. Convey my regards to my uncle, aunt, and grandmother.

Regards,

Nilraj

**2. Write an email informing your classmates regarding *Science Exhibition.***

To- Recipient email id

Cc:

Bcc:

Subject: **Regarding Science Project**

Dear Friends,

I hope you all are in shining spirits. I am to inform you that our school is going to conduct a ***Science Exhibition***. I request everyone to participate in the exhibition. Those willing to participate shall provide their name latest by the 30th of august, 2024.

Thanks & Regards,

Arpit

Class Representative

Class-1st Semester Computer Science &Engineering

Govt. Polytechnic, Bhubaneswar (Odisha)

**3. Write an email to the Hiring Manager and enclose your cover letter and résumé.**

Subject: Applied for the Post of Junior Engineer

Dear Hiring Manager,

I wish to express my interest for the Post of Junior Engineer in Electrical engineering advertised on your company’s website. Please find my cover letter and résumé attached herewith. I’m excited and looking for appearing the interview scheduled to be held at your office.

I have completed Diploma in Electrical Engineering this year. I have secured 82 percentage of mark. During my study I have participated in some workshop and orientation programmes. Besides, I have also completed and have received one month internship certificate from Tata Electrical, Bhubaneswar.

I would be very much thankful if you please consider my application and send me call letter for the interview.

Best regards,

Asoka Kumar Sahoo

**NOTICES**

**INTRODUCTION**

A notice is a written or printed announcement. It is written in order to inform a large number of people about something that has happened or is about to happen. It could be an upcoming event, competition, Lost, and found notice or just a piece of information to be delivered to the targeted audience. It is generally written in a formal tone. Notices are factual and to-the-point. The language used is simple and formal, not flowery. They are put up on display boards in schools, colleges and in public places.

**FORMAT OF NOTICE WRITING**

Notice writing is the easiest writing piece that students can go for. Just like letters and articles, notice writing too has a particular format. In fact, marks are often allotted for the format itself during evaluation. So if you want to get full marks in notice writing, you have to learn how to design and present a notice that would fulfill its purpose.

1. ***Name of the Organization***– The first thing to write is the name of the organization/school/college from where the notice is being issued. This will help people identify who has published or put out the notice.
2. **Title** – The title for any notice writing is the word “Notice” itself. This is to let the readers know that they are about to read a ‘Notice’.
3. **Date** – The next important thing that students must keep in mind while drafting the notice is to write the date. The date is written in the left corner of the notice. The date helps the readers to understand when the notice was issued. Writing dates also helps to use it as a reference for future use.
4. **Heading** – The heading of the notice refers to the subject of the notice. In the heading, the students have to write briefly about what the notice is about. This helps the readers to have an idea about what the notice might consist of.
5. **Body** – The body contains the main content of the notice. But one must keep in mind that the body of the notice should be kept short and informative. Only necessary information would be written in the body, which is usually written in passive voice.
6. ***Signature and Designation*** – The notice ends with the signature of the person who composes the notice and their designation (in capital letters). It helps the readers to understand who has issued the notice.

**KEY ELEMENTS OF NOTICE WRITING**

* **Clarity and Conciseness**: Notices should deliver information in a clear and succinct manner, omitting extraneous elements and making sure the target audience can readily understand the message.
* **Appropriate Tone:** The notice’s tone ought to be suitable for the audience and context. The tone establishes the overall image, whether it is formal for official messages or welcoming for community announcements.
* **Precise Information**: When writing a notice, accuracy is essential. To prevent readers’ confusion or misconceptions, every piece of information supplied should be accurate.
* **Swift Writing**: It is important to send out notices as soon as possible to make sure that the recipients receive the information at the most appropriate time. The notice’s overall effectiveness is increased when it is sent on time.

**SAMPLE NOTICE WRITING**

**1. Being the Head Boy/Head Girl of your school, you have to draft a notice regarding a meeting for the Annual Day Function. The notice has been drafted by you.**

**BHADRAK ENGINEERING SCHOOL & TECHNOLOGY, ASURALI, BHADRAK**

**NOTICE**

22th January, 2023

**MEETING FOR ANNUAL DAY PROGRAMME**

Our school will organize its 14th Annual Day on 25th January, 2023. Students who wish to take part in the Annual Day are requested to report at the Conference Hall tomorrow i.e. 23rdDecember, 2023 at 12:30 p.m., i.e., after the lunch break.

Abinash Patra

Signature of the Head boy

Head Boy

**2. You are Raghav, the head boy of SAI international School, Bhubaneswar. Your school is soon going to publish the annual magazine next month. Write a notice for the notice board of your school inviting students to submit write-ups.**

**SAI INTERNATIONAL SCHOOL, BHUBANESWAR**

**NOTICE**

10thAugust, 2024

**CALL FOR SUBMISSIONS**

This is to inform you all that our school is going to publish its annual magazine next month. All those who wish to contribute can mail their entries to Oystermagazine@gmail.com. Write-ups will be accepted latest by October 30, 2024 till 5 pm. You can take any topic of your choice. For further information, you may contact your respective class teachers.

Ashish

Head Boy

**MINUTES OF A MEETING**

Meeting minutes are the notes that capture what happened at a meeting! Different than a meeting agenda, it records the decisions made and actions requested by the group. Despite the team, they are not a minute-by-minute record but include the key details that the team will want to know. It's important in meeting minutes to capture information such as:

* decisions made
* next steps
* action items and who is responsible

Minutes are the record of who was there and what happened. They are an important source of information for people who were unable to attend or looking back to reflect on what happened. They're also an incredibly effective tool to notify or remind people of tasks assigned to them or timelines to keep everyone on track.

**WHAT SHOULD GO INTO MEETING MINUTES?**

**Points to be included:**

* Date and time of meeting
* Names of the participants
* Agenda items and topics discussed
* Action items

**TIPS FOR WRITING MEETING MINUTES**

Once the meeting was adjourned, use your notes to write and edit your minutes, and then share them. It helps to write out your meeting minutes as soon as the meeting concludes so you don’t miss anything.

**1. Be Consistent**

It helps to use a template every time you take meeting minutes. That way, they’re all laid out the same way, and you won’t have to waste time adding headings and bullet points. This is useful later when other people in the organization need to reference them. Some organizations even put their agenda and expected attendees on the meeting notes for efficiency.

**2. Record It**

When you start in your secretary role, you might have trouble keeping up with note-taking. If you’re experiencing this, consider recording the meeting. You can do this with any smartphone, audio recording device, or camera. Later, you can use an artificial intelligence transcription service or just listen back to the recording as a refresher when needed. Before recording, though, be sure to let your attendees know they are being recorded.

**3. Make Your Notes Viewable During the Meeting**

Sometimes, meetings are collaborative. This can sometimes feel chaotic and make it difficult to keep track of everything. Making the notes viewable on a projector or sharing your screen or document during meetings allows your teammates to contribute to them.

**4. Summarize**

When you’re writing meeting notes, summarize. You should document as much information as possible, but don’t write everything verbatim. It’s not necessary to record everything that was said during the meeting notes. You also might have difficulty keeping up if you try to write the entire conversation word-for-word. Simplify and clarify what happened during the meeting.

**5. Label Comments with Initials**

If multiple people in the meeting have input on a matter, it can help to use attendees’ initials to indicate who contributed what. You can also use initials to indicate who will be in charge of the next steps. This shorthand technique is an efficient way to clarify a militiaperson conversation.

**EXAMPLE OF MEETING MINUTES**

Below is an example from an informal meeting which captures only the most relevant facts. Sign up for a free Note joy account so you can start taking notes with your entire team.

**INFORMAL TEAM MEETING MINUTES TEMPLATE**

* **Date:**
* **Attendees**
* **List of attendees**
* **Agenda**
* **Item 1 including key discussions, decisions made, next steps**
* **Item 2**
* **Item 3**
* **Next steps**
* **List goes here in format**:
* **Example**: Om Prakash to follow up to this group with a list of target companies by the end of this week.

Cited below is an example from a more formal board meeting.

**FORMAL BOARD MEETING MINUTES TEMPLATE**

**DATE**: Date of the meeting

**PRESENT**: First and last names of all those present at the meeting

**ABSENT**: First and last names of Committee members who are unable to attend the meeting.

**1. CALL TO ORDER/OPENING REMARKS**

The time that the meeting was called to order and by whom. Any opening remarks summarized here.

**2. APPROVAL OF THE MINUTES FROM (DATE)**

You need a motion to approve the prior meeting's minutes.

* Motion: To approve the minutes of (DATE) as circulated (or AMENDED)
* Motion By: Name of person (FIRST & LAST) who made the motion
* Seconded By: Name of the person (FIRST & LAST)) who seconded the motion Carried or Defeated

**3. ADDITIONS TO THE AGENDA**

If there are additions to the agenda or requests for the next meeting's agenda, these would be bulleted here.

**4. APPROVAL OF THE AGENDA**

* Motion: to approve the agenda as circulated (or AMENDED)
* Motion By: name of person (FIRST & LAST) who made the motion
* Seconded By: name of person (FIRST & LAST) who made the motion Carried or Defeated

**5. BUSINESS FROM THE PREVIOUS MEETING**

Any items from the previous meeting that need to be discussed further

**6. ITEM # 1 TO BE DISCUSSED**

Put a summary of the discussion around the topic If any motions were made, put the information here If further information is needed, put follow-ups, names, and a target date here

**7. ITEM # 2 TO BE DISCUSSED**

Any other items

**8. ADDITIONS TO THE AGENDA**

Any added agenda Item, including a summary of the discussions around this item. If any motions were made, put information here

If further information is needed, put follow-ups, names, and a target date here

**9. ADJOURNMENT**

Record the time, the meeting was adjourned

**10. NEXT MEETING (DATE)**

The next meeting date should be decided at the end of the meeting before everyone leaves. It's a handy reminder to include it at the bottom of the minutes template so it isn't missed.

|  |
| --- |
| Meeting Minutes |

# Call to order

A meeting of **[Organization or Team name]** was held at **[Location]** on **[Date]**. Attendees included **[list attendee names]**. Members not in attendance included **[list names]**.

# Approval of minutes

[To replace any placeholder text (such as this) with your own, just select a line or paragraph and type. For best results, don’t include space to the left or right of the characters in your selection.]

# Reports

[Need to add your own headings or more text? No problem. On the Home tab of the ribbon, check out the Styles gallery to easily apply any text formatting you see in this document.]

# Unfinished business

[Add your text here.]

# Motion

[Add your text here.]

# New Business

[Add your text here.]

# Announcements

[Add your text here.]

# Adjournment

[Add your text here.]

|  |  |  |  |
| --- | --- | --- | --- |
|  | |  |  |
| Secretary | |  | Date of approval |
| Accent icon | Meeting Minutes | | | |

**Call to order**

**A meeting of [Organization or team name] was held at [Location] on [Date].**

**Attendees**

**Attendees included [list attendee names].**

**Members not in attendance**

**Members not in attendance included [list names].**

**Approval of minutes**

**[To replace any placeholder text (such as this) with your own, just select a line or paragraph and type. For best results, don’t include space to the left or right of the characters in your selection.]**

**Reports**

**[Need to add your own headings or more text? No problem. On the Home tab of the ribbon, checks out the Styles gallery to easily apply any text formatting you see in this document.]**

**Unfinished business**

**[Add your text here.]**

**New business**

**[Add your text here.]**

**Announcements**

**[Add your text here.]**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **Secretary** |  | **Date of approval** |

**4.4 FILLING UP DIFFERENT FORMS SUCH AS BANKS & ON-LINE FORMS FOR PLACEMENT**

* **FILLING UP BANK FORMS**

**INSTRUCTIONS FOR FILLING OF APPLICATION FORM FOR OPENING OF A BANK ACCOUNT**

**ACCOUNT OPENING FORM**

* **Personal Information**
* Full Name\*

PrefixFirst NameLast Name

* Date of Birth\*

MonthDayYear

* Mother's Maiden Name\*



* Telephone Number\*
* E-mail

example@example.com

* Address\*

Street Address

Street Address Line 2

CityState / Province

Postal / Zip CodeCountry

* Education Level

High School or belowUndergraduateMasters DegreePhD

* Form of Identification

National Identity CardDriver's LicenseInternational PassportStudent ID

* **Account Information**
* Account Type\*



Submit

**PERSONAL LOAN APPLICATION FORM**

1. Applicant Personal Details:
2. Name:
3. Date of Birth:
4. Phone Number:
5. Email:
6. Type of ID:

* Pass Port
* Driving License
* Voter ID
* Other

1. Home Address:
2. Property Ownership:

* Owned
* Rent

1. Marital Status:

* Single
* Married
* Widowed
* Divorced

1. Place of work………………………… Job title…………………………….
2. Work address………………………………………..
3. Years Employed………………………………..
4. Monthly Net Income…………………………………
5. Financial References:

* Bank Name……………………………………….
* Branch Name………………………………………
* Account Number…………………………………….

1. Account Type:

* Saving Account
* Current Account
* Other

1. Loan Details:

Purpose of Personal Loan

* Purchase of vehicle
* Purchase of office equipment
* Travel
* Takeover of existing personal loan
* Other

1. Requested Personal Loan Amount: ………………………..
2. Terms in (months):
3. Liabilities
4. Guarantor:

* Name…………………………………………….
* Relationship with applicant………………………………….
* Place of Work………………………………………
* Work Address…………………………………………………………

1. Monthly Income…………………….
2. Type of ID:

* Passport
* Driver License
* Voter ID
* Other

1. Phone Number……………………………..

**Signature**

Everything that I have stated in this application is correct to the best of my knowledge. I understand that you will retain this application whether or not loan is approved. You are authorized to check my credit and employment history and to answer questions about your credit experience with me.

**Applicant's Signature Guarantor's Signature**

Submit

**DEPOSIT SLIP:**

**Form-D**

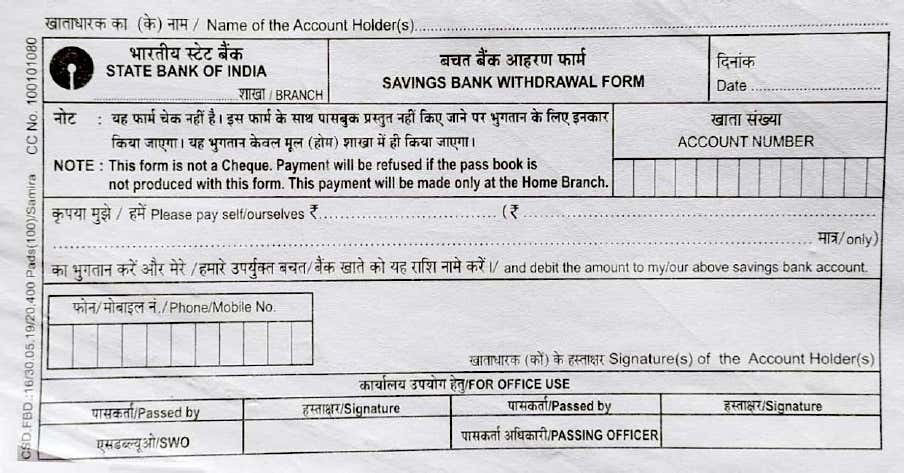
**(See sub-rule (1) of rule 3 and rule 10)**

**PAY – IN – SLIP FOR DEPOSITS**

**UNDER SENIOR CITIZENS SAVINGS SCHEME, 2004**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | COUNTERFOIL – 1 | |  | **COUNTERFOIL – 2** |
| DEPOSITOR’S COPY | | **BANK’S COPY** |
| SBI BRANCH NAME : | |  | | SBI BRANCH NAME : |  |
| NAME & ADDRESS OF DEPOSITOR: | |  | | NAME & ADDRESS OF DEPOSITOR: |  |
| **----------------------------------------------------------** | |  | | **----------------------------------------------------------** |  |
| FATHER/HUSBAND NAME : | |  | | FATHER/HUSBAND NAME : |  |
| SCSS A/C NO : | |  | | SCSS A/C NO : |  |
| **AMOUNT OF DEPOSIT** |  |  | | **AMOUNT OF DEPOSIT** |  |
| CHEQUE / DD REALISATION CHARGE |  |  | | CHEQUE / DD REALISATION CHARGE |  |
| ACCOUNT TRANSFER FEES |  |  | | ACCOUNT TRANSFER FEES |  |
| DUPLICATE PASSBOOK FEES |  |  | | DUPLICATE PASSBOOK FEES |  |
| OTHER CHARGES IF ANY |  |  | | OTHER CHARGES IF ANY |  |
| TOTAL AMOUNT |  |  | | TOTAL AMOUNT |  |
| **(Rupees------------------------------------------)** | | | | **(Rupees------------------------------------------)** | |
| DETAILS OF CASH DEPOSIT | | | AMOUNT | DETAILS OF CASH DEPOSIT |  |
| 2000 X | | |  | 2000 X |  |
| 500 X | | |  | 500 X |  |
| 200 X | | |  | 200 X |  |
| 100 X | | |  | 100 X |  |
| 50 X | | |  | 50 X |  |
| Total By Cash | | | RS | Total By Cash |  |
| Cheque / Demand Draft No & Date ……………………….. & ……/……/20……… | | |  | Cheque / Demand Draft No & Date ……………………….. & ……/……/20……… |  |
| Bank / Branch on Which Drawn  ………………………………. | | |  | Bank / Branch on Which Drawn  --------------------------------------- |  |
| --------------------------------------  Depositor’s Signature | | |  | **-----------------------------Depositor’s Signature** |  |
| **For the Use of Branch**  **Received \_\_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Only) asdetailed herein above. For deposit in SCSS**  **A/c No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | |  | **For the Use of Branch**  **Received \_\_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Only) as detailed herein above. For deposit in SCSS**  **A/c No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |
|  |  |
|  |  |
| **Teller /Cashier Service Manager**  **NOTE:**  **1.The cheque/demand draft should be in favour of the**  **“YOURSELF FOR SCSS DEPOSIT” or in favour of the**  **“Depositor SCSS A/c” endorsed in favour of the SBI.**  **2. Cheques / Demand Drafts are subject to realization of the proceeds.** | | |  | **Teller /Cashier Service Manager**  **NOTE:**  **1.The cheque/demand draft should be in favour of the“YOURSELF FOR SCSS DEPOSIT” or in favour of the**  **“Depositor SCSS A/c” endorsed in favour of the SBI.**  **2. Cheques / Demand Drafts are subject to realization of the proceeds.** |  |

**WITHDRAWAL SLIP:**



**ACCOUNT OPENING FORM: INDIAN BANK**



* **ON-LINE FORMS FOR PLACEMENT / PLACEMENT AGREEMENT FORM**

**PLACEMENT AGREEMENT FORM**

A placement agreement form is an **online document** that students must fill out when a workplace accepts them before their graduation. Every business may not always require this agreement. However, when accepted, both parties are legally liable for this agreement. You can share the agreement form online by creating a free form on forms.app.

**ON CREATE A PLACEMENT AGREEMENT FORM ON FORMS.APP**

Forms.app offers many templates that can be useful to businesses free of charge. One of them is the placement agreement form you are about to create right now. But before you can create your form, you must first be registered with forms.app. Otherwise, you cannot share your form. After registering on forms.app, create your form by following the steps below:

***Use the placement agreement form template Edit and design your form with many customization options Enable the settings if you need them Preview your form by clicking on the eye icon Share your form, whether on your webpage or send an e-mail***

**PLACEMENT REGISTRATION FORM**

Name

|  |  |
| --- | --- |
|  |  |

Date of Birth

|  |
| --- |
|  |

Address

|  |
| --- |
|  |

|  |
| --- |
|  |

|  |  |
| --- | --- |
|  |  |

|  |  |
| --- | --- |
|  |  |

Phone Email

|  |  |
| --- | --- |
|  |  |

Gender

* Male
* Female

Matric % 10 + 2 or Diploma Percentage %

|  |  |
| --- | --- |
|  |  |

Graduation (If Applicable)

Course Institute

|  |  |
| --- | --- |
|  |  |

University Year of Passing

|  |  |
| --- | --- |
|  |  |

Percentage

|  |
| --- |
|  |

|  |
| --- |
| Send |

**CONCLUSION**

Writing a summary is both important and challenging task. While writing a summary one should be a good reader. One would have to go with reading the original text so that the person concerned would look for and mark the main ideas. In this process we should remember the topic sentence and the concluding remark. Report writing stands for formal presentation of available information, in an elaborative and well-understood manner. A report must always be formal in its tone, language, and presentation. A report is written with a clear purpose and for a specific audience and, as with all types of academic writing, clarity and conciseness is key. Before we begin our report writing exercise, we have to ensure that we are aware of any specific guidelines and also ensure that we use headings to guide our reader as we move from section to section.

Business letters are described as letters used in the corporate world to address any issue, to pass on some information, and for many other purposes. Business letters are written professionally in a formal format and with a formal tone, in order to leave a good impression. Some business letters are Requisition Letters, Offer Letters, Letters of Recommendation, Request Letters, Complaint Letters, Interview Follow-up Letters, etc. Personal letters are informal letters written to people you know, such as friends, family, or relatives. They are usually longer than notes or invitations, and are often handwritten and sent through the mail. Personal letters are usually about personal matters, and should be friendly, chatty, and relaxed, as if you are talking to the recipient.

Email writing is an effective way of professional communication. It is often seen that people do not respond to our emails if they do not feel interested in our message or proposal. It should be good and specific. The best email communication is the one that is easy and straight forward. A notice is a written or printed announcement. It is written in order to inform a large number of people about something that has happened or is about to happen. It could be an upcoming event, competition, It is generally written in a formal tone. Notices are factual and to-the-point. The language used is simple and formal, not flowery. They are put up on display boards in schools, colleges and in public places.

Meeting minutes are the notes that capture what happened at a meeting! Different than a meeting agenda, it records the decisions made and actions requested by the group. Despite the team, they are not a minute-by-minute record but include the key details that the team will want to know. Minutes are the record of who was there and what happened. They are an important source of information for people who were unable to attend or looking back to reflect on what happened. They're also an incredibly effective tool to notify or remind people of tasks assigned to them or timelines to keep everyone on track.

**QUESTION AND ANSWER DISCUSSION:**

**I.LONG QUESTIONS**

1. Bhadrak Engineering School & Technology, Asurali, Bhadrak recently organized a Science Symposium on the topic: *‘Effect of Pollution on Quality of Life’.* You are Srijit, Editor of the School Magazine Oyster. Write a Report on the Event for your School Magazine. (120 – 150 words).
2. Write an Application to the HR Manager, RSP Rourkela for the Post of Junior Engineer and enclose your CV.
3. Write an email to the Hiring Manager and enclose your cover letter and résumé.
4. Write an email informing your classmates regarding *Science Exhibition.*
5. Prepare a format of placement registration form.

**II.SHORT QUESTION WITH ANSWER**

1. What is a Placement Agreement Form?

**Ans.** A placement agreement form is an online document that students must fill out when a workplace accepts them before their graduation.

2. What is report writing?

**Ans.** Report writing stands for formal presentation of available information, in an elaborative and well-understood manner.

**CHAPTER-5**

**VOCABULARY & GRAMMAR**

**LEARNING OBJECTIVE:**

|  |  |
| --- | --- |
| **SL. NO.** | **SUBJECT** |
| 5.1 | VOCABULARY OF COMMONLY USED WORDS |
| 5.2 | COMMONLY USED ADMINISTRATIVE TERMS (ENGLISH ONLY), ONE- WORD SUBSTITUTION, PARTS OF SPEECH, ACTIVE & PASSIVE VOICE, TENSES, PUNCTUATION |

**5.1 VOCABULARY OF COMMONLY USED WORDS:**

**INTRODUCTION:**

Both Vocabulary and Grammar play a key role in shaping and fine tuning the language of a budding learner who over period of time grows and gathers the knowledge disseminated to him/her from the nurturing cradle and also from the society where the language community spills over. It trains and sharpens his/her learning skill. This time tested knowledge, wisdom and practice under the tutelage of experienced educators do wonder and magically shapes and sharpens the intellect that blooms and shines with radiance and latter on culminates with maturity and perfection.

Vocabulary is the collection of words that an individual knows. It is understood as the word that we use in day to day life which has been ingrained and brings parity with our feeling and thought. On the other hand, grammar shows the correctness of language. It is a basic fundamental that has been preserved as a repository thought and idea in the mind and intuition of a native speaker. Word is the smallest unit of a sentence or any piece of writing. **John Drink W**ater says, “Words are the bricks-the bricks with which, by skilful and imaginative arrangement, the poetry and literature of the world has been built”. **H. Dippie** in his work *Suggestions for Primary School Teachers in In*dia proposes, “Words are like bottles and contain ideas just as bottles contain medicines. The thing that is important for us in words is the ideas that they embody and not their sounds or shapes when written or printed. They only exist for what they contain.”

**Hatch and Brown** deﬁne that vocabulary as a list of words for a particular language or a list or set of word that individual speakers of language might use. The Webster Dictionary reads vocabulary as a list or collection of words usually alphabetically arranged and explained or lexicon, stock of words use in language or by class, individual, etc. **Laufer** states that vocabulary learning is at the heart of language learning and language use. In fact, it is what makes the essence of a language. Without vocabulary, speakers cannot convey the meaning and communicate with each other in a particular language.

Vocabulary is an important aspect in teaching language, as stated by **Edward**, “Vocabulary is one of the important factors in all language teaching; students must continually learn words as they learn structure and as they practice sound system”. Sometimes, it’s difficult to determine the words that students related to vocabularies such as: meaning, spoken/written forms, collocations, connotations, grammatical behavior, etc. Basing on the importance of vocabulary, teachers should take note on the list of vocabulary which they would teach the inquisitive learners.

**CLASSIFICATION**

**Roget** (1980:1036) conceives vocabulary as:

a. A list of words often deﬁned or translated.

b. All the words of Language.

c. Specialized expression which are indigenous to a particular ﬁeld, subject, trade or sub-culture.

Vocabulary can also be classified into **two** types. These are: **active vocabulary** which students can use constructively, and **passive vocabulary** which students understand but don't use. Learning vocabulary helps students express ideas precisely and participate in conversations, while lacking vocabulary makes learning skills difficult. Educational institutes play a crucial role in instilling vocabulary to students.

The author has cited some vocabulary exercises in form of fill in the blanks format with suitable options for the students. The answer key is given at the end part of each exercise for reference. The discussion part in each segment if read well then one can understand that it will help readers to understand the minute differences and promote them using of words at specific contexts.

**SPEED: FAST AND SLOW**

* **Going Fast**

These verbs suggest going somewhere very quickly on foot or in a vehicle: dash, fly, race, tear.

I **dashed into** the classroom to pick up my books. She came **flying out** of her house. I **raced/tore** to the station and just made it in time for the last train.

The verbs **nip** and **pop** suggest going a short distance quickly, on foot or in a vehicle: I nipped/popped into a nearby shop to buy a bottle of water.

The verb **dart** suggests a quick, sudden movement, often by an animal: A dragonfly darted past. I darted behind the door to hide.

The verbs **zip** and **whizz** are often used about vehicles going quickly: The bus whizzed/zipped past me just as I got to the bus stop.

The verb **bolt** also suggests fast movement over a short distance but it also has the added association of running away from something: The thieves bolted when the alarm went off.

The verb **career** suggests that something is moving rapidly and is out of control: The car **skidded** and **careered** down a bank. The company seems to be careering into financial ruin.

The verbs **scamper, scurry, scuttle** suggest small rapid steps, often used to describe the way a small animal runs: As we went into the dark shed, we saw mice scampering away and spiders scurrying into corners. Cockroaches scuttled into a crack in the floor.

These verbs emphasize the fact that speed is increasing: speed up, accelerate. **Accelerate** is used only about transport, whereas **speed up** can also refer to movement on foot. Both verbs can be used figuratively: We’d better speed up if we’re going to get there on time. The growth of the company has accelerated since it started exporting.

* **Going Up or Down Fast**

These verbs suggest a downward movement, as well as speed: **plunge, plummet**: He put on a

Lifejacket and plunged into the icy water. Notice that they are mainly used metaphorically: When export sales began to decline, our hopes of business success plummeted. After the death of his father, he was plunged into despair.

These verbs suggest a fast upward movement: **rocket, soar**. Notice that they are mainly used metaphorically and have strong associations with financial matters such as prices and share values: When our export sales rocketed, our hopes soared.

The primary association of soar is with birds, and when it is used about people’s feelings it provides associations of happiness and being carefree: My heart soared when I heard that he was coming home.

The opposite of soar and rocket in a financial context would be **slump** or **tumble**. Both suggest a rapid downward movement: Share prices slumped (or plummeted) on the stock market yesterday, with telecommunications companies tumbling most dramatically of all.

* **Going Slowly**

These intransitive verbs emphasize that the movement is **slow**: **crawl, creep**. They are often used metaphorically: Prices have been creeping up since May. It was rush hour and the traffic was crawling along.

**Totter** also suggests a fairly slow movement, but it is one that is particularly unsteady as well: Mina tottered down the road, laden with parcels and bags.

**Sidle** means to walk anxiously and nervously: Sam sidled up to the boss’s desk and coughed to attract his attention.

**Dawdle** means to move more slowly than is necessary, or to waste time: Don’t dawdle on the way home.

**Exercise: 01**

***Choose the suitable alternative***

1. When the Taxi suddenly swerved to avoid hitting the cat, it -------------------- out of control and crashed into a lamp post.

***A. Popped B. Bolted C. Careered D. Dashed***

2 When Dipak switched the bathroom light on, he was terrified to catch a glimpse of a serpent---------------------- coiled at the corner of the tiles.

***A. Plummeting B. Scuttling C. Creeping D. Nipping***

3. I’m going to ------------------------------------ into town in my lunch hour. Can I get you anything?

***A. Bolt B. Plunge C. Totter D. Nip***

4. If you don’t --------------------------------------, you’ll miss the bus and be late for school.

***A. Accelerate B. Rocket C. Speed up D. Crawl***

5. Meena’s spirits ----------------------------------- when she learnt that she had won first prize.

***A. Plunged B. Soared C. Zipped D. Tore***

6. When the boy saw the fierce dog, he ------------------------------ into the house.

***A.Dawdled B.CareeredC.Tottered D.Bolted***

7. I’m just going to --------------------------- the letter box to post these letters.

***A. ScurryB.TotterC.Plunge D.Pop***

8. Richard ------------------- into the house, trying hard not to wake his parents.

***A. Soared B. Crept C. Scampered D. Accelerated***

9. The dog suddenly ----------------------- out into the road.

***A. Tottered B. Darted C. Plunged D. Soared***

10. We watched the cars ------------------ past on the motorway.

***A. Whizzing B. Tumbling C. Popping D .Darting***

**Answer Key:**

|  |  |
| --- | --- |
| **1. C** | **6. D** |
| **2. B** | **7. D** |
| **3. D** | **8. B** |
| **4. C** | **9. B** |
| **5. B** | **10. A** |

**CAUSE AND EFFECT**

***I. ‘Cause’ Verbs and Their Collocations:***

The differences between these verbs are best learnt by observing their typical collocations. ***Cause*** usually collocates with negative results and situations.

**Example:**

1. The new technology has caused a lot of problem to the senior employees in the organization.
2. Father’s skin cancer was caused due to his exposure to ultra violet radiation.

*Produce* is more neutral, and deals with more concrete results. It is used in ***formal*** contexts.

**Example:**

1. Experts can produce statistics and figures that can bring spectacular change in the society.
2. Time to use the green energy so that it can produce the best result.

While ***cause*** usually collocates with negative situations, ***give*** can be used for positive or negative ones.

***Give*** is less formal than cause.

1. Our cat has given us a lot of pleasure too us.
2. This bike is giving me a lot of trouble, I’m going to sale it.

***Generate*** is often used in contexts where people are forced to do more than usual, and in computer contexts. It sometimes has a rather negative feel. It is used in formal contexts.

**Example:**

1. It’s going to be difficult to generate sufficient interest in the scheme.
2. The management will have to generate the extra funds somehow or other.

|  |
| --- |
| **Cause and Give *are often used for things happening without people doing anything,***  ***1. The storm caused terrible damage.***  **Produce and Generate *usually suggest some sort of impact on people,***  ***1. Raghav’s presentation generated triumphant applause from the audience.*** |

**II. Other ‘Cause’ Words**

1. The news **provoked** a feeling of despair in everyone.
2. The events **precipitated** / sparked a political crisis. [Quickly, Suddenly Caused]
3. The invention of the car **brought about** great changes in society. [Gradually Produced]
4. Your action has **resulted in** a formal complaint from a member of the public. [Produced]
5. His problems **stem from** his difficult childhood. [Be a Result of]
6. Have you any **grounds for** suspecting him? [Cause, Reason]
7. The proposal **has implications for** traffic in the area. [Is Likely to cause Certain Results]
8. My argument **is based on** the available data. [Has been Developed as a Result of = The Available Data Provide the **Basis** for my Argument]

**Exercise:02**

**Choose the Suitable Alternative:**

1. The decision by the government to relax the regulations has ------------------------- a lot of investment in the poorer regions.
2. We need to ------------------------------------- a list of names and addresses by six o’clock tonight.
3. Her death was ---------------------------------- by a sign falling from a shop front in the heavy winds.
4. The Governor’s remarks almost --------------------------------- a full-scale war between the two regions.
5. His stupidity -------------------------------- in none of us being able to get home that night.
6. Your letters have ------------------------- me so much pleasure. Please don’t stop writing them.
7. The book -------------------------- a lot of anger amongst female readers.
8. I don’t necessarily want to ------------------------------- a crisis, but I have some bad news to tell you all.

**Answer Key:**

|  |  |
| --- | --- |
| **i.generated** | **v.resulted** |
| **ii. produce** | **vi.given / brought / provided me with** |
| **iii.caused** | **vii.provoked/ caused / produced /generated** |
| **iv. sparked / precipitated** | **viii.precipitate / cause/ bring about** |

**NOSTALGIAS AND REMORSE**

**Reminiscences of Golden Past:**

A: It’s great to see you again. Gosh, it’s ten years since we were at school together! Any idea what the school is like these days?

B: No, I’ve been a bit **out of touch** with things ever since I moved away from London.

A: I wonder **what became of** became that math’s teacher.

I think his name, **if I recall**, was Mr. Sanderson. When I **think back**, I realize now how difficult things must have been for him, having to teach the likes of us! And do you ever **hear anything of** James?

B: No, I haven’t heard a thing.

A: And I often wonder what Sanjay ended up doing. I’ve lost touch with him too. Thinking back, we had some great times, didn’t we?

B: Yeah. Seeing your phone there reminds me of how we used to text under our desks, right under the teacher’s nose.

A: Yeah, that **takes me back to** the day my phone rang when a school inspector was observing our class and I got into big trouble.

B: Yes, I have **a vague memory** of that. Actually, **it’s all coming back to me now**. They confiscated your phone and you stormed out of the classroom!

A: Yeah. But I must say that **what stands out in my mind** is the amazing freedom we used to have.

B: Me too. When I look back, I realize how much things have changed.

A: Yes, I often find myself **reminiscing about** my teenage years and wonder if our children will have the same happy memories when they grow up.

B: Yes, we all tend to look at the past **through rose-tinted spectacles**, don’t we? But I guess a bit of **nostalgia** does nobody any harm!

**GLOSSARY:**

1. Out Of Touch - Not Knowing What Has Happened Recently
2. what became of - where he is and what happened to him
3. if I recall - if I remember correctly
4. think back - think about the past
5. hear anything of - receive any news about
6. takes me back to - makes me remember
7. a vague memory - not a very clear memory
8. it’s all coming back to me now - I’m beginning to remember it more clearly
9. what stands out in my mind - what I remember more than other things / sticks out in my mind
10. reminiscing about - thinking about pleasant things that happened in the past
11. through rose-tinted spectacles - see only the pleasant things about a situation and not notice the things that are unpleasant / rose-colored spectacles
12. nostalgia - a feeling of pleasure and sometimes slight sadness at the same time as you think about things that happened in the past

**Expressing Regret**

1. I **regret** not spending more time with my aunt when she was ill.
2. He showed no sign of **remorse** for what he had done.
3. She said she felt great **shame** for what had happened and apologized to us all. [Embarrassment and guilt about something bad that happened]
4. I felt great **pangs** of guilt and remorse thinking of all the bad things that had happened and my part in them. [sudden sharp feelings, especially of painful emotion; collocates frequently with **guilt**, regret, conscience, remorse]

**Some Formal, Rather Literary Ways of Expressing Regret:**

1. I **rue** the day we ever met. [I regret very much that we ever met; collocates strongly with ‘the day’ and ‘the fact that’]
2. I **lament** the passing of time. [I feel sad that time passes]
3. I **mourn** my lost opportunities. [I feel sad about opportunities I had but did not take up]

**Exercises: 03**

***Fill the Gaps with One Word.***

1. ---------------------back, I can’t believe how I survived the first day in my old job. It was horrendous.

2. What -----------------------------in my mind when I think of my schooldays was our class trip to Edinburgh.

3. What ---------------------------of that friend of yours who wanted to be a pilot? Did he ever get to be one?

4. Do you ever hear -----------------------------your old college friend Martine these days?

5. When I---------------------------------------, we had quite a hard life; my parents were poor.

6. When I get together with my old schoolmates, we often ---------------------------------about the fun times we had.

7. I’m a bit ----------------of ---------------------with what’s happening with our old hockey team since I stopped playing, but someone said they’re doing quite well these days.

8. I got a sudden feeling of ----------------------------------as we drove past our old house. We’d had some happy times there.

9. When I saw the photo, it all ------------------------------ back to me just what a wonderful holiday we had had.

10. You’re always looking at the past through rose- -----------------------spectacles. It wasn’t all wonderful, you know.

11. I have only a very --------------------------------- memory of my early childhood in Canada. It was all so long ago!

12. What happened to your sister? If I ----------------, she wanted to study chemistry, didn’t she? Did she ever do that?

**Answer Key:**

|  |  |
| --- | --- |
| **1. Looking / Thinking** | **7. out, touch** |
| **2. stands / sticks, out** | **8. nostalgia** |
| **3. became** | **9. came** |
| **4. anything of** | **10. tinted / coloured** |
| **5. look / think, back** | **11. vague** |
| **6. reminisce** | **12. recall** |

**5.2 COMMONLY USED ADMINISTRATIVE TERMS (ENGLISH ONLY), ONE- WORD SUBSTITUTION, PARTS OF SPEECH, ACTIVE & PASSIVE VOICE, TENSES, PUNCTUATION**

**TABLE: 5.1**

|  |  |  |
| --- | --- | --- |
| Sl. No. | English | Meaning |
|  | abduction | kidnapping |
|  | abolition | eradication |
|  | absolute | complete |
|  | academic | educational |
|  | accept | agree |
|  | accommodation | space |
|  | achievement | accomplishment |
|  | acid test | litmus test |
|  | acquisition | procurement |
|  | acquit | free |
|  | Act of God | divine act |
|  | action plan | Plan of action |
|  | administer | govern |
|  | administration | supervision |
|  | administrative sanction | executive sanction |
|  | administrative service | executive service |
|  | advisory | recommended |
|  | affidavit | affirmation |
|  | aggrieved party | Party that suffered |
|  | agreement | contract |
|  | annexure | annexure |
|  | annual review | Yearly review |
|  | answerable | accountable |
|  | applicant | candidate |
|  | attendance | presence |
|  | audit | review |
|  | authority | expert |
|  | authorization | approval |
|  | balance | equilibrium |
|  | ballot | vote |

**ONE WORD SUBSTITUTION**

Single Word Substitution means certain concept/idea/ thought expressed in one word. A list of one word substitution is given below for practice.

**TABLE: 5.2**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Concept** | **One Word Substitution** |
|  | A place where government / public records are kept | Archive |
|  | A place where monks live as a secluded community | Monastery |
|  | A proficient public speaker | Orator |
|  | A religious discourse | Sermon |
|  | A remedy for all diseases | Panacea |
|  | A short journey made by a group of persons together | Excursion |
|  | A speaker's platform | Podium |
|  | A thing likely to be easily broken | Brittle |
|  | A wall built to prevent the sea or a river from flooding an area | Dyke |
|  | A workman who fits and repairs pipes | Plumber |
|  | Act of deceiving somebody in order to make money | Fraud |
|  | Act of mercy killing | Euthanasia |
|  | An animal which lives by preying on other animals | Predator |
|  | Animal that can live on land and in water | Amphibians |
|  | Animal that feeds on plants | Herbivorous |
|  | Animals that eat flesh | Carnivorous |
|  | Belief that God is in everything and that everything is God | Pantheism |
|  | Belonging to all parts of the world | Cosmopolitan |
|  | Code of diplomatic etiquette and precedence | Protocol |
|  | Deep in thought | Pensive |
|  | Period of ten years | Decade |
|  | Period of hundred years | Century |
|  | Period of thousand years | Millennium |
|  | Present every where | Omnipresent |
|  | All Powerful | Omnipotent |
|  | One who knows everything | Omniscient |
|  | A person who seeks lift on the road | Hitch hiker |
|  | A place where birds live | Aviary |
|  | One who deals with vegetable | Green grocer |
|  | A doctor who conducts operation | Surgeon |

**IDIOMS & PHRASES**

Idioms are phrases or sayings with meanings that are different than what is actually   
being said. In other words, they should not be taken literally. For example, if someone   
is ***“in the same boat”*** as with the other, it means both are in the same situation. They   
are not actually in the same boat together. There are many different idioms that have   
developed in the English language. Learn the idioms given below which would help you to understand the concept. In course of time through practice it would brush up your English so that you could speak English fluently.

**TABLE: 5.3**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Concept** | **Meaning** |
|  | A wee bit | A little |
|  | Rank and File | Ordinary People |
|  | Out of the wood | Free from difficulties and dangers |
|  | Under his thumb | Under his control |
|  | Between the devil and the deep sea | Between two dangers |
|  | Burn the midnight oil | Work or study hard |
|  | Call a spade a spade | Speak frankly and directly |
|  | At daggers drawn | Bitterly hostile |
|  | An axe to grind | A personal interest in the matter |
|  | Hit the nail on the head | Do or say the exact thing |
|  | Come off with flying colors | Be highly successful |
|  | Keep one’s fingers crossed | The anxiety in which you hope that nothing will upset your plans |
|  | At arm’s length | To keep at a distance |
|  | Be in a tight corner | In a very difficult situation |
|  | The pros and cons | The various aspects of a matter in detail |
|  | Cry for the moon | Ask for the impossible |
|  | Bark up the wrong tree | Accuse or denounce the wrong person |
|  | To move heaven and earth | To make a supreme effort |
|  | Rain cats and dogs | Rain heavily |
|  | To take the bull by the horns | To tackle a problem in a bold and direct fashion |
|  | To play ducks and drakes | To act foolishly or inconsistently |
|  | Bury the hatchet | End the quarrel and make peace |
|  | Like a fish out of water | In a strange situation |
|  | Smell a rat | Suspect something foul |
|  | Sitting on the fence | Hesitate between two decisions |
|  | By hook or by crook | By fair or foul means |
|  | Take to one’s heels | Run away |
|  | Tooth and nail | With all one’s power |
|  | Take a leaf out of one’s book | Imitate one |
|  | Leave no stone unturned | Use all available means |

**PARTS OF SPEECH**

The different parts of a sentence are called parts of speech. There are **eight** parts of speech in English. These are:

**Table: 5.3**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Type** | **Example** |
|  | Noun | Name of a person, place, thing or quality. (Examples: Billy, Chicago, Pencil, Courage). |
|  | Pronoun | Word used in place of a noun. (Examples: he, she, it, they, we). |
|  | Adjective | Word that describes or limits a noun or pronoun. (Examples: big, blue, mean, pretty). |
|  | Verb | Word expressing action or state of being. (Examples: write, kiss, is, feels). |
|  | Adverb | Word used to modify the meaning of a verb, adjective, or another adverb. (Examples: always, once, quickly, too, there). |
|  | Preposition | Word used to show the relation between two or more things. (Examples: to, at, under, into, between). |
|  | Conjunction | Word used to join a word or group of words with another word or group of words |
|  | Interjection | An exclamation. (Examples: oh!, wow!). |

**A BRIEF NOTE**:

**1. NOUN:**

Noun is a naming word. It is usually found in a sentence either as subject of the sentence or object of the verb. When subject is the main part of the sentence, the object is the aim of the subject.

**Example:**

1. **I** eat **rice**.
2. **Father** built a **house.**
3. The **teacher** gave **me** a **pen**.
4. **Rakesh** has done the **work**.
5. **People** elected **him** chairman.

The words marked in bold letters are **nouns**. The nouns used at the subject position are **I** (pronoun used as the subject), **Father, Teacher, Rajesh and People**. Similarly the nouns used as object of the verb are **rice, house, me, pen, work and him**.

The **object** of a verb can be classified into two types. These are **direct object** and **indirect object**. Usually, we can know the direct object if it is a thing or non-living stuff. If the object is a living person, it is called an indirect object. In sentence **three (3),** both **‘pen’ and ‘me’** are objects. When **pen** is direct object, **me** is indirect object.

**2. PRONOUN**

Pronoun is a word which is used instead of Noun.

**Example:**

1. Gopal is a student.
2. **He** goes to school every day. (‘**He’** is both subject and pronoun here.)

**3. ADJECTIVE**

Adjective is the modifier or qualifier of noun.

**Example:**

1. This is a **beautiful** flower.
2. The rose is **red**.

The marked and underlined words are adjectives.

**4. VERB**

Verb is the function or action of the subject. It usually comes in the predicate part of the sentence.

**Example:**

1. The Sun **rises** in the East.
2. The Earth **goes** round the Sun.

The underlined words are verbs.

**5. ADVERB**

Adverb is the modifier or qualifier of verb.

**Example:**

1. The bus is running **fast.**
2. The old man is walking **slowly**.

The underlined words are adverbs.

**6. PREPOSITION**

Preposition is a word which is generally used before **noun or pronoun**.

**Example:**

1. There is a pen **in** my pocket.
2. Someone is knocking **at** the door.

The underlined words are prepositions.

**7. CONJUNCTION**

Conjunction is a linking word. It connects a word with a word, a phrase with a phrase, a clause with a clause and a sentence with a sentence.

**Example:**

1. Rakesh **and** Dipak are friends.
2. You may stay here **or** go to your home.

The underlined words are conjunctions.

**8. INTERJECTION**

Interjections are expressions of intense emotion of happiness and sorrow which are said in an emphatic manner.

**Example:**

1. **Hurrah**! We have won the match. (expression of **happiness**)
2. **Alas**, I have lost everything. (expression of **sorrow**)

The underlined words are interjections.

**ACTIVE & PASSIVE VOICE**

Both **active** and **passive** are two modes of expression.

**Difference:**

**Table5.4: Difference between active and passive**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Active** | **Passive** |
|  | Agent is the *doer of action* or the main part in active sentence. | In passive sentence, the object of active sentence comes to the subject position. |
|  | In Active sentence, subject is the main part. | Here, necessary verbal change occurs. |
|  | The verb is arranged as per the subject | In most of the passive sentences, the use of *By phrase* is optional/can be omitted. |
|  | All active sentences cannot be changed into passive. Only those active sentences can be changed to passive if the verb is *transitive* (transitive verb takes object with it). | However in some sentences where the agent is -  (i) A creative person like writer, poet, scientist, painter etc or  (i) An indefinite person  In that case, *By Phrase* is used. |

**Table 5.5: Passive Structure (Explained through examples)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Tense Form** | **Active** | **Passive** |
|  | Present Simple | I do the work. | The work is done (by me). |
|  | Present Progressive | I am doing the work. | The work is being done. |
|  | Present Perfect | I have done the work. | The work has been done. |
|  | Past Simple | I did the work. | The work was done (by me). |
|  | Past Progressive | I was doing the work. | The work was being done. |
|  | Past Perfect | I had done the work. | The work had been done. |
|  | Simple Future | I shall do the work. | The work will be done (by me). |
|  | Future Perfect | I shall have done the work. | The work will have been done. |
|  | Imperative | Let’s do the work. | Let the work be done. |

**N.B. there is no passive form of** –

***(i) Past/ Present/ Future perfect progressive form***

***(ii) Future progressive form***

**Use of By Phrase (Example):**

1. *Meghadutam* was written by Kalidas.
2. *Macbeth was* written by W. Shakespeare.
3. *Monalisa* was painted by Leonardo da Vinci.
4. The bank is run by a robot*.*

**TENSES**

Tense usually indicates the time at which an action takes place. Action and events take place in time. Time has three broad divisions. We talk about action which takes place at the time of speaking. It is called the **present time**. We also talk about action which takes place before the time of speaking. It is called **past time**. Lastly, we think about action which may take place after the time of speaking. We call it the **future time**.

Tense is nothing but the verbal form. Some may consider out of basic perception that both tense and time are same thing and can be used interchangeably; however it is actually not right.

**TIME AND TENSE**

Time is classified into **three** types. These are **Past, Present and Future**. Tense is classified into **two** types. These are **Past** and **Present**. In past tense comes past time; and in present tense comes both present time and past time.

**Example**

1. Rabi **met(Tense)** his friend **yesterday (Time)**. **(Past, Past)**
2. Alok **is reading** (**Tense**) **now (Time). ( Present, Present)**
3. Ramesh **is going Cuttack tomorrow. ( Present, Future)**

Time is a concept which can be expressed in terms of year, month, day, hour etc. When tense is known on studying the **verbal form**, time is known on studying the **time adverbials** used in a sentence.

**Example**

1. The Sun rises in the east. (tense)
2. Children are playing. (Tense)
3. I am reading now. (time)
4. Will you come tomorrow? (time)

**TENSE ASPECT**

Tense has **four** aspects. These are –

1. Simple
2. Progressive
3. Perfect
4. Perfect Progressive

**PAST TENSE**

Past tense is used to refer that action which started and ended in past. It has **four** forms. These things are discussed in the **Table-5.6**

**Table 5.6: Past Tense**

|  |  |  |  |
| --- | --- | --- | --- |
| **SL. NO.** | **Tense Form** | **Usage** | **Example** |
|  | Simple Past | Single completed action | The man killed a tiger. |
|  | Past progressive | Transitory incomplete action | Children were playing in the garden. |
|  | Past Perfect | Earlier action is Past perfect | When the doctor arrived, the patient had died. |
|  | Past Perfect Progressive | Past incomplete action that continued for long period | The people had been working in the field since morning. |

**COMPARING TWO PAST ACTIONS**

This discussion is based on comparing **four** past actions. These actions are context specific. Thus these actions are used to bear a specific meaning as per the use at a particular context.

**These actions are:**

1. Simple Past & Simple Past
2. Past Progressive & Past Progressive
3. Simple Past & Past Progressive
4. Simple Past & Past Perfect

I. **SIMPLE PAST & SIMPLE PAST:**

This form is used to refer two shorter actions in past. Here, both the actions have taken place almost at the same time without having any remarkable difference of time.

**Example:**

1. The teacher **entered** the class and the students **stood up**.
2. The speaker **finished** his speech and the people **clapped.**

**II. PAST PROGRESSIVE & PAST PROGRESSIVE**

This form is used to refer two continuing actions in past. Here, both actions are in progressive form while speaking.

**Example:**

1. When Alok **was reading**, his brother **was writing.**
2. When father **was watching** television, mother **was cooking.**

III. **SIMPLE PAST &PAST PROGRESSIVE**

Simple past form is used to refer **shorter action** and past progressive form is used to refer **longer action**. Comparing both the actions, we can say the longer action is **incident** and the shorter action is **accident**.

**PRESENT TENSE**

**Table 5.7: Present Tense**

|  |  |  |  |
| --- | --- | --- | --- |
| **SL. NO.** | **Tense Form** | **Usage** | **Example** |
|  | Simple Present | Truth, Fact and Reality | The Sun rises in the east. |
|  | Present progressive | Transitory incomplete action | Sita is singing a song. |
|  | Present Perfect | Action completed **Now and around Now** | Deepak has finished his homework. |
|  | Present Perfect Progressive | Any incomplete action that started in past, continues in present and likely to continue in future. | Rakesh has been waiting for the bus since morning. |

**Table 5.8: Future (Specific Context)**

|  |  |  |  |
| --- | --- | --- | --- |
| **SL. NO.** | **Sentence Structure** | **Usage** | **Example** |
|  | Be + Going + To | Speaking about future on foreseeing the present event | The tree is leaning. (Proof)  It is going to fall down. (consequence) |
|  | Present progressive | Planned personal action | Kailash has booked the ticket.  He is travelling Delhi tomorrow. |
|  | Simple Present | Train time, Official time and Calendar time | 1. The Rajdhani Express leaves Bhubaneswar at six a.m.  2. The school opens at 10 a.m.  3. The Gandhi Jayanti falls on 2nd October. |
|  | Contracted Shall/Will (’II) + Verb | Immediate decision started in past, continues in present and likely to continue in future. | My granny is trembling with cold.  I ’II give her a blanket. (Contracted form) |

**PUNCTUATION**

**INTRODUCTION**

Punctuation is derived from the Latin term ***"punctum,"*** which refers to the proper placement of points and stops in written communication. Punctuation enhances our work by adding quiet intonation. We can halt, stop, stress, or pose a question by using a comma, a period, an exclamation point, or a question mark. When punctuation is utilized appropriately, writing becomes more precise and clear because it allows the writer to pause, stop, or emphasize specific words or clauses. The reader is told to pause at opportune points and organize the material on the page they're reading by utilizing effective punctuation that mimics speech rhythms. It clarifies the writing and reduces misunderstandings

Punctuation is the use of white space after a sentence, in between words in a sentence using standard symbols called punctuation marks. They are certain typographical elements to aid in the comprehension and accurate reading of the written text, whether it is read by oneself or while together. Full stops (.), commas (,), question marks (?) and exclamation points (!) are a few examples of various punctuation marks.

**I. FULL STOP (.)**

One of the most often used punctuation symbols in the English language is the full stop, sometimes known as the period (.) in American English. According to textual analysis, full stops make up almost half of all punctuation. Full stops were used to conclude declarative sentences or other statements regarded as complete. Additionally, this punctuation is used after an acronym. A full stop can also indicate the conclusion of a string of words that does not usually compose a sentence.

**Example**

1. Alok is going to the market.

2. The Earth goes round the Sun.

3. There is no one in the world like my mother. She is my best friend.

**II. QUESTION MARK (?)**

To end interrogative phrases or queries, we use a question mark as a punctuation mark. The sentence's arrangement will determine where the question mark goes. Interrogative sentences can be classified into two types. These are (a) Wh-Question Sentence and (b) Yes-No Question Sentence. When **Wh** question sentence expects direct answer, the Yes-No question sentence expects answer either in **Yes or in No.**

**Example**

1. Have you been to Puri?

2. What is your name?

**III.QUOTATION MARKS (“ “)**

When we want to paraphrase someone else's remarks in our work, we use quotation marks.

**Example**

* 1. Rakesh asked, “Where is my notebook?”
  2. The teacher said, “Puri is famous for lord Jagannath.”

**IV.APOSTROPHE (')**

When certain letters have been removed from a word, an apostrophe (') is used to indicate this. Along with indicating the plural form of lowercase letters, the punctuation mark can also be used to signify a noun's possessive form.

**Example**

1. Rasmi’s sister is a singer.

2. Lisa’s house is in Germany.

3. Raghav’s mother worships nature.

**V.THE COMMA (,)**

To distinguish between two distinct concepts or sentence components, we use a comma (,).

The comma rules and examples: (1) When two distinct sentences are joined, a comma should be used.

**Example**

1.We purchased some dairy, and we purchased some fruit.

(2) Separate words in a series with commas. Take note that the final word in the series is not followed by a comma.

**Example**

He was tall, beautiful, and clever.

(3) Set the words "yes" and "no" apart with a comma.

**Example**

Thank you, but no.

**VI.THE HYPHEN (-)**

The punctuation mark "hyphen" (-) is used to separate words or sections of words. It cannot be used in place of other dashes of any kind.

**Example**

1. Self-confidence

2. Merry-go-round

3. Co-operate

4. Long-term

5. Close-up

**VII.DASH**

A dash is a punctuation mark that divides words into statements. There are two different types of dashes: **en dash** and **em dash**. En dash indicates range or connections. The **em dash**, on the other hand, is used in situations where a comma could also be appropriate. The dash can also be used to delete words or phrases that are not necessary for understanding the sentence. In situations where a comma would normally be used, a dash may be substituted.

**"En Dash"** (–) The en dash, which is a symbol (-) used in writing and printing to denote a range or links, is slightly larger than a hyphen.

**Example**

**"Em Dash"** (—) The em dash (—), which is twice as long as the en dash, can be used in place of a comma, parenthesis, or colon to improve readability or emphasize a sentence's end. **Examples:**

He gave her his answer—Yes!

**VIII.EXCLAMATION MARK (!)**

It may be used at the beginning or conclusion of a statement. It also serves as a full stop or a period at the end of a sentence when used in this way. To convey an order or a strong passion, we frequently employ the exclamation mark (!)

**Example:**

* Bravo!
* Hurray!

**IX. COLON (:)**

A colon (:) is a fairly common and widely used punctuation character. A quotation, an illustration, a sequence, or even an explanation can be introduced using this technique. The second application is to divide two independent clauses with it. Finally, emphasis can be conveyed by using a colon.

**Example:**

1. You have two tasks: finish the assignment and submit on the portal.

2. Tony has the ingredients list: milk, potatoes, and tomatoes.

**X. SEMI-COLON (;)**

A semicolon (;) is used to indicate a tight relationship between two independent clauses while separating them. A semicolon does a better job than a full stop at illustrating the relationship between two assertions.

**Example:**

1. My wife is a teacher; at St. Paul school.
2. I want to go to a park; to clear my head and have fun.
3. I am here; you are over there.

**Exercise 1:**

**Put the correct punctuation mark to the following sentences.**

1. This is absolutely incredible

2. Stand up straight

3. Who do you think will win the show?

4. Hurray. We won the match today.

5. Walk fast

6. I love cooking meat fish different types of curries and baking

7. This is Kiara’s party dress

8. He asked are you unwell

9. He is a well-respected man 10.I want coffee I am feeling tired

10. I want coffee I am feeling tired

**Answer:**

1. This is absolutely incredible!

2. Stand up straight.

3. Who do you think will win the show?

4. Hurray! We won the match today.

5. Walk fast.

6. I love cooking meat, fish, different types of curries and baking.

7. This is Kiara’s party dress.

8. He asked, “Are you unwell?”

9. He is a well-respected man.

10. I want coffee; I am feeling tired.

**CONCLUSION**

Both Vocabulary and Grammar play a key role in shaping and fine tuning the language of a budding learner who over period of time grows and gathers the knowledge disseminated to him/her from the nurturing cradle and also from the society where the language community spills over. It trains and sharpens his/her learning skill. This time tested knowledge, wisdom and practice under the tutelage of experienced educators do wonder and magically shapes and sharpens the intellect that blooms and shines with radiance and later on culminates with maturity and perfection.

Vocabulary is the collection of words that an individual knows. It is understood as the word that we use in day to day life which has been ingrained and brings parity with our feeling and thought. On the other hand, grammar shows the correctness of language. It is a basic fundamental that has been preserved as a repository thought and idea in the mind and intuition of a native speaker.

**QUESTION AND ANSWER DISCUSSION:**

**I.SHORT QUESTION WITH ANSWER**

1. What is Tense?

**Ans.** Tense is nothing but the verbal form.

2. What is time?

**Ans.** Time is a concept which can be expressed in terms of year, month, day, hour etc.

3. What is punctuation?

**Ans.** Punctuation is the use of white space after a sentence, in between words in a sentence using standard symbols called punctuation marks.

**II.LONG QUESTION**

1. What are parts of speech? Discuss.
2. What is vocabulary? How does it help a learner? Explain with examples.
3. What are four structures of present tense to speak about future? Explain with examples.
4. Where do you use the simple past and past perfect structure? Explain with examples.
5. What is the verbal form of shorter action and longer action in past tense?

1. See Walter Benjamin, ‘The Storyteller: Reflections on the Works of Nikolai Leskov’, in Illuminations, Hannah Arrendt (ed.) and Harry Zohn (trans.) [New York: Choked, 1969] Section IX. [↑](#footnote-ref-1)
2. See Walter Benjamin, ‘Theses on the Philosophy of History’ in Illuminations, Hannah Arrendt (ed.) and Harry Zohn (trans.) [New York: Schoken, 1969] Section VII. [↑](#footnote-ref-2)
3. Poetry Foundation Website - Robert Frost Bio (http://www.poetryfoundation.org/bio/robert-frost). [↑](#footnote-ref-3)
4. Contemporary Literary Criticism. Ed. Jean C. Stine, Bridget Broderick, and Daniel G. Marowski. Vol. 26. Detroit: Gale Research, 1983. p110. [↑](#footnote-ref-4)