

Techniques of Reading

Bacon once said that reading makes a ready man. What he probably meant to say was that a person well armed to the teeth with knowledge easily handle whatever was thrown to him verbally and respond to it with a ready wit and repartee due to his superior knowledge due to reading.

The importance of reading can never be underestimated. No amount of qualities can ever be equal to a man who reads. It is rightly said that a man who reads is the man who reads. Knowledge is power. But knowledge is not sold in bookstores. One has to read books, analyse them, dissect them and gain knowledge and wisdom gradually over the years.

Some read for pleasure, for entertainment. Others because they need to pass a test or an exam. Yet, others for the pure fun of it. As many readers, as many ways of reading.

Serious reading with a view to pass exam simply to be at par with co-workers at the work place demands a different set of skills compared to easy going reading of newspapers and magazines for fun and to pass the time. Good reading implies the ability to read with ease, effortlessly and it should be enjoyable rather than tedious and a work of labour.

TYPES OF READING

As hinted above, reading can be for many purposes. Broadly speaking some of the more common types are as follows:

Types of Reading	Nature of Reading	Reading Speed
Careful Reading	Complex Reading	50 to 350 w.p.m.
Rapid Reading	Simple Reading	300 to 600 w.p.m.
Skimming	Main Idea Reading	Upto 1500 w.p.m.
Scanning	Search for specific facts reading	Upto 3000 w.p.m.

Reading speed is calculated by using the following simple formula.

$$\text{Words per minute} = \frac{\text{Total number of words read} \times 60}{\text{Number of seconds actually taken to read such material}}$$

Skimming

This implies reading at a fast pace. It requires a good command over language, and extensive vocabulary, an equally sharp mind and an ability to anticipate what comes next. A high I. Q. is desirable because the reading is skipping over the information at a fast pace.

It may be reading newspapers, magazines or it may an important article with the condition that only a small part is needed for us.

Vision control, motor adjustment, quick pace, selecting main ideas, skipping unnecessary information are all part or the process of skimming. Some students in the West indicate that the rate of reading for a well educated reader could be around 240 w.p.m.

Scanning

A different method of reading is scanning. This method differs primarily from others in the sense that here the reader is interested in looking for a specific piece of information only and not in the general picture. Scanning would involve some or all of these factors.

1. Grasping the meaning
2. Judging the reliability of an observation
3. Judging if what is written is an assumption

Scanning is much more than mere reading. It is a highly creative process which goes away beyond what is written and explores the evaluation and reconstruction of the message.

Scanning in very simple words, would involve grasping the main idea, establishing a sequence of ideas and reaching a rough conclusion.

Intensive Reading

Intensive reading, as the name implies, means an in depth complete study of the subject, akin to critical reading. All information pertaining to the subject should be gathered, processed and analysed. The reader goes back on his own mind to test or validate this given information also. Without going too much in the technical aspect of critical reading, it is safe to assume that both the left and the right hemispheres of the brain work together to break down a difficult passage of a good

reader. Intensive reading requires precise reading, an ability to pick up vital information and look for the right answers.

Extensive Reading

Extensive reading is carried out "to achieve a general understanding of a text." The aims of extensive reading are to build reader confidence and enjoyment. Extensive reading is always done for the comprehension of main ideas, not for specific details. It is helpful to increase the reading rate of individual students. Extensive reading can boost second language acquisition:

1. This type of reading is individual and silent.
2. Reading is its own reward.
3. Students select what they want to read.
4. The purpose of reading is usually related to pleasure, information and general understanding.
5. Reading speed is usually faster than slower.

1.	100 wpm and below	Very low reading, low level of reading experience, poor comprehension and understanding, drifting mind, difficulty in reading.
2.	100-200 wpm	Difficulty in concentration, limited reading experience, fifty percent or less comprehension, frequent re-reading.
3.	200-250 wpm	An average reading speed, occasional problem in concentration, more than fifty percent comprehension.
4.	250-350 wpm	Above average reading speed, reading experience, better comprehension.
5.	350-500 wpm	Good comprehension, enjoys reading, better recognition of words.
6.	500-800 wpm	More than 75 percent comprehension, pleasure in reading, good control over daily reading.
6.	800-1000 wpm	High reading speed, excellent recognition of words, very high rate of comprehension, no reading pressure, long reading experience.
7.	1000 wpm	Highest reading speed, regular practice, optimum comprehension and complete control over reading.

Now a days, reading is a very important skill to get the information to enhance your personality to prove your existence; reading is necessary. We read newspaper to know what is happening around us. Reading novels, stories and magazines give us pleasure. Reading is also important for doing discussion. It is an active skill.

The Portrait of A Lady by Khushwant Singh

Khushwantsingh:- was an Indian author ,lawyer,diplomat, journalist and politician . His experence in the 1947 partition of India Inspired him to write "train to Pakistan ' in 1956 which became his most well-known Novel"

My grandmother ,like everybody's grandmother ,was an old woman. She had been old and wrinkled for the twenty years that I had Known her. People said that she had once been yprung and pretty and had even had a husband , but that was hard to believe . My grandfather's portrait hung above the mantelpiece in the drawing room. He wore a big turban and loose- fitting clothes. His long white beard covered the best part of his chest and he looked at least a hundred years old. He did not look the sort of person who would have a wife or children. He looked as if he could only have lots and lots of grandchildren. As for my grandmother being young and pretty ,the thought was almost revolting . She often told us of the games she used to play as a child .That seemed quite absurd and undignified on her part and we treated them like the fables of the Prophets she used to tell us.

She had always been short and fat and slightly bent. Her face was a criss-cross of wrinkles running from evreywhere to everywhere. No , we were certain she had always been as we had Known her. Old , so terribly old that she could not have grown older, and had stayed at the same age for twenty years. She could never have been pretty; but she was always beautiful. She hobbled about the house in spotless white, with one hand resting on her waist to balance har stoop and the other telling the beads of her rosary. Her silver locks were scattered untidily over her pale, puckered face, and her lips constantly moved in inaudible prayer. Yes, she was beautiful. She was like the winter landscape in the mountains, an expanse of pure white serenity breathing peace and contentment .

My grandmother and I were good friends . My parents left me with her when they went to live in the city and we were constantly together . She used to wake me up in the morning and gat me ready for school. She said her morning prayer in a momotonous sing-song while she bathed and dressed me in the hope that I would Listen and get to know it by heart. I listened because I loved her voice but never bothered to learn it. Then she would fetch my wooden slate which she had already washed and plastered with yellow chalk ,atiny earthen ink pot and a red pen , tie them all in a bundle and hand it to me. After a breakfast of a thick, stale chapatti with a little butter and sugar spread on it, we went to school. She carried several stalechapattis with her for the village dogs.

My grandmother always went to school with me because the school was attached to the temple. The priest taught us the alphabet and the morning prayer. Whille the children sat in rows on either side of the verandah singing the alphabet or the prayer in a chorus, my grandmother sat inside

reading the scriptures. When we had both finished, we would walk back together. This time the village dogs would meet us at the temple door. They followed us to our home growling and fighting each other for the chapatis we threw to them.

When my parents were comfortably settled in the city, they sent for us. That was a turning point in our friendship. Although we shared the same room, my grandmother no longer came to school with me. I used to go to an English school in a motor bus. There were no dogs in the streets and she took to feeding sparrows in the courtyard of our city house.

As the years rolled by we saw less of each other. For some time she continued to wake me up and get me ready for school. When I came back she would ask me what the teacher had taught me. I would tell her English words and little things of Western science and learning, the law of gravity, Archimedes' principle, the world being round, etc. This made her unhappy. She could not help me with my lessons. She did not believe in the things they taught at the English school and was distressed that there was no teaching about God and the scriptures. One day I announced that we were being given music lessons. She was very disturbed. To her music had lewd associations. It was the monopoly of harlots and beggars and not meant for gentlefolk. She rarely talked to me after that.

When I went up to university, I was given a room of my own. The common link of friendship was snapped. My grandmother accepted her seclusion with resignation. She rarely left her spinning wheel to talk to anyone. From sunrise to sunset she sat by her wheel, spinning and reciting prayers. Only in the afternoon she relaxed for a while to feed the sparrows. While she sat in the verandah breaking the bread into little bits, hundreds of little birds collected round her, creating a veritable bedlam of chirrupings. Some came and perched on her legs, others on her shoulders. Some even sat on her head. She smiled but never shooed them away. It used to be the happiest half-hour of the day for her.

When I decided to go abroad for further studies, I was sure my grandmother would be upset. I would be away for five years, and at her age one could never tell. But my grandmother could. She was not even sentimental. She came to leave me at the railway station but did not talk or show any emotion. Her lips moved in prayer, her mind was lost in prayer. Her fingers were busy telling the beads of her rosary. Silently she kissed my forehead, and when I left I cherished the moist as perhaps the last sign of physical contact between us.

But that was not so. After five years I came back home and was met by her at the station. She did not look a day older. She still had no time for words, and while she clasped me in her arms I could hear her reciting her prayers. Even on feet longer and with frivolous rebukes.

In the evening a change came over her. She did not pray. She collected the women of the neighbourhood, got an old drum and started to sing. For several hours she thumped the sagging skins of the dilapidated drum and sang of the homecoming of warriors. We had to persuade her to stop to avoid overstraining. That was the first time since I had known her that she did not pray.

The next morning she was taken ill. It was a mild fever and doctor told us that it would go. But my grandmother thought differently. She told us that her end was near. She said that, since only a few hours before the close of the last chapter of her life she had omitted to pray, she was not going to waste any more time talking to us.

We protested. But she ignored our protests. She lay peacefully in bed, praying and telling her beads. Even before we could suspect, her lips stopped moving and the rosary fell from her lifeless fingers. A peaceful pallor spread on her face and we knew that she was dead. We lifted her off the bed and, as is customary, laid her on the ground and covered her with a red shroud. After a few hours of mourning we left her alone to make arrangements for her funeral.

In the evening we went to her room with a crude stretcher to take her to be cremated. The sun was setting and had lit her room and verandah with a blaze of golden light. We stopped halfway in the courtyard. All over the verandah and in her room right up to where she lay dead and stiff, wrapped in the red shroud, thousands of sparrows sat scattered on the floor. There was no chirping. We felt sorry for the birds and my mother fetched some bread for them. She broke it into little crumbs, the way my grandmother used to, and threw it to them. The sparrows took no notice of the bread. When we carried my grandmother's corpse off, they flew away quietly. Next morning the sweeper swept the bread crumbs into the dustbin.

Anton chekhov - was a russian playwright and short story writer who is considered to be one of the greatest writers of all time. His career as a playwright - produced fore classics and his best short stories are held in high esteem by writers and critics.

The Bet by Anton Chekhov

It was a dark autumn night . The old banker was walking up and down his study room and remembering how fifteen years before, he had given a party one autumn evening .There had been many clever men there, and there had been interesting conversation. Among other things, they had talked of capital punishment. The majority of the guests, among whom were many journalists and intellectual men , disapproved of the death penalty. They considered that form of punishment out of date ,immoral, and unsuitable for Christain states. In the opinion of some of them, the death penalty ought to be replaced everywhere by imprisonment for life. "I don't agree with you,"said their host, the banker. "I have not tried either the death penalty or imprisonment for life,but if one may judge a priority the death penalty is more humane than imprisonment for life. Capital punishment kills a man at once ,but lifelong imprisonment kills him slowly. When executioner is the more humane, he who kills you in a few minutes or he who drags the life out of you in course of many years?" Both are equally immoral," observed one of the guests, "for they both have the same object to take away life. The state is not god. It has not the right to take away what it cannot restore when it wants to. "Among the guests was a young lawyer, a young man of five -and -twenty. When he was asked his opinion ,he said. "The death sentence and life sentence are equally immoral ,but if i had to choose between the death penalty and imprisonment for life ,I would certainly choose the second. To live anyhow is better than not at all ."A lively discussion arose .The banker, who was younger and more nervous in those days, was suddenly carried away by excitement ;he struck the table with his fist and shouted at the young man: It's not true ; I ' ll bet you two million you wouldn't stay in solitary confinement for five years." If you mean that in earnest, "said the young man, " I ll take the bet ,but i would stay not five, but fifteen years." Fifteen ?Done." cried the banker. "Gentlemen stake two million. "Agreed. You stake your millions and i stake my freedom. "said the young man. And this wild ,senseless bet was carried out ; The banker ,spoiled and frivolous, with millions beyond his reckoning ,was delighted at the bet. At supper he made fun of the young man and said: " Think better of it, young man, While there is still time. To me two million is a trifle, but you are losing three or four ,of the best years of your life. I say three or four because you won't stay stay longer. Don't forget either you unhappy man, that voluntary confinement is a great deal harder to bear than compulsory. The thought that you have right to step out in liberty at any moment will poison your whole existence in prison .I am sorry for you ."

And now the banker ,walking to and fro, remembered all this and asked himself: What was the object of the bet? What is the good of that man's losing fifteen years of his life and my throwing away two million? Can it prove that the death penalty is better or worse than imprisonment for life.? No ,my part it was all nonsensical and meaningless. On my part it was the caprice of a pampered man, and on his part simple greed for money. . ."

Then he remembered what followed that evening .It was decided that the young man should spend the years of his captivity under the strictest supervision in one of the lodges in the banker 's garden. It was agreed that for fifteen years he should not be free to cross the threshold of the lodge ,to see human being, to hear the human voice, or to receive letters and newspapers .He was allowed to have a musical instrument and books and was allowed to write letters To drink wine ,and to smoke .By the terms of the agreement, the only relations he could have with the outer world were by a little window made purposely for that object .He might have with anything he wanted- books music ,wine, and so on -in any quantity he desired, by writing an order ,but could receive them only through the window. The agreement provided for every detail and every trifle that would make his imprisonment strictly solitary ,and bound the young man to stay there exactly fifteen years ,beginning from twelve o'clock of November 14,1870,and ending at twelve o'clock of November 14,1885. The slightest attempt on his part to break the conditions, if only two minutes before the end ,released the banker from the obligation to pay him two million. For the first year of this confinement, as far as one could judge from his brief notes, the prisoner suffered severely from loneliness and depression. The sounds of the piano could be heard continually day and night from his lodge. He refused wine and tobacco. Wine, he write ,excites the desires, and desires are the worst foes of the prisoner ,and besides ,nothing could be more dreary than drinking good wine and seeing no one. And tobacco spoiled the air of his room. In the first year the books he sent for were principally of a light character -novels with a complicated love plot, sensational and fantastic stories ,and so no. In the second year the piano was silent in the lodge ,and the prisoner asked only for the classics. In the fifth year music was audible again ,and the prisoner asked for wine. Those who watched him through the window said that all that year he spent doing nothing but eating and drinking and lying on his bed, frequently yawning and talking angrily to himself. He did not read books. sometimes at night he would sit down to write; he would spend hours writing down to writing. Would spend hours writing and in the morning tear up he could be heard crying. In the second half of the sixth year the prisoner began zealously studying languages, philosophy, and history. He threw himself eagerly into these studies-So much that the banker had enough to do to get him the books he ordered. Indeed volumes were procured at his request. It was during this period that the banker received the following letter from his prisoner." MY dear jailer, I write you these lines in six languages. Show them to people who know the languages. Let them read them. If they find not one mistake, I implore you to fire a shot in the garden,. That shot will show me that my efforts have not been thrown away . The geniuses of all ages and of all lands speak different languages, but the same flame burns in them all. Oh, if you only knew what unearthly happiness my soul feels now what being able to understand them 'The prisoner's desire was fulfilled. The banker ordered two shots to be fired in the garden. Then after the tenth year, the prisoner sat-immovably at the table and read , nothing but the gospels. It seemed strange to the banker that a man who in four years had mastered six hundred learned volumes should waste nearly a year over one thin book easy of comprehension. The ology and histories of religion followed the gospels.

In the last two years of his confinement, the prisoner read an immense quantity of books quite indiscriminately. At one time he was busy with the natural science ; then he would ask for Byron or Shakespeare. There were notes in which he demanded at the same time books on chemistry, and manual of medicine, and a novel, and some treatise on philosophy or theology. His reading suggested a

man swimming in the sea among the wreckage of his ship and trying to save his life by greedily clutching first at one spar and then at another. The old banker remembered all this and thought : " Tomorrow at twelve o'clock he will regain all this freedom. BY our arrangement i ought to pay him two million. If I do pay him , it is all over with me: I shall be utterly ruined."

Fifteen years before, his millions had been beyond-his reckoning; now he was afraid to ask-himself which were greater, his debts or his assts. Desperate gambling on the stock Ex-change, wild speculation, and the excitability which he could not get over even in advancing years had by degree led to the decline of his fortune, and the proud fearless, self-confident millionaire had become a banker of middling rank ,trembling at every rise and fall in his investments." Cursed bet ! muttered the old man clutching his head in despair " why didn't the man die? He is only forty now He will take my last penny from me, he will marry, will enjoy life, will gamble on the Exchange, while I shall look at him envy like a beggar and hear from him every day the same sentence : I am-debted to you for the happiness of my life; let me help you; No ,it is too much; The one means of being saved from bankruptcy and disgrace is the death of that man .'

' It struck three o'clock. The banker listened; everyone was asleep in the house and nothing could be heard outside but the rustling of the chilled tress. Trying to make no noise, he took from a fireproof safe the key of the door which had not been opened for fifteen years, put on his overcoat, and went out of the house.

It was dark and cold in the garden. Rain was falling .A damp, cutting wind was racing about the garden, howling and giving the trees no rest. The banker strained his eyes but could see neither the earth nor the white statues, nor the lodge, nor the lodge, nor trees. Going to the spot where the lodge stood, he twice called the watchman. No answer followed .Evidently the watchman had sought shelter from the weather and was now asleep somewhere either in the kitchen or in the greenhouse.

" if I had the pluck to carry out my intention, thought the old man, "suspicion would fall first upon the watchman."

He felt in the darkness for the steps and the door and went into the entry of the lodge. Then he groped his way into a little passage and lighted a match. There was not a soul there .There was a bedstead with no bedding on it, and in the corner there was a dark cast iron stove. The seals on the door leading to the prisoner's room were intact. when the match went out the old man trembling with emotion ,peeped through the little window .A candle was burning dimly in the prisoner 's room. He was sitting at the table .Nothing could be seen but his back the hair on his head and hands. Open books were lying on the table ,on the two easy chairs and on the carpet near the table.

Five minutes passed and the prisoner did not once stir. Fifteen year's imprisonment had taught him to sit still. The banker tapped at the window with his finger ,and the prisoner made no movement whatever in response .Then the banker cautiously broke the seals off the door and put the key in the key hole. The rusty lock gave a grating sound and the door creaked . The banker expected to hear at once footsteps and a cry of astonishment , but three minutes passed and it was as quiet as ever in the room. He made up his mind to go in.

At the table a man unlike ordinary people was sitting motionless. He was a skeleton with the skin drawn tight over his bones, with long curls like a woman's and a shaggy beard. His face was yellow with an earthly tint in it, his cheeks were hollow, his back long and narrow, and his hand on which his shaggy head was propped was so thin and delicate that it was dreadful to look at it. His hair was already streaked with silver and seeing his emaciated aged-looking face, no one would have believed that he was only forty. He was asleep.... In front of his bowed head there lay on the table a sheet of paper, on which there was something written in fine handwriting

"Poor creature!" thought the banker, "he is asleep and most likely dreaming of the millions. And I have only to take this half-dead man, throw him on the bed, stifle him a little with the pillow, and the most conscientious expert would find no sign of a violent death. But let us first read what he has written here....."

The banker took the page from the table and read as follows:

"Tomorrow at twelve o'clock I regain my freedom and the right to associate with other men, but before I leave this room and see the sunshine, I think it necessary to say a few words to you. With a clear conscience I tell you, as before, who beholds me, that I despise freedom and life and health and all that in your books is called the good things of the world.

For fifteen years I have been intently studying earthly life. It is true I have not seen the earth or men, but in your books I have drunk the fragrant wine, I have sung songs, I have hunted stags and wild boars in the forests, I have loved women..... beauties as ethereal as clouds, created by the magic of your poets and geniuses, have visited me at night and have whispered in my ears wonderful tales that have set my brain in a whirl. In your books I have climbed to the peaks of Elburz and Mont Blanc and from there I have seen the sun rise and have watched it in the evening flood the sky, the oceans and the mountaintops with the gold and crimson. I have watched from there the lightning flashing over my heads and cleaving the storm clouds. I have seen the green forest, fields, rivers, lakes, towns. I have heard the singing of the sirens, and the strains of the shepherds' pipes; I have touched the wings of comely devils who flew down to converse with me of god..... In your books I have flung myself into the bottomless pit, performed miracles, slain, burned towns, preached new religions, conquered whole kingdoms.

"Your books have given me wisdom. All that the unresting thought of man has created in the ages is compressed into a small compass in my brain. I know that I am wiser than all of you. "And I despise your books, I despise wisdom and the blessings the world. It is all worthless, fleeting, illusory, and deceptive, like a mirage. You may be prod, wise, and fine but death will wipe you off the face of the earth as though you were no more than a mice burrowing under the floor, and your posterity, your history, your immortal geniuses will burn or freeze together with the earthly globe.

You have lost your reason and taken the wrong path. You have taken lies for truth and hideousness for beauty. You would marvel if owing to strange events of some sorts, frogs and lizards suddenly grew on apple and oranges tree instead of fruits or if roses began to smell like a sweating horse; so I marvel at you who exchange heaven for earth. I don't want to understand you.

"To prove to you in action how I despise all that you live by , I renounce the two millions of which I once dreamed as of paradise and which now I despise. To deprive myself of the right to the money, I shall go out from here five minutes before the time fixed and so break the compact....."

When the banker had read this , he laid the page on the table , kissed the strange man on the head, and went out of the lodge, weeping. At no other time , even when he had lost heavily on the stock exchange had he felt so great a contempt for himself. When he got home , he lay on his bed , but his tears and emotion kept him for hours from sleeping.

Next morning the watchman ran in with pale faces and told him they had seen the man who lived in the lodge climb out of the window into the garden , go to the gate and disappear . The banker went ay once with the servants to the lodge and made sure of the flight of his prisoner. To avoid arousing unnecessary talk , he took from the table the writing in which the millions were renounced and , when he got home, locked it up in the fireproof safe.

LISTENING SKILLS

Introduction to Listening Skills:-

Like all other arts, listening is also an art. Listening is not only an integral part of communication, but it is also the most difficult aspect of it. Listening is such a hard task that most of the listeners do not have more than 30 to 60 percent efficiency in listening. However in order to make communication completely successful, it is the moral. No mutual understanding could ever be developed between the speaker and the listener unless the latter has sufficient listening skills and effective receptive ability. A lot of misunderstanding is created when listening is not proper and effective. If communication is only one side or only way, there could be no truly rewarding and effective exchange of ideas

Definition of listening skill:- The skill or ability of the receiver to assimilate what is the said by the speaker in the manner that he is able to integrate and coordinate sender's words with his gesture is known as listening skill.

Importance of listening:-

Listening is the most frequent activity of human being as well as the important event in the communication process. About one –third of human communication is spent in speaking, writing and reading.

Listening skill plays very vital role in the career success. The manager who can listen to his subordinate attentively and effectively can understand his needs and problems and can better motivate him for higher performance. Therefore **Stephen Covey** state one of the 7 habits of highly effective people .Habitat 5: seek first to understand to be understood .

Proper listening assures the speaker that the listener is sincere and can be trusted. With this the doors of free communication are opened and interpersonal influence is accelerated. To quote **Brain Tracy** "Listening build trust. We trust people who listen to us. And we are move open to their influence, guidance and persuasions."

Learning is so intimately related to listening that one may almost say: No listening no learning. Our minds and hearts are more receptive for learning new ideas and opinions, if we pay little more attention to our listening habits.

TYPES OF LISTENING

Listening may be of following types:

(a) **Pretending listening** means pretending through facial expressions that communicated message is listened. Here, nothing like listening take place, just hearing is there.

(b) **Selective listening** means not taking the message as it is, even adding or deducting according to one's own whims and wishes, selecting the 'desired' part and ignoring the 'undesired' part of the message. This type of listening leads to strengthen one's own beliefs and restrains further learning. It usually happens with the situation either partially or totally and attempts to find his autobiography in the lives of others.

(c) **Attentive listening** involves paying attention on the words what are being spoken rather than understanding the head and heart of the person speaking.

(d) **Empathic listening** involves listening not only through ears but also through eyes and heart. It is listening intently and intensively to understand the person fully, deeply both emotionally as well as intellectually. Some people feel that empathic listening is risky as it means becoming open and vulnerable to other person's influence but "it is a paradox."

(e) **Listening for mutual creativity means higher listening is synergistic listening.** As already mentioned that synergy means that whole is greater than sum of its parts. Listening for creativity not only smooth but accelerates the understanding process through communion of hearts and minds. This listening relieves the persons from stress and strain, soothes their hearts and helps them to bring the idea lying in the crust of their subconscious minds to the conscious surface. Thus it leads to mutual creativity.

(f) **Intuitive listening** : Intuitive listening like listening for mutual creativity is higher form of listening. It means listening through intuitive mind by silencing the other internal dialogues going simultaneously.

In our ordinary experience, such listening happens rarely when, for example, we are listening to soothing and soul-touching music or to the whisperings of nature in calm and quiet moments.

BARRIERS TO EFFECTIVE LISTENING

Despite the advantages of effective listening people do not listen. Still they claim themselves to be good listeners. Evaluate your listening through Questionnaire No.1 Questionnaire No.2 you will find your problems with listening. Answering these Questionnaire, you require to be more honest and objective with yourself.

Some of the barriers with listening are as follows:

Hearing Problems

Hearing deficiency interrupts in the way of listening. But such problem is physiological not intentional. Usually such type of persons are very few in the organization. By knowing their problem, they can be medically treated.

Rapid thoughts

The Speaker talks about 125 words per minute whereas the listener can process information at a rate of 500 words per minute. This leave ample, idle time for the mind to wander to other matters than concentration on the speaker's message. We usually feel bored to hear the persons talking slowly.

Overload of Message

It is very difficult for the brain to digest the overloaded message. When the message is lengthy or illogical in sequencing, it becomes more painful to retain the concentration. As a result listening becomes ineffective.

Egotism

One of the common barriers to listening is egotism or self-centred attitude. Thinking that my own ideas are more important than those of other persons or "myself is always right" and the other is wrong, is the major stumbling block in the way of listening. Listening requires open mind and free from negative emotions. If the mind is closed for the other person's message, there will be no listening.

Perceptions

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Our perceptions are selective and limited. As a result we indulge in selective listening-taking the 'desired' part and leaving the 'undesired part' of the message. We do not listen to what the other is saying but what we want to listen. We try to add, subtract, or colour the message according to our own whims and wishes.

Cultured Differences

Present business organizations with their operations transcending local or regional boundaries, employ people from different countries, creeds and communities with different cultural backgrounds. If they speak common language, their accent is different. This creates problems for listening to the people of other culture.

Lack of Training

Listening seems natural like eating, breathing or sleeping. But effective listening requires great hardwork, patience, of sitting passively-alert (opposite of being unconsciously aggressive) and absorbing other person's words with suspension of judgement for the time being. Listening is one of the greatest mindful activity which requires conscious work and practice to learn and master it.

How to make Listening Effective

Following are some of the guiding hints to make the listening effective:

- I. Stop talking as you can not listen during talking.
- II. Watch and witness your body and mind to ensure that you are free from negative emotions, which may interrupt the listening process, and you are feeling released and revitalated.
- III. Free your mind from presumptions and preconceived ideas by being aware of them.
- IV. Avoid any external distraction if there is any like playing of T.V. or radio, noise in the nearby place, attending somebody else, etc.
- V. Put the talker at ease with smiling face and sweet words, so that he can communicate frankly and fearlessly.
- VI. Demonstrate your interest in the talker's speech through facial expressions or active questioning, related with the topic.
- VII. Be patient and allow the talker sufficient time to clarify his point. Do not interrupt him.
- VIII. Suspend the judgement for the time being to avoid premature evaluation and judgement.
- IX. Be careful that your listening is not selective and partial, but total and deep.
- X. Be in the present, do not think of the past or future. Effective listening requires listening through heart, when you suspend the judgement for the time being, silence and mind, wander NO WHERE and be NOW HERE.

CORRESPONDENCE

Ques: What is Correspondence?

Ans: Communication by exchange letter or email is called correspondence. Correspondence it is an activity or writing and receiving letters. Correspondence is a written documentation. It is rightly said that "Good Writing is like any other Endeavour. The more you put into it, the more you will get back". In this age of computerization letter writing is still the principal source of communication.

Types of Correspondence:-

1. Business correspondence or Business letters
2. Official correspondence or official letters

Business Correspondence

Ques: What is Business Correspondence or Business Letters?

Ans: In today's business world, letters are the basic need of communication. Now-a-days business operations are not restricted to any state or nation. Because of vast expansion of business, the importance of letters has increased. A well written and formatted letter represents the business identify as well as conveys the professionalism of company.

Ques: What are Qualities of good Business Letter?

Ans: The qualities of good business letter are:-

1. Good composition is important in business correspondence.
2. Proverb and Poetry have no place.
3. Avoid idioms, long phrases and ambiguity.
4. Each sentence must be simple, clear, accurate, complete and clean.
5. If there are many subject to be stated, the letter may be divided into paragraphs & written step-by-step.
6. Letter should be error free. Use active not passive voice.
7. Introduce, say and summarize.
8. Print business letter on standard sized paper or use letter head.
9. Use quality ink that won't fade to print the letter.
10. Always be focused in your area of concern.

Types of Business Letter

1. Sales Letters
2. Business Inquiry Letter
3. Quotation Letter
4. Order Letter

5. Complaint Letter

Parts of Business Letter

- Heading
- The Reference
- Date
- The inside name and address
- Salutation
- Subject
- The Body paragraphs
- Complimentary Close
- Signature
- Enclosures
- Copies

Ques: Write a complaint regarding receipt of wrong set of books?

Ans:

Examination Hall

Sector 20, Chandigarh

January 05, 2021

M/ S oxford Publishing House Consumer Complaint Division New Delhi.

Sub: Complaint regarding receipt of wrong set of books

Sir/ Madam,

On February 1, 2019 I bought a book set (Order No. 00154) to be delivered to Chandigarh, Sector 20. To my dismay, I have not received the wrong book set. I am really disappointed.

To resolve the problem, I would appreciate it, if you could replace the wrong books with the one originally ordered. Please let me know as soon as possible what action you propose to take. I look forward for your early response.

I, hereby enclose the transaction document and the receipt.

I look forward for your reply to my problem, and solve it as early & possible. Otherwise, I have to seek advices from consumer forum.

Please contact me at the above address

Your's Sincerely

Surender

Ques: You is Sakshi/ Saksham, Hostel Warden, Radha Krishna Public School, Vrindavan, Uttar Pradesh. Write a letter to the Sales Manager, Bharat Electronics and Domestic Appliances Ltd. New Delhi, placing as order for fans, microwaves, ovens and geysers that you wish to permissible on the purchase.

Ans:

Radha Krishna Public School,

Vrindavan

Uttar Pradesh XXXXXX

18 May 20XX

The Sales Manager

Bharat Electronics and Domestic Appliances Ltd.

New Delhi 1100XX

Dear Sir,

Sub: Placement of order for Electronics

We are happy to place the order for the following items. Kindly send the following items at the above. Address through transport carefully.

Name of the items no. of items Brand

Fans 50 Bajaj

Microwaves 25 LG

Oven 30 Philips

Geysers 25 Nova

All the items should be in good condition, well bound and packed properly. The items must be delivered by the end of the month of the issue of this letter. Any damage during transportation would be your responsibility. As in the past also, we have never been given any opportunity to complain and the goods have always reached as well on time, and in excellent condition as per our specification. We do expect the same delivery this time as well. Kindly offer us a suitable discount as has been the practice all these years.

Your's Faithfully

Saksham

Hostel Warden

Ques: Write a letter to Delhi sports, Daryaganj, New Delhi, placing an order for sports articles like Footballs, Cricket balls, Tennis balls & Cricket bats to be supplied to your school. Sign as Ravi/ Raveena, Sports Secretary.

Ans:

Happy Time Public School

Bhajan Pura

New Delhi 1100XX

19 January 20XX

The Manager

Delhi Sports, Darya Ganj

New Delhi 1100XX

Dear Sir,

Sub: Placement of Sports goods.

This had reference to the quotation dated 19 December 20XX. Kindly send the following items at the above address.

Name of the items No. of items remarks

Football 10 Saprtton

Cricket balls 10 Leather

Tennis Balls 20 Vicky (Brand)

Cricket Bats 10SS

All the items should be in good condition, well bound and packed properly and delivered within a week. The payment will be made by cash once the items reach us. Any damage during transportation would be your responsibility. Through in the past, you have never given us any opportunity to complain and the goods have always reached us well on time, and in excellent condition as per our specification, we do expect the same delivery the time as well.

Yours Faithfully

Raveena

(Secretary)

Ques: Write a letter reporting damaged goods.

Ans:

14, Temple Avenue

Delhi

July 28, 20XX

To

Messer's Cotton Wool & Co., Ltd.

Arthur Road

Mumbai

Dear Sir,

I regret to inform you that the parcel of Muslim's, Flannel and serge, delivered here in execution of my order of the 17th instant, I have had to reject fifty pieces of muslims as being unsalable except as damaged good, twenty pieces are torn in several places, and the order are without heading and frayed at the borders. I have therefore, repacked them and delivered the package to your agent, who happens to be staying here at present, with instructions to place it speedily in your hands. Could I have taken the pieces accounts at an allowance. I would have awaited your reply, but my trade is exclusively among a class who never go in for imperfect goods, let the reduction in price be what it may. You will please either substitute perfect pieces for the rejects or credit me with Rs. 3000, the invoice cost of the letter.

Yours' Faithfully

R.K. Bhalla

Ques: Write a letter to Municipal Commissioner for improving water supply in your locality.

Ans: To

Municipal Commissioner

Municipal Corporation

Rohtak

Sir,

I may bring to your kind notice that the water supply in your locality is very insufficient. The taps run dry for most of the day. They run for half an hour in the morning and for an hour in the evening. There is no supply of water during the whole day. We cannot take bath properly, wash clothes, and quench our thirst. It is terrible not to have enough water in such a hot season.

We may, therefore request you to enhance the hours of water supply to our locality. There must be water supply for two or three hours in the morning, two hours in the afternoon and three hours in the evening. Hoping for humane consideration.

Yours Faithfully

August 20, 20XX

We, the Residents of Model Town

Rohtak

Ques: Write a letter to State Board of Electricity for repairing of street lighting.

Ans:

110, Adarsh Nagar

Karnal

December 15, 20XX

To

The S.D.O.

Haryana State Electricity Board

Karnal

Sir,

The lighting system in our street is faulty. At night, there is no light. The bulbs in our street do not work. There is pitch dark in the street during night. The incidents of theft are on the increase. It is also very difficult to walk in the

street at night. There is always danger of some accident. Kindly send your employees to repair the faulty lighting system. Hoping for prompt action.

Yours Faithfully

Naresh Garg

Ques: You are Neeraj Sharma of D-34 Vivek Vihar, Delhi. Write a letter to the General Manager of Delhi Transport undertaking about poor local bus service in your locality.

Ans:

D-34 Vivek Vihar Delhi

25 March, 2017

The General Manager

Delhi Transport Undertaking

New Delhi

Sub: Regarding the poor bus service

Sir,

I want to draw your attention to the poor bus service in our locality. Buses generally run late. Sometimes some buses pass much before time. Irregularity sums to be their motive. The no. of buses from our locality for major routes is also sufficient, the passengers have to wait for about 30 minutes if they miss a bus. Kindly increase the no. of buses. This will solve the problem of over crowding also.

Kindly look into the matter personally and take intermediate action.

Yours Faithfully

Neeraj Sharma

Ques: The park in front of your house has been illegally occupied by some people. They have set up temporary dwelling units and are a security threat to the colony residents. Write a letter to the president of the Residents Welfare Association drawing his attention to this threat.

Ans:

209 Ram Nagar

Karnal

October 3, 2017

The President

Resident Welfare Association Ram Nagar,

Karnal

Sub: Illegal Occupation of Public Park

Dear Sir,

I wish to draw your attention to the ill-use of the Public Park of Ram Nagar. When it came into being 10 years ago, it was a sight to watch. The children as well as the elders enjoyed being there every morning and evening. Two years ago, one person made a temporary hut in a corner of the park and began to live there. It was desolate corner and nobody seemed to mind.

Gradually, the number of dwellers and the size of huts have increased. Now, around ten person live there. I once tried to tell them they should vacate the place. In reply, they behaved very rudely. I am afraid that they are a threat to the colony residents.

I, therefore, request you to look into the matter and restore the former glory of this park.

You're truly

Rohit Nagpal

Ques: Write a letter Municipal Commissioner to improve sanitation in your locality.

Ans: To

Municipal Commissioner

Municipal Corporation Rohtak

Sir,

I am living in the second street of Ram Nagar in Rohtak. The sanitation is very bad here. The roads here are not swept regularly. They are dirty with full of rubbish. The drainage water flows all over the street, especially during the rainy days. There are many pits on the road they are filled with drainage water. Foul

Report Writing

Q1. What is a report writing?

A report is a brief account of an event that has already taken place. The report helps in recoding the events of importance that occur in our day-to-day life. It attempts to present the firsthand information of an incident or event. A report of an event presents a record of events that took place. A report of an event includes one's ideas, opinions and impressions about the event.

Points to Remember:

- Mention the place, date, time and other relevant facts about the event.
- Include information collected from the people around or affected by the event.
- Write the name of the reporter.
- Provide a suitable title/ heading.
- Write in past tense.
- Write in reported speech and use passive form of expression.
- Develop ideas (causes, reasons, consequences, opinions) logically.
- Write in a less formal and more descriptive manner, while writing a report for a school magazine.
- Present your ideas and impressions to make the report interesting.

Question1. You are Sweety/Suresh of L.M. Jain School, Ajmer. As Secretary of your School Co-curricular Activities Club, you visited a slum area in your city where the people suffered a great loss of life and property in a massive fire. The students of your school rendered their services and material help to the victims. Write a report in 100-125 words for your school magazine.

Answer:

Students Service To Victims Of Fire

By: Sweety

L.M. Jain School

14th February, 2022. A major slum area in Vilas Nagar was gutted by a massive fire on 10th February, 20xx. The fire whose exact cause is still not very clear caused extensive damage to life and property. Ten persons lost their lives, many were injured and about two hundred people were rendered homeless. Our school joined and relief to the victims. The students of our school got together and collected food packets, old clothes, medicines, utensils, etc. to be distributed to these homeless and helpless people. Ten students and three teachers personally visited this slum area to ensure proper and fair distribution of the items that had been collected and thus provided some relief to these unfortunate people in their time of crisis and misery.

Question2. Recently your school held a Seminar on Conservation of Water as a part of World Water Day celebrations. As the School Pupil Leader of Maryland School, Gurgaon, write a report in 100-125 words for a local daily. Sign as Pritham/Preeti.

Answer:

Seminar On Water Conservation
By: Preeti
Maryland School,

Gurgaon 16th March, 2022, Gurgaon: Our school organised a seminar on 'Water Conservation' as part of the World Water Day Celebrations on 13th August, 20xx. The main aim of this seminar was to remind us all about the need to save the government and the non-governmental organisations in providing help water as it is a precious source imperative for our survival. distinguished environmentalists and eminent personalities were our guest speakers and they reiterated the need not only of conserving water but also spoke at length on how to conserve water by stressing upon the fact that each drop of water is precious. Dr. Yashraj, an eminent environmentalist, suggested rain-water harvesting as one of the best ways to conserve water. Using visual aids to highlight his discourse, he suggested that to ensure availability of water for the future generations the withdrawal of fresh water from an ecosystem should not exceed its natural replacement rate. The seminar concluded on the note that water conservation is the most cost-effective, environmentally sound way to reduce our demand for water and so each one of us must do our bit towards improving water management to enhance optimum use of water.

Question 3. Your state government has banned the use of plastic bags. You are Amarjeet, a reporter of The National Herald. Write a report in 100-125 words on how the ban is being ignored and what damage the indiscriminate use of plastic bags is causing to the environment.

Answer:

Environment Unfriendly Polybags
By: Amarjeet, Staff Reporter
The National Herald

In the year 2002 the government had banned the production and use of plastic bags in our country. But unfortunately, these are now being widely used again everywhere. Not only are we using a huge number of polybags daily but we are also discarding them in our drains uncaring about the fact that they will block the flow of drain water. Polybags are also a threat to our environment. They cause pollution, kill wildlife and are responsible for using up the natural resources of the earth. They are one of the main factors that litter the landscape. If burnt, they will infuse the surrounding air with toxic fumes. The main problem of plastic bags is that they are non-biodegradable. The decomposition of plastic takes around a thousand years, so with the plastic rubbish produced each day it is likely that this problem will never be solved. While the government works out ways to lessen the impact of polybags on the environment each one of us too should shoulder some responsibility for this problem that ultimately harms us all.

Question 4. Your school conducted a seminar on 'How to prevent cruelty towards animals', in which 40 city CBSE schools took part. As Co-ordinator of the programme, write a report in 100-125 words for the school magazine. You are Vikram/Vidhi of C.P.S. Senior Secondary School, Bengaluru.

Answer:

Seminar To Prevent Cruelty Towards Animals
Vidhi, Co-ordinator
C.P.S. Senior Secondary School, Bangalore

Our school conducted a seminar for classes XI and XII on 'How to prevent cruelty towards animals'. Forty city CBSE schools participated in this three-day seminar which started on 31st October, 20xx. The seminar discussed animal cruelty in perspective to two main themes — preventing cruelty to animals through early intervention, educating and changing legislation and examining the connection between cruelty towards animals in relation to the violent human nature. Distinguished members of the SPCA organisation addressed: the members during this seminar. They stressed upon the need for compassion and care which is due to animals as living and responsive beings. Animals are entitled to kind and respectful treatment at the hands of humans, and that is not to be left to the compassionate impulses of humans but is an entitlement that must be protected under the law. During this seminar, other animal-cruelty issues that came under the scanner were fighting animal cruelty perpetrated by industries like factory farming, the fur industry, animal experimentation and animals used in entertainment.

Question 5. Keeping in view the frequent occurrence of earthquakes, floods and torrential rains in different parts of the country, your school arranged a talk on disaster management. The speaker explained the precautionary measures to be taken by the public and the government in case of emergency. As a student reporter, Ravi/Rani prepare a report on the talk in 100-125 words, to be published in your local paper.

Answer:

Talk On Disaster Management

By: Ravi,

Student Reporter

1st April, 2022. Keeping in view the frequent occurrence of earthquakes, floods and torrential rains in different parts of our country, our school arranged a talk on disaster management. The talk was held in our school auditorium at 11 AM, on 24th March, 20xx. The main aim for arranging this talk was to spread awareness among the people on how to deal with disasters. The speaker, who was a member of the National Disaster Response Force, explained all of us about the steps that need to be taken to minimize the risks in case of any disaster. He also explained with the help of visual aids the precautionary measures that should be taken by the public and the government in case of an emergency. This talk, with demonstrations, is sure to help each one of us to enhance our knowledge to deal with disasters.

Question 6. You have visited a book exhibition in your neighbourhood. Write a report in 125-150 words on the exhibition. You are Rohan/ Rohini.

Answer:

Book Exhibition

By: Rohini

The Book Trust of India successfully organized a three day Book Exhibition in our neighbourhood, in the Raja Garden grounds. Many reputed national and

international publishers participated in this event. This fair was inaugurated by the Vice-Chancellor of Indira Gandhi National Open University, Professor Kumar. He appreciated all the arrangements made at the book fair and also visited many stalls and thanked the publishers for making the book fair such a success. Many people enthusiastically visited the book fair as it housed a good collection of academic, fiction, research and general books. This book fair is likely to play a pivotal role in reiterating the importance of books and is likely to be recognized as a huge annual cultural event of book bonanza keenly awaited by students, teachers, scholars, intellectuals, authors and book lovers.

Question 7. The members of Saraswati Residents Welfare Association held a protest rally at the District Park against the decision of the Municipal Corporation to cut down trees for widening of roads to ease traffic congestion. Write a report on the rally in 125-150 words. You are Puneeta/ Pramod, the President of the Association.

Answer:

Protest Rally

By: Puneeta, President, Saraswati R.W.A.

25th 2022. The members of the Saraswati Residents Welfare Association held a protest rally at the District Park on 19th November, 20xx. This protest rally was held against the decision of the Municipal Corporation to cut down trees for widening of roads to ease traffic congestion. Dozens of concerned citizens marched to the District Park on early Monday morning to strongly protest against what they called 'rampant slaughter of trees'. Since July this year residents have been campaigning against the Municipal Corporation's decision to remove around 125 trees as part of its road extension plan. Many multisectoral groups also joined this protest rally which turned out to be quite successful and hopefully effective. Through this protest rally we hope to garner support so as to deter the decision of the Municipal Corporation to cut down trees.

Question 8. A tribute to frontline corona warriors--Doctors who sacrificed their life while saving patients during the ongoing COVID-19 pandemic

Suresh K Pandey and Vidushi Sharma

The 2019-2020 coronavirus pandemic is upending life on a global level as we know it. The highly infectious coronavirus disease 2019 (COVID-19) is caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It was first seen in Wuhan, Hubei, China where its outbreak was first identified in December 2019. After almost 3 months, on March 11, 2020, the World Health Organization recognized it as a pandemic considering its significant ongoing spread in multiple countries across the world. As of April 11, 2020, approximately 1,741,621 cases of COVID-19 have been confirmed in over 210 countries and territories resulting in around 106,670 deaths. Clearly, the corona virus outbreak situation cannot be taken lightly. Global pandemic of COVID 19, its ophthalmic implications, and precautions are nicely summarized in recently published editorial. While on one hand people across India and around the globe are largely confined to their homes with businesses and educational institutions all shut down in an attempt to contain the virus, and on the other hand doctors, health-care workers, and

medical staff members are leading the battle against COVID-19 from the front. Putting their own lives at risk with selfless determination for the sake of saving lives, they truly are our heroes in these challenging times. While they are putting their own health, families, and most importantly their own lives at risk, the least we can do is appreciate their efforts and cooperate by staying safe indoors. That being said, it is good to see tributes pouring in for all the medical heroes working in scrubs. Needless to say, doctors, nurses and people working in health-care sectors are particularly vulnerable to the highly infectious disease. In response to the global pandemic, the under-resourced doctors are facing unprecedented challenges. The list of the sleep-deprived heroes includes doctors, nurses, medical cleaners, pathologists, paramedics, ambulance drivers, and health-care administrators. In the fight against coronavirus, the brave medical army stands strong with thermometers, stethoscopes, and ventilators as their weapons. Not to forget, medical researchers are working day in and night out against all odds, hoping to find the antidote to the disease. Since the coronavirus outbreak, health-care professionals have not only experienced the gratification of healing patients and saving their lives but have also lost many battles along the way. On top of that, many doctors have even sacrificed their own lives in the line of duty. Every day, the selfless warriors are giving it their all in health-care settings while cutting themselves off from their families and loved ones. The sacrifice that they are making for the safety and welfare of humanity is priceless and deserves lifelong gratitude on our end. Most importantly, we must reassess the value health-care workers hold in our lives and the kind of treatment they get from us. Among the several lessons this coronavirus pandemic has been teaching us, the biggest one is to find ways to sufficiently invest in the better and more efficient medical fraternity and give medical professionals the respect, compensation and infrastructure that they truly deserve once this crisis is over. Moreover, the world needs to work towards advancement in medical research and technology. Nothing will be a greater tribute to the health-care workers than this. That being said, we'd now like to highlight the heroic efforts of some courageous and inspiring doctors from across the globe who lost their lives while saving the lives of COVID-19 patients.

Q9. Write a report on Swachh Bharat Swasth Bharat Abhiyaan .

SWACHH BHARAT SWASTH BHARAT ABHIYAAN

BY THE STAFF REPOTER/XYZ

MALDA, OCTOBER 02: ABC school organized Cleanliness Drive under Swachh Bharat Swasth Bharat Abhiyaan Programme on the occasion of Gandhi Jayanti. This programme began with Gandhi Jayanti. The main purpose of this programme was to create awareness among the students regarding Cleanliness and its benefits. Under this programme, all the students from 9th to 12th had participated in this drive. Even teachers were the essential part of this mission. We had to clean the whole school. Our principal started the programme by

cleaning the corners of the field. Then the teachers and the students followed it. Some of us picked brooms and started our job. Some of the students did the dusting of the rooms. And other went to the play ground and started picking wrappers lying scattered there. After doing this job for two to three hours, we all assembled in the school hall. There we were given refreshments in the form of bananas and apples. Thereafter our Principal, P.K. Sinha delivered the speech telling us the importance of sanitation. He also honored the sweepers of the school for their noble job. At the end we all took oath of keeping our home, locality and city clean. It was a unique experience for all of us. We were curious to be the part of this great drive that could have transformed the face of our country for ever.

Q10. Write a report on Yoga Workshop.

A few minutes of Yoga during the day can be a great way to get rid of stress that accumulates daily, in both, body and the mind. Yoga postures, Pranayama and meditation are effective techniques to release stress. Meditation is relaxation and rejuvenates the body and mind. With this aim in mind, a workshop was organised on the 20th May, 2020, for the teachers of Primary wing through a virtual platform. The yoga instructor, Ms.Sunita Chauhan, took yoga session with great dedication. The teachers participated with full interest, enthusiasm and eagerness. The session began by seeking the blessings of the Almighty by chanting the Gayatri Mantra. Asanas starting with warming up and stretching were followed by a series of Padmasanas, Sukhasan, Tadasana, BhujangAsana and ending with Shavasana. Exercises for relieving stress, reducing joint pain and enhancing the flexibility of the back were also done for the benefit of the teachers. The Headmistress, Mrs. Seema Khurana, motivated the staff and conveyed the importance of making yoga an integral part of our daily life by extending the practice of yoga beyond the mat. The session concluded with an interactive session between the instructor and the teachers in which the queries of the teachers were addressed satisfactorily. The session was very refreshing, reviving and relaxing

MEMOS

Ques: MEMORANDUM (MEMO) AND THE SITUATION OF WRITING MEMO

Ans: A memorandum is a short piece of writing generally used by the officers of an organization for communicating among themselves. This is why it is also called intra office memorandum. The literal meaning of the word memorandum is a note to assist the memory. Memorandum is singular in number. It is also called memo. The plural form of memo is memorandum or memoranda.

Ques: How is it different from a letter?

Ans: The memo is different from that of a letter. A memo moves from one department to another or from one employee to another. It is necessary to write the name of the person who sends the memo and the name of the person who receives the memo and the designation or department of both the persons. A memo must use the words 'From' and 'To'.

A letter is written for mass media advertisements, personal contacts and for sales of some product. A letter, Business letters, complaint letters and adjustment letters are also written. A letter for application for a job is also written giving details of personal resume. In a memo, no subscription or compliment is written, but in a letter some ways of closing the letter are written. A letter must contain address & date of the sender, employer's name & address, salutation, body, complimentary close, signature enclosures if any.

A memo does not contain several details where as a letter contains the subject in detail.

Situations in which memos may be written

1. A memo can be written to issue instruction to the staff
2. It can be used to communicate policy changes to the staff
3. It should be written to give or seek suggestions
4. It is written to request, help or to seek information
5. A memo is written to confirm a decision done on the telephone
6. It can be used to seek explanation on some matter of conduct. A memo can be field for future reference.

Ques: Write a memo to an employee informing him of a cut in his salary.

The Bank of Punjab Limited

Jalandhar

Date 20th November, 20XX

Refer No: 754/20

To: Mr. Preet Mohan Singh, Clerk

Ques: A memo to an employee granting permission to join a part time diploma course in marketing

Ans:

Navyug Sales Corporation

New Delhi

Date: April 25, 20XX

To: Sanjay Sethi, Marketing Department

From: S.K. Luthra, Marketing Manager No. SKL112/20...

Subject: Your Application dated 10 April 20XX seeking permission to join a diploma course in marketing.

The understanding has no objection to your joining the C.R. College to do diploma course in marketing on part time basis in the evening. We appreciate ambitions & innovative persons like you. But be sure that your studies do not interfere with your normal office duties. In case of a double-bind situation, your office work will be priority. Other things apart, the mere obtaining of marketing diploma will not entitle you for higher position and salary.

S.K. Sharma

Ques: Write an office memorandum warning an employee against his habit of reading newspaper and magazines during the office hours.

Ans:

Sheetal Industries

New Delhi

Date: 5 June 20XX

To: Rachna Malhotra, Receptionist

From: K.L. Maini, Manager

Subject: Reprimand against reading newspaper & magazines during office hours

It has come to my notice that you keep yourself busy in reading newspaper & magazines during office hours. You are so busy in your reading that you don't attend to the visitors and clients properly. You must remember that your primary duty is to receive the incoming calls and public. The undersigned has received a number of complaints against your improper attention to the prestigious visitors. You are advised to keep all the newspaper & magazines in the visitors lounge in future. You will agree that maintaining office decorum is of utmost importance for the welfare of the organization.

K.L. Maini

Ques: A memorandum warning an employee for his being habitually late.

Ans:

ShyamGarments

Hissar

Date: 24 June, 20XX

To: Pardeep Kumar

From: Ashok Saini, DGM

Sub: Habitual late coming to the office

The undersigned is sorry to point out that you are a habitual late corner. Your shift incharge has reported your late coming a number of times. Assuming that you do not seem to mend your ways, the undersigned is constrained to issue you warning memo your attendance record is evident that during the week ending 17 June, you were late for the office by more than an hour on three different occasions. This is serious matter of yours is an important position. This casual attitude of yours often throws all public dealing out of gear and even cause embarrassing situations.

In future, there will be deduction in your salary on proportionate basis.

Ques: A memo to an employee asking for explanation for going on leave without prior permission.

Ans:

Maruti Udyog Ltd.

Gurgaon

Date: 2 May, 20XX

To: Mr. V.K. Sethi, Shift Incharge

From: D.N. Malhotra, Office Incharge

Sub: Your absence from 12.09.20XX TO 18.09.20XX

Ref: Your telegram & letters dated 12.09.20XX & 19.09.20XX

1. Your above said telegram & letter requesting for grant of leave have been considered. Our office record shows that you left your working station without prior permission of your immediate Boss. It is serious matter & a breach of service rules.
2. Let us know by 30th of September, the reason of your absence without prior intimation. If your explanation does not reach before the undersigned on or before the stipulated time, we will assume that you have willfully absented from your duty and you will be constrained to take disciplinary action against you.

D.N. Malhotra

Office Incharge

Circular Letter

Q. No 1.- What is a circular letter ?

Ans.- When the same information is to be conveyed to a large group of people in an organisation, office circulars are used. Circulated both within and outside an organisation, circulars can be of various types. The circular, as the name suggests, are circulated among the staff through a peon. All the staff members note and sign the circulars. Sometimes they can be put on the board usually circulars are about general matters. They can be about office conduct, matters related to employees such as, the rules that apply to them and their Welfare facilities, to promote a new product or to make matters of interest known to several people.

Q No -2: Draft a circular to prepare for audit inspections.

Government Polytechnic, Collage, Karnal

Circular No. : GPK/12

Date: June 20,2018

Subject : Visit by Auditors

An audit committee will visit our organization on June 28,2018. All record pertaining to purchase must be up to data for the visit. The auditor may require additional information while auditing the record so non employee can avail leave on June28,2018.

R. S. Pathak

Principal

Q No.-3. Circular depicting change of timings

B&R Department, Bathinda

Circular No. 7023

Date : June 20,2018

Subject : Change in office Timings

As per the Guidelines, to save electric power, given by the Punjab Government vide its notification no2024 dated June19,2018, the office timings of the department will be 8 A.M. to 2 P.M. from June 20,2018 till further orders.

Employee are expected to strictly adhere to these office hours.

Gauri Shankar

Administration Officer

Q No. -4 Circular announcing voluntary registration *retirement*

Date: June 20,2018

Atul Engineering Works

Bathinda

Circular No. : CA/5/95

This is to inform you that Mr. Ashok Bansal , marketing Manager has left our company w.e.f.today. It was great having him with us and we wish him very best in his future endeavours.

Till a replacement is appointed , I shall be personally looking after his work and all queries may please be addressed to me.

Sincerely yours

Surinder Yadav

General manager.

Q NO. -5 A circular informing the staff that a certain employee has been relieved of his office duties.

Gramin Bank

Pundri

Circular No. -125/2018

Date : June 20,2018

Ref. Mr. J.S. Kesar , internal Auditor

The bank has relieved Mr. J. S. Kesar of his services as the internal auditor from June20,2018. All branch managers are therefore , to note that no books of accounts will be made available to Mr. Kesar or his office staff for any audit work.

B. K. Mittal

Deputy General Manager

Exercise

Draft circular on following subject informing the employees

about:

1. Ban on polybags
2. "No smoking " policy at workplace

CONJUNCTIONS

Conjunction is a word which joins two words, clauses or sentences.

For example:

- I can read and write English
- I could not come to school because I was ill yesterday
- He tried but failed
- She missed the train because she was late
- She knows when her father will come

There are mainly two types of conjunctions:

1. Coordinating Conjunctions
2. Subordinating Conjunctions

1. **Co-ordinating Conjunctions:** There are those which join words, phrases or clauses having equal rank.

Co-ordinating conjunctions are of four types:-

- (i) **Cumulative Conjunctions:** These Conjunctions add one clause to the other.
 - He came in and sat with me
 - Trust in God and do your best
 - You are no less guilty than your friend
 - Rohit as well as Sunil went to the market
- (ii) **Alternative Conjunctions:** They denote a choice or alternative between two statements.
 - Neither Rama nor her friend lives here
 - Sit Silently or go out
 - Either her or his brother will come
- (iii) **Adversative Conjunctions:** They denote contrast between two statements.
 - He is poor but contented
 - You harmed me yet I will help you
 - She ran fast nevertheless she missed the bus
 - Indian team is not so strong still we hope for the best.
- (iv) **Illative Conjunction:** These conjunction shows that one statement or fact is inferred from the other.
 - I was ill therefore I was absent yesterday
 - She did not work hard so she was failed
 - He will stand first for he works very hard

- As you sow, so shall you reap.

2. **Sub-ordinating Conjunctions:** These conjunction join subordinate clause with the main clause.

Classes of Sub-ordinate Conjunctions

- (i) **Conjunction of time:** When, while, before, after, until, till, since etc.
- Wait here till I come back
 - I will help you when you ask me
- (ii) **Conjunction of Place:** Where, wherever, everywhere
- The cat moves wherever it likes
 - Keep the keys where you can find it easily
 - My child follows me everywhere I go
- (iii) **Conjunction of Additions:** And, as well as, also, both, besides, not only, but also.
- My parents and my relatives attended the function
 - He is both a poet and a singer
 - He is not only rich but also clever
 - He as well as his brother worked very hard
 - He is good at painting besides being good at studies
- (iv) **Conjunction of condition:** If, provided, unless, provided that, supposing etc.
- If you work hard you will pass in the exam
 - I will give you the money provided you tell me why you need it?
 - Unless you work hard you cannot achieve your aim
 - Supposing you win a lottery, what could you do?
- (v) **Conjunction of purpose:** In order to, so that, otherwise, lest etc.
- The peon shut the door in order to stop us from getting in
 - Robin ran fast so that he could catch the bus
 - You should work hard otherwise you may get poor marks in the exam.
 - You should run lest you miss the train.
- (vi) **Conjunction of Contrast:** But, still, yet, though, although, despite, however etc.
- I felt angry but kept quiet
 - My uncle is sixty still he is healthy
 - He worked hard yet failed
 - Although he was tired, he did not take the rest.
 - Though the room is small, yet it looks very pretty

(vii) **Conjunction of comparison:** As...As, than etc.

- He is as tall as tree
- He is taller than his brother is
- Chandigarh is more beautiful than Delhi
- Many people are not as nice as they seem

(viii) **Alternative Conjunctions:** Either...or, neither...nor.

- Either he or his brother broke the window glass
- He was neither punished nor fined
- Either he or his friend will do this work

(ix) **Conjunction of Manner:** as, as if

- He behaves as if he is the lord of this house
- He did not behave as I expected him to do
- Do as your father tells you
- Manmohan is an honest leader as far as I know.

Exercise

1. I have not met him Since he became the manager.
2. When I reached the post office, all the tickets have been sold.
3. She will be delighted when she hears this.
4. You need not worry when I am here.
5. As you sow, so shall you reap?
6. I will lend you my scooter whenever you want it.
7. She is such a kind lady that we all like her.
8. The gates will remain closed until the train passes.

Fill in the blanks with suitable Conjunctions:

1. it stopped raining, the game was resumed.
2. one has money, there is no dearth of friends.
3. The lift will not stop you press the button.
4. we have taken our exams, we'll have holidays.
5. the teacher was teaching, many students were gossiping.
6. we left the house, it began to rain.
7. Do not overwork you should fall ill.
8. The brave die the country may live.
9. He is not wise you think.

run

IDIOMS

1. **Turn a deaf Ear:** - Refuse to listen
Eg. Please do not just turn a deaf ear to their cries for help.
2. **A close shave:** - This expression is used to describe situation.
Eg. I almost hit the child who run out in front of my car. It was a close shave.
3. **In the long run:** - At the end truth always prevail in the long run.
4. **Bring to light:** - To bright forth
Eg. He will bring to light all the week coins of yours to your mother.
5. **Pay off old scores:** - To have her rovench
Eg. From her attitude it is clear that see one to pay of old scores.
6. **To cut a sorry figure:** - To be shamed.
Eg. She cut a sorry figure in his maiden speech.
7. **Play second fiddle:** - Smaller role.
Eg. I am really rich of playing second fiddle to this ignoramus.
8. **To Through and thin thick:** - Good and bad times.
Eg. They remine friends through thick and thin.
9. **To burn candle at both Ends:-** To work so hard that you don't rest.
Eg. To finish massive work, we must have to burn candle at both ends.
10. **A bolt of the form of blue:** - an accepted happening, complete surprise. The sudden uprising in many parts of the country was completely about from the blue for the ministry.
11. **To Build of the castles in the air:** - To create dreams, Hopes or plans that are impossible. Any spends most of her time building castle in Spain.
12. **Once in a blue moon:** - to do something once in a blue moon. Once in a blue moon I go to the cinemas.
13. **Piece of cake:** - Something which is very easy to do. Once in a blue moon I go to the cinema.
14. **Spill the beans:** - To reveal secret information accidently or malicioly. He has arranged a surprise party for Sarah on Wednesday. Please don't spill the beans.
15. **Ice on the cream:** - Something that make a good situation even better. More goals would have been ticking on the cake.
16. **Don't Judge a book by its cover:** - That man may look very small and insignificant. Don't judge a book by its cover is a metaphorical phrase that means on shouldn't prejudge the worth or value of something by its outward appearance alone.
17. **It takes too two tango:** - Both parties involved in a situation or argument is equally responsible for it.
18. **Be on cloud nice:** - Having strong jelling of happiness or satisfaction. After coming home from a hard by day. At work, bobs wife announced.

- 19. Last straw:** - Also the straw that breaks the camel's back. The last straw you can use the idea in the last Strum when something is deemed to be to be the last in a line unacceptable occurrences.
- 20. A litmus test idioms:** - Success of a particular thing. My personal litmus test when. I have to decide whether to keep or discard something is whether or not I look cat and enjoy it every day.
- 21. A house of cards:** - Situation the film is from of cards if one seen face to hold the interred of the film come crossing down.
- 22. Food paradise:** - Unfounded we were living in a food paradise is thinking that the finitely success of the early two thousand food last forever.
- 23. To food it is in a nut shell:** - Concisely In a met shell I am trap mentally and physically.
- 24. A pie:** - A share of something when the business started making money every one in his gamily wanted a piece of the pie.
- 25. Knock out Will streak:** - Opportunity in the near future.
If that kit is mocking on the out will streak. You better let him going the team him really talented.
- 26. The hills of Achilles:** - A small problem math as always is being my Achilles hill.
- 27. To back bait:** - Some endeavor
when you first start a business it takes a while for you get your bait back UN fortunately.
- 28. Behind the see:** - In secrete of private.
All through she denies it I think she behind behind the sea.
- 29. To hit below the belt:** - To play with a wrong Jull way. You should never hit below the belt.
- 30. To bite the dust:** - To die to fail us made two of them bite the dust and the others be take themselves to elite.
- 31. Every cloud and sliver ling:** - Difficult or unpleasant situation. (Through he had jail exam he relies that every cloud as a silver lining).
- 32. To breathe ones last:** - Someone has died Henry has breathed his last.
- 33. A white elephant:** - Burdensome possession this palatial.
Building is a white elephant for the government because it has to spend a lot on it maintain without any utility.
- 34. Foul play:** - unfair of treacherous action.
The police suspected he had neat with jowl play.
- 35. All that glitters is not gold:** - Not everything that is shiny.
Sarah's new cell phone looks great, but it doesn't work at all that glitters' is not gold.
- 36. To make hay while the sunshine:** - If we get an oppportunity we must act fast enough to size the oppportunity before the lapse or expiration of the oppportunity.

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IDIOMS

1. **Pros and cons:** - Arguments for and against
Eg. The pros and cons of the matter were discussed in the meeting.
2. **At arm's length:** - keep distance from somebody
Eg. it is not easy to become friends with Sophie. She tends to keep at arm's length.
3. **Out of the question:** - Totally unlikely
Eg. A trip to New Zealand is out of the question this year.
4. **Keep one's finger arras:** - Hope for the best
Eg. I am keeping my fingers cross about the result.
5. **Bag and baggage:** - Leaving behind nothing
Eg. In order to pursue my higher studies, I left my village bag and baggage.
6. **Pick and choose:** - To carefully select or choose the best
Eg. One must pick and choose one's career before it is too late.
7. **Sixes and sevens:** - Scattered
Eg. A naughty cat entered our house and left every thing at sixes and seven.
8. **Tooth and nail:** To fight or argue forcely
Eg. Muslims opposed the Christians tooth and nail.
9. **To break the ice:** - To do or say something that makes people feel nervous in a
Eg. In the meeting Mr. Sharma broke the ice.
10. **To get rid of:** - To discard
Eg. I want to get rid of this problem.
11. **At and eleventh hours:** - last moment
Eg. The reached the examination hall at the eleventh hour.
12. **Beating around the bush:** - To treat a topic, but omit its man points it is useless to
beating about the bush.
13. **In the nick of time:** - At the last moment
Eg. He reached the office in the nick of time.
14. **Spread like wildfire:** - Very rapidly
Eg. The disease spread like wildfire.
15. **A hornet's nest:** - a very difficult or unpleasant situation
Eg. His remarks about the lack of good women tennis players stirred up a hornet's nest.
16. **Thrown out of gear:** - Disturbed the working
Eg. The stickers have thrown out of gear many of our important industries.
17. **Take to one's heels:** - To begin a runaway
Eg. They took to their heels when they saw the policeman approaching.
18. **Leave no Stone unturned:** - Do full effort
Eg. Delhi government left no stone unturned to make common wealth games a success.
19. **Read between the lines:** - unexpressed meaning
Eg. The letter is meant to be read between the line.

- 20. In smell a rat:** - To have suspicion
Eg. He smells a rat and refused to accompany them.
- 21. To make both ends meet:** - To earn daily leave
Eg. It is not easy for middle class family to make both ends meet these days.
- 22. To eat humble Pie:** - To offer an humble apology
Eg. Everyone should eat a humble Pie for misbehavior.
- 23. In high spirits:** - Joyful
Eg. Yesterday you were in high spirits.
- 24. On tenterhooks:** - Worried or nervous about something that is going to happen.
Eg. We were on tenterhooks all morning waiting for the phone ring
- 25. To wash one's dirty lines:** - To blame in public
Eg. The two boys were washing their dirty lines in the public.
- 26. Kill two birds with one stone :-** Solving two tasks at the same time or one with single option
Eg. Whenever a joke, I like listening to English music that way I kill two birds with one stone I stay fit whilst I improve my English language skill.
- 27. To blow one's trumpet:** - Boast himself
Eg. He always bore us by blowing his trumpet.
- 28. Rank and file:** - Common soldier
Eg. A brave officer is loved by the rank and file.
- 29. By all means and ways:** - In any way
Eg. You have to complete this task by all means and ways.
- 30. Out of the wood:** - Not having a problem
Eg. It's too soon to say if either airline is out of the wood.
- 31. Between the devil and the deep sea:** - To have to choose between two choices that are both equally unpleasant and not convenient.
- 32. Call a spade a spade:** - To say the truth about something.
Eg. To call a spade a spade is a figurative expression it is also referred to as let's call a spade a spade not a gardening tool.
- 33. Hoppy against hop:** - Tasting or smelling of hops.
Eg. It's hoppy with a malty base and tropical fruit notes.
- 34. At daggers drawn:** - Enemy
Eg. The two friends are at daggers drawn with each other over this house.

✳ Grammar Rules of Preposition :-

Preposition वह शब्द है जो किसी noun या Pronoun के पहले प्रयुक्त होकर उसका सम्बंध अन्य शब्दों के साथ बताता है जैसे - on , upon , above , between , among , of , in , into , along , under आदि ।

Grammar Rules :-

Rule - 1 :- about / around - दोनों का अर्थ होता है लगभग ।

About में more than या less than का sense होता है , जबकि around में may be less than या more का sense होता है ।

Example :- It is about 8 o'clock (लगभग 8 बजे है अर्थात् कुछ वक्त बचा है ।)

They came here around 10 o'clock (लगभग 10 बजे है थोड़ा कम भी हो सकता है । या थोड़ा ज्यादा भी हो सकता है ।)

Rule - 2 :- Over and under - Over तथा under का प्रयोग Vertical position बताने के लिए किया जाता है ।

Example :- A lamp is hanging over the table.

The boat was under several feet of water.

Rule - 3 :- Above / Below - Above / below का प्रयोग level बताने के लिये किया जाता है ।

Example :- He has an injury just above his right eye.

This work is below my dignity.

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Rule - 5 :-

by - कर्ता के लिए

With - औजार या हथियार के लिए

Example :- The old woman was stabbed with a knife by an unknown attacker.

Rule - 6 :-

between - 2 के बीच (सामान्यतः)

among - अधिक के बीच

Example :- The Property was divided between the two brothers.

They distributed sweets among the students of the class.

किंतु यदि व्यक्तियों या स्थानों आदि के नाम दिए हो तो between का ही प्रयोग करते हैं।

Delhi is located between Rajasthan, U.P. and Haryana.

Rule - 7 :-

beside - के बगल में , next to

besides - के अतिरिक्त , in addition to

Example :- She came home and sat beside her mother.

Rule - 8 :-

for - समयावधि बताने के लिए

Since - समय बिंदु बताने के लिए (perfect tenses में)

From - समय बिंदु बताने के लिए (Non perfect tenses में)

Example :- We have been working together $\frac{\text{for ten years}}{\text{since 2001}}$

The work on the project will start from / since March 1. (यह Simple Future Tense का वाक्य है।)

We waited there for half an hour and then left.

Rule - 9 :-

behind - पीछे

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<https://www.knowledgekidda.com/2021/02/Preposition-ke-niyam.html>

... said, speak, spoke, talked, ... to ... , asked, ...

उपरान्त नहीं (Active Voice में)

Example :- She said to me , "Have you seen the photos?"

They told to us that we should not expect any miracle.

The clerk asked to me to wait outside.

Addressing to the students, the PM stressed the need for time management.

Rule - 11 :- discuss **about** - talk about, resemble **to/with** से मिलता जुलता होना

Example - Let's not discuss **about** politics here.

She resembles **to/with** her late grand mother.

order **for** something.

I ordered **for** a sandwich.

Rule - 12 :-

In spite of के बावजूद
despite of

Example - He came to the function In spite of his busy schedule.
despite of

Rule - 13 :- enter **in/into** (अंदर प्रवेश करना)

Example - The thief entered **in/into** the house through the window.

किन्तु enter into a contract / deal / agreement etc.

We have entered into a long term contract with them.

Rule - 14 :-

marry ~~to/with~~ somebody (Active voice)
wed

Example - will you marry me ?

He wedded his colleague, Preeti in a lavish ceremony yesterday.

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Example - I like both ~~to~~ tea and coffee.

Rule - 16 :-

prefer / preferable to / ~~than~~

senior / junior / superior / inferior to / ~~than~~

Example - I prefer tea ~~than~~/to coffee.

A typewriter is inferior ~~than~~ / to a computer.

Rule - 17 :- यदि 2 शब्दों के लिए एक ही संदर्भ में कोई preposition दो बार आ रहा हो तो उसे एक बार drop कर देते हैं।

Example - I went there to buy vegetables and ~~to~~ meet a friend.

Your book is better ~~than~~ and more expensive than mine.

I believe in God and ~~in~~ myself.

Your book is different from and $\frac{\text{better than}}{\text{superior to}}$ mine

Rule - 18 :- कुछ शब्दों के साथ prepositions fix आते हैं।

Example - 1. abide by - अनुपालना करना

2. acquainted with - परिचित

3. abstain from - से दूर रहना

4. beware of - सावधान रहना

5. accused of - आरोपी

e.g. accused of murder, theft etc.

6. complain $\frac{\text{about something}}{\text{of pain}}$

7. yield to / before / against - झुकना या समर्पण करना

8. complain against somebody out of

9. cope with - निपटना

10. suffer from typhoid , pneumonia etc.

11. die of / from a disease

12. because of

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THE DOCTOR'S WORD

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."

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 wail.

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.

"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

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