



SHIVAJI UNIVERSITY, KOLHAPUR

CENTRE FOR DISTANCE EDUCATION

B. Com. Part I

**Ability Enhancement
Compulsory Course (CBCS)**

(Compulsory English)

English for Business Communication

(Academic Year 2019-20 onwards)

(Semester I and II)

Copyright © Registrar,
Shivaji University,
Kolhapur. (Maharashtra)
First Edition 2019

Prescribed for **B. Com. Part I**

All rights reserved. No part of this work may be reproduced in any form by mimeography or any other means without permission in writing from the Shivaji University, Kolhapur (MS)

Copies : 1,000

Published by:

Dr. V. D. Nandavadekar
Registrar,
Shivaji University,
Kolhapur-416 004.

Printed by :

Shri. B. P. Patil
Superintendent,
Shivaji University Press,
Kolhapur-416 004

ISBN-978-93-89327-41-0

- ★ Further information about the Centre for Distance Education & Shivaji University may be obtained from the University Office at Vidyanagar, Kolhapur-416 004, India.
- ★ This material has been produced out of the Developmental Grant from UGC, Distance Education Bureau, New Delhi.

**Centre for Distance Education
Shivaji University, Kolhapur**

■ **ADVISORY COMMITTEE** ■

Prof. (Dr.) D. B. Shinde
Vice-Chancellor,
Shivaji University, Kolhapur

Prof. (Dr.) D. T. Shirke
Pro-Vice-Chancellor,
Shivaji University, Kolhapur

Prof. (Dr.) M. M. Salunkhe
Former Hon'ble Vice-Chancellor,
Yashwantrao Chavan Maharashtra Open
University, Nashik.

Prof. (Dr.) K. S. Rangappa
Former Hon'ble Vice-Chancellor,
University of Mysore

Prof. P. Prakash
Additional Secretary,
Distance Education Bureau,
University Grants Commission, New-Delhi.

Prof. (Dr.) Cima Yeole
Git Govind, Flat No. 2,
1139 Sykes Extension,
Kolhapur-416001

Dr. Smt. Bharti T. Patil
I/c. Dean, Faculty of Humanities,
Shivaji University, Kolhapur

Prof. (Dr.) P. S. Patil
I/c. Dean, Faculty of Science and
Technology, Shivaji University, Kolhapur

Prof. (Dr.) A. M. Gurav
I/c. Dean, Faculty of Commerce and
Management, Shivaji University, Kolhapur

Prof. (Dr.) P. D. Raut
I/c. Dean, Faculty of Inter Disciplinary
Studies, Shivaji University, Kolhapur

Dr. V. D. Nandavadekar
Registrar,
Shivaji University, Kolhapur

Shri. G. R. Palase
I/c. Director,
Board of Examinations and Evaluation,
Shivaji University, Kolhapur

Shri. V. T. Patil
Finance and Accounts Officer,
Shivaji University, Kolhapur

Prof. (Dr.) M. A. Anuse
(Member Secretary) Director,
Centre for Distance Education,
Shivaji University, Kolhapur.

■ B. O. S. MEMBERS OF ENGLISH AND LINGUISTICS ■

Dr. S. B. Bhambar, Chairman
Tukaram Krishnaji Kolekar Arts and Commerce College,
Nesari, Tal. Gadhinglaj, Dist. Kolhapur

- **Dr. Akshay Sarvade**,
Department of English,
Shivaji University, Kolhapur
- **Dr. M. R. Patil**
Dr. Ghali College, Gadhinglaj,
Dist. Kolhapur
- **Dr. Smt. Prabhavati Arvind Patil**
Vivekanand College, Kolhapur
- **Dr. Sunil Patil**
Arts & Commerce College, Kasegaon,
Tal. Walwa, Dist. Sangli
- **Dr. Prashant Kamble**
Rajarshi Shahu Arts & Commerce College,
Rukadi, Tal. Hatkanangale, Dist. Kolhapur
- **Dr. Namdev Pandurang Khavare**
Hon. Shri. Annasaheb Dange Arts,
Commerce & Science College,
Hatkanangale, Dist. Kolhapur
- **Dr. Rajandra Satyasheel Ponde**
Willingdon College, Vishrambag, Sangli
- **Prof. (Dr.) Bhagvan S. Jadhav**
Swami Ramanand Teerth Marathwada
University, Nanded
- **Prof. (Dr.) Jayprakash A. Shinde**
Professor and Former Head,
Department of English,
Shivaji University, Kolhapur
- **Shri. Sadashiv Pandu Chougule**
S. B. Khade Mahavidyalaya, Koparde,
Tal. Karveer, Dist. Kolhapur
- **Dr. Sudhir Nikam**
B. N. N. College, Bhiwandi,
Thane-421305
- **Dr. Rajshree Barvekar**
Department of English,
Shivaji University, Kolhapur
- **Prin. Dr. R. G. Kulkarni**
M. G. Kanya Mahavidyalaya, Sangli

INTRODUCTION

Dear Students,

You are doing this course of Ability Enhancement Compulsory English as distance learners. You are studying the same text book which is prescribed for the regular students. But your course book is organised differently to help you study it on your own.

In all, there are 8 modules. They are divided into two parts for two semesters. In Semester I, students are required to study three units on Communication Skills and six units on Reading Comprehension. In the same way you have to study three units on Communication Skills and six units on Reading Comprehension for Semester-II.

Units on Communication Skills will help you enhance your linguistic competence. You will be able to describe objectives, people, places and daily routine. You will also be able to narrate your experiences. Further you will learn to develop your vocabulary and make enquiries and give instructions. Also you will be able to use English for Specific purposes in your actual life situations. Unit on Telephonic Communication will provide you the practical training of how to speak on telephone for various purposes. Units on Reading Comprehension will add to your literary competence. You will study short stories, essays, poems, literary articles based on the experiences of writers of memoirs, one act play etc.

For the purpose of study, the units are developed on the points like Objectives, Introduction, Content, Vocabulary or Terms to Remember, Check your progress, Key to check your progress, Exercises, Summary, List of books for further study, etc.

If you read the Self-Instructional Material given here carefully with great interest, you will be able to develop your own English language and will also get good marks in the examination.

So, we wish you great success and hope that you will enjoy studying this course.

Editors

Writing Team

Author's Name	Unit No
Semester-I	
Dr. Kalpana Gangatirkar Mahaveer Mahavidyalaya, Kolhapur	1
Dr. N. P. Khavare Shri. Annasaheb Dange Arts, Commerce & Science College, Hatkanangale, Dist. Kolhapur	2
Prin. Dr. Y. B. Gonde Arts College, Wagholi, Tal. Koregaon, Dist. Satara	3
Dr. Sunil G. Patil Arts and Commerce College, Kasegaon, Tal. Walwa, Dist. Sangli	4
Semester-II	
Dr. Prashantkumar Kamble Rajarshi Shahu College of Arts and Commerce, Rukadi, Tal. Hatkanangala, Dist. Kolhapur	5
Smt. S. R. Prabhune Mahila Mahavidyalaya, Mangalwar Peth Karad, Dist. Satara	6
Shri. Suhas Raut S. B. Khade Mahavidyalaya Koparde, Tal. Karveer, Dist. Kolhapur	7
Dr. Neeta Jokhe Deshbhakt A. B. Naik Arts and Science College, Chikhli, Tal. Shirala, Dist. Sangli	8

■ **Editors** ■

Dr. N. P. Khavare
Shri. Annasaheb Dange Arts, Commerce
& Science College, Hatkanangale,
Dist. Kolhapur

Dr. S. B. Bhambar
Tukaram Krishnaji Kolekar Arts and
Commerce College, Nesari, Tal. Gadhinglaj,
Dist. Kolhapur

CONTENTS

English For Business Communication

Semester I (Paper A)

Module 1	A) Developing Vocabulary	1
	B) On Saying Please - A. G. Gardiner	18
Module 2	A) Description	28
	B) The Unknown Citizen - W. H. Auden	42
Module 3	A) Narration	48
	B) Panch Parameshvar - Premchand	68
Module 4	A) Kabuliwala - Rabindranath Tagore	91
	B) Offering in the Temple - Desika Pillai	111
	C) Felling of the Bunyan Tree - Dilip Chitre	120

Semester II (Paper B)

Module 5	A) Business Correspondence	129
	B) Why does the Child Cry - Mulk Raj Anand	164
Module 6	A) Telephonic Communication	177
	B) The Necklace - Guy de Maupassant	190
Module 7	A) English for Specific Purposes	208
	B) I Thank You God - Bernard Dadie	228
Module 8	A) War - Luigi Pirandello	235
	B) The Cuckoo - William Wordsworth	249
	C) Let Me Not... - William Shakespeare	257

Each Unit begins with the section Objectives -

Objectives are directive and indicative of :

1. What has been presented in the Unit and
2. What is expected from you
3. What you are expected to know pertaining to the specific Unit once you have completed working on the Unit.

The self-check exercises with possible answers will help you to understand the Unit in the right perspective. Go through the possible answer only after you write your answers. These exercises are not to be submitted to us for evaluation. They have been provided to you as Study Tools to help keep you in the right track as you study the Unit.

Module 1

A) Developing Vocabulary

Contents

- 1.0 Objectives
- 1.1 Introduction
- 1.2 Content
 - 1.2.1 Word Classes
(Self Check Exercises I)
 - 1.2.2 Word Formation Processes
(Self Check Exercises II)
 - 1.2.3 Synonyms and Antonyms
(Self Check Exercises III)
 - 1.2.4 Problem/Confusing Words
(Self Check Exercises IV)
- 1.3 Key to Self Check Exercises
- 1.4 Exercises

1.0 Objectives :

After studying and this unit students will be able to:

- recognize the major processes that are used in the formation of English words.
- understand word-classes and use them in a variety of contexts.
- to generate synonyms and antonyms and use them appropriately.
- identify and define commonly confused words and use them correctly.
- use dictionary properly and to expand vocabulary.

1.1 Introduction

English is one of the most dominating languages of the world which is having its impact on every field of work. It is the language of international business, education, literature, internet and social media. English is the language of translation. It is one of the most used languages in the world. All over the world it is used as a link language. English is an important language for all kinds of professional and personal goals. Language learners all over the world adapt English as per their general and scientific needs. An important part of learning English is becoming acquainted with the particular vocabulary of the language. Vocabulary represents one of the most important skills necessary for learning English. We can not convey anything without vocabulary. With the help of proper vocabulary we are able to express ourselves more clearly. Many words have several different meanings; one must study the meaning of the words and the class of the word, the words in context, etc.

There are two broad kinds of vocabulary: **Active vocabulary** and **Passive vocabulary**. Active vocabulary is working or functional vocabulary. It consists of words a person uses for speech or writing. Passive vocabulary consists of words which a person encounters in texts which he understands but does not use. There are many language learning techniques to develop vocabulary. In this unit we are going to focus on – I) Word Classes – open and closed II) Word Formation Processes – affixation (prefixation and suffixation) III) Synonyms and Antonyms IV) Problems Words V) Phrasal Verbs.

The most important means for developing vocabulary is, of course, dictionary. A good dictionary helps to know the pronunciation of a word with stress, the part of speech a word is, the meaning of the word in context (a poor man, poor in English) the prefixes and the suffixes a word can take and the changes they can bring about in the class or part of speech (e.g. beauty (n) beautiful (Aj) beautifully (Av) the plural, past form etc.) A good dictionary can give you a lot of information about the usage of words, patterns of construction etc.

1.2 Content

1.2.1 WORD CLASSES

Modern grammarians classify words into two classes a) open classes b) closed classes

OPAEN WORD CLASSES

Open Word Classes	Symbol	Examples
Noun	N	Krishna, tree, book, radio, mango etc.
Adjective	Aj	Important, joyous, shy, angry, clean etc.
Main Verb	M.V.	Play, read, climb, give, dance etc
Adverb	Av	Now, hard, quickly, soon, perfectly etc.

Noun, Adjective, Adverb and Main Verb are called open class words as they are indefinitely extendable. New items are constantly being created. They can be inflected. They are called as content words as they carry meaning.

Noun

Noun is a name of an objects, thing, person and place.

Example – I enjoy Hindi Films.

Salil is a great painter.

He loves Mumbai.

Nouns are classified into following kinds.

- 1) **Common Nouns** – Name given in common to every person or thing or place of the same class or kind.

Examples - dog, actor, city, girl, pen etc.

- 2) **Proper Noun** - Name of a particular person or place.

Examples - Rabindranath Tagore, New Delhi, Amitabh Bachchan, etc.

- 3) **Collective Noun** - Name of collection of things.

Examples - team, army, staff, library, etc.

4) **Concrete Noun** - Name of thing which we can see or touch.

Examples - stick, tree, boy, book, etc.

5) **Abstract Noun** - Name of an action, quality or state.

Examples - love, joy, intelligence, truth, etc.

6) **Countable Noun** - Noun that can be counted.

Examples - words, teacher, boy, pen, etc.

7) **Uncountable Noun** - A noun that can not be counted.

Examples - beauty, life, death, knowledge, etc.

8) **Material Noun** - Name of a material.

Examples - steel, gold, wood, glass, etc.

Adjective

Adjective is a word that gives more information about the noun and expresses quality, quantity and number.

Two types of Adjectives

1) **Attributive Adjectives** - Modify the noun and appear before the noun.

Example - The strong man.

2) **Predicative Adjective** - They are used after verb.

Example - The man is strong.

Other types of Adjectives are:

1) **Adjectives of Quality/Qualitative Adjectives** – beautiful, hardworking, etc.

2) **Adjectives of Quantity/Quantitative Adjectives** - enough, much, little, more, etc.

3) **Adjectives of number/Numeral Adjectives** - two, all, few, many, etc.

4) **Demonstrative Adjectives** - this that, these, those.

5) **Distributive Adjectives** – each, every, any, etc.

6) **Interrogative Adjectives** - what, whose, whom, which, etc.

7) **Possessive Adjectives** - My, our, his, etc.

8) **Proper Adjectives** – Indian, English etc.

Main Verb:

A verb is a word or phrase indicating an action, an event or a state.

Transitive Verb: A verb which has an object. Examples - I love chocolates.
She plays cricket.

Intransitive Verb: A verb which has no object. Examples - He ran quickly.
They dance gracefully.

Adverb:

A word which gives more information about a verb, an adjective or another verb.

Types

Adverb of manner - perfectly, slowly, luckily etc.

Adverb of place - near, here, there, above etc.

Adverb of time - after, then, soon, yesterday, etc.

Adverb of frequency - frequently, hardly, always, never etc.

Adverb of certainty - surely, definitely, perhaps etc.

Adverb of degree - very, quite, much, too etc.

Interrogative Adverbs - how, why, where, when etc.

CLOSED WORD CLASSES

	Closed word class	Symbol	Examples
i)	Determiner	d	a, an, the, some, any, all
ii)	Pronoun	pn	I, we, he, himself etc.
iii)	Preposition	p	at, on, of, towards, etc
iv)	Conjunction	c	but, though, so, etc
v)	Auxiliary verbs	aux	may, shall, do, are, etc
vi)	Interjection	ij	oh, hi, aha etc
vii)	Enumerator	e	one two, last, next, fifth etc.

Closed class words can not normally be extended but they are grammatically significant.

Determiners –

Determiners modify nouns. They are grouped as demonstrators (this, that, these, those) articles (a, an, the) and indefinite pronouns (all, some, many, any, both etc).

Pronoun –

A word which is used in place of a noun or noun phrase is called pronoun.

Personal pronoun – I, we, you, he, she, it, they

Reflexive pronoun – Myself, herself, itself, themselves etc.

Demonstrative pronoun – this, that, these, those etc.

Interrogative pronoun – what, which, whose, whom etc.

Distributive pronoun – each, either, neither, any etc.

Relative pronoun – that, which, where etc.

Conjunction –

A word that joins words, phrases or sentences is called as a conjunction.

Types –

- 1) **Co-ordinate conjunction** – and, or, but.
- 2) **Subordinate conjunction** – Though, still, because, so, that, even, if, etc.
- 3) **Co-relative conjunction** – either...or, neither....nor, not only...but also etc.

Preposition –

Words or group of words used before a noun or pronoun to show place or position.

Examples – at, for, which, by, on, over, towards, about, below, during, over etc.

Auxiliaries –

An auxiliary verb is a verb used with main verbs to show tense, mood and to form questions.

Primary Auxiliaries

To be – am, is, are, was, were

have – have, has, had

do – do, does, did

Modal Auxiliaries

will, would, shall, should, can, could, ought to, may, might, must, need, dare, used to

Enumerators – enumerators express number one, two, three.... next, first, second, third....last

Interjections – Interjections are words which express emotions like, surprise, pleasure, annoyance, sympathy :

hi, oh, o my God, Hey, Hurray, ah, aha etc.

Self Check Exercises I

A] Identify the word classes of the underlined words in the following sentences.

- 1) He applied for the post of the manager in the bank.
- 2) Students came late because they missed the bus.
- 3) Hurray! India won the match.
- 4) You must study hard.
- 5) The beautiful daughter of the king married the poor man.
- 6) Mihir gave Sushant a bouquet of flowers.
- 7) They did their job sincerely.
- 8) Somebody is standing near the door.
- 9) I know your address.
- 10) This act is quite intelligent.

B] Classify the following words into open class words and close class words.

bench, as, troublesome, maintain, towards, ouch, all, last, were, luckily.

1.2.2 WORD FORMATION PROCESSES

Word formation is the main technique to develop vocabulary. Affixation and compounding are important word formation processes.

In Affixation new words are formed by adding attachments. There are two types of affixation - prefixation and suffixation.

Prefixation - In this process an affix is attached to the root/base of the word and new word is formed. There are many prefixes in English. Study the following chart.

Prefix	Root/Base	New word
a	moral	amoral
fore	tell	foretell
mis	calculate	miscalculate
de	motivate	demotivate
un	happy	unhappy
co	pilot	co-pilot
dis	ease	disease
im	polite	impolite
re	appear	reappear
inter	national	international
pre	independence	preindependence
super	man	superman
pro	active	proactive
anti	slavery	antislavery
non	stop	nonstop
over	take	overtake

up	grade	upgrade
vice	president	vicepresident
en	slave	enslave
extra	ordinary	extraordinary
semi	final	semifinal
auto	biography	autobiography

Suffixation - In this process, an affix is attached after root/base of the word and new word is formed. There are many suffixes in English. Study the following chart.

Root/Base	Suffix	New Word
comfort	able	comfortable
orphan	age	orphanage
center	al	central
differ	ent	different
affection	ate	affectionate
captain	cy	captaincy
king	dom	kingdom
mountain	eer	mountaineer
green	ery	greenery
Japan	ese	Japanese
two	fold	twofold
child	hood	childhood
class	ic	classic
wed	ing	wedding
child	ish	childish

Root/Base	Suffix	New Word
truth	ful	truthful
civil	ize	civilize
love	ly	lovely
dry	ness	dryness
act	or	actor
mercy	less	merciless
employ	ee	employee

Self Check Exercise II :

A) Form new words by using following prefixes and suffixes.

im-, auto-, -ment, ir-, ster-, -ation vice-, -some, -ify, -ism, counter-, -er, in-

B) Find out the root words of the following.

authority, travelogue, underdeveloped, co-actor, icy, improperly, nonsense,
pan-American, pre-historic, multinational

1.2.2 Synonyms and Antonyms

Synonyms :

Study the underlined words in the following sentences.

- The train came one hour late.
The train arrived one hour late.
- Pay the amount of the bill by cheque.
Remit the amount of the bill by cheque.
- Is that show-piece costly?
Is that show-piece expensive?
- He is quite polite.

He is quite courteous.

You can see that the sentences in each pair mean the same because the underlined words are synonyms. But they are not perfect synonyms. Words such as arrive, remit, expensive, courteous are used in formal and written language while came, pay, costly, polite are used in day today communication. So you have to pay attention to the context and situation in which they occur. But those words convey the same general idea.

For Example – smile, laugh, titter, grin, sneer, giggle, guffaw.

1. Madhuri Dixit is famous for her smile.
2. Laughing loudly is considered unmannerly.
3. There was nervous tittering in the studio.
4. Naresh appeared grinning cheerfully.
5. They sneered at his pretentions.
6. The children giggled all the way through the film.
7. She let out a loud guffaw when the boy fell down.

Here are certain examples of synonyms:

1. Sharp – acute
2. try – attempt
3. rule – govern
4. answer - reply
5. precise – exact
6. sorrow – grief
7. swift – quick – speedy
8. intelligent – bright – brilliant
9. lazy – idle
10. pacify – appease

Antonyms

Compare the following statements.

1. He has a unique personality.

He is a common man.

unique and common man are antonyms.

Antonyms are words that have opposite meaning

Here is a list of antonyms:

right x wrong

awake x asleep

present x absent

dull x cheerful

native x foreign

stupid x wise

arrive x depart

cheap x expensive

freedom x slavery

knowledge x ignorance

Self Check Exercises III

- A) Use the following synonyms in your own sentences.**

i) bureau, branch, department, agency, office.

ii) apartment, room, flat, suite.

iii) wander, march, plod, stagger.

iv) see, observe, watch, stare.

- B) Give synonyms of the following words.**

accomplish, death, humble, to request, cultured

C) Use the following pairs of the antonyms in your own sentences.

appoint-dismiss, debit-credit, inward-outward, wise-foolish, major-minor,
strange-familiar, virtue-vice

D) Give antonyms of the following words.

forward, comedy, traditional, introvert, bloom

1.2.4 Problems words

Some words in English look alike or sound alike. These words create confusion and we avoid using them. To enrich vocabulary it is necessary to learn them and use them correctly.

Some words are given below.

1) Adapt – make suitable for

We adapted ourselves to the hot weather.

Adept – skilled

He is an adept in the art of stealing.

Adopt – take

Mr. Darade has adopted a girl child.

2) Alternate – one after the other

We are called an alternate day for football practice.

Alternative – choice

There is no alternative before us but to accept the condition.

3) Berth (a sleeping place)

They got five berths reserved for Mumbai.

Birth (being born)

The old man doesn't know his exact birth date.

4) Desert – to leave

They deserted the country for two years.

Dessert – sweet dish

They were served dessert after the dinner.

Self Check Exercise IV

Look at the following confusing or problem words, their meanings in the dictionary and use them in your own sentences.

Eligible – illegible, affect-effect, accept-except, principal-principle, historic-historical, maxim-maximum, course-coarse, jealous-zealous.

1.3 Key to Self Check Exercises

I} A] 1) Noun

2) Conjunction

3) Interjection

4) Auxiliary verb

5) Adjective

6) Noun

7) Adverb

8) Pronoun

9) Main Verb

10) Determiner

B] **Open class words** – bench, troublesome, mountain, luckily

Close class words – as, ouch, all, last, were

II] A) imperfect, impure, etc

automobile, auto start, etc.

appointment, management, etc

irresponsible, irrelevant, etc.

gangster.

examination, prefixation, etc.

Vice-principal, Vice president, etc.

troublesome, awesome, etc.

identify, classify, etc

Marxism, feminism, etc.

counterattack, counteract, etc

teacher, dealer, etc.

insane, intact, etc.

B) author, travel, develop, act,

ice, proper, sense, America, history, nation.

III] A) i) The case was given to the Central Bureau of Intelligence New Delhi.

There was a get-together of the 1995 branch of the school.

She joined the town's police department.

Meera started an advertising agency.

The manager had phoned the head office for more details.

ii) The apartment was situated near the blue sea.

He rents rooms to college students.

Sara lives with her friends in a small flat in London.

Manisha had booked a suite in fivestar Hotel.

iii) Having ample time, we wandered here and there.

The victorious army marched through the streets of the city.

Tired after a long trek, we plodded wearily to our hotel.

The drunker staggered through the streets.

iv) Have you seen my glasses?

He watches television every evening.

Please observe the reaction of these two chemicals.

The man stared at that lady.

B) Synonyms

accomplish - achieve death - demise humble - modest
to request - appeal cultured - civilized

C) 1) He was appointed as the superintendent of the office.

The clerk was dismissed without notice.

2) The bank accepts debit or credit cards.

3) They moved inward.

They showed no outward signs of fear.

4) Its dark, it is wise to stop.

His foolish activities make us to laugh.

5) Use of drugs by young people is a major problem today.

Don't get upset by minor things.

6) I faced a very strange experience.

He can see familiar faces in the hall.

7) Ripe the virtues and wipe the vices.

D) Antonyms

Forward x backward traditional x modern
comedy x tragedy introvert x extrovert
bloom x fade

IV] 1) Mr. Prakash Deshmukh was the most eligible candidate amongst all the candidates.

We can not read this letter. The handwriting is quite illegible.

2) Literature affects society.

The effect of mobile on children is a serious problem today.

3) The writer accepted the invitation.

Except Shantanu, all were present.

4) Principal Deshpande is a man of principles.

5) Winning the world cup was a historic incident.

'Shriman Yogi' is a historical novel.

6) He has a habit to use maxims while speaking.

You must score maximum 50% marks.

- 7) The course was quite interesting.

The film was coarse.

- 8) Mrs. Karkare is always jealous of her neighbours.

Mrs. Pandhare takes part in every activity. She is zealous.

Exercises:

Identify the word classes of the underlined words in the following sentences

- 1) 1. He applied for the post of the teacher in the Government School.
2. Girls came late because they missed the train.
3. Hurray! We won the match.
4. The man stabbed himself.
5. Five Pandavas won hundred Kauravas.
6. Perhaps he is absent.
7. Wait for me.
8. Mrs. Kulkarni is a kind lady.
9. He applied for the post of the teacher in the Government School.

- 2) **Form the new words by using prefixes and suffixes**

un-, auto-, dis-, -ism, -ment, -ful, -tion, -ee, -ish, -less, over-, -, some-, bi-, -er, micro-,

- 3) **Use the following synonyms and antonyms in your own sentences.**

implore-beg, eat-swallow, tell and express

- 4) **Use the following phrasal verbs in your own sentences. Meanings of them are given in the brackets.**

get by (manage), get over (recover), set off (start), pass away (die), call off (cancel)

B) On Smiles

A.G. Gardiner

Contents

- 1.0 Objectives
- 1.1 Introduction
- 1.2 The Text
 - 1.2.1 Section I
 - Terms to Remember
 - Check your progress
 - 1.2.2 Section II
 - Terms to Remember
 - Check your progress
- 1.3 Summary
- 1.4 Answers to check your progress
- 1.5 Exercises

1.0 Objectives :

After reading this unit you will be able to:

- know about A.G.Gardiner as a British author.
- define the importance of smile in human life.
- differentiate between different types of smiles.
- know the miraculous effects of smile in different avenues of life.
- know how smile can be an impressive weapon of politicians.

1.1 Introduction:

Alfred George Gardiner - (1865–1946) was a British journalist and author. His essays, written under the pen-name Alpha of the Plough, are highly regarded. Gardiner was born in Chelmsford, the son of a cabinet-maker and alcoholic. As a boy he worked at the *Chelmsford Chronicle* and the *Bournemouth Directory*. In 1899, he was appointed editor of the *Blackburn Weekly Telegraph*. This choice soon proved a great success; under Gardiner's direction, it became one of the leading liberal journals. Gardiner resigned in 1919, over a disagreement with George Cadbury, owner of the *Daily News*. From 1915, he contributed to 'The Star' under the pseudonym *Alpha of the Plough*. His essays are uniformly elegant, graceful and humorous. His uniqueness lay in his ability to teach the basic truths of life in an easy and amusing manner. This essay is taken from his 'Many Furrows' (1924).

1.2 Text: On Smiles :

1.2.1 Section I

If I were to be born into this world again and had the choice of my endowments I should arrange very carefully about my smile. There is nothing so irresistible as the right sort of smile. It is better than the silver spoon in the mouth. It will carry you any- where and win you anything, including the silver spoon. It disarms your enemies and makes them forget that they have a grudge against you. "I have a great many reasons for disliking you/" said a well- known public man to a friend of mine the other day, "but when I am with you I can never remember what they are." It was the flash of sunshine that did for him. He could not preserve his hostility in the presence of the other's disarming smile and gay good humour. He just yielded up his sword and sunned himself in the pleasant weather that the other carried with him like an atmosphere.

At the Bar, of course, a pleasant address is worth a fortune. I suppose there has been no more successful figure in the law courts in our time than Rufus Isaacs, but I fancy he won as many of his victories by the debonair smile with which he irradiated the courts as by his law. You could see the judge on the bench and the jury in the box basking in the warmth that he shed around them. The weather might be as harsh as it liked outside; but here the sky was clear and the sun was shining genially. It was a fine day and the only blot on the landscape was the un- happy counsel for the other

side, who thumped the table and got red in the face as he saw his client's case melting away like snow before a south wind.

And among politicians it is notorious that a popular smile is the shortest cut to the great heart of democracy. In an estimate of the qualities that have contributed to Mr. Lloyd George's amazing success a high place would have to be given to the twinkling smile, so merry and mischievous, so engagingly frank and so essentially secret and calculating, with which, by the help of the photographer, he has irradiated his generation. If Mr. Asquith had learned how to smile for public consumption, the history of English politics, and even of the world, would have been vastly different; but Mr. Asquith's smile is private and intellectual and has no pictorial value, and I doubt whether anyone ever heard him laugh outright. He was born without the chief equipment of the politician in a democratic age. No one knew the value of that equipment more than Theodore Roosevelt. He was the most idolized public man America has produced for half a century, and he owed his popularity more to his enormous smile than to any other quality. It was like a baron of beef. You could cut and come again. There was no end to it. It seemed to stretch across the Continent from the Atlantic to the Pacific, and when it burst into laughter it shook the land like a merry earthquake. There was not much behind the smile, but it was the genuine article, the expression a companionable spirit and a healthy enjoyment of life, and it knocked the Americans "all of a heap." Woodrow Wilson's smile was almost as spacious as Roosevelt's, but it was less infectious, for it was thoughtful and reflective; came from the mind rather than the feelings, and never burst into laughter. It was the smile of the schoolmaster, while Roosevelt's was the smile of the uproarious schoolboy who was having no end of "a bully time."

Terms to Remember:

1. endowment (N) - ability
2. irresistible (Aj) - convincing
3. disarm (V) - to take away the weapons of
4. hostility (N) - enmity
5. yield up the sword (ph.v) - to give up
6. debonair (Aj) - courteous
7. irradiate (V) - to light up

8. basking in the warmth (Ph.v) - relax
9. Genially (Av) - mildly
10. pictorial (Aj) - explained the pictures
11. idolized (Aj) - celebrity
12. companionable (Aj) - friendly
13. infectious (Aj) - transmitted from one person to another
14. uproarious (Aj) - very noisy

Check you progress :

A] Complete the following sentences, choosing the correct alternative from the options given below it.

- 1) _____ won many of his victories by the debonair smile.
a) Lloyd George b) Asquith
c) Theodore Roosevelt d) Rufus Isaacs
- 2) Among the politicians a popular _____ is the shortest cut to the great heart of democracy.
a) smile b) speech c) act d) trick
- 3) _____ smile has no pictorial value.
a) Mr.Lloyd Geroge's b) Mr.Asquith's
c) Mr.Roosevelt's d) Mr.Rufus Isaacs
- 4) _____ was the most idolized public man in America.
a) Theodore Roosvelt b) Lloyd George
c) Rufus Isaacs d) Asquith
- 5) Roosevelt's smile is compared with the smile of a _____
a) philosopher b) politician c) schoolboy d) actor

B] Vocabulary exercises.

1) **Give synonyms for the following.**

enemy, debonair, merry, popular, feelings

2) **Form new words by adding prefixes or suffixes to the following words.**

arrange, like, enjoy, heath, end.

1.2.2 Section II

Really first-rate smiles are rare. For the most part our smiles add little to our self-expression. If we are dull, they are dull. If we are sinister, they are only a little more sinister. If we are smug, they only emphasize our smugness. If, like the Lord High Everything Else, we were born sneering, our smile is apt to be a sneer, too. If we are terrible, like Swift, we shall have his "terrible smile." Only rarely do we light upon the smile that is a revelation. Harry Lauder's smile is like a national institution or a natural element. It is plentiful enough to fill the world. It is a continual and abundant feast that requires neither words nor chorus, and when he laughs you can no more help feeling happy than he can. Lord Balfour's smile is famous in another way. It has the untroubled sweetness of a child's, and there are few who can resist its charm; but it is elusive and seems too much like a mask that has little to do with the real man. You feel that he would send you to the scaffold with the same seraphic sweetness with which he would pass you the sugar. It is not an emanation of the man like that abundant smile, at once good-humored and sardonic, with which Mr. Birrell sets the company aglow.

The most memorable smiles are those which have the quality of the unexpected. A smile that is habitual rarely pleases, for it suggests policy, and the essence of a smile is its spontaneity and lack of deliberation. Archbishop Temple said he hated people who were always smiling, and then, looking across the luncheon table at the vicar who had been doing his best to ingratiate himself with the terrible prelate, added: "Look at the vicar there he's always smiling." It was a cruel affront, but the smile that has the quality of an artifice is hard to bear. It was so in the case of Mrs. Barbauld, of whom it was said that she wore such a habitual smile that it made your face ache to look at her. One would almost prefer the other melancholy extreme, illustrated by that gloomy fanatic, Philip II., who is said to have laughed only once in his life, and that on receiving the merry news of the massacre of St. Bartholomew.

The smiles that dwell in the mind most are those that break suddenly like sunshine from unexpected places. That was the quality of the curiously wistful smile that played over the ascetic features of Lord Morley in conversation. You could forgive all his asperities when he smiled. But the most delightful example of the unexpected smile that I know is that of the pianist, Frederic Lamond. The intensity of his countenance forbids the suggestion of a smile, and at the piano he seems to descend into unfathomable depths of gravity and spiritual remoteness. But when the piece is over and the house breaks out into thunders of applause, he emerges from the depths with a smile that suggests that the Land of Beulah has broken on his sight. It is so sudden a transition that you almost seem to catch a glimpse of the Land of Beulah yourself.

But it is no use for those of us who have only hum-drum smiles to attempt to set up a smile that is an incantation. Smiles, like poets, are born, not made. If they are made, they are not smiles, but grimaces, and convict us on the spot. They are simply an attempt to circulate false news. There is no remedy for us of the negligible smile, but to be born again and to be born different, not outside but within, for the smile is only the publication of the inward spirit.

Terms to Remember :

1. sinister (Aj) - unlucky, ominous
2. smug (Aj) - self-satisfied
3. revelation (N) - realization
4. abundant (Aj) - a lot of
5. elusive (Aj) - difficult to find
6. scaffold (N) - platform used for criminal execution
7. seraphic (Aj) - pure and sublime
8. emanation (N) - That which flows or proceeds from any object as a source
9. sardonic (Aj) - scornfully mocking
10. ingratiate (V) - to win favour by pleasing one
11. prelate (N) - a clergy man of high rank
12. affront (N) - to insult intentionally and openly

13. melancholy (Aj) - sad
14. fanatic (A) - extremist
15. massacre (N) - slaughter
16. wishful (A) - thoughtful
17. asperities (N) - rough, harsh
18. countenance (N) - facial expression
19. ascetic (Aj) - self-controlled
20. unfathomable (Aj) - impossible to understand
21. hum-dream (A) - dull
22. incantation (N) - spell and charm
23. grimaces (N) - made up face

Check your progress:

A] Answer the following questions in one word/phrase/sentence.

- 1) What types of smiles are rare?
- 2) What is the essence of a smile?
- 3) Where do smiles dwell?
- 4) Whose smile reflects the untroubled sweetness of a child?
- 5) What is A.G.Gardiner's pseudonym?

B) Rewrite the sentences by choosing the correct alternatives from those given below.

- 1) Memorable smiles are_____
 - a) expected b) genuine c) unexpected d) none of these
- 2) _____ laughed only once his life.
 - a) Philip II b) Mrs. Barbauld c) Lord Morley d) Frederic Lamond
- 3) To Gardiner, smiles like poets, are _____ not made.
 - a) taught b) copied c) born d) expressed

- 4) The most delightful example of the unexpected smile is that of _____
- a) Frederic Lamond b) Philip II
- c) Archbishop Temple d) Lord Morely
- 5) Smile is the only publication of the _____
- a) inward spirit b) Outward spirit
- c) mind d) thought

D) Make new words by using prefixes and suffixes given below.

-ation, im-, -ify, -est, re-, -ed, semi-, -ly, -ing

E) Give antonyms of the following words.

careful, modest, pleasant, private, spontaneity

1.3 Summary:

According to A.G.Gardiner the right sort of smile is better than the silver spoon in the mouth. Smile disarms your enemy and can change your enemies into friends. Rufus Isaacs' debonair smile can help him to win many victories in law courts. In politics too, a popular smile is the shortest cut to the great heart of democracy. Mr.Lloyd George's amazing success is due to his merry and mischievous smile unlike Mr.Asquith whose smile was private and intellectual. A.G.Gardiner praises friendly, infectious and healthy smile of the idolized public Man of America, Theodore Roosevelt.

According to A.G.Gardiner first rate smiles are rare. Smiles add to our self expression. If we are dull, they are dull. If we are sinister, they are sinister. If we are smug, they emphasize our smugness. Terrible smile or sneering smile reflects inner self. Harry lauder's smile has the ability of making everybody happy. Lord Balfour's smile expresses the untroubled sweetness of a child.

A.G.Gardiner asserts that the most memorable smiles are those which have the quality of the unexpected. The essence of a smile is its spontaneity and lack of deliberation. Artificial smile is the worst smile. Gardiner exemplifies that the most delightful unexpected smile is that of the pianist Frederic Lamond. Smiles, like poets are born not made. Smile is the only publication of the inward spirit.

1.4 Key to self check exercises

1.2.1 A) 1-d, 2-a, 3-b, 4-a, 5-c

- B) 1) enemy – foe, debonair – gracious, merry-happy, popular-famous,
feelings – emotions
- 2) arrange – rearrange, arrangement
like – unlike, likewise
enjoy – enjoyment
health – healthy, unhealthy
end – ending, unending

1.2.2 A) 1) First rate smiles are rare.

- 2) The essence of a smile is its spontaneity and lack of deliberation.
- 3) Smiles dwell in the mind.
- 4) Lord Balfour's smile expresses the untroubled sweetness of a child.
- 5) A.G.Gardiner's pseudonym is 'Alpha of the Plough'.

B) 1-c, 2-a, 3-c, 4-a, 5-a

C) ation-publication, examination

im- - impure, imperfect

-ify - satisfy, pacify

-est - cheapest, tallest

re - rewrite, resend

-ed - locked, printed

semi - semifinal, semistich

-ly - bravely, lightly

-ing - feeling, daring

D) careful x careless, modest x arrogant, pleasant x unpleasant, private x
public, spontaneity x deliberation

1.5 Exercises:

A) Answer the following questions in 3 to 4 sentences each.

- 1) Why does Gardiner say that smile is better than a silver spoon in the mouth?
- 2) Comment on Gardiner's views about unexpected smiles.
- 3) When and how smiles become simply an attempt to circulate false news?

B) Write short notes on the following in 4 to 5 sentences each.

- 1) Debonair Smile
- 2) Gardiner's views on smile
- 3) Infectious Smile

C) Vocabulary Exercises:

Make new words by using the prefixes and the suffixes given below.

-ation, im- , -ify, - est, -ed, re-, semi-

D) Writing Activity:

Write a paragraph about 'Smile is the publication of the mind.'



Module

A) Description

Contents

- 2.0 Objectives
- 2.1 Introduction
- 2.2 Presentation of Subject matter
 - 2.2.1 Sub-content I (Describing Persons)
(Check your progress I)
 - 2.2.2 Sub-content II (Describing Places)
(Check your progress II)
 - 2.2.3 Sub-content III (Describing Office)
(Check your progress III)
 - 2.2.4 Sub-content IV (Describing Objects)
(Check your progress IV)
- 2.3 Summary
- 2.4 Answers to Check your progress
- 2.5 Exercises
- 2.6 Reference for further study

2.0 Objectives:

After studying this unit you will be able to:

- understand: about familiar objects, people and places.
- explain: important traits of objects, people and places.
- find relationship between: objects, people and places.

2.1. Introduction:

In this unit you are going to learn how to describe a person, a place or a thing. To describe them you need to choose appropriate words and correct language. Normally places and things are described using Present Tense because places and things are still there for all to see. But you can use Past Tense when you think of them as a past experience. To describe a person you have to make use of Present Tense as well as different adjectives as people vary in terms of their physical appearance and personalities, and the words that are used to describe them are just as varied.

2.2. Presentation of Subject matter

2.2.1 Sub-content I

Describing persons:

Description of a person is very important in certain practical situation. Sometimes a missing person will have to be identified from a description given by the members of his/her family. If a recent photograph is not available, then the description will be the only means of identifying a person.

OR

When you describe a person, you have to state following things:

1. Whether a person is a man or woman, a boy or girl or a child.
2. Whether he/she is young/old/middle aged/ baby/ infant.
3. You have to make use of different adjectives to describe the face, the eyes, the nose, the ears, the hair, the complexion and even the mood.

In short, you have to use appropriate vocabulary and it is important to have the vocabulary because you may, at some point in your life, face a situation that requires you to describe someone. Read the following descriptions:

Rekha has thick, curly hair fumbling down to her shoulders. Her face is round, and she has large dark eyes with prominent eyebrows. She has a small straight nose. She has a long neck and narrow shoulders.

John has a squarish face, with a high forehead and short straight hair. His eyes are small and eyebrows thin. He has a broad, curved nose and a small mouth. He has a pointed chin. His ears are prominent.

Now look at the use of adjectives in above description:

.....thick curly hair

..... has a broad curved nose

..... a long neck and narrow shoulders

..... has a pointed chin.

Adjectives play very important role in describing a person. See one more example:

This is a young woman with a round face. Her hair is thick black, long and parted in the middle. She has a long nose. Her lips are thin and she has a short chin. Her eyes are big with thin eyebrows. She must be around 30 years. She looks very happy.

Note the use of language in above description.

This is

She has

Her lips are.

Her hair is

You can say:

This is a young man with an oval face.

His eyes are big and eyebrows are thick.

He has a protruding nose.

He has put on a shirt.

He looks cheerful.

The old man has white hair at the fringes just above the years.

Prepositional phrases are used in above description to avoid repetition of ‘he has’ or ‘it is’

This is a young woman with a round face.

Her eyes are big with thin eyebrows.

As stated earlier, adjectives play vital role in describing a person. Here is a list of adjectives you need for describing different persons and their features.

Physical stature –tall, short, of medium height

Complexion- fair, wheat colored, brown and dark

Face- angular, oval, square, long, round, wrinkled, freckled, with a beauty spot or a mole, with a dimple in the chin, with a pointed beard and moustache

Nose- big, enormous, huge, large, nostrils, flat, curved, Roman, flat, beaky, hooked, crooked, snub, tip-tilted, narrow, straight, pointed, sharp, little, small, stubby, tiny, long, short, prominent, upturned

Eyes (shape) - large, small, round, squinty, hollow, tear-filled, big, heavy, hooded

Eyes- (color) - black, brown, hazel, green, blue

Hair – (style) – long, short, loosely cut, cropped, bunched at the back, parted in the middle, parted at the side, ponytail, slicked down, curly, wavy

Hair- (color) - black, brown, grey, white, grey, silver

Build- small, slim; thin, plump, stout, solid, muscular

Forehead- broad, narrow, furrowed, wrinkled, smooth, sloping, high, large, small

Appearance- attractive, unattractive, impressive, unimpressive, good-looking, pleasant-looking, beautiful, handsome, worried, cheerful, thoughtful

Now let us read the following description carefully:

The young girl stood at the entrance to the house. She appears to be sixteen years old. She has a small, oval face with a sharp, upturned nose and a wide mouth. Her hair is long, thick, plait thrown forward over her shoulder. Her eyes are small and black. She has wore a plain salwar kameez with a printed dupatta. She is looking towards distant fields.

Look at the construction used in above the discussion:

She appears to be sixteen years old.

She has a small, oval face with a sharp, upturned nose and a wide mouth.

Her hair is long, thick, plait thrown forward over her shoulder.

She has wore a salwar kameez with a printed dupatta.

Check your progress: I

1. Write short descriptive passage about:
 - a) Your favourite cricketer
 - b) Your best Teacher

2.2.2. Sub-content II

Describing Places:

In describing building or place you need to give as many details as you can. You must be able to describe all that you see. While describing a place or a building you should mention following things:

1. Location
2. Size
3. Special features
4. Other interesting information connected with it.

Read the description given below carefully:

This is Sharada's home. It is located in the East End of the city. The house is large and imposing with sparkling whitewashed walls and a sloping, red-tiled roof. There are long narrow windows facing the front, all shuttered against the mid-morning heat. Eight granite steps lead to a long verandah at the entrance to which stood thick pillars made of old polished woods. Facing the pillared entrance is a large wooden door with a solid metal latch on which hung old fashioned lock. There is nobody around but the sound of hurrying feet and light, happy chatter can be heard coming from the depths of the house.

Note the use of language in above description:

It is located.

The house is large and imposing with

Eight granite steps lead to

Facing the.

..... on which hung old fashioned lock.

Use the following words/phrases while describing building or place.

Location	Size	Special features
Seaside	Large	Domes gates
Riverside	Small	Towers balconies
On the top of a hill	Huge	Carvings statues
In a valley	Tiny	Arches
In the heart of the town	Imposing	windows

The Structures - It is., There is., My house is, My college is., It has., are very commonly used in description.

Following adjectives may be used in describing a building:

Adjectives of size - big, small, broad, narrow, short, tall etc.

Adjectives of quality - beautiful, wonderful, calm, quiet, pleasing etc.

You may use following structures to describe part or features of a place.

It has two windows.

The temple has stone walls.

Check your progress: II

Describe the following places writing a paragraph on each on them.

1. A temple
2. Your favourite Hill Station

2.2.3 Sub-content III

Describing an Office:

Sometimes we visit any office for our personal work. Each office has a typical appearance. Read the following description of a typical office:

It is a modern office. It is located on the second floor of the building. To the right hand there is a posh counter. A lady sits there as a receptionist. There is a phone by her side and switch-board in front of her to contact the manager and other sections through intercom. To the left hand side, there are comfortable wooden chairs for visitors. The door at the left hand corner leads to the main office. In this office there is a large wooden table of the section officer. Opposite to this table, there are three tables with a filing cabinet. These tables are for three senior clerks. At the corner of the office, there is a table with a computer and printer. A computer operator sits at this table. On the table of the officer, there is a computer with a printer and a scanner, a pen stand, a tray to keep files etc. On every table, there is a computer with a printer, a pen stand and a tray to keep files. There is a small bulletin board on the wall with a calendar. At the other corner, there is a dust-bin. The office looks very decent as the floor is covered by the red carpet.

Note the important things used in this description:

1. A simple present tense is used.
2. The structures 'there is and 'there are' are frequently used.
3. Prepositional phrases, which indicate place or location, are commonly used.
to the right, to the left, in front of, at the corner, on the table, on the wall etc.
4. Look at the constructions used in the above description
To the right hand, there is a posh counter.
The door at the left corner leads to the main office.
On the table of the officer, there is a.

Here are some steps you follow when you describe an office:

1. Location of the office

2. Areas in the office
3. The work place
4. The equipment and stationary.

1. **Location of the office-** This explains where is an office located. This could include the name of the building and the floor.

2. **Areas in the office-** This explains the different areas or spaces within the office such as conference room, canteen, recreation room etc.

3. **Office equipment and Stationary-** This refers to the materials in the office. This include table, chair, laptop, printer, pens, paper, stapler, clips etc.

4. **The workplace-** This describes the exact spot in the office where daily tasks are done. The work place consists of the basic office equipment needed to do the job.

Here are some more examples of the structures:

The LIC office is on the second floor of the Tara Terrace.

The finance team sits near to the conference room.

There is a big, green leather chair by the desk of the boss.

The office had been recently remodeled, and its new furniture includes a huge bookcase, and a table with a computer and a printer.

The floor of the office is covered by a bright, red carpet that has a pattern of large white rings.

Below the table there is a cupboard where books are kept.

On the table there is an inkpot, blotting paper and a pen.

There is a sofa next to the main entrance.

Check your progress: III

1. Write a detailed description of your college office.

2.2.4 Sub-content IV

Describing Objects:

When you describe an object you have to describe three things:

1. Its category or class
2. Its characteristics
3. Its function or use

See for example:

A pressure cooker is a vessel in which food is cooked. It consists of a very strong vessel made of aluminium alloy, with a lid that fits tightly on the top. The lid can be sealed on the vessel by a means of a rubber ring. At the centre of the lid there is a vent, or a whole through which steam can escape. There is a handle attached to the lid. There is also a handle attached to the vessel also. They are made of hard fiber.

Note the structures used in the above description:

1. A pressure cooker is a vessel.
2. It consists of.
3. There is a vent
4. There is a handle attached to.

Now study the following description of a Tractor:

A Tractor –

A tractor is a vehicle. It is used for farm work and carrying loads. There are two independent units. There is a tractor and a trolley. A tractor is divided into two parts. The first part consists of engine and the second part consists of its system for a

driver.

A tractor has its engine ahead of a driver. The engine also has a narrow shape with a bonnet on it. The engine is carried with the front two wheels which are a smaller size than the rear wheels. On the bonnet of the engine there is an exhaust pipe taken upwards so that the smoke may go up in the sky.

Adjoining the engine, there is a second part- the driver. There is a steering wheel between the driver and the engine. On the right side of the driver, there is a lever. At the left foot of the driver, there is a clutch. There is a pedal operating breaks at the right foot of the driver. The rear wheels of the tractor are bigger than the front wheels. There are side indicators on the mudguard of rear wheels. And, there are headlamps on the guard on the front side above the front wheels.

Look at the constructions used in the above description:

A tractor is a vehicle

It is used for.

There is an

On the right side of the driver, there is.

. at the right foot of the driver

Check your progress: IV

- 1) Now try to give description of the following things with the help of the points given above
 - a) A Fridge
 - b) A cell phone

2.3 Summary

The present unit presents short pieces of description of people, objects, offices and places showing structures useful for writing descriptions of familiar things, people and places. The unit introduces structures and vocabulary useful for writing descriptions of things familiar to students. The unit is interspersed with self-check exercises for the students to practice writing. Model answers of these self-check

exercises are provided for them to check their own answers and make corrections where necessary.

2.4 Answers to Check your progress

Check your progress I : Answers:

a) Your favourite cricketer

My favourite cricketer is Virat Kohli. He is twenty eight years old. His Nickname is Cheeku. He is over 5 ft 9 in (1.75 m) tall and has a muscular physique. He is a very physical type of player. He likes to impose himself on the game, backs it up with his skill. He has dark black eyes and straight black hair. Kohli is superstitious. He wears black wristbands as a cricket superstition; earlier, he used to wear the same pair of gloves with which he had "been scoring". Apart from a religious black thread, he has also been wearing a kara on his right arm since 2012. Born and raised in Delhi, Kohli represented the city's cricket team at various age-group levels before making his first-class debut in 2006. He captained India Under-19s to victory at the 2008 Under-19 World Cup in Malaysia, and a few months later, made his ODI debut for India against Sri Lanka at the age of 19. Initially having played as a reserve batsman in the Indian team, he soon established himself as a regular in the ODI middle-order and was part of the squad that won the 2011 World Cup. He made his Test debut in 2011. A typical modern-day cricketer, Virat Kohli plays his game aggressively, bares his emotions loudly in public, yet retains the element of maturity that forms an integral part of every good and great player. Virat loves eating fresh home cooked food. Eating less to be in shape doesn't seem to be Virat's idea of staying fit. He is not shy of eating food but he is not a food junkie. He has a gym in his house where he works out with his personal trainer for three hours every day. The rest of the day is spent in practicing, driving and with friends. He has four cars including an open sports car and huge collection of dark glasses and designer watches.

b) Your Best Teacher

M. N. Kulkarni was my favourite teacher at school. He used to teach us English. He could make learning grammar also a very enjoyable class. He used to tell us interesting jokes while teaching. He was sympathetic and quite helpful when we made any mistake. M. N. Kulkarni was always dressed in a posh manner. He must be

about thirty-five years old. He was fat and about six feet tall. He had fair complexion, and he sported thin moustache. He used to smile quite a lot while teaching. I hardly remember him to be angry. He made us speak English, read aloud in the class and we were never afraid of answering questions in his class. M. N. Kulkarni used to play cricket very well. He was also good singer. In our annual gathering, he used to sing classical songs. He was really a best and ideal teacher in our school.

Check your progress II: Answers:

1. A Temple

Ours is a small village on the bank of the river Chikutra. The river Chikutra and the temple outside the village, on the bank of the river are our most attractive places in our village. The temple is very old. It is said that it was built about three hundred years ago. It is a stone temple and it has beautiful natural surroundings. It is the temple of Lord Shiva. There are massive stone pillars as we enter the temple. The floor is also of black stone and very cool. There are massive stone windows, which allow the rays of the sun to light the hall of the temple. There are steps to get down to the Shiva Lingam in the sanctorum. Inside, it is rather dark, but there is an oil lamp burning in it. There is a priest, who lives nearby, and looks after the temple. Every Monday, people of the village gather at the temple, performing Puja. On the day of Mahashivaratri, there is a huge gathering at the temple. People of the village, old and young, came to the temple every morning and evening. It is a favourite place for all.

2. Your favourite Hill Station

My favourite hill station is Mahabaleshwar. It is 1,372 meters above sea level, around Lake Venna, is the highest hill station in the Western Ghats of Maharashtra. It is one of the most spectacular and the largest of Maharashtra hill-stations. Mahabaleshwar in Sanskrit means God of Great Power. The Britishers built various mansions, cottages and bungalows around the town, lending it a charming, sophistication. There are 30 valley viewpoints with panoramic vistas scattered around the hill station and their access roads make for shady, pleasant walks and treks. Mahabaleshwar along with Panchgani makes the most popular hill resorts in the Maharashtra state of India. Far away from the madding crowds the hill resort makes an excellent holiday destination. The natural beauty of Mahabaleshwar attracts nature lovers, film directors, holidaymakers, peace seekers and adventurers

alike. The heat and the dust of the plains give way to the cool breezes and the gorgeous greens of Mahabaleshwar. The hill resort of Mahabaleshwar derives its name from the God "Mahabali". There is a temple dedicated to Lord Mahabali namely the old Mahabaleshwar Temple.

Check your progress III: Answers

1. Description of your college office.

My college name is ADACS College, Kolhapur. My college office is a modern office. It is located in the first floor of the building. To the left hand there is a posh counter. A boy sits there as a receptionist. There is a phone by his side and switch-board in front of him to contact the principal and other sections through intercom. To the right hand side, there are comfortable wooden chairs for visitors. The door at the left hand corner leads to the main office. In this office there is a large wooden cabin for O.S. Opposite to this table, there are four tables with a filing cabinet. These tables are for senior and junior clerks. At the corner of the office, there is a table with a computer and printer, scanner, a pen stand, a tray to keep files etc. There is a small bulletin board on the wall with a calendar. At the other corner, there is a dust-bin. The office looks very decent as the floor is covered by the brown carpet.

Check your progress IV: Answers

1. Fridge

A fridge is a very useful and necessary device in the kitchen. It is very useful to store fruits, vegetables, milk, ice-cream, pickles, jams, cold-drinks, etc. We can use it to keep some special medicines in it. There are four compartments inside the fridge, and a shelf inside its door. The uppermost compartment is the freezer in which we can keep a tray for ice-cubes, and in the space by its side, we can keep ice-cream cups, cadbury, etc. The last one is a bigger well, in which we can keep vegetables. We can use fridge for making ice-cream at home, putting the ice-cream maker in the freezer.

2. A cell-phone

A cell-phone is a very useful and necessary device for everyone in modern world. My cell-phone is the latest Samsung J7 model, which is not only a phone, but also a device for storing all essential information, a telephone directory, financial transaction, addresses, etc. I can use for it for sending and receiving messages. My

cell-phone provides immense entertainment to me. I have stored in it all my favourite songs and movies. It has a powerful camera in it, and a device to attach it to my laptop. I use my cell-phone to keep record of my financial transactions, bank account numbers, gas booking account, electricity bill account, and all essential information, such as my C. V. postal addresses, etc. my cell-phone is always with me, wherever I go. There many useful apps which provide information about train, weather, rain, health, etc.

2.5 Exercises:

1. Write a description of an old person you know. Try to include the following information:

Is he or she tall or short, fat or thin? What is the shape of persons face-round, oval or square? Does the person have thick hair? Is the hair straight or curly? Is the forehead broad or narrow? Is the nose straight, or upturned or flat? How is he or she dressed? What impression do you get of his or her personality from the person's appearance and dress?

2. Write a description of your house with the help of following points.
 - a) Location
 - b) Its material
 - c) Its special features.
3. Write a description of a calculator.

2.6 Reference for further study:

1. Read biographies of famous people and note how they describe their days at school.

B) The Unknown Citizen

W.H. Auden

Contents

- 2.0 Objectives
- 2.1 Introduction
- 2.2 The Poem
- 2.3 Terms to Remember
- 2.4 Check your progress
- 2.5 Answers to Check your progress
- 2.6 Summary
- 2.7 Exercises
- 2.8 Reference for further study

2.0 Objectives:

After studying this unit you will be able to:

- understand wit and irony in complaining about bureaucratic, semi-socialist Western societies.
- explain an ironical picture of a model citizen in a modern Urban-industrial society
- find relationship between modern man and society.

2.1 Introduction:

Wystan Hugh Auden (21 February 1907 – 29 September 1973) was an English poet, who later became an American citizen. He is best known for love poems such as "Funeral Blues," poems on political and social themes like "September 1, 1939" and "The Shield of Achilles," poems on cultural and psychological themes such as 'The Age of Anxiety', and poems on religious themes such as "For the Time Being" and "Horae Canonica".

'The Unknown Citizen', a light satirical lyric, was first published in the Listener, August 1939, and was later included in Collected Shorter Poems, 1950. It presents an ironical picture of a model citizen in a modern Urban-industrial society.

1) The Poem:

To JS/07 M 378

This Marble Monument

Is Erected by the State)

He was found by the Bureau of Statistics to be
One against whom there was no official complaint,
And all the reports on his conduct agree
That, in the modern sense of an old-fashioned word, he was a saint,
For in everything he did he served the Greater Community.
Except for the War till the day he retired
He worked in a factory and never got fired,
But satisfied his employers, Fudge Motors Inc.
Yet he wasn't a scab or odd in his views,
For his Union reports that he paid his dues,
(Our report on his Union shows it was sound)
And our Social Psychology workers found
That he was popular with his mates and liked a drink.
The Press are convinced that he bought a paper every day
And that his reactions to advertisements were normal in every way.
Policies taken out in his name prove that he was fully insured,
And his Health-card shows he was once in hospital but left it cured.
Both Producers Research and High-Grade Living declare

He was fully sensible to the advantages of the Installment Plan
 And had everything necessary to the Modern Man,
 A phonograph, a radio, a car and a frigidaire.
 Our researchers into Public Opinion are content
 That he held the proper opinions for the time of year;
 When there was peace, he was for peace: when there was war, he went.
 He was married and added five children to the population,
 Which our Eugenist says was the right number for a parent of his generation.
 And our teachers report that he never interfered with their education.
 Was he free? Was he happy? The question is absurd:
 Had anything been wrong, we should certainly have heard.

2.3 Terms to Remember:

To JS/07 M 378 : The statistical records refer to a man by numbers. Auden is here ridiculing the practice by which man is reduced a mere number.

he was a saint : a perfect citizen who upheld the values of the society in which he lived.

the Greater Community: Society or the nation

got fired : dismissed from his post

Fudge, Motors, Inc : The name of the company in which he worked.

Scab : a mean, worthless fellow who does not even pay the membership fee of his trade union

mates : colleagues

odd (adj) : whimsical

Producers Research and High-Grade Living : names of the two firms

Phonograph : gramophone

Frigidaire : refrigerator

Our researchers

2.5 Answers to check your progress

A) The correct alternatives.

1. a) **W.H. Auden.**
2. a) **got fired.**
3. a) **once**
4. a) **number.**
5. a) **five**

B) Answer the following questions in one sentence each:

- i) The poem is about wit and irony in complaining about bureaucratic, semi-socialist Western societies.
- ii) The Unknown Citizen works in a factory, Fudge Motors Inc.
- iii) Teachers report about him is that he never interfered with their education.
- iv) The poet calls him a saint because he was a perfect citizen who upheld the values of the society in which he lived.
- v) The things he possesses are a phonograph, a radio, a car and a frigidaire.

2.6 Summary :

A marble monument marks the burial site of a citizen known only by his alphanumeric identity: JS/07 M 378. In words etched on the monument, the government praises the “Unknown Citizen” for supporting and conforming to the will of the state. For example, he always held government-approved opinions, never once advocating a controversial idea. If the government declared war, he did not question the decision. Instead, he put on his uniform and followed the crowd to the battlefield. If it declared peace, he accepted that decision too and returned to society. In short, he led a life of exemplary docility and submissiveness. Moreover, he was consistent, holding the same job for his entire life. Not one to arouse discontent on the job, he never said or did anything to anger company bosses or union representatives. When reading the paper, he avoided perusing stories about controversial or upsetting events and instead turned his attention to advertisements.

At home, he supported the national economy by having all the right things—a phonograph, a radio, a car, and a refrigerator. To his credit, the government eugenicist found, he had the right number of children. By being a good sheep and following the government shepherd, he without doubt led a happy, contented life.

2.7 Exercises:

A) Answer the following questions in 3 to 4 sentences each.

1. How was the work performance of the Unknown Citizen in a factory?
2. What do Producers Research and High-grade living declare about the Unknown Citizen?
3. What is the opinion about the Unknown Citizen of the Researchers into Public Opinion?

B) Write Short notes on the following in 4 to 5 sentences each.

1. An ironical picture of a model citizen
2. The central idea of the poem
3. The depiction of the loss of individuality in the modern society

2.8 Writing Activity:

- 1) Write an essay on a model citizen in modern Indian society.



Module 3

A) Narration

Index

- 3.0 Objectives
- 3.1 Introduction
- 3.2 Presentation of subject matter
 - 3.2.1 Section I
 - Check your progress
 - 3.2.2 Section II
 - Check your progress
 - 3.2.3 Section III
 - Check your progress
 - 3.2.4 Section IV
- 3.3 Summary
- 3.4 Terms to remember
- 3.5 Answers to check your progress
- 3.6 Exercise

3.0 Objectives:

After studying this unit you will be able to:

1. understand the skill of narration.
2. explain how to talk about past or present incidents, events and experiences.

3.1 Introduction

In the previous Module, you studied 'Description Skill' where you studied that in describing things, places or people what you need is the knowledge of the use of present tense. Likewise, in learning the skill of 'Narration' you need to know the use of or the knowledge of the use of past tense. This skill is important in your social as well as professional life.

3.2 Presentation of subject matter :

I) Narration is used for narrating past experiences. It is also used in news reports and storytelling, usually in some kind of chronological order. It also means any kind of explaining or telling something. We like to listen the stories, especially the scary ghost stories around a campfire. The narrator of a story may be a named character in the story or an outside observer. This narrator or a character or author's persona that tells a story-control everything you know about the characters and the events.

This Narrator can be a **FIRST PERSON narrator** where an "I" (occasionally a "we") **speaks from his/her subject position**. This kind of **narrator** is usually a character in the story interacting with other characters. We see those interactions through the **narrator's** eyes (point of view) and we can't know the things that the **narrator** doesn't know.

The other type of narration gives us a **THIRD PERSON point of view**. It is told by a narrator who is **not part of the story** and generally uses pronouns such as: he, she, it, they, them, their, him, her, it's, etc.

See for example:

Vijay was a natural motivator. If an employee was having a bad day, Vijay was there telling the employee how to look on the positive side of the situation.

This really made curious and so I went up to Vijay and asked him, "I don't get it! You can't be a positive person all the time. How do you do it?"

Vijay replied, "Each morning I wake up and tell myself that I have two choices today: I can choose to be in a good mood or I can choose to be in a bad mood.

And every day, I choose to be in a good mood. Each time something bad happens, I

choose to learn from it.”

“Yeah, right, it’s not that easy,” I replied.

OR

Avinash was a shy but mentally disabled boy. He had no close relative when his mother died. When he retired to an orphanage, a teenage boy named Dilip became his friend. It was only Dilip who used to talk to him, take care of him. He taught him first learning lessons and also taught him the skills of gardening. Meanwhile, Dilip started taking Avinash to a restaurant across the street and near a hardware store. When Avinash saw Manda, the tough manager of the hardware store, he falls in love with her. He began leaving flowers for her in front of the store at the early daybreak. Although Manda doesn’t find who is giving her flowers, the unexpected daily gift of beautiful flowers made her happy.

Let’s start with these interesting stories:

What is the difference between the narrations of these two stories?

- 1) In the first story, the narrator (using the first-person pronoun ‘I’) is a character in the story. We can hear and see only what the narrator hears and sees.
- 2) In the second story, the narrator is an outside observer and plays no part in the story but can tell us what all the characters are thinking and feeling. He indirectly tells us that Santosh is shy and mentally disabled.
- 3) Though the narrator of the second story is not a part of the story, he/she knows everything. He/she knows all the details about the character (Avinash) and reveals him to us. Interesting, isn’t it?

When you read newspapers you must see that many of the news items/news reports do tell something that has happened in the past especially happened on the last day. The reporter narrates it from his point of view.

You can also narrate some personal experiences or report some past happenings (as you find in news reports).

Read the following newsreport for example:

To spread awareness of the importance of wearing helmets among two-wheeler riders, yesterday police observed a road safety rally. It was held as part of the 'Road Safety Week' observed throughout the district.

Around 400 police personnel and 200 riding enthusiasts from different biker groups took part in the rally. It was jointly flagged off at the police headquarters by the police commissioner.

Over 1600 helmets and masks were distributed to the police personnel during the rally. Sensitizing locals on following traffic rules and regulations from a smooth and safe ride, the participants also appealed to the motorists and pillion riders to wear helmets, for their own safety.

Making an appeal to everyone to follow rules, commissioner said, "Following traffic rules is for our own security and the security of our loved ones."

This is narrated by a reporter making use of simple past tense. e.g.

Observed	was held
took part	was jointly flagged off
were distributed	appealed

In such kind of narrations, we find the use of **past tense**. You know that a construction turns into past tense either by using verb forms as **was/were** or is regularly formed in by attaching **-ed** to the main verb or by using the past participle of the main verb.

For example:

- i) The last train **reached** the Orange City in time. (to reach (v) – reached (simple past))
- ii) Shweta **received** a letter from the employment office a week ago. (to receive (v) – received (simple past))
- iii) Sachin **earned** ten thousand rupees in his first attempt of the negotiations. (to earn (v) – earned (simple past))

- iv) Yogita and Jay **visited** Mauritius in the month of December last year. (to visit (v) – visited (simple past))

It is not that only affixing –ed suffix makes past tense of the main verb.

There are also irregular past forms of the verbs also:

to speak	spoke	(not speaked)
to eat	ate	(not eated)
to understand	understood	(not understood)
to begin	began	(not begun)
to meet	met	(not meted)

There are also irregular past and pastparticiple forms of the verbs. Note that **some English verbs have the same forms for present, past and pastparticiple**, e.g. cut, split, hit, quit, set, spread, burst, put, etc.

the base, (infinitive)	simple past	past participle
buy	bought	bought
cut	cut	cut
eat	ate	eaten
know	knew	known
hit	hit	hit

These types of verbs are confusing for those who are learning English as a second or third language. So you need to study these types of verbs and try to make a list of them using a good dictionary and any grammar book from your library. Remember that a good narrative skill requires a sequence of past and past perfect tense.

The other distinction is of the use of past participle.

We **use** the verb **had** and the **past participle** for the **past perfect**:

The **past perfect** is **used** in the same way as the present perfect, but it refers to a time in the **past**, not the present.

See for example:

1. When we **reached** there, we found that he **had managed** to call his mother.
2. She didn't want to move. She **had lived** in that village all her life.
3. I was sorry when the factory closed. I **had worked** there **since** I left school.
4. My eighteenth birthday was the worst day **I had ever had.**
5. I couldn't get into the house. **I had lost** my keys.
6. I wish **I hadn't spent** so much money last month.

Here, the clause 'when we reached there' shows a point in the past and his action of calling mother was over. So we have a past perfect tense with a grammar equation.

had + past participle

See the following example of narration of a personal experience.

I first met Preetam on the day I turned thirteen. She was the new girl in school and, as luck or fate would have it, the only spare desk in the maths class that morning was the desk next to mine. Of course, it was difficult for me to speak to her. I could not look at her, even, except for a secret glance or two when she was preoccupied with the tedious quadratic equations the teacher was trying to explain on the board, but by the end of that first lesson I had already fallen in love with her.

It took another three weeks of silence and secret glances before I found out Preetam felt the same way about me. Her older sister's best friend - a big girl, in every dimension, and certainly not a girl to argue with - pulled me into the bike sheds one afternoon by my tie and told me Preetam thought I was cute and if I didn't do something about it soon I was dead. Within an hour, I had asked Preetam to the cinema next Saturday.

The other important thing that you should know while narrating experience is the use of time-markers. While referring your past experiences or memories what do you do? You try to relate your reflections using some timemarkers such as BEFORE, LATER, SOON, STILL, EVER SINCE, etc. These time-markers introduce a time clause (an adverb clause) marking time.

after so much time	after that	at first
before	beginning, ending	eventually
earlier	even when	ever since
following	from then on	from, to
in time	last	later
meanwhile	near, far	next
while, now	over	soon
still	the next day	then

See how these/such types of time-markers are used in the following passage:

The Prime Minister today announced the Commonwealth Games would be held smoothly, despite delays in the preparation of venues. He also made it clear that construction rubble would be cleared from roads by the end of this month. Meanwhile, the Sports Ministry has called for a high-level meeting on Monday to discuss the final touches to the Games. There would be three levels of activity, a spokesperson for the Ministry told today. Firstly, a team of top security experts would visit the venue to seal all entries. After that, international observers would inspect the facilities, and finally, the PM would himself visit the stadium before declaring the games venues ready. However, work of the venues would be halted next week, as it wanted the contractors to clear all venues and roads of the construction waste and heavy machinery that still blocked many of the streets of the city. In spite of the delay that might cause, the ministry believed that the games would begin on time. In short, everything would be done to make this commonwealth games the greatest sports event ever organised by a Third World Country.

The use of such kind of adverb clause relates the action of the main clause.

For example:

1. Mother came out when she heard the cry of her baby.

2. **While** waiting for the food to arrive, we were happy to sit and chat in the relaxing surroundings.
3. **Later**, as they walked back to their bedroom, Sumit looked up at window.
4. **Before** I got out of bed, I spent a little time thinking about what I'll be doing **the rest of the day**.

Most of the times, these time expressions are needed to arrange sequence of actions in your narration. These expressions help you arrange your past experience in a specific chronological order.

For example:

1. **To begin with**, I made all necessary preparations for making a cup of tea.
2. **At first**, I took a teapot and put it on the gas-stove.
3. **Then**, I added sufficient amount of milk and water.
4. **Lateron**, I added a tablespoon of sugar and allowed it to boil.
5. **After some time**, I added a teaspoon of tea powder.
6. **In the end**, I allowed this mixture to boil for few more minutes.
7. **Finally**, I enjoyed my first recipe, my own cup of tea.

You can also narrate your tea-making experience in the following manner.

How I prepared my first cup of tea

Last evening some of my friends came to my house. My mother was not at home. So I myself had to make tea for my friends. I seated them in the drawing room. Then I went to the kitchen and lighted a stove. I put some water into the kettle and placed it on the stove. After some time the water began to boil. Now I put some tea-leaves and sugar into the boiling water. Again I let it boil for a few seconds. Then I added milk to it. The tea was ready to serve. It gave a very good flavour. I poured it into the tea-pot and covered the tea-pot with a lid. I arranged the tea-pot, cups and saucers in a tray and served to my friends. I was happy that they all liked it.

TASK 1

Check your progress

(a) Rewrite the following sentences using appropriate simple past and past perfect forms of the verbs given in the brackets:

1. I lost the key that he (give) to me.
2. He told me that he (watch) the film.
3. I went outside as I (hear) a noise.
4. When they came home, Anisa (cook) dinner.
5. We could not send you a postcard because we (lose) your address.
6. The storm (destroy) the house that they had built.
7. When they went out to play, she (finish) her homework.
8. She (eat) all of the food that we had made.
9. He (fail) to identify him in this meeting.

(b) Complete the following piece of incomplete narration with the help of appropriate time markers and linkers.

Manager of a firm advertised - night watchman - applicants presented - manager not satisfied - found something wrong with each man - there was Raju - an applicant - sat in a corner - patiently waiting - his turn came - manager found nothing wrong in his appearance - questioned about his health - got the reply - I suffering from sleeplessness - manager happy - appointed him

(c) Narrate your experience:

- i. Narrate the experience of your birthday celebration this year.
- ii. Narrate the experience of your participation in college NSS camp.
- iii. Narrate your college tour experience.
- iv. Do you remember your first kitchen experience? Narrate it in your own words.

II) Use of linking words and phrases :

When you narrate a past event or experience, you need to use time-linkers to link clauses and sentences in a paragraph. See, for example, the expressions underlined in the following examples:

Last Sunday, I went to the railway station to see off my uncle. The platform presented a colourful scene. There were a large number of passengers on the platform. Some of them were sitting on their luggage. Some were just standing and talking. The hawkers and vendors were selling their wares. Coolies were bringing in the luggage on their heads and shoulders. Some railway porters were moving about with their trolleys loaded with bundles and parcels. The train was a little late. Some passengers became impatient. They went to the edge of the platform again and again to see if the train was coming. At last the train came in. It was crowded. Passengers ran from one compartment to the other to find seats. There was a good deal of jostling. I elbowed my way in and was able to get a good seat for my uncle. After about ten minutes, the engine whistled and the guard waved his green flag. The train left the station, and now there was clam again.

In the same way, you need linkers or linking expressions which express reasons, purpose, contrast, consequence, comparison, or to make additions and to give examples, etc.

While narration, time markers, linking words and phrases can be helpful in presenting your views and opinions powerfully. These linkers are used for various purposes such as for supporting our opinions, giving emphasis, showing agreement or disagreement or other such common purposes. However, these words have different meanings, nuances, and connotations. Before using a particular linker, be sure of its meaning and usage. Some of the linking words and phrases are as follows:

Linking words used to show effect, result or consequences:

as a result, for, consequently, under those circumstances, thus, therefore, in that case, because, thereupon, for this reason, henceforth, hence, accordingly, hence, etc.

Linking words used for your agreement or showing similarity:

in the first place, again, moreover, not only ... but also, as well as, as a matter of fact, together with, in addition, likewise, comparatively, in the same fashion, similarly, furthermore, by the same way, etc.

Linking words used in supporting examples, emphasis or point of view:

in other words, to put it differently, in fact, in particular, as an illustration, to be sure, in detail, in this case, for this reason, to put it another way, that is to say, with attention to, by all means, surely, certainly, etc.

Linking words used to suggest time/chronology:

at the present time, after, henceforth, from time to time, later, whenever, sooner or later, eventually, until, meanwhile, further, to begin with, since, during, in due time, as soon as, prior to, by the time, all of a sudden, immediately, formerly, suddenly, presently, finally, occasionally, etc

Linking words used to suggest space, location or place:

in the middle, here, further, to the left/right, beyond that, on this side, in the distance, here and there, in the background, in the centre of, opposite to, near, above, below, under, between, across, behind, alongside, etc.

Linking words used in showing opposition / limitation / contradiction:

although, although this may be true, but, in contrast, still instead, different from, unlike, whereas, of course ... but, despite, on the other hand, on the contrary, otherwise, at the same time, however, in spite of, besides, rather, above all, notwithstanding, after all, in reality, etc.

Linking words used in cause/ condition / purpose:

in the event that, in this case, then, provided that, as / so long as, unless, given that, on (the) condition (that), even if, with this intention, so as to, in the hope that, while, due to, in view of, because of, etc.

There are many more. It is necessary for you to learn the use of these link words to make your writing coherent.

For example:

- **As soon as** he earned his diploma, he got a good job.
- Could you ask her to respond my call **as soon as** possible?
- **While** she was doing some shopping, she met one of her friends.
- The girl kept playing with her mobile phone **during** the whole movie.
- **During** the holiday, I didn't read even a single book.
- **By the time** the waiter took our order, we had waited for an hour.
- **By the time** we found a shelter, we had already got wet.
- I studied **until** midnight last night.
- She had looked after the babies **until** I came back from a three-day holiday.

TASK 2

Check your progress

Use the following linking words or connecting/cohesive devices in your own sentences suggesting various purpose/s.

linking words/connecting/cohesive devices to...				
ADDITION	TIME	PLACE	COMPARISON	CONTRAST
furthermore	immediately	opposite to	in the same way	nevertheless
in addition	meantime	beyond	similarly	on the contrary
even more	simultaneously	nearby	in like manner	and yet
finally	until now	adjacent to	in similar fashion	on the other hand
besides	sometimes	below	likewise	at the same time

III) Some more examples of Narration :

Narration is not always narration of action or event. It may be narration of details of life of someone. There may not be single words or linking expressions as above, but there is a sequence of sentences according to birth, schooling, higher education, achievements in person's life. For example, see how the biographical details of a person are expanded into a small passage:

Prafulla Chandra Ray was born on 2 August, 1861 in the district of Jessore, now in Bangladesh, close to the birthplace of Madhusudan Dutt, widely regarded as the Milton of Bengal. It was the best of times and the worst... The British had by now perfected their role as masters and British values permeated the Indian upper classes to the very last detail like table manners. That of course, was not the worst of the British influence. What was far more demeaning to the educated Indians – and there were several – was the fact that senior government positions were closed to them. Being forfeited of one's right in one's land of birth would become the rallying point for the Indian intelligentsia in the years to come. Ray's father Harish Chandra Ray, a man of learning and taste, was closely associated with the cultural and intellectual leaders of the time and exerted great influence on his son. Ray had his early schooling in the village school founded by his father but soon his father shifted to Calcutta and at the age of nine, little Prafulla set eyes for the first time, on the bustling city that would be his home for many years to come. He was filled with wonder at the ever-changing sights and sounds – the city seemed to change moods ever so often! His formal schooling was interrupted due to illness but that did not affect his education.

See another example of the first-person narration where the narrator is telling of his childhood memories.

I was born in a middle-class Tamil family in the island town of Rameswaram in the Madras State. My father, Jainulabdeen, had neither much formal education nor much wealth; despite these disadvantages, he possessed great innate wisdom and a true generosity of spirit. He had an ideal helpmate in my mother, Ashiamma. I do not recall the exact number of people she fed every day, but I am quite certain that far more outsiders ate with us than all the members of our own family put together.

TASK 3

Check your progress

Now from the following details of Chhatrapati Shivaji Maharaj, write a small paragraph with a proper sequence of events and by making use of appropriate verbs and time-linkers / expressions.

Chhatrapati Shivaji Maharaj	
1630	born at fort Shivneri
1647	conquered fort Torna and Rohida
1656	captured Jaoli from Yeshwantrao (Chandraraao) More
1659	killed Afzal Khan (Bijapur)
1660	escape from Siddhi Johar's siege (Fort Panhala), battle of <i>Pawan Khind</i>
1663	attacked Shahiste Khan at <i>Lal Mahal</i> , Pune
1664	looted Surat, the prosperous trade centre of Aurangzeb
1665	treaty of Purandar, Mirzaraja Jaysing
1666	visit to Agra and the escape
1674	crowned, the title of Maharaja Chhatrapati (Fort Raigad)
1676	Karnataka expedition
1680	died (Fort Raigad)

IV) Narrating from a different point of view:

You can narrate an event or a story as the third person. For example, a news item is a narration by a third person. The same story or an event can be narrated by the person involved in the event and number of changes will take place in such a narration.

Read the following incident:

My mother wanted to have some postage stamps and envelopes. She asked me to go to the Post-office and get them for her. I at once took my bicycle and rode on it to the

Post-office. There was a long queue at the counter. I placed my bicycle against the outer wall of the Post-office and joined the queue. Unluckily, I forgot to lock my bicycle. When I came back after getting the stamps and envelopes, there was a big shock for me. My bicycle was missing! I enquired from those around, but nobody knew who had taken it. With sad heart, I walked back home. I told mother about the loss of the bicycle. She was very angry with me. She rebuked me for my carelessness. I could only hang my head and listen!

This is a brief account of what happened with the narrator.

You have already seen how past tense and past continuous tense are used in narratives like this. This gives you a good example of the use of past tense. Note the following expressions:

My mother wanted to..., She asked me to..., I took my bicycle and rode..., There was a long queue..., I placed my bicycle..., I forgot to..., When I came back..., there was a big shock, bicycle was missing..., I enquired..., etc.

The narrator has given almost all details of the incident. But this is narrated from the first-person narrator's point of view. But you can invert it and you can change the narrator also. For example, you can rewrite this incident from the 'Mother's Point of View'.

How will the narrator's mother narrate it from her own point of view? What changes will be there in the narration if the same incident is being told by 'the mother'? Try your hand to rewrite it.

3.3 Summary:

Narration is one of the most important skills of communication. It is used for talking about personal, social and professional life. Narration means talking about incidents, events and personal experiences of the past. It also means talking about incident and events of the present time. With the help of the skill of narration we tell stories, we make reports, we make news, we write a note on experiments, projects etc. While talking about incidents and events we go in a proper sequence, in a proper order. At first we talk about the beginning part of the incident, then we talk about the next parts of the incident one by one and lastly we talk about the end of the story or

incident. Thus, for narration of your experience you have to follow chronological order of the event. Only then the story, the report or the incident gives a clear information to the reader and naturally it creates its own everlasting impression on the mind of the reader. It is because of this we love and like to read stories incidents, news, reports etc. Isn't it?

3.4 Terms to Remember:

Narration - a skill for telling the story.

Professional - connected with a job that needs special training or skill.

Calamity - disaster, difficult circumstances.

Address - to give a call, to talk to someone.

Contribute - to have a share

Chronological - order of numbers like 1,2,3

Everlasting - permanent

3.5 Answers to check your progress

Task 1 : Check your progress

a) Rewrite the following sentences using appropriate simple past and past perfect forms of the verbs given in the sentences:

1. I lost the key that he had given to me.
2. He told me that he had watched the film.
3. I went outside as I heard a noise.
4. When they came home. Anisa had cooked dinner.
5. We couldnot send you a postcard because we had lost your address.
6. The storm destroyed the house that they had built.
7. When they went out to play, she had finished her homework.
8. She ate all of the food that we had made.
9. He failed to identify him in this meeting.

b) Complete the following piece of incomplete narration with the help of appropriate time markers and linkers:

Manager of a firm advertised for a night watchman. Some applicants presented themselves for interview. But the manager was not satisfied with their performance. He found smething wrong with each one. Among these applicants there was one applicant. His name was Raju. He was setting in a corner waiting patiently turn. When he faced interview the manager found nothing wrong in his appearance. When the manager questioned him about his health at that time he got the reply “Sir I’m suffering from sleeplessness”. Upon this the manager was very happy and immediately he appointed him.

c) Narrate your experience

I) My Birthday

I celebrated my birthday on 15th march 2019. On that occasion all my close friends were present. All my relatives were also present for my birthday. My parents had arranged decoration and attractive lighting with colourful balloons in the house. I cut off the cake and my sister fed me with a piece of cake. All my friends and relatives gave me good wishes. Really, it was a memorable birthday.

II) Our N.S.S. Special Camp

Our N.S.S. special camp took place in the first week of January. It was held at Rautwadi. Nearly fifty boy and girl students participated in the camp. During that week we undertook many activities. We constructed C.C.T’s on the top of the hill for storing water. We cleaned up the whole village one day. We also attended lectures on various subjects. Really it was a very good N.S.S camp.

III) Our College Tour

In the last month our college organized Konkan tour. Nearly fifty students participated in the tour. In addition to it, four teachers and one peon joined the tour. We hired a travel bus. It was a two day long tour. At first we visited to Sangameshwar. Thirdly, we saw Ratnagiri. Fourthly, we went to Sindhudurg fort. Lastly we visited to Vijaydurg. Really, it was a memorable trip.

In this passage, students, you will find a number of words of conjunction, adverbs/adverb phrases connecting one sentence with another and giving you one complete and meaningful idea of tour undertaken by the college students in the last

month. The adverbs like nearly, secondly, thirdly, fourthly, lastly, really etc. have connected one sentence with another. Next to this, even the prepositional phrases like in the last month, in addition to it, at first, have connected one sentence with another and clear information about the college tour is given. Thus, we have to keep in mind that the passages of narration include conjunctions, adverbs, adverb phrases, prepositional phrases etc. for connecting all sentences in that passage and they communicate one thought/one idea in that passage clearly to the reader.

IV) My First Kitchen Experience

On that day I was alone at home. My parents and brother had gone to a nearby village for marketing. I felt the need of having a cup of tea. I had no idea of making tea. But I decided to prepare tea. I lighted the gas stove. I took one pot and poured two cups of water into it. Then I added sugar and tea powder in to the water and boiled it. At last I poured half a cup of milk into it. I tasted my first cup of tea and liked it very much.

Task 2 : Check your progress.

Use the following linking words or connecting/cohesive devices in your own sentences suggesting various purposes.

- 1) Raju took the invitation card and furthermore he promised to remain present for the function.
- 2) In addition to good batting, he also bowled well.
- 3) At first he lost the match and what's even more is that he lost a lot of money.
- 4) Finally we reached there.
- 5) Beside the chief minister, other ministers also attended the ceremony.
- 6) When he saw me, immediately he called me in a loud voice.
- 7) It is too diffecult to study simultaneously two degree eourses.
- 8) Until now I have never met him.
- 9) Sometimes he will disclose the fact.
- 10) My house is opposite to Ram Bakery.
- 11) I wanted to go boyond the road.

- 12) He comes from one of the nearby villages.
- 13) Our college is adjacent to the post office.
- 14) See below and tell me what is written there.
- 15) I saluted her and she responded me in the same way.
- 16) He is too clever, similarly his brother is also too clever.
- 17) He welcomed me heartily and in like manner I also welcomed him.
- 18) Geeta raised her eyebrows after listening to the incident and in similar fashion vandana also raised her eyebrows.
- 19) She was ill nevertheless she remained present.
- 20) On the other hand the teacher told me to cancel my admission.
- 21) He warned me not to chew tobacco. At the same time he suggested me to join yoga class.

Task 3 – Check your progress.

I) Chhatrapati Shivaji Maharaj

Chhatrapati Shivaji Maharaj was born at Shivneri fort in 1630. In 1647 Shivaji conquered Torna and Rohida forts. After that he captured Jaoli from Yashwantrao (Chandrara) More in 1656. Then in 1659 Shivaji killed Afzalkhan. In 1660 he escaped from Siddhi Johar's siege. At Panhala fort. It is also known as battle of Pawankhind. Later on in 1663 he looted Surat the prosperous trade centre of Aurangzeb. Next to this The treaty of Purandar with Mirza Raje Jaysing took place in 1665. Immediately after that Shivaji visited to Agra and escaped from Agra in 1666. In 1674 the coronation of Shivaji took place. Then in 1676 he undertook Karnatak expedition. At last he passed away at Raigad fort in 1680.

3.6 Exercises:

1. Write a paragraph about a very good day or a very bad day in your life.
2. Rewrite the story of Jumman and Algu with the help of the story, ***Panch Parameshvar*** supposing Alguas the narrator of the story.

3. Complete the following narratives by using your imagination.

- a) A rich farmer - lot of land - cattle and servants - two sons - happy life - After some years younger son unhappy - asked for his share of the property - wouldn't listen to father's advice - got his share - sold them all - went away to another country - fell into bad ways - soon all money gone - poor - no one to help him - understood his mistake.
- b) Abdul - clever thief - robs the rich - gives all to the sick and the needy - other thieves jealous - plan to get rid of him - challenge Abdul to steal the King's pyjamas - Abdul accepts challenge - finds king sleeping - opens a bottle of red ants on the bed - King badly bitten - cries for help - servants rush in pretends to look for ants - Abdul removes King's pyjamas – escapes - other thieves dumbfounded - accept Abdul their leader.

Index

- 3.0 Objectives
- 3.1 Introduction
- 3.2 Presentation of subject matter
 - 3.3.1 Section I
 - Check your progress
 - 3.3.2 Section II
 - Check your progress
 - 3.3.3 Section III
 - Check your progress
- 3.4 Summary
- 3.5 Terms to remember
- 3.6 Answers to check your progress
- 3.7 Exercises

3.0 Objectives:

In this unit you are going to learn:

- about Premchand as an Indian short story writer.
- the form of short story.
- the story of Panchayat in a village.
- the continuance of bond of friendship.

3.1 Introduction

Premchand (1880-1936) is a famous Indian writer in the 20th century. He is a well-known novelist and short story writer in Hindi language. In his novels and short stories he depicts reality in contemporary Indian society. Premchand wrote a dozen novels and plays. He depicts the problems faced by ordinary poor people, farmers, labourers in Indian society. Those problems are communalism, corruption, zamindari, poverty, colonialism etc. Premchand uses the dialect of the common people for discussing these problems. The real name of Munshi Premchand is Dhanpat Rai Srivastava. In the world of literature, he is known especially by his pen name Munshi Premchand. In Urdu he wrote under the pen name of Nawabrai.

As a short story writer Premchand wrote over 300 stories. His well-known stories include the stories such as Panch Parameshwar (The Holy Panchayat) Shatranj Ke Khiladi, Poos Ki Raat, Do Bailonki Katha, Kafan, Bade Ghar Ki Beti, Udhar Ki Ghadi, Idgah etc. He uses simple language for discussing the problems of the downtrodden and the problems in rural and urban India in the first quarter of the 20th century.

3.2 The subject matter of the story.

The story ‘Panch Parameshwar’ or ‘The Holy Panchayat’ is a very famous story written by Premchand. The story is set in a village. The two protagonists in this story Jumman Shaikh and Algu Chowdhry are close friends right from their childhood, Infact, they belong to two different religions. And they share nothing between them in case of food or religion. What has brought these two friends together is the only mental and emotional attachment between them. However, a point of rift comes in their friendship when Algu as a sarpanch has to take one decision about Jumman’s distant aunt with the help of the panchayat. The decision is very hard and bittersome on the part of Jumman as well as Algu. It is expected that it will naturally break up their friendship. Their friendship is broken for some time. However, it is again the same decision that restores the bond of friendship between Jumman and Algu.

3.3.1 Section I

Jumman Shiakh and Algu Chowdhry were very close friends. They were partners in farming. Some of their dealings were also done jointly. They trusted each other without any reservations. When Jumman had gone on Hajj he had left his house

under Algu's care. And whenever Algu went out he left his house to Jumman to look after. They neither inter-dined, nor were they co-religionists, yet there was a bond between them at certain concurrence of views. And such indeed is the basis of true friendship.

Their friendship began when they were boys, and Jumman's father, Jumraati, was their tutor. Algu had served his guru with great diligence, by cleaning many cups and plates for him. The tutor's hookah never came to rest even for a moment, for Algu would keep 'filling up' the chillum continually. Algu's father was old-fashioned in his views. He believed that serving the guru was more important than acquiring knowledge. He would say that you didn't acquire knowledge by reading books but through the guru's blessings. Therefore, if Jumraati Shaikh's blessings or his companionship did not yield any results, Algu would then rest content with the thought that he had tried his best to acquire knowledge but he did not succeed because it was not so destined.

However, Jumraati Shaikh himself did not subscribe to this view. He had greater faith in rod. And because of that rod, Jumman was respected in the villages around here. Not even the court clerk could raise any objection to the documents prepared by Jumman. The postman, the constable and the tehsil peon – all looked up to him. So as a result, while Algu was respected for his money, Jumman Shaikh was respected for his unique knowledge.

Jumman Shaikh had an old aunt who had some property but no other near relation than Jumman. Jumman had coaxed her into transferring this property in his name. Until the transfer deed had been registered, the aunt was pampered and indulged. She was treated to many tasty dishes. It was, as if, raining puddings, but this hospitality came to a stamping halt as soon as the transfer deed was stamped. Jumman's wife, Kariman, began to dish out, along with chapatis, hot and bitter curries of words. Jumman Shaikh also became cold. Now the poor aunt had to swallow bitter words every day:

“God knows how long would this old woman live! She has bought us by
just transferring a few bighas of land. And she must have her dal fried in ghee!
We
would have bought a whole village with the amount of money she has already

swallowed!

The aunt listened to all this for a few days, and when she could stand it no longer she complained to Jumman. Jumman didn't think it right to interfere in the house mistress's domain. And this state of affairs went on for some more time. At last, the aunt said to Jumman, 'Son, I can't carry on like this. You pay me a sum every month and I shall live by myself.'

Jumman retorted rudely, 'Do you think we grow money here?'

The aunt asked politely, 'Do I or do I not need a bare minimum?'

Jumman replied sternly, 'No one thought you had conquered death.'

The aunt was upset. She threatened to call the panchayat. Jumman laughed heartily like the hunter who laughs to himself as he watches the deer walking into his trap. He said, 'Why not, call the panchayat by all means. Let things be decided once for all. I don't like this constant bickering.'

Jumman had no doubt at all as to who would win at the panchayat. There was no one in the villages around who did not owe him a debt of gratitude; no one who would dare to antagonise him. God's angels won't come down to hold the panchayat.

After this, for many days, leaning on her stick, the old woman moved from village to village, with her back bent like a bow. Walking was painful but the issue had to be settled.

There was hardly a soul to whom she did not narrate her tale of woe. A few dismissed her story with just lip sympathy. Some decried the world in general. 'One may have one's foot in the grave, yet there is no end to greed! What does a person need? Eat your bread and remember Allah. Why bother about land and farming now? There were some who got an opportunity to poke fun at her. Bent back, toothless mouth, matted hair – so much to laugh at just, kind and compassionate people who would listen to this unfortunate woman's sad story and console her were few indeed. Finally, she came to Algu Chowdhry's door. She threw down her stick and sat down to rest. Then she said, 'You should also come to the panchayat meeting on my behalf.'

Algu said, 'What shall I do there? There will be enough people from the villages around.'

Algu said, ‘I shall come, but I won’t open my mouth.’

‘Why, son?’

‘It’s my sweet will. Jumman is my old friend. I can’t go against him.’

‘Son’ won’t you stand up for justice for fear of losing your friendship?’

A. Answer the following questions in one word/one phrase/one sentence.

- B. Complete the following sentences by choosing the correct alternatives:**

- 72

4. _____ transferred her property to Jumman

- | | |
|-----------------|---------|
| a) Jumraati | b) Algu |
| c) The old aunt | d) Sahu |

5. The old aunt met _____ people in the.

- | | |
|--------|------------|
| a) few | b) two |
| c) all | d) nobody. |

3.3.2 Section II

One evening the panchayat gathered under a tree, Shaikh Jumman had spread his sheet even before. He had made provision for paan, ilaichi, hookah and tobacco. And he himself was sitting with Algu Chowdhry at some distance. And he greeted with a discrete salaam everyone who came to attend the panchayat meeting. Soon after the sun set, when the chattering birds had settled in the tree, the meeting began. Every inch of the ground was filled up, but most of those who had gathered here were onlookers. Of the invitees only they, who had a grudge against Jumman, had come. A fire was lighted at one corner where the barber was filling up chillum after chillum non-stop. It was impossible to decide whether smoke rising from the burning cow dung cakes was thicker or that from the puffs exhaled by the hookah smokers. Boys were running all around, shouting, crying. It was a noisy scene. The village dogs in large packs too had descended upon the scene, hoping there would be a big feast here.

The members of the panchayat sat down and the old woman began her supplication.

‘Members of the panchayat, it’s three years now, since I willed all my property to my nephew Jumman. You must be knowing this. Jumman had promised to feed and clothe me till my death. But I neither get enough to eat nor to wear. I have put up with it for long, I can stand it no longer. I’m a helpless widow. I can’t go to court. Where else should I come with my miserable tale except to you? I shall accept whatever you decide. If I’m at fault punish me. If Jumman is wrong, admonish him. Why does he want to earn the curses of a helpless woman? I shall obey the panchayat’s order without question.’

Ramdhan Mishra, many of whose clients had been won over by Jumman, said, 'Jumman mian, choose your panchayat members. Decide just now. Afterwards, you will have to accept their judgement.'

Jumman saw that most of those present here were hostile to him for one reason or another. He said, 'The word of the panchayat is the word of Allah. Let my aunt choose whomsoever she wants. I have no objection.'

The old woman shouted. 'O man of Allah, why don't you name the members? I should also know something.'

Jumman retorted angrily, 'Don't force me to open my mouth. You have complained. Choose whomsoever you like.'

The aunt understood Jumman's taunt. She said, 'Son, fear God. What are you insinuating? The panches don't take sides. And if you can't trust anyone, let it go. Hope you trust Algu Chowdhry. Ok, I accept him as the sarpanch.'

Jumman was delighted, but hiding his feelings he said, 'Let it be Algu. For me, Ramdhan and Algu are the same.'

Algu didn't want to get involved in this. He said, 'Aunt, you know that Jumman is my close friend.'

Khaala said, 'Son, no one barter his imaan for friendship. God resides in the heart of a panch. Whatever the panch says is the word of God.'

Algu Chowdhry said, 'Shaikh Jumman, you and I are old friends. We have helped each other on many occasions. But at this moment you and khaala are equal in my eyes. You can put forward your case before the panchayat.'

Jumman was sure that he would win the case. Algu was saying all this for a public show. Therefore he spoke in a very composed manner. 'O members of the panchayat three years ago khaalajaan had transferred her property in my name. I had agreed to provide her with food and clothing till her death. God is witness, I have never ill-treated her. I regard her as my mother and it is my duty to serve her. But what can I do if my wife and she don't always see eye to eye? Khaalajaan is demanding a monthly allowance from me separately. All of you know the value of the property. It is not so profitable that I can provide a monthly allowance to her out of it. Moreover, there is no mention of a monthly expense in the agreement. That's all I have to say. It is now for the panches to give their judgement.'

Algu Chowdhry needed to go to the court regularly for some or other of his business. This had made him a completely legal minded person. He began to cross-examine Jumman. Every word he said was like a hammer stroke on Jumman's chest. Ramdhan Mishra was enjoying it all. Jumman was taken aback at Algu's conduct. Only just now he was talking to him like a friend, and now he seemed bent upon digging his grave. Was he trying to settle some old score? Will his long friendship be of no help?

While Jumman Shaikh was lost in mental tussle, Algu announced the judgement.

'Shaikh Jumman, the panchayat has considered this matter. To us, it looks fair and just that KhaalaJaan be given a monthly allowance. We are of the view that the property is valuable enough to provide khaalajaan a monthly allowance. This is our decision. And if this is not acceptable to you, then the agreement for transfer of property would stand annulled.'

Jumman was stunned to hear this decision. Your own friend stabbing you in the back! What else would you call it expect the trickery of fate? The very person on whom you had all the faith betrayed you when you needed him most. Such are the times when friendship is tested. So that is what friendship is in the Kalyug. It is human crookedness that has brought so many calamities upon the country. The epidemics like cholera and plague were the result of such misdeeds.

On the other hand, Ramdhan Mishra and other members of the panchayat were praising Algu Chowdhry's sense of justice. They said, 'This is what a panchayat is. He has separated the grain from the chaff. Friendship has its own place but to follow the dharma is the most important thing. The earth has stayed where it is because of such truthful people or it would have sunk into the underworld by now.'

This judgement shook the very basis of Algu and Jumman's friendship. The old intimacy was gone. Such a long friendship could not stand just one single jolt of truth. Surely it had been erected on a very shaky foundation.

Now their relationship turned very formal, limited to mere courtesies. They met but just as a sword meets a shield.

Algu's treachery troubled Jumman constantly and he was always thinking of avenging this humiliation.

A. Answer the following questions in one word/one phrase/one sentence.

- B. Complete the following sentences by choosing the correct alternatives:**

- 76

3.3.3 Section III

The success in doing a good deed takes a long time to come, but not so in the case of bad deeds. And the opportunity to take revenge came to Jumman very soon. A year ago Algu Chowdhry had purchased a handsome pair of oxen from Batesar. The oxen were of the Pachchain breed, with beautiful long horns. For months people from the neighbouring villages came to cast their admiring glances at the pair. Out of pure chance, one of the oxen died just a month after Jumman's panchayat. Jumman said to his friends that Algu had been punished for treachery. One may rest content but God from above keeps watch on our good and bad deeds. Algu on the other hand began to suspect that Jumman had poisoned the ox. His wife too threw the blame on Jumman. She said Jumman had done some mischief. And one day a war of words broke out between Algu's wife and Kariman. Words flowed in great streams from both sides, and all the similes and metaphors, sarcasms and hyperboles were exhausted. Jumman somehow pacified them. He rebuked his wife into silence and made her quit the battlefield. On the other side Algu used a stick to silence his wife.

Now, what use was a single ox? Algu tried to find a matching one but without success. At last, he decided to sell it off. There was a trader named Samjhu Sahu who drove a cart. He carried gur and ghee from the village to the market and returned with oil and salt, which he sold in the village. He thought of buying this ox. If he had this ox he would be able to make three trips easily. These days it was difficult to make even one. He looked at the ox, yoked it to his cart to test, got the hair on its body examined to know whether it was a propitious animal to buy, bargained the price and finally bought it. He promised to pay the price within one month. Algu Chowdhry agreed, unmindful of any loss.

As soon as Samjhu had the ox he began to drive it hard. He made three to four trips every day, without caring to feed the animal properly. All he cared was to drive him. When he took him to the market he fed it with some dry fodder. And before he could breathe easy he was yoked again. When he was at Algu Chowdhry's home the ox had a very peaceful existence. He was yoked to a chariot-like cart once in a while and then he would go racing for miles without care. At Algu's house, his diet consisted of clean water, ground arhar dal, fodder mixed with oil cake; and not only this, on occasions he would have the pleasure of tasting ghee too. From morning till evening a servant looked after him, brushed his hair, cleaned and patted his body.

That life of peace and enjoyment, and this twenty-four hour struggle! He became emaciated just in one month. The moment he saw the yoke his mouth dried up. Moving even a step had become difficult. Bones had become visible. But he was self-respecting and didn't like to be beaten or whipped.

One day on his fourth trip, Samjhu put a double load on him. Exhausted after the day's work he was unable to lift his feet, but Samjhu kept on whipping him. He ran with all his strength, and after a short distance slowed down to gain his breath. But Sahuji, in a hurry to reach home, kept on lashing at him with his whip. He once again tried to pick up pace but his strength failed. He collapsed and did not rise again. Sahuji whipped him mercilessly, pulled his legs, pushed a stick into his nostrils, but how would a dead animal rise on his feet? When Sahuji suspected the worst he cast an intent look at the ox, then unyoked him, wondering how to drive the cart home. He shouted but the country pathways close like the eyes of children at sunset. He could not see anyone. There was no village close by. In anger, he delivered a few more lashes to the dead animal shouting that he should have died after reaching home. Who would pull the cart now? Sahuji was burning with anger. He had sold many sacks of gur and many tins of ghee and was carrying about 250 rupees with him. In addition, there were a few sacks of salt and tins of oil on the cart. He just couldn't leave them here. Helpless he decided to spend the night in the cart. He smoked a chillum, sang a song and in this way he kept awake till midnight. He thought he had kept awake throughout, but when he opened his eyes at the break of day and touched his waist he found the pouch containing the money missing. A few tins of oil were also missing. In anguish, the poor man beat his head and fell flat on the ground. He reached home wailing and weeping. When Sahuji's wife heard the story, first she cried and then started cursing AlguChowdhry for having sold them an unpropitious ox that had caused them such a huge loss.

Many months passed. Whenever Algu went to their house to ask for the price of the ox both husband and wife would fall upon him like a dog and start abusing him. 'Look. We have lost our life's earnings and have been ruined and you are asking for the price of the ox. You had given us a near dead ox and now you want its price. You have deceived us, forcing us to buy a ruinous animal. Do you think we are fools? We too are banias, we can't be fooled like children. First, go and wash your face in a ditch and then ask for the price of the ox. If you don't accept this, take our two oxen and use them for two months. What else do you want?'

Chowdhry had plenty of ill-wishers. On this occasion, they came together in support of Sahuji. But it was not easy for Algu to give up his claim for one hundred and fifty rupees. He lost his cool one day. Sahuji went home to look for a lathi, and his wife took his place in front of Algu. Arguments led to fighting. Sahuji's wife ran home and shut the doors. The villagers gathered there on hearing the hullabaloo. They tried to pacify both the parties. But this didn't work. They asked for a panchayat to be called to settle the issue. Sahuji agreed. Algu too agreed.

Preparations for the panchayat began. Both the sides began to look for their supporters. On the third day, the panchayat sat under the same tree. This was the time in the evening when the crows were holding their own panchayat. They were contending whether or not they had any rights over the peanut pods; and until this question was settled they were to continue protesting against the watchman. A flock of parrots sitting in the tree wondering whether human beings had any right to call them shameless when they themselves had no qualms about deceiving their own friends.

The panchayat began its meeting. Ramdhan Mishra said, 'Why waste time. Let us elect the five members. Come Chowdhry, whom do you elect?

Algu said in a humble voice, 'Let Samjhu Sahu choose.'

Samjhu stood up and said sharply, 'I choose Jumman Shaikh.'

The moment Algu heard Jumman's name his heart began to beat fast as if some had slapped him. Ramdhan was Algu's friend. He could sense the problem. He said, 'come, Chowdhry, do you have any objection?'

Chowdhry said in a thin voice, 'No, why should I object?'

A newspaper editor, ensconced in his comfortable seat, attacks a ministry recklessly and brazenly with his aggressive writing: but there are times when he himself joins the ministry. And then his writing becomes so penetrating, so thoughtful and so just. This is the result of the responsibility that falls upon him. A young man's wild behavior always keeps his parents worried. They fear that he would bring a bad name to the family. But the moment the burden of family falls upon him, the undisciplined and wayward young man becomes a persevering and sober person, all because of the responsibility thrust upon him.

Jumman Shaikh also became conscious of such a responsibility, the moment he was given the high office of the Sarpanch. He realised that at this moment he was seated on the highest throne of justice and righteousness. Whatever he uttered now would be the word of God, and any prejudice of his mind must not contaminate that voice. He must not deviate even a bit from truth.

The panches began to interrogate both the parties. All were agreed that Samjhu Sahu must pay the price of the ox. But two members were of the view that he should be given some relief for the loss of the ox. Against this, two members wanted Samjhu to be punished further, in addition to this, so that no one would in the future dare to behave with such barbarity towards an animal. In the end, Jumman announce the judgement.

‘Algu Chowdhry and SamjhuSahu, the panchayat has carefully deliberated on your dispute. It is proper that Samjhu should pay the price of the ox. The ox was not suffering from any disease when he bought it. If the price had been paid then, Samjhu would not have been able to raise this question. The ox died because he was forced to work to hard and was not properly fed.’

Ramdhan said, ‘Samjhu is responsible for killing the ox and he should be punished for this.’

Jumman said, ‘That is another issue. We have nothing to do with it.’

JhagduSahu said, ‘SamjhuSahu should be given some relief.’

Jumman said, ‘This is up to Algu Chowdhry. If he agrees, it will be an act of goodness.’

Algu Chowdhry was overjoyed. He stood up and shouted, ‘Victory to panch parmashwar!

This was echoed from all sides, ‘Victory to panch parmashwar.’

Everyone admired Jumman’s judgement. ‘This is justice. This is not the work of man. God himself resides in the panch parmashwar. It is His doing. Who can prove the wrong as righty before the panches!

At the end, Jumman came to Algu and, embracing him, said, ‘Ever since you had given the judgement against me I had become your sworn enemy. But today I have realized that while sitting on that seat of judgement you are no one’s friend or

foe. You cannot think of anything except justice. Today I am convinced that God himself speaks through the voice of a panch.’

Algu began to cry. His tears washed off the bitterness that had rankled their hearts. The withered plant of friendship had become green again.

Check your progress.

A. Answer the following questions in one word/one phrase/one sentence.

- 1) Does bad deed/or good deed take a long time to come to success?
- 2) Who got opportunity of taking revenge of Algu?
- 3) What happened to Algu's ox after the panchayat?
- 4) Who did purchas Algu's second ox?
- 5) What did Sahu carry from the market?
- 6) Who was the sarpanch for Algu's panchayat?
- 7) What decision did Jumman give?

B. Complete the following sentences by choosing the correct alternatives:

- 1) Sahu purchased Algu's ox for _____ rupees.
 - a) Fifty
 - b) Hundred
 - c) One hundred fifty
 - d) Two hundred
- 2) Under Sahu's care the ox became _____.
 - a) tall
 - b) strong
 - c) weak
 - d) happy
- 3) _____ understood his responsibility as a sarpanch.
 - a) Algu
 - b) The old aunt
 - c) Jumman
 - d) None of these
- 4) Jumman declared that Algu should pay the price of _____ to Algu.
 - a) cat
 - b) dog
 - c) ox
 - d) deer

5) _____ resides in the Panch Parmeshwar.

a) Devil

b) Man

c) Woman

d) God

3.4 Summary:

The story ‘Panch Parmeshwar is about the holy panchayat system in a village. In a village the holy panchayat system brings justice to anybody irrespective of his caste, religion, region, age, relationship etc. Law is after all law and it gives justice to everybody. If one is guilty, the holy panchayat will punish him. The holy panchayat is but a village system of judiciary. Its decision is binding upon both parties.

Jumman Shaikh and Algu Chowdhry were two close friends in a village. They were partners in farming. They would also do some works together. They were really good friends and had deep trust upon each other. When Jumman had some work outside, he would make Algu to care for his house. Similarly when Algu had some work outside he would make Jumman to look after his house, Infact, they belonged to different religions but they had developed good bond of friendship between each other.

Jumman and Algu were close friends since their childhood. They took lessons of life from the father of Jumman, Jumraati. Jumraati gave them knowledge. He taught them good lessons of life. Jumraati was a strict tutor. He was respected all around the village. Although Algu was respected for his money, Jumman was respected for his knowledge.

Jumman Shaikh had an old aunt. She had some property. Jumman was the only close relative of that old woman. He pretends that he is her true caretaker. The old aunt looks upon him as a true caretaker and transfers all her property to Jumman. As soon as the stamp papers are made, Jumman and his wife start to give bad treatment to the old aunt. The old aunt repents for her transfer of property. She gets bad quality food. She has to eat stale food. She feels very sorry for her negligence by Jumman. One day she talks to Jumman about her bad treatment from him and his wife. But Jumman doesn't listen to her difficulties. On the other hand he threatens her to go to anybody and complain against him. He known that all villagers respect him and nobody has any guts to complain against him. So he tells his aunt to go anywhere and

complain against him. Upon this the old aunt meets all villagers in the village and tries to seek support for her. She thinks that some villagers will support her and advise her nephew to give her good treatment. However, all in vain! Nobody helps her. Even Some villagers poke fun at her, they blame her that even at such an old age the old woman is hungry for money and property. They laugh at her sarcastically.

At last the old aunt meets Algu. She requests Algu to attend Panchayat's meeting for solving her problem, Algu says that he will attend the meeting but he will not talk anything in the meeting. He further says that Jumman is his close friend and it is not good on his part to go against Jumman. However, the old woman admonishes him to take the side of justice and for justice's sake not to think of friendship.

One day the panchayat gathers under one tree in the village. In that panchayat Algu is the sarpanch or head of the panchayat. The old woman tells Algu that he should take the side of justice. He should not think of friendship while coming to a decision. Jumman thinks that Algu is his close friend and definitely he will give decision from his side. The old woman tells that she has transferred her property three years back to Jumman. Jumman has promised her to provide food and clothes till her death However, now he doesn't provide her enough food and clothes. Now she is but a helpless widow at such an old age. She even can't knock the door of the court of law. She further talks to the panchayat to punish her if she is in the wrong or punish her nephew if he is in the wrong. She is ready to follow the decision of the court. She advises Jumman to select his men as members of panchayat. But Jumman refuses to do so. Upon this the aunt argues that she wants Algu as a sarpanch even if he is Jumman's friend. Everebody is a friend of Jumman. Algu has to take the side of law. The case is discussed in the panchayat under the leadership of Algu. Jumman was quite sure that he would win the case. He argues that he has always given good treatment to his aunt. He also says that the value of the property is very low and hence he is unable to provide monthly allowance to his aunt. As a sarpanch, Algu announces that Jumman must pay monthly allowance to the aunt. If he doesn't pay then the land will be returned to the aunt. Jumman is shocked to listen to this judgement from the mouth of Algu. He can't believe that we close friend will take the side of justice at the cost of friendship. Here only one see the break up between Algu and Jumman's friendship. Truth takes the side of justice and the aunt gets justice and Jumman is in a trouble now.

Jumman thinks that Algu has proved himself to be disloyal and treacherous as a friend. He feels to be humiliated, In return to this insult, he wants to take revenge of Algu.

By coincidence, Jumman gets a chance to take revenge of Algu. Algu had two well-grown up, sturdy and strong oxen. Unfortunately one day Algu's one ox dies. After that Algu decides to sell the other ox. The trader, Samjhu Sahu purchases the ox. He makes the ox to carry heavy luggage. He provides him little food and fodder and makes him to work hard. Slowly and steadily the ox becomes weak. One day while carrying luggage the ox dies on the way. Sahu thinks that Algu has cheated him by selling an ill ox. When Algu asks for the price of the ox Sahu blames Algu that he has sold a sick ox to him and deceived him. He will not pay to him any price of the ox. Algu requests the villages to call a panchayat. The meeting is called. Sahu selects Jumman as a sarpanch of this meeting. Algu's another friend Misra knows that Algu will now face trouble because Jumman is the sarpanch now and he will take revenge for Algu's judgement over old aunt's property and punishment to Jumman.

At the end of the story we learn that Panch is God. He is a parameshwar. The word of panch is but the word of God. His judgement is God's judgement. He doesn't take the side of any person but believes in justice. Jumman earlier decides to punish his friend, Algu but when he is given the responsibility as a sarpanch, his attitude gets totally changed. Like God he believes in truth and justice. As a responsible sarpanch he declares that Sahu is at fault and he must pay the price of ox to Algu. Only because Sahu has made the ox to work hard and beyond his capacity he is responsible for the death of the ox. And hence he must pay to Algu. Here Jumman says that for sarpanch nobody is a friend or a foe but for him proper decision is more important. After all what counts more is justice and not friendship or enmity.

3.5 Terms to Remember:

dealings : work or business related to farming

Hajj : the Hajj, an Islamic pilgrimage to Mecca, the most holy city of the Muslims

to look after : to take care of someone or something

concurrence : the fact of two or more events or circumstances happening or existing at the same time

diligence : careful and persistent work or effort

acquiring : to get, buy or obtain (an asset or object) for oneself

yield : give way to arguments, demands, or pressure

destined : bound for a certain destination

coaxed : persuade (someone) gradually or gently to do something

pampered : to give someone special treatment, making that person as comfortable as possible

indulged : allow oneself to follow one's will

interfere : to come into opposition

bickering : argue about petty and trivial matters

antagonize : to make hostile or unfriendly

grudge : a strong feeling of anger and dislike for a person who you feel has treated you badly

supplication : the action of asking or begging for something earnestly or humbly

admonish : to caution, advise, or counsel against something

insinuating : suggest or hint (something bad) in an indirect and unpleasant way

designated : appointed to a specified office or post

hostile : showing or feeling opposition or dislike; unfriendly

allowance : the amount of something that is permitted, especially within a set of regulations or for a specified purpose

mental tussle : a vigorous struggle or scuffle, typically in order to obtain or achieve something

annul : declare invalid

crookedness : the inclination or practice of misleading others through lies or trickery

calamities : an event causing great and often sudden damage or distress; a disaster

intimacy : close familiarity or friendship

avenging : to take vengeance or exact satisfaction for

Pachchain breed : stock of animals having a distinctive appearance, typically developed

rebuke : express sharp disapproval or criticism of (someone) because of their behaviour or actions

propitious : giving or indicating a good chance of success; favourable

fodder : 1. Food, especially dried hay or straw, for cattle and other livestock

emancipate : to free from restraint, control, or the power of another

wailing : feel deep sorrow for; lament

hullabaloo : a very noisy and confused situation

pacify : to bring or restore to a state of peace or tranquility, quiet; calm

qualms : an uneasy feeling of doubt, worry, or fear, especially about one's own conduct; a misgiving

ensconced : establish or settle (someone) in a comfortable, safe place

brazenly : acting or done in a very open and shocking way without shame or embarrassment

penetrating : to pierce or pass into or through

prejudice : preconceived opinion that is not based on reason or actual experience

contaminate : make (something) impure by exposure to or addition of a poisonous or polluting substance

rankled : to continue to cause keen irritation or bitter resentment within the mind; be painful

3.6 Answers to check your progress.

Section – I (3.3.1)

A.

- 1) Jumman and Algu were partners in farming and they trusted each other.
- 2) The name of Jumman's father is Jumraati.
- 3) Jumman got property from the old aunt.
- 4) The old aunt decided to call panchayat.
- 5) Nobody listened to the problem of the old aunt.
- 6) Finally the old aunt met Algu.
- 7) Algu told that he was unable to give justice to the old aunt because he was a good friend of Jumman.

B.

- 1) Hajj
- 2) Jumman
- 3) Jumraati
- 4) The old aunt
- 5) all

Section – II (3.3.2)

A.

- 1) The panchayat was held under a tree.
- 2) Jumman had promised to provide give food and clothes to the old aunt till her death.
- 3) The old aunt complains that Jumman doesn't give her enough food and clothes.
- 4) The old aunt accepts Algu Chowdhry as a sarpanch.
- 5) Yes, Algu worked as a sarpanch.

B.

- 1) a monthly allowance
- 2) Alau
- 3) Jumman and Algu
- 4) Algu
- 5) Jumman

Section – III (3.3.3)

A.

- 1) Good deed takes a long time to come to success.
- 2) Jumman got opportunity of taking revenge of Algu.
- 3) After the panchayat Algu's ox died.
- 4) The trader Samjhu Sahu purchased Algu's second ox.
- 5) Sahu carried oil and salt from the market.
- 6) Jumman was the sarpanch for Algu's panchayat.
- 7) Jumman told Sahu, the trader to pay the price of ox to Algu.

B.

- 1) one hundred fifty
- 2) weak
- 3) Jumman
- 4) ox
- 5) God

3.7 Exercise:

A) Answer the following questions in 3 to 4 sentences each:

1) How Algu and Jumman were good friends?

Ans. Algu and Jumman were very close friends. They were partners in farming. Some of their dealings were also done jointly. They trusted each other. When Jumman had gone to Hajj tour at that time, he had left his house under Algu's care and when Algu would go out he used to leave his house under Jumman's care.

2) What was the complaint of the old aunt against Jumman?

Ans. Jumman Shaikh had an old aunt. She had no other relative except Jumman. She had transferred her property to Jumman. In the beginning Jumman's wife took good care of the old aunt. However later on she started to neglect her. And hence the aunt decided to complain against Jumman for providing her some money so that she will be able to maintain her livelihood.

3) How did Samjhu Sahu treat his new ox?

Ans. Samjhu Sahu, the trader, bought Algu's ox. He made the ox to work hard. Everyday Sahu would make three to four trips with the help of this ox. However he would not care to give food and water to the ox properly. He would provide dry fodder to it. As a result very soon the ox got emaciated.

4) What was Jumman's reaction to Algu's judgement?

Ans. As a panch Algu gives his judgement in the old aunt. Jumman case Algu tells that Jumman must give a monthly allowance to his old aunt otherwise he should give back the old aunt's property. Jumman was shocked to listen to this judgement. He thought that his own friend had stabbed him in the back. He thought that Algu had betrayed his friendship so he decided to take revenge of Algu at a proper time.

5) What was the complaint of Sahu against Algu after the death of ox?

Ans. Algu had sold his ox to Sahu. Sahu didnot take care of the ox. He made the ox to work hard. As a result the ox died. When Algu asked for the payment of ox Sahu and his wife would abuse Algu. Sahu would say that Algu had sold his weak ox and deceived him.

6) What decision did Jumman give in the Algu-Sahu case?

Ans. As a panch in Algu. Sahu case Jumman announces his judgement. He advises Sahu to pay the price of the ox. He further tells that when the ox was bought by Sahu, it was in a good condition. The ox died only because Sahu forced the ox to work hard and he did not feed it properly. So he must pay the price of the ox.

7) Why does the writer call sarpanch as a parameshwar?

Ans. The writer says that panch is but God or parameshwar. The panch doesn't consider friendship or material relationship while giving judgement. He gives justice without any prejudice. And hence the panch is no more different than God.

B) Write short notes on the following in 7 to 8 sentences each:

- 1) The friendship between Jumman and Algu.
- 2) Jumraati – the father of Jumman
- 3) The decision of panchayat in Khalajaan (the old aunt) case.
- 4) Jumman's judgement in Samjhu Sahu and Algu case.



Module 4

A) Kabuliwala

Rabindranath Tagore

4.0 Objectives

4.1 Introduction

4.2 Presentation of subject matter

4.2.1 Section I

4.2.2 Section II

4.2.3 Section III

4.3 Terms to remember

4.4 Summary

4.5 Key to self assessment questions

4.6 Exercise

4.7 Writing Activity

4.8 Reference for further study

4.0 Objectives:

After studying this unit the students will understand :

- the human values through the text
- about the village and child life.
- the importance of family life among the students

4.1 Introduction:

Rabindranath Tagore was one of the most celebrated Indian poets of the 20th century. He has eight novels, four novellas, 100 short stories, and collection of poems, essays, travelogues, dramas and thousands of songs to his credit. His works are frequently noted for their rhythmic optimistic and lyrical nature. He was the first Indian poet to win The Nobel Prize for literature in 1913. He, who travelled more than thirty countries, opposed Imperialism and supported Indian Nationalist. He started his career as a short story writer in 1877. Though he was not recognised for years as a short story writer, he became the first Bengali writer who elevated the short story to a serious art form. Some of his stories received strong criticism. Contemporary life in rural and urban Bengali and deceptively simple subjects of commoners are reflected in his short stories. His notable short stories include *Kabuliwala*, *Hungry Stone*, *The Wife's Letter*, *Woman Unknown* and *The Runaway*. They receive high regard in the literary world.

The present story deals with the relationship between a father and a daughter and a mother and a daughter. The main characters are the narrator, his daughter Mini, Mini's mother and Kabuliwala. It also searches the bonds of friendship, affection and parting which transcends the borders of race, religion and language. The end of the story is very touching and moves the hearts of the many readers.

4.2 Presentation of the Subject Matter:

4.2.1 Section-I:

The Text:

My five years' old daughter Mini can't live without chattering. I really believe that in all her life she has not wasted a minute in silence. Her mother is often vexed at this, and would stop her prattle, but I would not. To see Mini quiet is unnatural, and I can't bear it long. And so my own talk with her is always lively.

One morning for instance, when I was in the midst of the seventeenth chapter of my new novel, my little Mine stole into the room, and putting her hand into mine, said, "Father! Ramdayal the doorkeeper calls a crow a krow! He doesn't know anything, does he?"

Before I could explain to her the differences of language in this world, she was embarked on the full tide of another subject. "What do you think, Father? Bhola says there is an elephant in the clouds, blowing water out of his trunk, and that is why it rains!"

And then, darting off a new, while I sat still making ready some reply to this last saying, "Father! What relation is Mother to you?"

"My dear little sister in the law!" I murmured involuntarily to myself, but a grave face contrived to answer. "Go and play with Bhola, Mini! I am busy!"

The window of my room overlooks the road. The child had seated herself at my feet near my table, and was playing softly, drumming on her knees. I was hard at work on my seventeenth chapter, where Protrap Singh, the hero, had just caught Kanchanlata, the heroine, in his arms, and was about to escape with her by the third story window of the castle, when all of a sudden Mini left her play, and ran to the window, crying, "A Kabuliwala ! a Kabuliwala !" Sure enough in the street below was a Kabuliwala, passing slowly along. He wore the loose soiled clothing of his people, with a tall turban, there was a bag on his back, and he carried boxes of grapes in his hand.

I can't tell what were my daughter's feelings at the sight of this man, but she began to call him loudly. "Ah!" I thought, "he will come in, and my seventeenth chapter will never be finished!" At which exact moment the Kabuliwallah turned, and looked up at the child. When she saw this, overcome by terror, she fled to her mother's protection, and disappeared. She had a blind belief that inside the bag, which the big man carried, there were perhaps two or three other children like herself. The pedlar meanwhile entered my doorway, and greeted me with a smiling face.

So precarious was the position of my hero and my heroine that my first impulse was to stop and buy something, since the man had been called. I made some small purchases, and a conversation began about Abdurrahman the Russians, the English, and the Frontier Policy.

As he was about to leave, he asked, "And where is the little girl, sir?"

And I, thinking that Mini must get rid of her false fear, had her brought out.

She stood by my chair, and looked at the Kabuliwala and his bag. He offered her nuts and raisins, but she would not be tempted, and only clung the closer to me, with all her doubts increased. This was their first meeting.

One morning, however, not many days later, as I was leaving the house, I was startled to find Mini, seated on a bench near the door, laughing and talking, with the great Kabuliwala at her feet. In all her life, it appeared; my small daughter had never found so patient a listener, save her father. And already the corner of her little sari was stuffed with almonds and raisins, the gift of her visitor, "Why did you give her those?" I said, and taking out an eight anna bit, I handed it to him. The man accepted the money without demur, and slipped it into his pocket.

Skimming and Scanning questions 4.2.1

Q.I Answer the following questions in a word, a phrase or a sentences.

1. What is the age of the Mini?
2. What is the name of the doorkeeper?
3. Who does blow water out of trunk?
4. What is the relation of narrator with Mini?
5. Who did come outside the house?
6. Which chapter was writer writing of his new novel?
7. Who is the hero of narrator's novel?
8. Who is the heroine of narrator's novel?

4.2.2 Section-II :

The Text :

Alas , on my return an hour later, I found the unfortunate coin had made twice its own worth of trouble! For the Kabuliwala had given it to Mini, and her mother catching sight of the bright round object, had pounced on the child with: "where did you get that eight-anna bit?"

"The Kabuliwala gave it to me ,," said Mini cheerfully.

"The Kabuliwala gave it to you!" cried her mother much shocked. "Oh, Mini! How could you take it from him?"

I entering at the moment, saved her from impending disaster, and proceeded to make my own inquiries.

It was not the first or second time, I found, that the two had met. The Kabuliwallah had overcome the child's first terror by a judicious bribery of nuts and almonds, and the two were now great friends.

They had many quaint jokes, which afforded them much amusement. Seated in front of him, looking down on his gigantic frame in all her tiny dignity, Mini would ripple her face with laughter and begin: O Kabuliwallah, Kabuliwallah, what have you got in your bag?"

And he would reply, in the nasal accents of the mountaineer: "An elephant!" Not much cause for merriment, perhaps; but how they both enjoyed the witticism! And for me, this child's talk with a grown-up man had always in it something strangely fascinating.

Then Kabuliwallah, not to be behindhand, would take his turn: "Well, little one, and when are you going to the father-in-law's house?"

Now most small Bengali maidens have heard long ago about the father-in-law's house; but we, being a little new fangled, had kept these things from our child, and Mini at this question must have been a trifle bewildered. But she would not show it, and ready tact replied: "Are you going there?"

Amongst men of the Kabuliwallh's class, however, it is well known that the words father in law's house have a double meaning. It is a euphemism for jail, the place where we are well cared for, at no expense to ourselves. In this sense would the sturdy pedlar take my daughter's question? "Ah," he would say, shaking his fist at an invisible policeman, "I will thrash my father-in-law's!" Hearing this, and picturing the poor discomfited relative, Mini would go off into peals of laughter, in which her formidable friend would join.

These were autumn mornings, the very time of year when kings of old went forth to conquest; and I, never steering from little corner in Calcutta, would let my mind wander over the whole world. At the very name of another country, my heart would go out to it, and at the sight of a foreigner in the streets, I would fall to weaving network of dreams, -- the mountains, the glens, and the forests of his distant

home, with his cottage in its setting, and the free and independent life of far away wilds.

Perhaps the scenes of travel conjure themselves up before me, and pass and repass in my imagination all more vividly, because I lead such a vegetable existence, that a call to travel would fall upon me like a thunderbolt.

In the presence of this Kabuliwallah, I was immediately transported to the foot of arid mountain peaks, with narrow little defiles twisting in and out amongst their towering heights. I could see the string of camels bearing the merchandise, and the company of turbaned merchants, carrying some of their queer old firearms, and some of their spears, journeying downward towards the plains. I could see –but at some such point Mini’s mother would intervene, imploring me to “beware of that man.”

Skimming and Scanning questions 4.2.2

Q.I Answer the following questions in a word, a phrase or a sentences.

1. What did Kabuliwala give to Mini?
2. Who is the friend of Kabuliwala?
3. What does Mini wants to know?
4. What does the father-in-law’s house mean?
5. What is the advice of Mini’s father?

4.2.3 Section-III :

The Text :

Mini’s mother is unfortunately a very timid lady. Whatever she hears a noise in the street, or sees people coming towards the house, she always jumps to the conclusion that they are either thieves, or drunkards, or snakes, or tigers, or malaria or cockroaches, or caterpillars, or an English sailor. Even after all these years of experience, she is not able to overcome her terror. So she was full of doubts about the Kabuliwallah, and used to beg me to keep a watchful eye on him.

I tried to laugh her fear gently away, but she would turn around on me seriously, and ask me solemn questions.

Were children never kidnapped?

Was it, then, not true that there was slavery in Kabul?

Was it so very absurd this big man should be able to carry off a tiny child?

I urged that, though not impossible, it was highly improbable. But this was not enough, and her dread persisted. As it was impossible, however, it did not seem right to forbid the man the house, and the intimacy went on unchecked.

Once a year in the middle of January Rahmun, the Kabuliwallah, was in the habit of returning to his country, and as the time approached he would be very busy, going from house to house collecting his debts. This year, however, he could always find time to come and see Mini. It would have seemed to an outsider that there was some conspiracy between the two, for when he could not come in the morning, he would appear in the evening.

Even to me it was a little startling now and then, in the corner of a dark room, suddenly to surprise this tall, loose-garmented, much be bagged man; but when Mini would run in smiling, with her, "O! Kabuliwallah! Kabuliwallah!" and the two friends, so far apart in age would subside into their laughter and their old jokes, I felt reassured.

One morning, a few days before he had made up his mind to go, I was correcting my proof sheets in my study. It was chilly weather. Through the window the rays of the sun touched my feet, and the slight warmth was very welcome. It was almost eight o'clock, and the early pedestrians were returning home, with their heads covered. All at once, I heard an uproar in the street, and, looking out, saw Rahmun being led away bound between two policemen, and behind them a crowd of curious boys. There were blood-stains on the clothes of the Kabuliwallah, and one of the policemen carried a knife.

Hurrying out, I stopped them, and enquired what it all meant. Partly from one, partly from another, I gathered that a certain neighbour had owed the peddler something for a Rampuri shawl, but had falsely denied having bought it, and that in the course of the quarrel, Rahmun had struck him. Now in the heat of his excitement, the prisoner began calling him enemy all sorts of names, when suddenly in a verandah of my house appeared my little Mini, with her usual exclamation: "O Kabuliwallah! Kabuliwallah!" Rahmun's face lighted up as he turned to her. He had no bag under his arm today, so she could not discuss the elephant with him. She at once therefore proceeded to the next question: "Are you going to the father-in-law's

house?” Rahmun laughed and said: “ Just where I am going, little one !” Then seeing that the reply did not amuse the child, he held up his fettered hands. “Ali” he said, “ I would have thrashed that old father-in-law, but my hands are bound!”

On a charge of murderous assault, Rahmun was sentenced to some year’s imprisonment.

Time passed away, and he was not remembered. The accustomed work in the accustomed place was ours, and the thought of the once free mountaineer spending his years in prison seldom or never occurred to us. Even my light-hearted Mini, I am ashamed to say, forgot her old friend. New companions filled her life. As she grew older, she spent more of her time with girls. So much time indeed did she spend with them that she came no more, as she used to do, to her father’s room. I was scarcely on speaking terms with her.

Years had passed away. It was once more autumn and we had made arrangements for our Mini’s marriage. It was to take place during the Puja Holidays. With Durga returning to Kailas, the light of our home also was to depart to her husband’s house, and leave her father’s in the shadow.

The morning was bright. After the rains, there was a sense of ablution in the air, and the sun rays looked like pure gold. So bright were they that they gave a beautiful radiance even to the sordid brick walls of our Calcutta lanes. Since early dawn to day the wedding-pipes had been sounding, and at each beat my own heart throbbed. The wail of the tune, Bhairavi, seemed to intensify my pain at approaching separation. My Mini was to be married to-night.

From early morning noise and bustle had pervaded the house. In the courtyard the canopy had to slung on its bamboo poles; the chandeliers with their tinkling sound must be hung in each room and verandah. There was no end of hurry and excitement. I was sitting in my study, looking through the accounts, when some one entered, saluting respectfully, and stood before me. It was Rahmun the Kabuliwallah. At first I did not recognize him. He had no bag, nor the long hair, nor the same vigour that he used to have. But he smiled, and I knew him again.

“when did you come, Rahmun?” I asked him.

“Last evening,” he said, “ I was released from jail.”

The words struck harsh upon my ears. I had never before talked with one who had wounded his fellow, and my heart shrank within itself, when I realized this, for I felt that the day would have been better- omened had he not turned up.

“There are ceremonies going on,” I said, “ and I am busy. Could you perhaps come another day?”

Skimming and Scanning questions 4.2.3

Q.I Answer the following questions in a word, a phrase or a sentences.

1. What was in Kabul according to Mini’s mother?
2. What is the name of Kabuliwala?
3. What was the charge on Rahmun?
4. When was Mini’s marriage is fixed?
5. Which tune is being played?
6. What did Mini’s father ask Rahmun?

4.2.4 Section-IV :

The Text :

At once he turned to go; but as he reached the door he hesitated, and said: “May I not see the little one, sir, for a moment?” It was his belief that Mini was still the same. He had pictured her running to him as she used, calling “O Kabuliwallah! Kabuliwallah!” He had imagined too that they would laugh and talk together, just as of old. In fact, in memory of former days he had brought, carefully wrapped up in paper, a few almonds and raisins and grapes, obtained somehow from a countryman, for his own little fund was dispersed.

I said again: "There is a ceremony in the house, and you will not be able to see any one to today"

The man’s face fell. He looked wistfully at me for a moment, said “ Good morning,” and went out. I felt a little sorry, and would have called him back, but I found he was returning of his own accord. He came close up to me holding out his offering and said: “I brought these few things, sir, for the little one. Will you give them to her?”

I took them and was going to pay him, but he caught my hand and said: “You are very kind, sir! Keep me in your recollection. Do not offer me money!—you have a little girl, I too have one like her in my own home. I think of her, and bring fruits to your child, not to make a profit for myself.”

Saying this, he put his hand inside his big loose robe, and brought out a small and dirty piece of paper. With great care he unfolded this, and smoothed it out with both hands on my table. It bore the impression of a little hand. Not a photograph. Not drawing. The impression of an ink-smeared hand laid flat on the paper. This touch of his own little daughter had been always on his heart, as he had come year after year to Calcutta, to sell his wares in the streets.

Tears came to my eyes. I forgot that he was a poor Kabuli fruit-seller, while I was—but no, what was I more than he? He also was a father. That impression of the hand of his little Parbati in her distant mountain home reminded me of my own little Mini.

I sent for Mini immediately from the inner apartment. Many difficulties were raised, but I would not listen. Clad in the red silk of her wedding-day, with sandal paste on her forehead, and adorned as a young bride, Mini came, and stood bashfully before me.

The Kabuliwallah looked a little staggered at the apparition. He could not revive their old friendship. At last he smiled and said: “Little one, are you going to your father-in-law’s house?”

But Mini now understood the meaning of the word “father-in-law,” and she could not reply to him as of old. She flushed up at the question, and stood before him with her bride-like face turned down.

I remembered the day when the Kabuliwallah and my Mini had first met, and I felt sad. When she had gone, Rahmun heaved a deep sigh, and sat down on the floor. The idea had suddenly come to him that his daughter too must have grown in this long time, and that he would have to make friends with her anew. Assuredly he would not find her, as he used to know her. And besides, what might not have happened to her in these eight years?

The marriage-pipes sounded, and the mild autumn sun steamed round us. But Rahmun sat in the little Calcutta lane, and saw before him the barren mountains of Afghanistan.

I took out a bank-note, and gave it to him, saying: "Go back to your own daughter, Rahmun, in your country, and may the happiness of your meeting bring good fortune to my child!"

Having made this present, I had curtail some of the festivities. I could not have the electric lights I had intended, nor the military band, and the ladies of the house were despondent at it. But to me the wedding feast was all the brighter for the thought that in a distant land a long-lost father met again with his only child.

Skimming and Scanning questions 4.2.4

A) Answer the following questions in a word, a phrase or a sentences.

1. What is the wish of Rahmun?
2. What did Rahmun bring in the paper?
3. What is the profession of Rahmun?
4. What is the name of Rahmun's daughter?
5. How many years did Rahmun live in the jail?

B) Rewrite the following sentences choosing the correct alternative from those given with them and complete the sentences.

1. The word father-in-law has other meaning for the Kabuliwala. It was.....
 - a. the wife's home in Afganistan
 - b. the prison officer
 - c. the distant, harsh relative
 - d. the father-in-law of Mini
2. The crumpled paper in the pocket of the Kabuliwala contained.....
 - a. a photograph of his daughter
 - b. the photograph of Mini

- c. a scene from Afganistan
d. the handprint of his little daughter
3. The father of Mini was a considerate man but her mother was..... .
a. a hot-headed woman b. afraid of many things
c. traditional minded d. skillful cook
4. The narrator gave Kabuliwala a bank note. As a result..... .
a. he had to cancel the marriage of Mini
b. he had to cancel some of the marriage festivities
c. he had to take loan from the bank
d. he had to postpone the publication of his novel
5. On seeing Mini in her marriage costume the Kabuliwala was..... .
a. stunned b. frightened
c. worried d. displeased
6. The theme of "Kabuliwala" is.....
a. marriage of Mini b. humanity of common men
c. fear of Mini's mother d. height of the mountains

C) Vocabulary Exercises:

A. Complete the following table supplying correct forms of words where possible.

Noun	Verb	Adjective	adverb
--	To know	Knowledgeable	Knowledgeably
difference	differ	--	Differently
conversation	--	Conversational	Conversationally
protection	protect	protective	--
--	explain	Explaining/explainable	Explainably

4.3 Terms to Remember :

Chatter (v)	: talk rapidly and continuously
Contrive (v)	: to scheme
Precarious (adj).	: uncertain
Raisins (n)	: dried grapes
Demur (n)	: objection
Judicious (adj)	: wise
Quaint (adj)	: attractive, unusual
Dignity (n)	: nobility
Ripple (n)	: movement
Merriment (n)	: enjoyment
Witticism (n)	: amusement
Behindhand (adj)	: late
Euphemism (n)	: mild term
Thrash (v)	: hit repeatedly
Discomfit (v)	: make uneasy
Glens (n)	: deep, narrow valley
Vividly (adv)	: clearly
Defile (v)	: make dirty
Fetter (v)	: restrain with chain
Merchandise (n)	: goods for
Implore (v)	: to ask something with great emotion
Persist (v.)	: continue firmly
Subside (v.)	: make less loud
Curious (adj.)	: inquisitive
Bustle (n)	: noisy activity

Pervade (v)	: spread through
Ablution (n)	: purification, showering
Slung (n)	: device for throwing stone
Chandeliers (n).	: branched support, hanging from the ceiling
Tinkle (v)	: to make light ringing sound
Shrink (v)	: become smaller
Wistfully (adv)	: showing sadness
Recollection (n)	: remembrance
Ware (n)	: goods for sale
Adorn (v)	: make beautiful
Apparition (n)	: image
Revive (v)	: to make strong, bring to life
Despondent (adj)	: having lost hope

4.4 Summary:

The story the ‘Kabuliwala’ is narrated by the father of a five-year-old Mini. The talkative and innocent Mini and Rahamat, a hawker of dry fruits from Kabul, are the central characters of the story.

One morning Mini saw a Kabuliwala through her window and called out to him. He was a tall, untidily dressed man with a turban on his head and a bag slung over his shoulder. As soon as the Kabuliwala drew close the house, Mini ran and vanished inside. Her father bought some dry fruits and chatted with him and came to know of him and his family at Kabul. Then he called Mini and introduced her to Rahamat, the Kabuliwala so that she would shed her fear of the Kabuliwala. Rahamat gave Mini some dry fruits from his bag.

Later Mini’s father found that his daughter and Kabuliwala had struck up a happy relationship, and the two of them met practically every day. The Kabuliwala

was a patient listener to Mini's tittle-tattle and also gave her loads of nuts and raisins. The Kabuliwala entertained Mini with stories of his motherland.

Mini's mother, Rama, was against the growing companionship between her daughter and the Kabuliwala and feared he would kidnap Mini one day and sell her off as a slave.

All of a sudden disaster struck the Kabuliwala. He was arrested and sentenced to several years of incarceration for stabbing one of his customers who owed him money. After his release from the jail, the Kabuliwala went to Mini's house to meet her. However, He found that Mini had grown up, and it was her wedding day.

Mini's father was not happy to see the Kabuliwala on that day and considered it inauspicious to let him see Mini. He persuaded the Kabuliwala to go away. Before going away, the Kabuliwala left a few grapes and raisins for Mini. He then showed Mini's father a tatty piece of paper with a charcoal print of a tiny hand. It was his daughter's. Filled with pity for the Kabuliwala, Mini's father called Mini. When the Kabuliwala saw Mini in her bridal dress, he was surprised to find a young woman he could not recognise. Mini was embarrassed when she thought of their long-forgotten companionship and shied away. The Kabuliwala found it extremely difficult to reconcile with the reality. Seeing the predicament of the Kabuliwala, Mini's father offered him enough money to return to Kabul to join up with his daughter. Even though he had to cut down some of the wedding celebrations, he was contented with his humanistic gesture to a distressed fat.

4.5 Key to self assessment questions :

4.2.1 - Section-I :

1. 5
2. Ramdayal
3. Elephant
4. Father
5. Kabuliwala
6. 17
7. Protrap Singh Kanchanlata

8. Kanchanlata

4.2.2 - Section II :

1. A coin of eight anna
2. Mini
3. She wants to know what is in the bag of Kabuliwala
4. The jail
5. Beware of that man

4.2.3 Section III :

1. Slave
2. Rahmun
3. Charge of murder
4. During Puja holidays
5. Bhairavi
6. To come another day

4.2.4 Section IV :

1. To see Mini's face
2. a few almonds and raisins and grapes
3. Fruit seller
4. Parbati
5. Eight

- B)**
1. b. the prison officer
 2. d. the handprint of his little daughter
 3. b. afraid of many things
 4. b. he had to cancel some of the marriage festivities
 5. a. stunned
 6. b. humanity of common men

C) Knowledge

Different

Converse

Protectively

Explanation

4.6 Exercise:

Q. I. Answer the following questions in 3 or 4 sentences.

1. When did Mini overcome her fear of the Kabuliwala?

Ans.: Mini shouted "Kabuliwala! Kabuliwala!" and when he looked in her direction she darted to her mother in fear, because she believed that the man carries 2-3 children in his big bag. But soon things changed. The writer does not tell how it happened, but one day he saw Mini laughing and talking to the Kabuliwala and enjoying the time with him. Surely she had overcome her fear and the dry fruits and raisins that he gave her did the trick.

2. Why was Mimi's mother full of suspicion about the Kabuliwala?

Ans. : Mini's mother was a very timid woman who imagines that thieves, tigers, elephants, snakes and drunkards would trouble them any moment. In her eyes the Kabuliwala was a danger to her daughter because she like Mini, had heard stories about such people carrying away the children. She felt that the Kabuliwala would do the same with Mini and one day would steal away her daughter. In short, she believed that he was not a good man to put faith in and one of these days he would kidnap her girl and take her to Kabul to be sold as a slave.

3. Why did Mini's mother not like the act of her daughter accepting gifts from the Kabuliwala?

Ans.: Mini and the Kabuliwala were friends, intimate friends and out of friendly feelings he gave her dry fruits and raisins. He gave her these gifts because he remembered his own Parbati on looking at Mini, but he had never- said so. Naturally Mini's mother felt that if Mini accepts, gifts from him, he would steal away from them, as the stories were in the air. No wonder, the eight-anna coin created a row between Mini and her mother and she shouted at Mini for accepting the coin.

4. Why did the Kabuliwala stab the customer?

Ans. : The Kabuliwala was a pedlar selling various items brought from Kabul. One of the neighbours of the narrator had purchased a Rampur shawl from him, promising to pay later, but then declined the very fact that he purchased the thing from him. This, naturally, started a quarrel between the customer and the Kabuliwala. The quarrel led to scuffle and in the scuffle, hot-headed Kabuliwala stabbed him with his knife, injuring him seriously.

5. Why could the narrator not recognize the Kabuliwala at first?

Ans.: The Kabuliwala was arrested by the police for the assault on his customer and was sent to prison for some years. Naturally his visits to the house of the narrator stopped and he slowly forgot the man totally. Even Mini forgot him, he tells us, as she grew into womanhood and spent much of her time with girls of her age. When he returned to the house of the narrator completing the punishment, the narrator did not recognize him, because he had gone out of his mind. He did recognize him when he smiled, but not before that.

6. Why was the narrator annoyed with the Kabuliwala?

Ans. : The Kabuliwala came to the house of the narrator to meet Mini, but the day was auspicious for Mini because she was going to get married that day. The narrator felt that the Kabuliwala, coming on such an auspicious day, is an ill men. So he asked the Kabuliwala to go away and come on some other day. He turned to go but again returned with the request to see Mini and this annoyed the narrator. The annoyance, however, did not last long and he called her out, against the wishes of the ladies.

7. How was Rahmun hurt by the narrator?

Ans. : The Kabuliwala came to the house of the narrator to meet Mini, but the day was auspicious for Mini because she was going to get married that day. The narrator felt that the Kabuliwala coming on such an auspicious day is an ill men. So he asked the Kabuliwala to go away and come on some other day. The poor fellow had come to see Mini and his daughter in little Mini. Naturally, he felt hurt by the curt reply of the narrator but could not say so and tolerated it meekly.

8. Which event became the turning point in the Kabuliwala's life?

Ans. : The Kabuliwala was doing business quite smoothly for years, it seems, from the description given in the story. He sold a number of things and there were people who bought things from him on promise to pay later. But the quarrel with one customer, who flatly denied having bought a Rampuri shawl, gave a turn to his life. He stabbed the customer in anger and had to pay for it by spending many years in jail. When he came out and came to see Mini, he became aware that like Mini his daughter too had grown to womanhood and the very thought shocked him. Had he not stabbed the man things might have gone on as they were before it.

9. Why was the Kabuliwala shocked when he saw Mini in her wedding robes?

Ans. : The Kabuliwala came to see Mini after he was released from the jail. Many years had passed and still he was under the impression that Mini was still a little one. When he actually saw Mini in her wedding costume, ready to go to her son-in-law's house, he became acutely aware of the fact that even his daughter Parbati must have been grown up like Mini. That was a great shock for the poor man. He sat down on the floor thinking of his daughter, whom he had no contact for years.

Q.II. Write notes on the following in 7 to 8 sentences.

1. Kabuliwala :

Ans. : The Kabuliwala was a Pathan from Afghanistan, doing business as a pedlar in Kolkata. He sold dry fruits, raisins and other items like shawls to people and earned his living. Every year he went to his land in January to meet the members of his family. He had a daughter of the same age as Mini and that was what attracted him to her. He made friends with her and spend some time in her company nearly every day. He was a tall, big man wearing loose garments and a big turban on his head. He carried a big bag on his back in which he kept his selling things. From what we read about him, he did not seem to be one of those who steal little children as Mini's mother believed. On the contrary, he was attached to Mini because she reminded him of his daughter, whose hand impression he always carried in his pocket, close to his heart. That proves that he loved his daughter and even Mini who was of her age.

2. Mini :

Ans. : We meet Mini in two different roles : the little, bold, chatterbox who forms intimate friendship with the Kabuliwala and the shy, grown up girl of marriageable age. She called the Kabuliwala and when he looked up she fled to her mother's

protection because she believed, thanks to her mother and other women, that the Kabuliwala always carried a couple of little children in his bag. But soon she overcame this fear. The dry fruits and raisins did the trick and she talked frankly and freely with the Kabuliwala. As the narrator tells us, the jokes they made were stale and of ten repeated. But the two enjoyed them, one such joke being related to the word father-in-law.

Before she met the Kabuliwala the narrator tells us that she never could keep quiet and asked question after question and she had good rapport with her father. But that rapport came to an end when she grew and began to spend most of her time-with girlfriends. The grown up Mini that the Kabuliwala saw was quite a different person from the one he knew. But it was this grown up girl that made him aware of the fact that even his daughter must have grown up like Mini. Thus, Mini's role in the story bares significance in both her aspects.

3. The theme of love in "Kabuliwala"

Ans. : "Kabuliwala" is a story of the intimate relationship between a little girl named Mini and an aging Pathan, the Kabuliwala. The most symbolic aspect is 'love'. The narrator loved his daughter and gave her full freedom to talk to him. Mini's mother, the traditional minded person that she was, was obviously worried about her relationship with the Kabuliwala and that was out of love. But the love that existed between the little girl and a stranger, the Kabuliwala is the core of the story.

4.7 Writing Activity:

1. Write a note on the relationship between you and your parents.
2. Interview your mother about the family relationship.
3. Write a note on urban and rural family that you have experienced.

4.8 Reference for further Study:

1. Tagore, Rabindranath. *Collected Stories*. New Delhi: G. B. D. Books. 2012. Print.
2. <https://www.britannica.com/biography/Rabindranath-Tagore>
3. <https://www.culturalindia.net/indian-art/painters/rabindranath-tagore.html>

B) Offering in the Temple

Desika Vinayakam Pillai

4.0 Objectives

4.1 Introduction

4.2 Poem

4.3 Terms to Remember

4.4 Summary

4.5 Skimming and scanning questions

4.6 Key to Self-assessment questions

4.7 Exercises

4.0 Objectives :

After studying this unit students will understand:

- Importance of human values.
- He relation of man and God.

4.1 Introduction :

Desika Vinayakam Pillai (1876-1954. was born in the Southern district of Tamil Nadu in a village called Theroor. He adopted simple living and high thinking as his guiding principal. He was a great follower of Gandhi and wore khadi and used to spin the charkha. He was deeply concerned with the uplift of the downtrodden. He was honoured with Kavimani and was commemorated on an Indian Postage stamp. He wrote many songs for children and his poems are lessons for them who learn Tamil in schools around the world. His masterpieces include Asiya Jothi, Nanji Nattu, Manmiyam and the translation of the work ‘Omar Khayyam’. He occupies a special place in Tamil literature.

In the present poem, the poet states firmly that the existence of God one can feel within one’s heart and not in the world outside. And if one can find Him within oneself, His appearance can be seen everywhere.

4.2 Poem :

I saw the entire temple:
I climbed up the spires as well.
My friends! Despite my search
I saw the Lord nowhere.

I saw the holy tank; the street
Where the chariot moves.
Me poor! I did not see the treasure
Of one's hard times.

There were sculpted figures;
Painting wrought beautifully.
My friend! Yet I found nowhere
The Lord wonderful.

Gold was there; jewels too.
Scented garlands many.
But my father, my Lord,
Him I saw nowhere.

They burnt joss sticks;
Lights were then waved.
My friend! I did not see there
The helper in times of need.

I saw the city of Tillai;
And the dance hall famous.
But my eyes did not gain
Him who can melt even stone.

My friend! It is no use
Worshipping lovely things
While you allow the mind

To roam as it will.

He is within the heart!

Understand this for sure.

If you could see him within

You would meet him in the temple too.

Kovil Valipadu, 1938 Translated by Prema Nandakumar

4.3 Terms to Remember:

Entire (adj) : whole

Spire(n) : structure on the top of the temple

Chariot (n) : stately, triumphal carriage

Sculpted(adj) : carved

Wrought (v) : made fashioned, beaten out shaped by hammering

Joss sticks(n) : incense stick

Wave (adj) : moving from side to side

Helper(n) : a person who gives assistance

Gain (n) : obtain, secure

Roam(v) : travel aimlessly, unsystematically

Worship(v) : show reverence and adoration for

4.4 Summary:

The poem "Offering in the Temple" highlights the fact that God is present but we cannot see Him even if we search the temples, the spires, the prayers, the streets over which the chariots move, sculptures and paintings. Such search is futile unless one sees God within one's heart. The poet tells how he failed to find; God even after his long and tenacious search. He failed because he did not find it in his heart. That is the abode of God, he states. The theme of the poem can be stated as: The dwelling

place of God is the heart of man and He lives in every man's heart. Unless one finds God in one's heart, he will not be able to see Him anywhere else, however one tries.

The question whether God exists or not is being discussed for ages and still it is undecided. Various ways and means have-been applied to find God or at least to seek His presence. The poet gives a long list of the places he looked for the Divine presence. Some of them are the temple, the spires, the prayers, the streets. over which the chariot moved and sculptures and paintings. But wherever he searched, he failed to find God/ the Divine. Is it the fact then that the God does not exist? The poet gives the answer to the question in the last part of the poem. He points out that God is present in everybody's heart. If one can see Him in the heart one can find God even in temples.

4.5 Skimming and Scanning questions:

A) Rewrite the following sentences choosing the correct alternative from those given with them and complete the sentences.

1. The poem is titled "Offering in the Temple" because.....
 - a. that is our civilization
 - b. that is our tradition
 - c. that is not the right way of worshiping God
 - d. that is not very popular form of worshiping God
2. You will find God in temple, says the poet, if.....
 - a. you look carefully for it
 - b. you can see God in your heart
 - c. you are a true devotee of God
 - d. you are conscious of 'God's existence
3. Though the poet searched God everywhere, he could find Him-----
 - a. in the temple
 - b. nowhere
 - c. on the spires
 - d. in the street
4. The poet found many scented-----

- | | |
|-------------|---------------------|
| a. garlands | b. jewels |
| c. gold | d. sculpted figures |
5. People burnt -----to worship God.
- | | |
|----------------|-------------------|
| a. joss sticks | b. scented papers |
| c. camphor | d. lamps |
6. -----can melt even stone.
- | | |
|-----------|-------------------------|
| a. Friend | b. Tillai |
| c. God | d. The eyes of the poet |
7. According to the poet worshipping lovely things is -----
- | | |
|-------------|------------|
| a. fruitful | b. useful |
| c. useless | d. gainful |
8. God is within our-----
- | | |
|------------|------------------|
| a. reach | b. heart |
| c. temples | d. lovely things |

B) Answer the following question in one sentence each.

1. Did the poet find God in the temple?
2. What is the poet searching for?
3. Where did the poet not find treasure?
4. How was the painting?
5. How is the Lord?
6. What did the poet not see in times of need?
7. Where is the famous dance hall?
8. What is useless according to the poet?
9. Where is the God according to the poet?
10. When can one see God in the temple according to the poet?
11. Why did the poet call himself poor?

C) Vocabulary Exercises:

A. Give synonyms of the following :

1. entire
2. search
3. famous
4. roam
5. meet
6. gain
7. treasure

4.6 Key to self assessment questions

- A)**
1. c. that is not the right way of worshiping God
 2. b. you can see God in your heart
 3. b. nowhere
 4. a. garlands
 5. a. joss sticks
 6. c. God
 7. c. useless
 8. b. heart
- B)**
1. The poet did not find God in the temple.
 2. The poet is searching for God.
 3. In sculptures and paintings.
 4. The painting was beautifully wrought.
 5. The Lord is wonderful.
 6. The poet did not see the helper in times of need.
 7. The famous dance hall is in the city named Tillai.

8. According to the poet, it is useless to worship the lovely things.
9. According to the poet, the God is within the hearts of human beings.
10. One can see God in the temple only when he sees God within him.
11. The poet called himself poor because he did not see the treasure of one's hand.

C)

1. full, total
2. hunt, look
3. reputed, popular
4. stray, wander
5. encounter
6. increase, addition
7. value, prize, wealth

4.7 Exercises:

1. Answer the following questions in 3 or 4 sentences.

1. How is it possible to see God within us and inside the temple?

Ans: The poet Desika Pillai, firmly states that the existence of God one can feel within one's heart and not in the world outside. It is not possible to find the existence of God inside the temple.

2. Where did the poet try to find God? Did he succeed in it?

Ans: The poet tried to find God in various ways. He searched at the entire temple, holy tank, the street, sculpted figure, a city Tillai etc. He did not become succeed in finding the God.

3. Why could the poet not find God?

Ans: The poet could not find the God wherever he went in search of Him. There were painted sculpted figures, joss sticks, lights and worshipping of lovely things but it was no use. According to the poet, God is within the heart of human being.

4. How is it possible to see God within us and inside the temple?

Ans. : The poem "Offering in the Temple" by Desika Pillai speaks about the existence of God. The poet believes that God exists, but cannot be seen in outward display of devotion like sculptures, paintings, incense burning, singing prayers and such things. But one can see God within one's own heart and if he/she is able to find God within, he/she will see it even in temple, because God is everywhere, omnipotent (all powerful. and omnipresent)

5. Where did the poet try to find God? With what success?

Ans. : The poet was looking for God in various places. He went through the temple and its spires, the holy tank, the roads through which the chariot moved, the sculptures, paintings, gold, jewels, scented garlands, incense sticks and sacred lights but God was nowhere to be seen. Even in the famous dance hall in Tillai the God was not found.

6. Why could the, poet not find-God?.

Ans.: The poet looked for God in various places including the temple, the spires, the prayers, the streets over which the chariot moved and sculptures and paintings. But wherever he searched, he failed to find God, because unless one finds God in one's heart one is not going to find it at any other places, he concludes. That is the theme of the poem "Offering in the Temple".

2. Write notes on the following in 7 to 9 sentences.

1. The Presence of the Divine

Ans.: The question whether God exists or not is being discussed for ages and still it is undecided. Various ways and means have-been applied to find God or at least to seek His presence. The poet gives a long list of the places he looked for the Divine presence. Some of them are the temple, the spires, the prayers, the streets. over which the chariot moved and sculptures and paintings. But wherever he searched, he failed to find God/ the Divine. Is it the fact then that the God does not exist? The poet gives the answer to the question in the last part of the poem. He points out that God is present in everybody's heart. If one can see Him in the heart one can find God even in temples.

2. The theme of the poem “Offering in the Temple”

Ans.: The poem "Offering in the Temple" highlights the fact that God is present but we cannot see Him even if we search the temples, the spires, the prayers, the streets over which the chariots move, sculptures and paintings. Such search is futile unless one sees God within one's heart. The poet tells how he failed to find; God even after his long and tenacious search. He failed because he did not find it in his heart. That is the abode of God, he states. The theme of the poem can be stated as: The dwelling place of God is the heart of man and He lives in every man's heart. Unless one finds God in one's heart, he will not be able to see Him anywhere else, however one tries.

3. Explain “God is within us”

Ans.: The theme of the poem “Offering in the Temple” is the presence of God in this universe. If you look for God around you, you will not find Him, till you find Him in your own heart, says the poet. It in this respect the statement “God is within-us” comes. A person's heart or mind is the; dwelling place, the abode of God, the poet states. We will not be able to see God anywhere else unless we find Him in our hearts. And this is not going to happen by giving offerings in the temple. All you need is faith, belief in the presence of God within you, he states. The God resides within us, but unfortunately we look for Him outside, he regrets.

4. The title “Offering in the Temple”

Ans. : The title “Offering in the Temple”, we think is a bit confusing at the outset, because the poet, during the entire poem, makes no offering to any god in any temple. The poem is simple; and presents no problems for the readers and yet the title baffles us. The poem talks about the various places the poet visited in search of God and his failure to find him. Well, actually a person searches God most of the times when he/she has to appeal, demand or seek something from the God. And that probably is the thing that the title suggests. The person looking for god was hoping to win His favours by offering him something. Even the incense burned and the joss sticks and lights waved are a part of that offering and it is in this sense that the title can be seen.

C) The Felling of the Banyan Tree

Dilip Chitre

4.0 Objectives

4.1 Introduction

4.2 Poem

4.3 Terms to Remember

4.4 Summary

4.5 Skimming and scanning questions

4.6 Key to Self-assessment questions

4.7 Exercises

4.0 Objectives

Student will understand

- the importance of environment
- relation of man and nature

4.1 Introduction:

Dilip Chitre was born in Baroda. He wrote poems in Marathi and English. He is one of the major post modern poets in Marathi literature. He depicted the village and cultural life of Marathi people through his poems that left a great impact of the development of Marathi literature in particular and Indian literature in general.

His literary works are celebrated with national and international awards like Sahitya Akadamy for his Marathi Poetry. His translation works of Saint Tukaram's Abhangs is known as his greatest literary works.

To learn his poems becomes a journey to culture and traditions through his images. The present poem The Felling of the Banyan Tree is published in his work *Travelling in a Cage* in 1980.

4.2 Poem:

My father told the tenants to leave
Who lived on the houses surrounding our house on the hill
One by one the structures were demolished
Only our own house remained and the trees
Trees are sacred my grandmother used to say
Felling them is a crime but he massacred them all
The sheoga, the oudumber, the neem were all cut down
But the huge banyan tree stood like a problem
Whose roots lay deeper than all our lives
My father ordered it to be removed
The banyan tree was three times as tall as our house
Its trunk had a circumference of fifty feet
Its scraggy aerial roots fell to the ground
From thirty feet or more so first they cut the branches
Sawing them off for seven days and the heap was huge
Insects and birds began to leave the tree
And then they came to its massive trunk
Fifty men with axes chopped and chopped
The great tree revealed its rings of two hundred years
We watched in terror and fascination this slaughter
As a raw mythology revealed to us its age
Soon afterwards we left Baroda for Bombay
Where there are no trees except the one
Which grows and seethes in one's dreams, its aerial roots
Looking for the ground to strike.

4.3 Terms to Remember:

Tenants : people who live on rent
Sacred : holy

Felling	: cutting
Massacred	: cut down
Scraggly	: thin
Aerial roots	: roots growing in the air
Seethes	: extremely excited

4.4 Summary:

Through his poem, 'The Felling of the Banyan Tree,' Dilip Chitre has expressed his concern over ecology and his grave concern for nature. The poem, "The Felling of Banyan Tree" is a silent protest against the disregard for moral values on which our traditions were built upon and which are now considered as 'age old values'.

Chitre has expressed his resentment through the poem in which he speaks of his father's decision to ask the tenants living in the surroundings of his house, to evacuate and the structures to be demolished just keeping their house intact, and of course the trees though temporarily. Though the poet's grandmother said that 'trees are sacred and felling them is a crime,' the poet's father paid no heed to the religious sentiments of the poet's grandmother and brought down all the trees. The legends that surround these trees are, these trees are considered extremely relevant and holy in Hinduism. Cutting trees is considered a sinful act as they are worshipped according to the Holy Scriptures. Even now also in our society, the 'raw mythology' stands excessively relevant. Thus the poet tries to emphasize on the religious sentiments of the old folks like his grandmother.

The aerial roots of the trees drooping from above in an effort to touch the ground proves the existence of the tree through decades and years. The poet witnessed the massacre of the tree which he calls 'slaughter' with great horror, and then leaving for Bombay soon which was quite different from Baroda in respect of the growth of trees. There are no trees in Bombay except the one which is carried by him from Baroda in his faded dreams. The memory of the Banyan tree in his own garden flashes in his mind and he personifies the tree by saying that this is the tree that grows in one's dreams (i.e in poet's dreams) and says that it boils (seethes) in anguish as it has been cut down.

The poet lays utmost stresses on the age old customs, and expresses his concern, anguish and resentment for mistreating and disregarding the moral values of our traditions through his verses in his poem, “The Felling of Banyan Tree”.

4.5 Skimming and Scanning questions :

A) Rewrite the following sentences choosing the correct alternative from those given below them and complete the sentences.

1. The tenants were asked to leave because.....
 - a. they did not give their rent regularly
 - b. they were reluctant to increase the rent
 - c. the father wanted to destroy the buildings
 - d. the buildings were to be renovated
2. The grandmother used to say that.....
 - a. trees are sacred and felling them is a crime .
 - b. trees are green and felling them is a crime
 - c. trees are sacred though felling them is simple
 - d. trees are sacred and felling them is a cruel act
3. The huge banyan tree was a problem because.....
 - a. it had entered the speaker's building
 - b. it was huge and. wide
 - c. it was partly in other's property
 - d. it posed the danger to the roof if it feel on it
4. people were working on the tree for several days.
 - a. Fifteen b. Fifty c. Fifty-five d. Fifty plus
5. The age of the banyan trees was.....
 - a. less than two hundred years b. exactly two hundred years
 - c. more than two hundred years d. around two hundred years

6. In Bombay, the speaker says, there are trees..... .
- in man's dreams
 - big gardens
 - selected places
 - on both sides of the roads

B) Answer the following questions in a word, a phrase or a sentence.

- Who lived in the houses surrounding the speaker's house on the hill?
- What were demolished one by one?
- Who used to say "Trees are sacred"?
- Why did the poet's father ask the tenants to leave?
- How many days did they take to cut its branches?
- How was Bombay different from Baroda?
- What was the circumference of the trunk of the banyan tree?
- What is the speciality of a banyan tree?
- What was the height of the banyan tree?
- How many people chopped the massive trunk?
- Who said that feeling trees is a crime?
- Which of the following is not word used in the poem to describe the cutting of the Bunyan tree: kill, massacre, chop, demolish, fell, saw off, cut.
- Why does the poet use verbs like massacre and chop?
- What tells us the age of a tree?

C) Vocabulary Exercises.

Complete the following table filling in the gaps where possible.

Noun	Verb	Adjective	Adverb
--	to ring	ringing	ringingly
scrag	scrag	scraggy	--
fascination	fascinate	--	fascinatingly

4.6 Key to self assessment questions:

Section I:

- A)
1. c. the father wanted to destroy the buildings
 2. a. trees are sacred and felling them is a crime .
 3. b. it was huge and. wide
 4. b. Fifty
 5. b. exactly two hundred years
 6. a. in man's dreams

B)

1. Tenants.
2. Structures.
3. Grandmother
4. He wished to demolish the houses.
5. Seven.
6. There were no trees in Bombay; they were only in dreams.
7. Fifty feet.
8. Its scraggy aerial roots.
9. Thirty plus feet.
10. Fifty.
11. Grandmother.
12. Demolish.
13. To suggest that felling a tree is as serious a crime as murder.
14. The rings on the trunk.

C) Vocabulary Exercises.

ring

scraggly

fascinating

4.7 Exercises:

Q .1. Answer the following questions in 3 or 4 sentences.

1. What was a crime according to the poet's grandmother?

Ans.: The poet's grandmother seems to be a god-fearing woman. ; She often used to say that trees like sheoga, oudumbar, and neem; were sacred and so it was a crime to cut them down. Her approach to trees is thus religious and she thought in terms of sin and virtue: However, her objection went a begging and her son, the poet's father cut down all of them including the Banyan tree, thus grieving his mother.

2. Why did the Banyan tree stand like a problem?

Ans.: The Banyan tree was very huge in size and height. As the poet tells us it stood three times taller than their house. Its roots, he says, had gone deep in the soil. The main stem, that is,; the trunk of the tree had a circumference of fifty feet and its scraggly aerial roots fell to the ground from thirty feet or more. From all this description the poet highlights the fact that killing this particular tree was a pains taking and long lasting job. The poem is about this job.

3. Describe in brief the cutting of the Banyan tree.

Ans. : The father of the poet gave orders to cut down the Banyan tree. Fifty people with axes were engaged for this work. First they cut off the aerial roots and the branches. This took them seven days. Then they attacked the stem/trunk. They chopped and chopped the massive trunk for days and finally the tree was on the ; ground. A huge pile of wood was made on the ground. The poet: says that even then the work was not over, because the roots had to be uprooted and then only, the work would be over.

4. What was done before the felling of the Banyan tree?

Ans: The poet's father lived in Baroda. There he had a big area where there were many houses. He lived in one of them and the other houses were given on rent. One day he asked the tenants to vacate their houses near the house of the poet's father where he lived with his family. All these houses were on a hill. Then all these structures were demolished one by one before the operation of felling trees began. The Banyan tree was the last to be cut down and the poem is mainly about that tree.

5. How does the poem "The Felling of a Banyan Tree" comment on the modern man's search for roots?

Ans. : The Banyan tree in the poem "The Felling of a Banyan Tree" symbolizes the loss of ecological relationship between man and nature. People living in cities like Baroda and Mumbai have become cruelly practical. Now we rarely find big trees in big cities as the land is occupied by concrete buildings and asphalt roads. Why the father of the poet gave orders to cut all the trees around the house and demolish the houses is anybody's guess. But that speaks of the selfishness and recklessness of man and his destruction of nature, of the ecological balance.

6. How did the felling of the Banyan tree affect the life on it?

Ans. : The father of the poet gave orders to cut down all the trees including the huge Banyan tree. This was bound to affect the life that depended on these trees. For example there were nests of birds on the tree. There might be eggs laid in them. But as the branches were cut off, the birds became shelterless and had to leave their habitation and go in search of other shelter. What was true about the birds was also true about other creatures and animals like insects and monkeys. They lost their shelter and had to go away in search of a new one.

7. What is Dilip Chitre's approach to the felling of trees?

Ans. : The poem "The Felling of the Banyan Tree" tells how his father took the decision to demolish the houses and cut down all trees in his plot. The poet especially describes the process of cutting down the Banyan tree. The way he describes makes us aware that he did not like the act and looked at it as a sin. He believed, like his grandmother, that trees are sacred and felling them is a crime, a crime that is taking place every day around us. He is opposed to this and that is why he uses words like massacre, chop to underline his opposition. The last couplet brings to our mind his feeling more powerfully.

Q.II. Write notes on the following in 7 to 8 sentences.

1. The Banyan tree :

Ans.: The poet Dilip Chitre has given a detailed description of the Banyan tree. It was a huge tree with its deep roots. The tree was three times taller than the house he lived in. The scraggy aerial roots fell to the ground. It means they were on the way to turn the stem of the tree. The circumference of the trunk is fifty feet

and the branches has spread so wide that the choppers took seven days to cut them off. Fifty men were chopping the massive trunk we are told. The tree revealed its age through the rings in the trunk and it was more than 200 years.

2. Reactions of different characters to the Felling of the Banyan tree:

Ans. : Dilip Chitre records the reactions of the people in the house to the decision of cutting down the trees, especially the Banyan tree. The father decided to demolish the structures and fell all trees in his plot. He took the decision because he wanted to sell it and cleaning it would bring better price, he felt. The grandmother was opposed to it, though her opposition made no impact. She said that trees are sacred and felling them is a massacre and a crime against God. The poet too did not like the felling, though he could not oppose his father, because he was too small. But from the last couplet one can see that the fact always remained in his mind and troubled him.

3. The message of the poem “The Felling of the Banyan Tree”: Chitre's feelings about felling trees :

Ans.: Chitre's poem “The Felling of the Banyan Tree” is an eye opener for the readers. When we read it, we become immediately aware of his opposition to the felling of trees. The words like ‘kill’ and ‘massacre’ indicate that he looks at it as a crime- as serious a crime as murdering a human being. Murdering a man is easy, but murdering a tree is not easy. It takes long time and hard work. The poet echoes the view of his grandmother who said that trees are sacred and we don’t kill sacred things. He agrees with her that felling a tree is a crime. The message of the poem is crystal clear: “Save trees. Don’t kill them. Don’t commit that crime.”

4.8 Reference for further Study:

- 1) *An Anthology of Marathi Poetry* (1945–1965) (Editor), Nirmala-Sadanand, Mumbai, 1968



Module 5

A) Business Correspondence

Contents :

5.0 Objectives

5.1 Introduction

5.2 I Structure of Business letter.

Self- check progress-I

II Types of Business letter

Self - check progress-II

III Mass Communication Circular letter

Self - check progress-III

IV Social Communication letters to maintain Good will

Self- check progress - IV

5.3 key to self-check exercises

5.4 Summary

5.5 Exercises

5.0. Objectives:

After studying this unit, you will be able to :

- learn the use of English for business Correspondence
- learn the polite use of English in the business correspondence.
- learn the Business letters.
- learn the circular letters.
- learn communication letters to maintain Good will

5.1 Introduction:

Communication through exchange of letters is known as correspondence we communicate our feelings, thoughts, etc. to our friends and relatives through letters that may be called personal correspondence. A businessman also writes and receives letters day to-day transactions, which may be called business correspondence. Business correspondence means the exchange of information in a written format for the process of business activities. A business letter is a form of communication. It is written by an authorized person or an organization. Business correspondence takes place between organizations or between the customers and the organization.

Now-a-days business operations are not restricted to any locality, state or nation. Today production takes place in one area but consumption takes place everywhere. Since the businessman as well as customers live in far off places they don't have sufficient time to contact each other personally. Thus, there arises the need for writing letters. Now the importance of letters has increased because of vast expansion of business, increase in demand as well as supply of goods. The importance of business correspondence are- Maintaining a proper relationship, serves as evidence, Create and maintain goodwill, Inexpensive and convenient, Formal communication, Independent of interpersonal skill, help in expansion of business

Business letters are the most formal method of communication following specific formats. They are addressed to a particular person or organization, a good business letter follows the seven C's of communication. They are- 1) Letter of Inquiry; 2) Letter of Claim/Complaints; 3) Letter of Application; 4) Letter of Approval/Dismissal; 5) Letter of Recommendations; 6) Letter of Promise.

Modernization has led to the usage of new means of business correspondence such as E-mail or Fax.

5.2

I Structure of Business letter:

A business letter has a distinctive structure and appearance. It distinguishes the structure, layout and form which are well established by convention and practice. Each of the parts has a specific style, position and function. A letter is usually an organization's first visual contact with another organization or person. So it makes an important impression.

An official letter looks different from a personal letter and from other types of business document. The structure of a business letter has a number of elements or parts. The seven elements that normally appear in every letter are fixed location on the sheet. The main parts of the letter are heading, date, inside address, salutation, body of the letter, complimentary close and typical signature. In addition to these, some other details are included in some letters are : your reference number, our reference number, attention line, subject line, identification marks, enclosures. Let us now briefly discuss about the different elements/parts of business letter. The essential parts of a business letters are as follows:

i) **Heading**: The heading of a business letter usually contains the name and postal address of the business, E-mail address, Web-site address, Telephone Numbers, Fax number, Trade Mark or Logo of the business (if any). The heading is normally printed or typed in the middle of the page.

ii) **Date**: The date is normally written on the right side corner after the heading as the day, month and year. Dates are written in various ways. Some examples are like in British practice, 28th February, 2017 or in American practice, February 28, 2017; or Modern practice is 28-02-2017.

iii) **Reference Number**: Reference number is also an important part of the letter. And it should be properly placed. It indicates letter number and the department from where the letter is being sent and the year. It helps in future reference. This reference number is given on the left hand corner after the heading. Some companies include both, *Our Ref. No.* and *Your Ref. No.* in their letter. For example, we can write reference number as *AB/FA Dept. 20016/25*.

iv) **Inside Address**: Inside address contains the name and address of the company or the firm or a person to whom the letter is to be sent or who receives the letter. It also contains the full name/designation and business address of the person. This is written on the left hand side of the sheet below the reference number. Letters should be addressed to the responsible head e.g., The Secretary, the Principal, the Chairman, the Manager, etc.

v) **Subject**: It is a statement in brief, that indicates the matter to which the letter relates. It attracts the attention of the receiver immediately and helps him to know quickly what the letter is about. An indication of the subject of the letter may quicken its disposal. Usually it is typed and double-spaced between the salutation and the first

line of the body of letter. The word 'subject' is followed by a colon and then the matter is indicated. It is like the title of a report indicating the contents. For example:

Subject: Your order No. C 317/8 dated 12th March 2016.

Subject: Enquiry about Samsung Television.

Subject: Fire Insurance Policy.

vi) **Salutation**: This is placed below the inside address. It is usually followed by a comma (.). The choice of salutation would depend upon your relationship with the receiver and the form of inside-address. If you are addressing an organization (company, society, association, club, agency) you use for example: Dear Sirs/ Dear Madam – for addressing a firm or company. Sir/Madam – for official and formal correspondence. If you are addressing the officer by name you may use any of these – Dear Rajesh/Dear Rajeshwari – (Informal), Dear Shri Rampal/Dear Smt. Seema – (Formal), My Dear Shri Raghvendra/ My Dear Smt. Shubhangi –(Semi-formal). The circulars sent for sales promotion or for promotion of data from a large population have salutations such as 'Dear Customer', 'Dear Reader', 'Dear Subscriber', 'Dear Member' etc.

vii) **Body of the letter**: This comes after salutation. The body contains the message of the letter. It is generally made up of three parts

(a) **Opening Part** – It is the introductory part of the letter. It is an introductory statement specifying the nature of the business or the occasion for writing the letter. In this part, attention of the reader should be drawn to the previous correspondence, if any. For example – with reference to your letter No. 360 dated 12th March 2016, I would like to draw your attention towards the new brand of Sedan Car.

(b) **Main Part** – This part usually contains the subject matter of the letter. It should be precise and written towards in clear words – the message that you are conveying along with essential details.

(c) **Concluding Part** – It contains a statement of the sender's intentions, hopes or expectations concerning the next step to be taken. Further, the sender should always look forward to getting a positive response. The concluding remarks indicate what action you wish the addressee to take. At the end, terms like – Thanking you, with regards, With warm regards may be used.

vii) **Complementary Close:** It is a formal and a polite way of ending a letter. It must be in accordance with the salutation. The first letter of the first word of a complementary close is written in capitals and a comma is put at the end of the last word. For example:

Salutation Complementary close

- i) Dear Sir/Madam Yours faithfully, or Your truly
- ii) Dear Mr. Raj Yours sincerely,
- iii) My Dear Akbar Yours very sincerely, (express very informal relations)
- iv) Dear Customer Yours sincerely,

Some organizations write 'Sincerely' or 'Faithfully' first and put 'yours' later.

ix) **Signature:** It is written in ink, immediately below the complementary close. As far as possible, the signature should be legible. The name of the writer should be typed immediately below the signature. The writer's designation/division/department is given below the typed name. For example:

Yours faithfully,
For M/S Acron Electricals
(Signature)
SUNIL KUMAR
Partner

xi) **Enclosures:** If the documents attached are important, they are specified. This is required when some documents like cheque, draft, bills, receipts, lists, invoices etc. are attached with the letter. These enclosures are listed one by one in serial numbers. For example :

- Encl. : i) Demand Draft No A 32926 dated 21 November, 2016
- ii) The list of goods received
- iii) A cheque for Rs. One Thousand dt. Feb. 27, 2016 (Cheque No ...) towards payment for goods supplied.

xii) **Identification Mark:** These are the initials of the typist, and they appear just above the 'Enclosure', if any. This is required when the writer wants to add something, which is not included in the body of the letter. It is expressed as P.S. For example :

P.S. – In our office, we provide two years warranty.

xiii) **Copy Circulation:** This is required when copies of the letter are also sent to persons apart of the addressee. It is done as C.C. For example :

- C.C.
- i) The Chairman, Electric Supply Corporation
 - ii) The Director, Hiranyakishi Foundation
 - iii) The Secretary, Sarvodaya Education Society

Self Check Progress-I

- i) Explain the essential parts of a Business Letter with the help of a specimen.
- ii) What is meant by business correspondence?
- iii) Write a brief note on the various types of business Letters.

II Types of Business Letters:

Business letter are written for the fulfillment of several purposes. The purpose may be to enquiry about a product to know its price and quality, availability, etc. This purpose is served if you write a letter of enquiry to the suppliers. After receiving a letter the supplier may send you details about the product as per your query. If satisfied, you may give order for supply of goods as per your requirement. After receiving the items, if you find that the product is defective or damaged, you may lodge a complaint. These are the few instances in which business correspondence takes place. Let us learn the details about some important business letters.

i) Business Enquiry Letter:

A letter of 'enquiry' is written to seek information from other organizations. Sometimes prospective buyers want to know the details of the goods which they want to buy, like quality, price, mode of delivery and payment, etc. They may also ask for a sample. The letter written to seller with one or more of the above purposes is known as enquiry letter. Each enquiry letter should be drafted keeping points in view are - 1) Indicate the nature of enquiry at the beginning 2) State reason for the enquiry 3) Clearly state what information you are seeking 4) Close with a statement which would elicit quick response

A Specimen Letter of Enquiry:

Bharat Trading Company 415, B Madhav Road, Sadashiv Peth, Pune – 5	
Tel. – (020)23241053	E-mail : btc_2005@gmail.com
<hr/>	
Ref. BTC/W/ 2016/211	Date : 15 th Dec, 2016
Sales Manager, Titan Quartz, Sona Towers, 71, Miller Road, Mumbai – 52.	
Subject: Enquiry about the price of watches.	
Dear Sir,	
We are dealing in retail trade of wrist watches. We would be interested in selling your products, Bharat Trading Company through our retail showroom.	
We understand that TATA has introduced new types of world class Titan Quartz Watches. We shall appreciate detailed information about each of the Titan Quartz Watches along with the illustrated catalogue and price-list. We also want to know about the guarantee for each of the quartz watches.	
Could you, therefore, send us your quotations and let us know the terms and conditions of the payments.	
We hope that this enquiry of ours will receive your prompt and best attention.	
Thanking you,	
Yours faithfully, For Bharat Trading CO. Sd/- (R. Somanath)	

Reply:

After receiving the letter of enquiry from a perspective buyer, the sellers supply the relevant information by a reply letter which is called a quotation letter.

TITAN QUARTZ Sona Towers. 71, Miller Road, Bangaluru – 560052	
Ref. SL/F 2016/12	Date : 4 th Jan, 2017
M/s Bharat Trading Company, 415, B, Madhav Road, Sadashiv Peth, Pune – 5.	
Subject: Your letter No. BTC/W 2016/211 dated December 15, 2016	
Dear sir,	
<p>Thank you for your enquiry of 15th December 2016...., for Titan Quartz Watches. We are happy to learn about your interest in world class quartz watches. We would be glad to meet your requirement of selling our watches in your retail showroom.</p> <p>Our quotations are given in the price-list enclosed. We have introduced an international collection of over 350 fine quartz watches pricing Rs. 380 onwards. With Titan Quartz, the customer has the Tata assurance of many years of faultless performance. Every Titan Quartz Watch is guaranteed for two years. Our after sales network offers service with speed and economy.</p> <p>We are confident that you will find price competitive and our terms and conditions reasonable. We look forward to meeting your requirement will have our prompt and careful attention.</p> <p>Thanking you.</p> <p style="text-align: right;">Yours faithfully, For Titan Quartz Sd/- (Des Gupta) Sales Manager.</p>	
Encl : Price List & Terms and Conditions.	

ii) Letters of Complaint:

In any business, there will be some mistakes and mishaps. You may not get the goods and services as you had expected and ordered. If things go wrong on your order, you have to inform the suppliers about the problem and see that the faults are corrected and adjustments are made. When a buyer discovers any mistake or discrepancy, he brings it to the notice of the supplier by writing a complaint letter. The following is a specimen complaint letter :

<p>Ferguson College Pune FC Road, Deccan Pune – 5</p>	
Ref. FCP/Lib/25/20016	Date : 2 nd January, 2016.
M/s Trinity Books Sellers, M. G. Road, Delhi – 110005.	
Subject: Regarding damaged books supplied.	
Dear Sirs,	
Thank you very much for the dispatched of 150 books for which we had placed with you an order in our letter dated 25 th November 2015.	
But, on opening the package, it is found that two copies of ‘Personnel Management’ and four copies of ‘Tempest’ are damaged. These books are so badly damaged that they are of no use to us.	
We request you, therefore, to replace them immediately or send us credit note for the account of six books. We shall return these damaged copies on hearing from you.	
Thanking you.	
<p>Yours faithfully, Sd/- Rajaram Savekar Librarian Ferguson College, Pune.</p>	

Reply:

<p>Trinity Book Stores M. G. Road, New Delhi – 5</p>	
Ref. TBS/ Sell/251/2016	Date : 07 th January, 2016.
<p>The Librarian, Ferguson College, Pune FC Road, Deccan, Pune – 5</p>	
<p>Subject : Damaged books.</p>	
<p>Reference : Your letter No. FCP/Lib/25/20016dated 2nd January, 2016.</p>	
<p>Dear Sir,</p>	
<p>We are sorry to learn from your letter of 2nd January 2016 that some of the books supplied to you were damaged when they reached you.</p>	
<p>We regret that you should have a cause to complain about the damaged books. We have already sent the replacement by a parcel post this morning. We hope the steps we are taking for improving the packing will ensure the safe arrival of all your orders in future.</p>	
<p>Thanking you.</p>	
<p>Yours faithfully, Sd/- N. Swamy Proprietor, M/s Trinity Book Stores.</p>	

Self Check Progress : II

- i) Subhash Textile Co, Ltd. Ichalkaranji is interested in buying twenty water coolers to be placed in different parts of the office and factory for use of employees. Write a letter of enquiry to be sent to six firms inviting quotations for the water-coolers.
- ii) Write a Reply to above Enquiry Letter.

- iii) Assume that 12 room-heaters out of 50 have been received by your firm in damaged condition from Jupiter Electricals Appliances Co. Ltd., 26 Park Street, Kolkata. As the Manager of your firm, write a complaint letter to the supplier, seeking replacement for the damaged goods. Imagine necessary details.
- iv) As Sales Manager of Jupiter Company, draft a reply offering replacement.

III Mass Communications: Circular Letters

When a businessman has to communicate a formal message to a number of customers, shareholders, suppliers, business friends, employees etc., he sends it through circular letters. It conveys the message about certain fundamental changes in the structure and policy of the business organization. It circulates the same message to all the receivers. Its subject-matter is of common interest to all the customers and other business associates. It is cyclostyled or printed on large scale because the same message is transmitted to several receivers. Circular letters are advantageous especially because it saves time and money. A large number of circular letters can be dispatched in a day.

Circular are also called Acknowledgement Letters. It must have an attractive style, effective language, appropriate meaningful and catchy words suitable tone and 'you' attitude. A circular letter introduces a new product or service. It contains a common message. Circular letters are sent out on the occasions - 1. Change in Address. 2. Opening of New Departments, Shops, Branches and Expansion of Premises. 3. Introducing a New Product. 4. Announcing Rise or Reduction in Prices. 5. Announcing the Agency Obtained. 6. Announcing Retirement or Death of Partner. 7. Admission of a New Partner. 8. Change in Constitution of the Firm.

Let us now have a look at some of these letters.

i) A Circular Letter Informing Change in Address :

<p style="text-align: center;">SHRI MARUTI-SUZUKI AUTO LTD. Old PB Road, Near Hotel Opal Kolhapur – 5 January 12, 2016.</p> <p>Dear Customers,</p> <p>We have pleased in informing you that from 1st February 2016 we are</p>
--

shifting to the following address :

Maruti-Suzuki Auto Ltd.,

Plot No. 1206, Shirolu M.I.D.C.,

New Highway, Kolhapur – 10

At our new premises, we have a spacious accommodation and all the necessary facilities to serve our customers. We look forward to your next visit to us at the earliest convenient time.

Please ensure that all your correspondence is sent to our new address. Our new Phone No. are (0230) 2462757/8/9.

Thanks.

Your faithfully,
M. K. Desai
Manager
Maruti Suzuki Ltd.

ii) Circular Letter Informing Opening a New Branch:

NAYANA ELECTRONICS
5, Vidyanagar, Vinayak road,
Mumbai – 58

Date : 28th July, 2016.

Gentlemen,

We are pleased to inform you that we are opening a new branch of wholesale electronics store on 15th August, 2016. The name and address of the new branch is given below :

NAYANTARA ELECTRONICS

7, Vijaya Bazar,

Ferguson Road, Deccan, Pune – 20.

At this new branch, all our well-known goods and services will be available. As this place is spacious, we are able to receive our customers more conveniently

at the counter. We have also arranged customer's waiting room and show room at this branch. Our branch manager Mr. S. K. Desai and his assistants eagerly await your visit. They will be very happy to receive you at the counter.

For Nayana Electronics,
S. K. Desai
Manager.

iii) Circular Letter Announcing the Retirement of a Partner :

PATEL, PRASAD AND CO.

Babubhai Bhulabhai Road, Mumbai – 15

20th Feb, 2017.

Dear Sir/Madam,

We regret to inform you that Mr. J. N. Patel, an active and valued partner of this firm is retiring due to old age. Mr. Patel had been working with us for last twenty-five years and he is quite familiar to our customers. His pleasant, courteous and friendly nature had made him popular. But, in recent past, his family doctor has asked him to take complete rest due to his ill-health. However, he will be associated with our firm in an advisory capacity.

Though Mr. Patel has retired, the firm will continue to do business under the same old name. His son Mr. Harshad Patel will sign as the Manager Partner. He is a young man with innovative. He will be filling the vacancy created by his father. We request you to extend your usual patronage to us.

Yours faithfully,
P. L. Prasad
Managing Partner
Patel, Prasad and Co.

iv) A Circular Letter Informing Increase in Price :

<p style="text-align: center;">RAJ ELECTRICALS AND CO. Shop No 16, Chhatrapati Shahu Cloth Market, Laxmipuri, Kolhapur</p> <p style="text-align: right;">10th June, 2016.</p> <p>Gentlemen,</p> <p>We are thankful to your performance for our electrical goods. As you know we always keep on improving the quality for our products and our services. Now we have been striving to give you better and still better models of LED Bulbs and Tubes. You will be glad to know that for the increase in production and quality control, we have improved latest technology. This has resulted in marginal increase in our prices ranging 10% to 15% on the items shown in the enclosed price-list.</p> <p>We are confident that this marginal increase in prices will not affect our business relationship.</p> <p>We look forward to your continued patronage.</p> <p>Thanking you.</p> <p style="text-align: right;">Sincerely yours, Mr. Raj Shaha Manager, Raj Electricals and Co.</p>

Self Check Progress : III

- i) Draft a circular letter announcing expansion of business and opening of a new branch at Pune Aundh. Imagine all the necessary details.
- ii) Write a circular letter announcing retirement of the Founder Partner Mr. J. R. Ghatage who is the old partner of Messrs. Ghatage Patil and Company, Kolhapur.

- iii) Force Motors, Pune has decided to shift the Main Sales department from Udyam Nagar to Shirol MIDC Industrial Area. Draft a circular letter announcing shifting of the location. Imagine necessary details.
- iv) M/s. Bharat Enterprises announces the death of a partner, Mr. J. M. Patel – who was one of the founder partners of the firm. Draft a circular letter announcing death of this partner.

IV Social Communication Letters to Maintain Good Will:

Businessmen have to write a number of letters relating to their own and organization's social life. Most persons are members of professional organizations of fraternities; as office-bearers or committee members. They have to write letters to fulfil social obligations which may not be directly related to your professional work. Nonetheless, writing such letters is essential to maintain smooth and cordial relationship with their counterparts in other organizations and also with employees of their own organization. Letters of congratulations, thanks and appreciation; of recommendation, introduction, inviting; of sympathy, regret and condolence; are some kinds of social correspondence.

The public letters are also called social letters. The Public Relations Department works to build goodwill. The public letters are addressed to business associates, colleagues, and friends. Let us study some of these types.

i) Letters of Congratulations:

The letter below is example of honesty felt joy in another's success. The letter addressed to a customer who gets elected as a President of Mumbai Chamber of Commerce.

GANESH SOFTWARE M. G. Road, Ganpati Peth, Andheri West, Mumbai – 88	
	28 th July, 2017.
Dear Mr. Bose, I have been glad to know this morning that your election as president of	

Mumbai Chamber of Commerce. Congratulations on this splendid recognition of your ability. It shows the high esteem in which your fellow businessmen hold you.

From our close relationship with you for almost twenty years, my colleagues and I know how well suited you are for this important work. We are sure your term of office will be one of the great values to the business community.

Thanking you.

Sincerely yours,
R. Prasad
For Ganesh Software,
C.E.O.

A congratulatory letter need not contain the word “Congratulation.” It can convey the message by its tone and the manner in which it takes note of the achievement.

Reply:

29th July, 2017.

Dear Mr. Prasad,

Thank you very much for your good wishes. The kind thoughts of friendslike you would help me in discharging my duties efficiently in my new position. I hope I would be able to meet the expectations of the new assignment and maintain the high standard of professional excellence established by my predecessors.

With kind regards,

Yours sincerely,
L. P. Bose.

ii) Invitations :

22nd June, 2016.

Dear Shri Kumar,

Could you please give us the pleasure of your company at lunch on Sunday 27th January, 2016, at 1 p.m.?

We have arranged it at Volga on Clive Road. I have asked a few other common friends to join.

Please do reply or just confirm on the phone your acceptance.

With best wishes,

Yours sincerely,

Sumant Singh

Acceptance:

25th Jan, 2016.

Dear Shri Singh,

Many thanks for your invitation to lunch. I shall be happy to have it with you on 27th January. I look forward to meeting you and other friends.

With best wishes,

Yours sincerely,

D. Kumar.

Regret:

25th Jan, 2016.

Dear Mr. Singh,

Thank you very much for your invitation to lunch on 27th January. I am afraid I would not be able to make it as I shall be out of town on that date for important business meeting.

I know I am going to miss the delicious food of Volga and the warmth of your company. I hope I can look forward to some such occasion in future.

With best wishes,

Yours sincerely,

D. Kumar.

iii) Letter of Thanks:

When someone has rendered a service or participated as a guest in a programme, then courtesy requires that a “thank you” letter should be sent immediately after the event. The following is a specimen :

20th Aug, 2016.

Dear Dr. Thakur,

I write on behalf of Dr. Ghali College, Gadhinglaj, to express our sincere appreciation of your time and trouble in participating in our Workshop on “Challenges before Super Power India” on last Friday. The fact that you have changed your other appointments to be with us, speaks highly of your commitment to the education and training of young people.

We do hope you will honour us with your presence again at similar programmes.

With best regards,

Your sincerely;
Shri. M. A. Patil
Coordinator

iii) Letter of Appreciation:

Everyone likes to receive a letter of ‘appreciation’. Such letters do a great deal for the spirit of understanding. Letters of Appreciation should be written with genuine and sincere feelings. They are similar to “Thank You” letters.

Mohite Textiles Ltd.

D-2 MIDC Shirol,

Kolhapur -12

15th Dec, 2016.

Dear Mr. Shastri,

Thank you very much for the excellent exposition of the subject of Training the Office People, during the fifteen-day course you gave. We have gained much that will be useful to us in our career. Above all, we appreciate the patience and the skill with which you ensured that each participant went through some practical experience.

We once again highly appreciate for your professional services and the good will you have earned for our organization. Among the things, we carry back with us is the remembrance of your interesting and informative lectures.

We look forward to meeting you soon.

With warm regards,

Yours sincerely,

R. Y. Shinde

Manager

For Mohite Textiles.

iv) Letter of Condolence and Sympathy:

Letters of condolence express one's sympathy with the relatives of the deceased. These letters are to be written soon after misfortune of any kind or the sad news of the death of a person. The letter of condolence should be short and simple. It may include a suitable tribute, or a few words of praise for the person whose death has occurred. It is addressed to an employee or to another businessman or business associate. The following is a specimen:

a) Letter of Condolence on the death of an Employee

22nd Feb, 2016.

Dear Smt. Khandelwal,

It is with great grief and shock that I learnt about the passing away of your husband. We know that he had been ailing for some time but none could imagine that he would suddenly leave for heavenly abode.

My feelings of grief and anguish are shared by my colleagues and all those who knew him. They join me in conveying to you our heartfelt condolence. We pray to God to grant you fortitude to bear the irreparable loss.

Please accept our deepest sympathies for the death of a fine man. May God rest his soul in peace.

I am here enclosing a copy of the Condolence Resolution passed by the Employee's Union of the Company.

With kind regards,

Yours sincerely,
Shantanu Dutta.

Reply:

26th Feb, 2016.

Dear Shri Dutta,

Thank you for your letter conveying your sympathy at the loss of my husband. It gives me some comfort to know that so many of you share my grief and stand by me and my family in this hour of sorrow.

With kind regards,

Yours sincerely,
(Smt.) Deepa Khandelwal.

b) Letter of Sympathy:

27th Aug, 2016.

Dear Mr. D'Souza,

I was very sorry to learn that you had to be hospitalized yesterday. I do hope that you will be feeling better by the time you get this note.

An active person like you will be impatient to get back to normal activity, but I am sure you will also realize the importance of complete rest until you get back your strength.

My best wishes for your speedy recovery. We are all with you in this hour of need.

With kind regard,

Sincerely yours,

B. M. Sihna

Self Check Progress- IV

- i) The Chief Accountant of your firm lost his son in an accident. Write a letter of condolence to be sent to him as the owner of the firm.
- ii) A senior Salesman of your company has had a bad accident at Sangali while on a sale visit, and has been hospitalized there. Write a letter assuring him of all care of himself and attention to his family's needs.

5.3 Key to self-check Progress.

Self check I

I) The essential parts of a Business letter with the help of a specimen

Q. Write a letter to book hotel accommodation for the guests of your company.

You are the manager of Aradhana Auto-mobile company Ichalkaranji. You can reserve accommodation for your guests for business correspondence.

- 1) Use letter format /letter pad/Name of the company

letter format	ARADHANA AUTO MOBILE COMPANY ICHALKARANJI 416115.
	Outword No.216.2018-19 Date.10/12/2018.
Address	The Manager, Hotel Rajadoot, Ichalkaranji.
Subject	Sub : Regarding to book hotel accommodation
Salutation	Sir,
Main body	Kindly reserve a VIP suite for our guests for 2 days from 2 nd Jan, 2018 to 3 rd Jan, 2018. The suites is being booked for Mr. and Mrs. Hirachand Bargale, who will arrive at the hotel 2th Jan at 8 am and will stay until 4 th morning. You are requested to charge our account with you for the expenses and the room charges.
Closing	With regards, Yours faithfully, Manager, HR. Aradhana Automobiles. Ichalakaranji.

II) Business Correspondence means the exchange information in a written format for the process of business activities Business Correspondence Communication through exchange of letter is know as correspondence.

Business correspondence can take place between organizations, within organizations or between the customers and the organization. The correspondence refers to the written communication between persons.

A business correspondence has number of importance. Its most important feature is to ease of reaching and communicating with different parties. It is not always possible to meet persons, face to face. A business correspondence helps to meet some organizational goals.

The five most common types of business correspondence

- 1) Internal correspondence
- 2) External correspondence
- 3) Sales correspondence
- 4) Personalized correspondence
- 5) Circulars

There are many standard types of business letters

- 1) Sales Letters
- 2) Order Letters
- 3) Complaint Letters
- 4) Adjustment Letters
- 5) Inquiry Letters
- 6) Follow - Up Letters
- 7) Letters Of Recommendation
- 8) Acknowledgement letters.

III) Types of business letters

Business letters are written for the fulfillment of several purposes. The purpose may be to enquire about a product to know its price and quality, availability etc.

This purpose is served if you write a letter of enquiry to the suppliers. After receiving a letter the supplier may send you details about the product as per your query. If satisfied, you may give order for supply of goods as per your requirement. After receiving the items, if you find that the product is defective or damaged, you may lodge a complaint. These are the few instances in which business correspondence takes place.

The term 'business letters' refers to any written communication that begins with a salutation and with a signature and whose contents are professional in nature. Historically business letters were sent via postal mail or courier, although the internet

is rapidly changing the way business communicate . There are many standard types of business letters.

a) Sales letters :

These letters include strong calls to action, detail the benefit to the reader of taking the action.

b) Order letters :

These letters must contain specific information such as model number, name of the product, the quantity desired and expected price.

c) Complaint letters :

A buyer discovers any mistake or discrepancy, he brings it to the notice of the supplier by writing a complaint letter.

d) Adjustment letters :

An adjustment letter is normally sent in response to a claim or complaint

e) Inquiry letters :

Inquiry letters ask a question or elicit information from the recipient.

f) Follow-up letters :

Follow-up letters are usually sent after some type of initial communication. These letters are a combination thank you note and sales letter.

g) Letters of recommendation :

This type of letter is usually from a previous employer or professor, and it describes the sender's relationship with and opinion of the job seeker.

h) Acknowledgment letters :

Acknowledgment letters act as simple receipts.

i) Cover letters :

Cover letters usually accompany a package report or other merchandise. These types of letters are generally very short and succinct.

j) Letters of Resignation:

An employee plans to leave his job. A letter of resignation is usually sent to his manager.

Self check Progress-II

I)

**SUBHASH TEXTILE CO.LTD. Industrial estate,
Ichalkaranji, Dist. Kolhapur**

Outword No. 210/2018-19

Date : 1st Jan, 2019.

**The manager,
M/S Riya Arya Aqua Industries,
25, MIDC Kagal Hatkanangale,
Kagal - 416117.**

Sub: Inquiry about Riya Arya Aqua water co

Sir,

Our company is one of the leading company in Ichalkaranji. We would like to purchase twenty water coolers to be set up in various parts of our office. Therefore, we request you send documents regarding the available models, features and prize list and ablige.

with regards.

**Yours faithfully,
Sd/-
(A.B.Sharma)
Chief officer purchere**

II)

M/S RIYA ARYA AQUA INDUSTRIES

25, MIDC, Kagal-Hatakanagale, Kagal - 416117

Phone No.

Outword No. 87/2018-19

Date : 15th Jan, 2019

The Manager,

Subhash Textile Co.Ltd.,

Ichalkaranji - 416 115.

Sub: Your letter of Inquiry

Sir,

Thank you very much for your letter of inquiry in our water cooler.

We have five different models of water colores. we are sending the documents regarding the models, features and prize list. Thank you once again to show interest in our products.

With regards.

Yours faithfully,

Sd/-

A.Y.Patil

Supply Dept.

Encl.

- 1) Quotation of models
- 2) Prize list.

III)

YASH ELECTRICALS

9/63, Shivaji Peth, Pune

Phone No. 0230-24830210

Outword No. 416/2018-19

Date : 1st Feb, 2019

The Manager,

Jupiter Electricals Appliances Co.Ltd.,

26, Park Street, Kolkata.

Sub: Regarding damaged goods supplied.

Sir,

Thank you very much for the dispatch 50 room heaters for which we had placed with you an order dated 30/12/2018.

But, on opening the package, it is found that 12 room heaters are damaged. These heaters are so badly damaged that they are of no use to us.

We request you to replace them or send us credit note for the account. We shall return these damaged heaters.

With regards.

Yours faithfully,

Sd/-

Anil Shaha

IV) A reply Offering replacement.

Jupiter Electrical Appliances Co. Ltd.

26, Park Street, Kolkata

Phone No. 0230-2485422

Outword No. 213/2018-19

Date : 8th Feb, 2019

**The Manager,
Yash Electricals,
9/63, Shivaji Peth,
Pune.**

Sub: Damaged Goods

Ref. Your outword No. 416/2018-19 dt.01/02/2019

Sir,

We are sorry to learn from your letter of 1st Feb, 2019 that some room heaters supplied to you were damaged.

We regret that you should have a cause to complain about the damaged heaters. We have already sent the replacement by a parcel post this morning. we hope the steps we are taking for improving the packing will ensure the safe arrival of all your order in future.

With regards.

Yours faithfully,

Sd/-

Raju Sharma

Sales Manager

Self Check III)

I)

Popular Automobile
MIDC, Shirol, Dist.Kolhapur.
Phone No. 02304-992262

Outword No. 210/2018-19

Date : 23rd March, 2019

Circular

To : All the parties/Companies/Customers

We are pleased to inform you that we are opening a new branch on 1st April, 2019. The name and address of the new branch is given below.

Address :

Shri Popular Automobile,
8/716, Aradhana Complex,
Aundh, Pune - Phone No. 020-2551312.

Our all well-know goods and services will be available.

With regards.

For, Popular Automobile

Sd/-

P. S. Patil

Manager

II)

Ghatage Patil and Co.

Shivaji Nagar, Kolhapur.

Pin. No. 416007

Ph.No.0231-232040

Outword No. 217/2018-19

Date : 30th March, 2019

Circular

To : All the parties/Companies/Customers

We regret to inform you that the founder partner Mr.J.R.Ghatage is retiring on 31/01/2019. He had been working with us for last 30 years. His pleasant, courteous and friendly nature had made him very popular. However he will be associated with our firm in all advisory capacity.

The firm will continue to do business under the same old name. His son Hasmukh Ghatage will sign as the manager. We request you to extend your usual patronage to us.

With regards.

Yours faithfully,

Sd/-

S.R.Mohite

Managing Partner

III)

Force Motors Pune

9/31, Udyam Nagar, Kolhapur.

Phone No. 0231-248523

Outword No. 313/2018-19

Date : 15th March, 2019

Circular

To : All the parties/Companies/Customers

We are pleased to inform you that from 1st April, 2019. We are shifting to the following address.

Address

Force Motors, Pune

416, MIDC, Shirol, Kolhapur.

Ph.No.0231-2651314

We look forward to your next visit to us at the earliest convenient time.

With regards.

Yours faithfully,

Sd/-

M.R.Patil

Manager

Force Motors

IV)

M/s. Bharat Enterprises

13, MIDC, Kagal - Hatakanangale, Kagal.

Phone No. 0230-445421

Outword No. 228/2018-19

Date : 13th Jan, 2019

Circular

To : All the parties/Companies/Customers

We regret to inform you the sad demise of Mr.J.M.Patel who was one of the founder partners of our firm.

He has guided us from first day of our company. His valuable guidance to develop this firm. The firm can never forget his contribution. We express our deep regret.

With regards.

Yours faithfully,

Sd/-

Shri Patel

Manager

IV) Self Check

D)

Kiran Gas Agencies 8/6, Sambhaji Chowk, Ichalkaranji Phone No.0230-2483521	
Outword No. 317/2018-19	Date : 15th March, 2019
Mr.M.A.Patil, The Chief Accountant, Kiran Gas Agencies, Ichalkaranji.	
Sir,	
Today, I heard very sad news about your son has passed away in a accident. I pray to for rest of his son in heaven.	
He is a very kind son. He loves everyone. He supports in every critical matter. So, it is our great loss. Now you cure everyone in your family.	
We always with you!	
Yours faithfully, Sd/- Manager Kiran Gas Agencies	

II)

Raj Electrical Sales and Service Company

Shivaji Road, Kolhapur.

Phone No. 0231-248321

Outword No. 125/2018-19

Date : 9th May, 2019

Mr.S.A.Patil,

Kagal.

Sir,

I was very sorry to learn that you had to be hospitalized due to accident at Sangali. I do hope that you will be feeling better by the time you get this note. An active person like you will be impatient to get back to normal activity.

Accept my best wishes for your speedy recovery. we are all with you in this hour of need.

with regards.

Yours faithfully,

Sd/-

H.B.Shaha

5.4 Summary:

In this unit you learnt how to write business correspondence letters. There are two types of letters , personal or informal letters and business or formal letters. We communicate our feelings and thoughts to our friends and relatives through letters is called personal or informal letters. A businessman also writes and receives letters in day-to-day transactions which is called business letter. Business letters are the most formal methods of communication and follow specific formats. You have studied some letters of business letters, mass communication letters and social communication letters.

5.5 Exercises:

- i) Write a letter of Congratulations to Dr. R. S. Patil who was a Production Manager and has been promoted to the Post of Managing Director of the Godrej Food India Company.
- ii) Draft a circular letter announcing expansion of business and opening of a new branch at Gadhinglaj. Imagine all the necessary details.

B) Why Does The Child Cry?

Mulk Raj Anand

Contents

5.0 Objectives

5.1 Introduction

5.2 Text 1

5.2.1 section I

Check your progress I

5.2.2 section II

Check your progress II

5.3 Summary

5.4 Terms to Remember

5.5 Answers to check your Progress

5.6 Exercises

5.7 Writing Activities

5.0 Objectives :

After Studying this unit you will be able to

- how the innocent victims suffer most in absurd war.
- understand hunger, mother out of sight, lack of caressing and disregard make children cry.
- know help, support and psychological backing need the small boy.
- know the impact war on villages.

5.1 Introduction:

Mulk Raj Anand (1905-2004) -is an Indian writer in English. He was notable for his depiction of the lives of the poorest castes in tradition Indian society. He is

admired for his novels and short-stories, which have noted for their perspective insight into the lives of the oppressed and their analyses of impoverishment, exploitation and misfortune. Anand has published nearly forty books – fiction, non-fiction. He was a recipient of the civilian honour of the *Padma Bhushan* in 1966 and he also won *Sahitya Akademi Award* for his novel *Morning Face* (1968) in 1971. He is also the winner of the International Peace Prize.

Anand's *Best Indian Short Stories Vol. I* was edited by Khushavant Singh. The stories from this nine year tenure as editor of the *The Illustrated Weekly of India*, "Why Does the Child Cry?" is one of the best short stories. This story is no exception yet it is like no other story. Although narrated from the third person's perspective, the protagonist of the story is seven-year old of Abdul Latif who lives with his parents in a village in Bengal. It is a terribly sad heartbreaking story about senseless cruelty and how the innocent victims suffer most in absurd wars. Abdul was not mentally bright but he is very agile physically. He is all over the village and everybody loves him. He loves hunting birds and fishing with his friend Ali. One day Abdul comes home and finds his house is destroyed, he runs through the village and everywhere there are dead bodies. He has no understanding of the religious wars that were tearing apart the subcontinent. He begins to run through the village in a panic when he sees a tank, looking for his friend Ali who always helped him. The scenes he sees are depicted with great passion and

5.2 Text I : Section I

Abdul Latif, the potter's son was called Late Latif by everyone. The fact was that, at 11, he had the energy of a seven-year-old and could not walk quickly enough from home to school. Of course what he lacked by way of physical vitality he made up in mental agility. This lack had sharpened his curiosity about birds, which he wanted to catch and bring home as pets. So he lingered on the way from anywhere. But as he could seldom catch one these birds, he was always late. And then his other passion was to go fishing being a long business, he was frequently delayed.

On the day when they sang the *Bangala Desh* song of Tagore at the end of the school hours, Abdul Late Latif lingered in the school premises to write down the words, so that he could remember the whole poem by heart. He had the same feelings about the paddy-fields and the Padma and the fisherman's cries, as the poet had. But he had not found words of his own to explain to his father and mother why he had

stolen a papaiya from Jalal's garden; and how he had been nearly drowned in the river when his companion gave him a ducking; and how Ali had saved him. His waywardness had been dubbed as a kind of idiocy by his father, though his mother excused the slow crawl home of Abdul Late Latif, in spite of the anxiety she felt when he did not turn up until hours after hours the other boys.

As he hoped to recite to his mother the words of the Bangala Desh poem, he felt he had an ability today. Having copied the song, he salaamed his master, Ilias, solemnly and fairly ran towards home, a mile away. Even if they had opened a school in the Nadi Nagar hamlet of fishermen, where his father and mother made clay pots, he would still have preferred to walk to and back from school in the big village Rangpur, because Master Ilias recited new poems during every period, while there was no poetry in his native place except the fishermen's song, Hia, Hia, as they pulled the boats upstream.

"My Golden Bangala Desh" The word "golden" seemed to lift the broken-down huts of Nadi Nagar in his mind and give them charm which he had never felt before. And he was reconciled to the idea of reaching home sooner or later.

Meanwhile he decided, as usual, to drift towards the Padma to catch fish for the even meal. He sighted his friend Ali, the son of fisherman Zain-ul-Abdin, already proceeding towards a side figures and much despised by everyone except, by Abdul Late Latif.

"Oh Ali" Abdul shouted.

Ali did not stop.

"Oh Ali-i-i-i!" Abdul prolonged his shout after taking a deep breath.

Ali did not stop but began to run, taking cover behind the trunks of fallen trees on the track leading to the lagoon off the Padma.

In a panic of not knowing why his friend was evading him, Abdul began to run and chase Ali. He was soon out of breath, because his tubby little frame had never put in so much exertion. He stopped and shrieked : "Ali Ali ...e...ee! Oh Aleee!"

As Ali did not heed his call, Abdul looked hard at the dissolving figure of his school fellow and felt angry with frustration. That his friend, who usually waited at home to go fishing with him in exchange for the gram which he, Abdul, gave him, ignored him was something unusual. Abdul was sure that Ali had heard his call. He

even thought the fellow had turned round to look at him. But then the fisherboy had deliberately run away and was hiding somewhere. Perhaps he had stolen sweets from his mother's box and wanted to eat them alone. Abdul nearly wanted to cry.

He sat down on the stump of a tamarind tree which had been freshly cut down. He saw Ali ahead, jumping out from behind one felled banana tree after another.

But why had all the trees in the grove by lagoon been felled?

He craned his neck to look beyond the felled plantain trees to keep Ali within sight even though his friend had not stopped. The boy was still hopping from behind one shelter to another.

As soon as he had breathed, Abdul felt he would go and catch Ali.

Suddenly, he had the feeling that he was like one of his father's empty pitchers, which had cracked. He could not even make a sound. He remembered his father's words : "My son, you are as yet unbroken clay. We can fill you with empty words and you will remain intact. As soon as we fill you with water, you will begin to leak."

This reminded him that he had been asked to come direct from school and take the donkey with the loaded pitchers to Rangpur to Bania Mukhia's shop. Not to be able to catch fish—because Ali has deserted him—and to go back home to do the chores for his father irked Abdul. In his empty mind arose the verse which his mother always repeated after each fairy story :

Why does a child cry?

Oh why, oh child, dost thou cry?

Oh why does the ant bite me?

Oh why, oh why, ant, dost thou bite me?

Koot! Koot! Koot!

Mother was funny. She was illiterate. But she had told him more stories than Master Ilias had taught him poems.

"She does not know what she is saying," he acknowledged, "but she burrburrs like the water flowing in the mainstream of the Padma. She says it is a good thing to have no sense of why and how and what—but rely on Allah Mian!"

And her complaint against his father was that he had not brought her a mat to say five prayers all these years, nor taught her the suras of the Koran. Father said he was no need for prayers to Allah Mian. Why could not she pray to him?

As he had been brooding by himself, sitting on the stump of the tamarind tree, he saw the bulk of the tree further down, in a pit, and discovered a monstrous army tank, by the side which were two dead soldiers.

He got up and ran away.

“Ma!” His soul cried out. “Ma!”

He felt like a top spinning.

And yet he was moving towards Nadi Nagar. There were some uprisings of rubbish dump of the peasant’s manure, heaped up to put into the harvest. A startled peacock shrieked and flew, heavy-bottomed, up from a pit, from one empty paddy-field to another.

The evening light was enveloping the fields, making the cacti hedges like horny ghosts.

Self Check your Progress : I

Check your progress I

Complete the following sentences by choosing the correct alternative from the ones given below them.

- 1) Abdul Latif was called _____
 - a) Ali
 - b) potter’s boy
 - c) Late Latif
 - d) fisherman’s boy
- 2) Ali had stolen _____ from his mothers box, thought Abdul
 - a) Fish
 - b) sweets
 - c) gram
 - d) banana
- 3) Abdul Latif was always late to return house because _____
 - a) he like to watch the birds
 - b) he goes to catch fish
 - c) he goes along with teacher

- d) he completes his homework at school
- 4) Abdul's father was _____
- a) Potter
 - b) Coolie
 - c) Fisherman
 - d) A school teacher
- 5) Abdul Latifs best friend was
- a) Ali
 - b) Mother
 - c) Illyas
 - d) None of these
- 6) Abdul Latif is called Late Latift because _____
- a) His physical progress was very slow
 - b) He was often to late reach his school
 - c) He was late to reach his house after school
 - d) He took extra time to do any act.
- 7) The nonsense song that Abdul's mother song ended with _____
- a) La la la la
 - b) Why does a child cry?
 - c) Amar Sonar Bangle
 - d) Koot! Koot! Koot!

Text II : Section :II

Abdul explored the mound of Nadi Nagar, with its straggling fishermen's houses, for the evening lights. There seemed to be no lights today. Perhaps it was early, though the fishermen, who had their food before dark to go for night fishing, did burn their hurricane lamps before twilight.

Suddenly, he felt that the approach road crescent around Nadi Nagar seemed eerie. There were deep pits where the cart grooves had been. And ... Oh, there was another giant tank, with its gun pointing to the sky, while some corpses lay scattered about.

“Ma!” Abdul cried spontaneously. As he plunged into Karim’s potato patch, to skirt round possible jinns of the spirits of dead soldiers and reach home. He was like a ball of tall fire, only made of straw. He felt he would soon burn out, fall and die.

His father’s pottery yard was a clearing which the family had annexed from the edge of mosque by the grave of a Pir.

“Ma!” the boy called as though the aura of the Pir’s ghost was preventing him from crossing the field.

“If only Ali had not run away!”

And, for comfort, he called out to the she donkey : “Oh Begum! Begum Donkey! Are you ready loaded with the pitchers?”

The momentum of fear of the ghosts carried him up the plinth of his father’s yard.

“Horror!”

All the pitches lay broken. And, underneath the heap of baked clay, lay Begum, ashen white, with mouth open, the teeth jutting out.

“Ma... Ya Allah!” Abdul’s hoarse throat cried out. And he stumbled and fell on the heap of broken pitchers.

For a moment he was stunned, his breath came and went quickly. His head swam. He felt he had bruised his knees on the edge of the hard baked clay. His mouth was open but no sound came from the jaws. His throat was parched. His body was covered with sweat. And this liquid mixed with his tears. He lay inert, as though to silence his shrieking nerves.

His head was raised towards the straw hut above the plinth, which was his home, the cottage had caved in.

He heaved himself up and made an effort to go and look for his father and mother, crying hysterically : “Ma? Ma? Where are you?”

There was nothing inside the hole.....

Only the hookah of his father stood near the doorstep, looking like a questionmark.

Abdul tried to lift the fallen straw wall. He could not do so. He lay flat and burrowed into the gaping hole, calling : “Ma!” At the same time he was frightened that he might touch her dead body suddenly and the jinn of her spirit might come and catch him for comfort and he might be whisked off by the angel Gabriel to keep her company.

There was nothing inside the hole.

He explored the dark floor of the house with a sweep of his arms, anxious to find the dead bodies and yet crazed by fear and whinnying a protected whine :

“Why does a child cry?”

There was nothing for it but to stop and shout.

“Ma!”

Hoping that the more resourceful father might turn up, he at last cried out : “Papa?”

There was no answer.

Only the muggy warmth of the space under the caved in straw roof filled his nostrils, mixed with the smell of his own sweat and wet earth.

He crawled out slowly, feeling that he had hurt himself on the face and hands in rubbing with the straw. As he emerged on to the plinth, he lay sweating and dazed and empty like the “unbaked pitcher” his father and always called him. Only, now he was not cracked but broken.

“Where had they gone? Oh where?” he cried out without words. “And where am I to go?”

Lying there on the level ground, he listened for any sounds that there might be. Even of gunfire. Or the gyrating wheels of tanks, or of the Fauji Officers shouting orders.

Peering into the half light, he saw that the huts on the mound of Nadi Nagar had all caved in. and only the silence spoke back, charged with the eerie soundless shrieks of jinns and bhoots of the spirits of the dead.

Master Ilias had told the boys that the Faujis were razing villages to the ground. “Ma!” the shriek came out of his stomach, up his throat and fell with a thud on the darkness. And there was emptiness again.

A beetle whind far away, almost with the sound of a machine-gun firing away in a cantonment. The sound came from the riverside.

“Ali...he might be there fishing!”

Abdul did not pause to think. If his mother and father were not there and other villagers had fled, the only person who might help him was Ali. He had seen his friend alive, running towards the Padma. He would go and look for him. And he must hang on to his friend now that he was...he did not wish to pronounce the word to himself, and yet the word came up to his head : “Orphan.” But to mitigate the terror of the word, he thought : “Perhaps Ali is also an orphan.”

After the resolve to go and look for Ali, there was task of lifting himself up and going, past the Pir’s tomb, to the Padma.

“Ma!” he cried for help.

His limbs were inert, as though he had died. And yet he heard his own breathing.

“I am alive,” he told himself under his breath.

“Why does a child cry?” his mother’s nonsense verse came back to him. “Why does the ant bite me?”

And he heaved himself, weak-kneed, but with his torso uplifted towards the star Venus, which had risen above the Padma. Curiously, the light of the bright star put faith in him to go through the dark. He felt for the gram in his pocket. There were some remnants of the monkey-nuts from the morning.

“I will give Ali the nuts... and he will be my friend.”

Not quite sure, he, however, found enough strength in his legs to begin walking. The need to escape from the jinns helped him run a few steps at a time. He

remembered the time Ali had saved him from drowning. "Ali," he cried out as he reached the banana grove. "Ali, wait for me! My friend, wait!"

And he felt a tremor go through him at the thought that he would put his arm around Ali's waist—as they had always done when they came back from truancy and had each other's support in spite of the fear of a beating from their parents.

"Ali!" he called out into the dark.

Check your progress II

Complete the following sentences by choosing the correct alternative from the ones given below.

- 1) According to Abdul's father, he is as yet _____
 - a) Unbaked clay
 - b) School boy
 - c) Master
 - d) Potter
- 2) Fauji's were razing _____ to the ground
 - a) Villagers b) People
 - b) Army d) Villages
- 3) Ali had saved Abdul from _____
 - a) river b) drowning
 - c) War d) beating
- 4) Abdul Latif called his mother _____
 - a) Ma b) Mammy c) Mother d) Aai
- 5) Ali found that all the huts in _____ razed to the ground
 - a) Nandipur
 - b) Nardi Nagar
 - c) Nadigran

d) None of these

5.3 Summary:

The protagonist of the story is seven year old Abdul Latif who lives with his parents in a village Nadi Nagar in Bengal . It is a terribly sad heartbreaking story about senseless cruelty and how the innocent victims suffer most in absurd wars. Abdul was not mentally bright but he is very agile physically. He is all over the village and everybody loves him. He loves hunting birds and fishing with his friend Ali. One day Abdul comes home and finds his house is destroyed, he runs through the village and everywhere there are dead bodies. He has no understanding of the religious wars that were tearing apart the subcontinent. He begins to run through the village in a panic when he sees a tank, looking for his friend Ali, who always helped him. The little of the story, Why does a child cry? catches our attention. There are many reasons can be suggested such as disregard lack of caressing hunger and mother out of sight. Abdul, the protagonist of the story cry for these reasons.

5.4 Terms to Remember:

vitality (N) : energy and enthusiasm.

linger on (V) : to stay alive but become weaker.

companion (N) : a person who shares in someone's work.

idiocy (N) : very stupid behavior.

reconcile to (V) : (usually passive) to make people become friends again after an argument or a disagreement.

duffer (N) : a person who is unable to do anything well.

irk (V) : to annoy; to harass sb.

gyrate (V) : to rotate

cantonment (N) : a military camp.

mitigate (V) : to make something less harmful or serious,

torso (N) : a main part of the body not including the head, arms or legs.

orphan (N) : a child whose parents are dead.

truancy (N) : the practice of staying away from the school without permission.

tremor (N) : a slight shake; shiver.

5.5. Answers to check your progress

I) Section-I

- 1 - a late latif
- 2 - b sweets
- 3 - a he likes to watch the birds
- 4 - a potter
- 5 - a Ali
- 6 - a his physical progress was very slow
- 7 - d koot!koot!koot!

II) Section-II

- 1 - a Unbaked
- 2 - b Villages
- 3 - c drowning
- 4 - d Ma
- 5 - e Nandi Nagar

5.6 Exercises:

A) Answer the following questions in one word/sentence/phrase each.

- 1) What did Ali lack?
- 2) Which song did they sing at the end of school hours?
- 3) Which verse arose in the mind of Abdul?
- 4) What was the complaint of mother?
- 5) What did he tell himself under his breath?

B) Answer the following questions in 3 to 4 sentence each.

- 1) Why did Abdul walk quickly?

- 2) What did Abdul and his friend do at the lagoon of the Padma?
- 3) Why does the child cry?

C) Write short notes on the following in 7 to 8 sentences each.

- 1) Abdul Latif's childhood
- 2) Effect of religious war on village.
- 3) Ali : an orphan.

D) Vocabulary Exercises:

- 1) Complete the following table and make your sentences using the words in the table.

Noun	Verb	Adjective	Adverb
Curiosity	---	---	---
---	Frustrate	---	---
---	---	Monstrous	---
---	---	---	Spontaneously

11) Give antonyms of the following words.

Friend, charm, literate, alive, sense

5.7 Writing Activities:

Write a paragraph describing war.



Module 6

A) Telephone Communication

Index:

6 A.0 Objectives

6 A.1 Introduction

6 A.2 Content

6 A.2.1 Sub-content I

Self-check exercises

6 A.2.2 Sub-content II

Self-check exercises

6 A.2.3 Sub-content III

Self-check exercises

6 A.2.4 Sub-content IV

Self-check exercises

6 A.3 Key to self-check exercises

6 A.4 Summary

6 A.5 Exercises

6 A.0 Objectives:

After studying this unit you will be able to-

- understand the use of spoken English in telephone communication
- understand formal type of telephone communication used in business interactions
- learn some basic telephonic interactions

6 A.1 Introduction:

In the previous Unit you learnt the nature of business communication. Various means are used in business for communication; some are oral while some others are written. Telephone Communication is an oral form of communication and is very popular as well as effective means for communication in the business world. Telephone communication or telecommunication refers to the practice of communication over a telephone. Telephone communication first came into existence in 1876 when Alexander Graham Bell invented it. Numerous developments have taken place since then. It has revolutionized the business world considerably. With increasing amount of business being done over the telephone and its use in 24 hour professional call centres, it becomes imperative to have effective telephone communication.

The purpose of the unit is to make students familiar with the spoken English used in telephone communication. Telephone communication is both, formal as well as informal but, the present unit focuses on the formal type. In modern business establishments, the receptionist, the switch-board operator, the Office-assistant are required to talk to people on telephone. Telephonic communication is used to give information, make enquiries, give messages, fix appointments, book a hotel room or a train/ bus/ plane ticket, to deal with complaints etc. Telephonic communication needs to be clear and precise to be effective. Effective communication results in productive relationships and can yield better customer service and sale. We shall see some basic telephonic interactions and the necessary spoken expressions.

6 A.2 Content:

6 A.2.1 Opening a Telephonic Conversation:

A business phone call begins with an introduction. Here are some common expressions used while introducing oneself on the telephone:

“Hello, this is ----- .”

“Good morning, ----- here.”

“This is ----- speaking.”

“Could I speak to ----- please?”

While calling in a business context, you should show politeness by using words like:

‘could’, ‘would’, ‘can’, ‘may’

e.g. “Could you connect me to Laura, please?”

“Would it be possible to hold the meeting on Friday?”

“May I have your phone number, please?”

“Could you spell it for me?”

Also, note that while requesting or asking for help or information, you should use:

‘please’, ‘thank you’, ‘thank you very much’ etc.

e.g.

“Thank you very much, Suresh.”

“Could you repeat that please?”

One of the most important things to remember during a phone call is to maintain a polite and friendly tone. Usually in business calls the language used is formal spoken English. However, some informal expressions may be used provided the tone is polite and friendly as in:

“Hang on for a moment, I’ll put you through.”

“Okay, bye”

“Thanks”

“Cheers”

“No problem”

After introduction, sometimes you need to give additional information like where you are speaking from or on whose behalf you are speaking:

“I’m calling from Pune”

“I’m calling on behalf of Model College, Karad”

Study the following responses from the receiver to the caller:

“Hello, Alka Patil here”.

“Modern Textiles, Good Morning. How may I help you?”

“Yes. Hold on the line please.”

“May I know who’s speaking please?”

“I’ll just put you through.”

Self-check I

i) Give appropriate expressions for the following purposes:

- a) Introduce yourself and ask for a particular person
- b) Ask the caller to hold on giving reason
- c) Tell the caller that the particular person is out of station
- d) Ask for the name and phone number of the caller

ii) Complete the following telephonic conversation using appropriate expressions:

Receptionist: Kumar Computers. Good Morning.

Desai : Good Morning, Desai here. I’d like -----.

Receptionist: I’ll get through to Mr. Deshmukh who looks after sales.

Desai : -----.

Receptionist: ----- please Mr. Desai. Here you are.

Deshmukh : Deshmukh here. ----- I help you?

Desai : I’m interested in your exchange offer for old washing machines.

Deshmukh: I’m sorry Mr. Desai, the offer was-----.

Desai : Oh, I’m sorry.

Deshmukh : It’s all right. ----- your telephone number? -----know if the offer is extended.

Desai : My----- . Thanks a lot.

Deshmukh: Thank you for -----.

Desai : Bye

6 A.2.2 Giving a Negative Reply Politely and Responding to Queries:

Sometimes the person wanted is not available or the caller has dialed a wrong number. In such cases you need to give a negative reply. But, it should not sound rude. You can use expressions like:

I'm afraid ----- is busy at the moment, can I take a message?

I'm sorry; Suvarna is out of station today.

Sorry, you may have dialed the wrong number.

I'm afraid the line is busy at the moment. Could you call back later please?

Self check II

I) Give appropriate expressions for the following situations:

- i) As a switch-board operator, tell the caller that you'll connect him to the person wanted. Imagine the names and other details.
- ii) As a receptionist at Hindustan Paints, ask the caller for the message to be given to the officer.

II) Sanket: Hello, this is Sanket Raje speaking.

Komal : Universal Computer Solutions, Good----- . How-----
-you?

Sanket : Can I-----Mr. Rawat? He had asked-----him.

Komal : I'm-----meeting.

Sanket : When will he be free?

Komal : -----by 4 pm. May I ask him to-----?

Sanket : Yes,-----.

Komal : May I-----number please?

Sanket : It's-----.

Komal : 9482562506 Have I got it right?

Sanket : Yes,-----

Komal : Bye.

If a person speaks fast or in a low voice or there is some problem in communication then the other person should get the things clarified and ask for repeating the point.

I'm afraid I can't hear you very well.

Could you repeat that please?

Would you mind speaking up a bit please?

6 A.2.3 Taking or Giving Messages and Making Enquiries:

A receptionist or office assistant is often required to take or give messages during a telephonic call. A telephone call can also be used to make enquiries and get necessary information. e.g. You may call the Bus station to enquire about the timings of buses on a particular route, availability of reservation etc. You may contact your College or University to get information about a particular course, its fees, admission process etc. The following expressions are useful in such circumstances:

Can I have your name and number please?

Can I have a message please?

Could you please ask _____ to call me back?

Could you spell that for me please?

Can I just check the phone number please?

Study the following example:

Neha : Hello it's Neha here. Can I speak to Ms. Pradhan please?

Rupali : Phoenix Sales. Good morning Neha.

Neha : Can I talk to Mrs Pradhan please?

Rupali : I'm afraid she's busy at the moment. Can I take a message?

Neha : Yes, please. I met Mrs Pradhan last month. She asked me to phone her when I was in Pune. It's about a possible joint project. As I am leaving for

Delhi tonight it would be good if she could call me before then. Could you ask her to call me?

Rupali: Sure. Could you give me your number please?

Neha: It's 09944558825.

Rupali: That's fine. I'll ask her to ring you when she's free.

Neha: Thanks, Bye.

Example 2: Making enquiries:

Priya: Hello, Priya Mehta here.

Mona: Model College. Good morning Priya.

Priya: I'd like to join the Fashion Designing Course in your college. Could you guide me about the details?

Mona: Yes, sure. It's a certificate course of one year duration and is recognized by the UGC.

You can apply for the course online. The details regarding fees, syllabus and schedule are available on the college website.

Priya: Could you give the site address please?

Mona: Sure. It's www.modelcollege.edu.in

Priya: Thank you so much.

Mona: My pleasure, goodbye.

In the same manner you can also inquire about hotel booking, train/ bus/ plane ticket booking and the like.

Self check III

- i) Write a telephonic conversation between Rekha and Roopa. Use the following points: booking a hotel room, type of room, rate, facilities, duration of stay etc.
- ii) **Complete the following telephonic conversation:**

Sanjay: Hello, is it Kesari Travels?

K.T. : Yes, how may I help you?

Sanjay: I'm interested in your-----tour. Could you tell me about it please?

K.T. : Yes, sure, Mr. ----- ?

Sanjay: Sanjay, Sanjay Pathak.

K.T. : The cost per person for 15-day Europe Premium Tour is Rs.-----.

Sanjay: Oh, I see. When is the -----?

K.T. : It starts from Jan. 15, 2017.

Sanjay: Then please book two tickets for me.

K.T. : ----- Sanjay, the booking for the ----- tour is full. But, let me see .., two seats are available for the next tour scheduled for-----.

Sanjay: ----- I shall-----amount by RTGS tomorrow itself.

K.T. : In that case you are entitled for a discount of Rs.----- per seat. The --
-----are available on our website. Thank you for-----.

Sanjay: -----.

6 A.2.4 Dealing with angry callers on telephone:

As a receptionist or an office assistant, you may have to encounter angry callers and deal with their complaints. In such situations you should not lose your calm. Whenever you are dealing with clients over the phone, remain positive and do all that you can to satisfy them, empathize with them when necessary.

Read the following carefully:

Robert: Hello, this is Robert from Karad.

Rakesh: Sage Publications, Delhi. Good morning, Robert. How may I help you?

Robert: My college hasn't received the International journals in English Literature and Social Sciences. It is two months now since paying the subscription. It's very shocking and not at all expected from a reputed Publication like yours.

Rakesh: I'm sorry to hear that Robert. Could you please give me your subscriber number?

Robert: Just a moment. Here you are. It's 54628/2017-18

Rakesh: Please hold on for a moment. Let me check.. Yes. We have received your subscription. The journals have already been dispatched on Jan 7, 2017 to Modern College, Delhi. It is surprising you haven't received them.

Robert: Excuse me, it should have been Model College and not Modern College. How could you be so negligent?

Rakesh: I am extremely sorry, Robert. Be assured you will soon receive the next issue and we shall reschedule your subscription from February onwards for two years.

Robert: Thanks a lot.

Self check IV

You have bought a new mobile handset which has suddenly stopped functioning. Write a telephonic conversation between you and the dealer who supplied the same to you.

6 A.3 Key to self check exercises:

Self check I

- i) a) "Hello, Radha Sane here. Could I speak to Rekha Pathak please?"
b) "Hold on for a moment please, Ms. Ratna is on another call."
c) "I'm sorry, Mr. Patil is out of station today."
d) "Sure, I'll inform Priya Mam. May I know your name and phone number please?"

- ii) **Receptionist:** Kumar Computers. Good Morning.

Desai : Good Morning, Desai here. I'd like to speak to the Sales Manager.

Receptionist: I'll get through to Mr. Deshmukh who looks after sales.

Desai : Please connect me to him.

Receptionist: Just a minute please Mr. Desai. Here you are.

Deshmukh : Deshmukh here. How can I help you?

Desai : I'm interested in your exchange offer for old washing machines.

Deshmukh: I'm sorry Mr. Desai, the offer was only for Diwali festival.

Desai : Oh, I'm sorry.

Deshmukh : It's all right. Will you give me your telephone number? I will let you know if the offer is extended.

Desai : My number is 9543216780. Thanks a lot.

Deshmukh: Thank you for calling Mr. Desai

Desai : Bye

Self check II

- I**
- i) "Hold on please for a moment, I'll put you through to Ms. Sejal. Here you are.
 - ii) "Hindustan Paints, Karad. Good morning, I'm sorry Rahul, Mr. Mehta is out of station.
Do you have any message for him?"
 - iii) "Yes, Please tell him that I had called and would like to discuss with him our new project at my office on 15th December at 10.00 a m."

II

Sanket : Hello, this is Sanket Raje speaking.

Komal : Universal Computer Solutions, Good morning Sir. How can I help you?

Sanket : Can I speak to Mr. Rawat? He had asked me to call him.

Komal : I'm sorry sir, Mr Rawat is in a meeting.

Sanket : When will he be free?

Komal : I believe he should be free by 4 pm. May I ask him to ring you up?

Sanket : Yes, please do.

Komal : May I have your mobile number please?

Sanket : It's 9482562506

Komal : 9482562506 Have I got it right?

Sanket : Yes, thanks a lot

Komal : Bye.

Self check III

i) **Rekha:** Hello, is it hotel Paradise Executive? I'm Rekha Kulkarni from Kolhapur.

Rupa: Yes Good morning mam. What can I do for you?

Rekha: I want to book a Royal Suite in your hotel for three days.

Rupa: Sure mam. When are you planning to visit?

Rekha: From 6th to 8th May 2018. By the way, please tell me about the rates of the suite.

Rupa: Mam the Royal Suite costs Rs 3000/- per day.

Rekha: It has an AC I believe.

Rupa: Yes mam. The Royal Suite is among our premium facilities and has AC.

Rekha: What are the other facilities?

Rupa: Mam you shall have a TV, a study, spacious queen size bed, best furnishing, tapestries, carpets in the entire suite, bath tub, 24 – hour hot water, refrigerator, wardrobe, room service, safety locker and many more. You'll also have complimentary breakfast. Mam, experience once and you will enjoy a majestic stay.

Rekha: Thanks. But are the rates inclusive of all taxes?

Rupa: Mam you'll have to pay 18% more towards GST. That's all.

Rekha: Alright, then book me a Royal Suite from 6th to 8th May 2018.

ii) **Sanjay:** Hello, is it Kesari Travels?

K.T. : Yes, how may I help you?

Sanjay : I'm interested in your Europe tour. Could you tell me about it please?

K.T. : Yes, sure, Mr.- ... May I know your name please?

Sanjay : Sanjay, Sanjay Pathak.

K.T. : The cost per person for 15-day Europe Premium Tour is Rs.70000/-

Sanjay : Oh, I see. When is the tour scheduled?

K.T. : It starts from Jan. 15, 2017.

Sanjay : Then please book two tickets for me.

K.T. : I'm sorry Sanjay, the booking for the Europe Premium January tour is full. But, let me see .., two seats are available for the next tour scheduled for March 2017.

Sanjay : Okay, then book me two seats for March tour. I shall pay the amount by RTGS tomorrow itself.

K.T. : In that case you are entitled for a discount of Rs.5000/- per seat. The details are available on our website. Thank you for calling.

Sanjay : Bye.

Self check IV

Suman: Hello, this is Suman from Karad.

Dealer: A One Mobile Shoppe, Karad. Good Morning, how may I help you?

Suman: What kind of mobile have you given me? It's not working at all. Two days ago I purchased a phone for my son for Rs 17000/- and today it is just not working.

Dealer: I'm extremely sorry madam. Will you please give me the details?

Suman: It is Samsung S5 new mobile and the bill no is 2658. I purchased it the day before yesterday, that is 17th September.

Dealer: Don't worry madam, please bring it to our Shoppe and we'll see what the matter is.

Suman: No, no. I don't want such defective phone. You either give me a new piece or give back my money.

Dealer: Please madam, listen to me. I believe it's some minor problem. As it is in the warranty period, I shall surely replace it if is defective.

Suman: Thanks.

Dealer: My pleasure, madam.

6 A.4 Summary:

In this unit you have studied the nature of telephonic communication in business situations. You have learnt how to open a conversation, respond to enquiries, take and give messages and deal with angry callers. You have learnt that polite expressions are necessary in such conversations. This type of communication is formal in nature but sometimes informal expressions are also used. Knowledge of this type of spoken English is very important for effective business interactions.

6 A.5 Exercises:

- i) Write a short conversation between Anita and Latika regarding getting an appointment with Ms. Pradnya Kulkarni. Imagine the details like timing, work etc.
- ii) Write a conversation between Latika, the office assistant and Ms. Pradnya Kulkarni wherein Latika gives her Anita's message regarding an appointment.
- iii) Write a conversation between Sejal and a receptionist at a hospital asking for an ambulance. Imagine the details.
- iv) Write a telephonic conversation between Manoj of National Stationers and Mehta Publishers, Pune complaining about the dispatch of their order. Imagine the problem and other details.

B) The Necklace

Guy de Maupassant

Index:

6 B.0 Objectives

6 B.1 Introduction

6 B.2 Content

6 B.2.1 Sub-content I

Self-check exercises

6 B.2.2 Sub-content II

Self-check exercises

6 B.2.3 Sub-content III

Self-check exercises

6 B.2.4 Sub-content IV

Self-check exercises

6 B.3 Key to self-check exercises

6 B.4 Vocabulary Exercises

6 B.5 Summary

6 B.6 Exercises

6 B.7 Writing Activity

6 B.8 Suggested Reading:

6 B.0 Objectives:

After studying this story you will be able to:

- understand how life is fickle
- understand how love for false pride or glory ruins our life
- understand use of irony or surprise ending for effective story writing
- get a glimpse of the life of three different classes of society- upper, middle and lower

6 B.1 Introduction:

Henri Rene Guy de Maupassant (5th Aug, 1850- 6th July, 1893), a French writer, is remembered as a master of the short story form. A representative of the naturalist and realist school of writers, he depicted human lives and social forces in disillusioned and often pessimistic terms. His works include some 300 short stories, six novels, three travel books and one volume of verse. Economy of style and efficient, effortless outcomes and clever plots mark his works. The twist ending is a hallmark of Maupassant's style.

"The Necklace" was first published on 17th February 1884 in the French newspaper Le Gaulois. The story beautifully presents the theme of dichotomy of reality versus appearance. It displays the stark reality that love for false pride, ostentation and material wealth lead to misery while highlighting the benefits of a generous down to earth personality.

6 B.2 Content:

6 B.2.1

She was one of those pretty and charming girls born, as though fate had blundered over her, into a family of artisans. She had no marriage portion, no expectations, no means of getting known, understood, loved, and wedded by a man of wealth and distinction; and she let herself be married off to a little clerk in the Ministry of Education. Her tastes were simple because she had never been able to afford any other, but she was as unhappy as though she had married beneath her; for women have no caste or class, their beauty, grace, and charm serving them for birth or family. their natural delicacy, their instinctive elegance, their nimbleness of wit,

are their only mark of rank, and put the slum girl on a level with the highest lady in the land.

She suffered endlessly, feeling herself born for every delicacy and luxury. She suffered from the poorness of her house, from its mean walls, worn chairs, and ugly curtains. All these things, of which other women of her class would not even have been aware, tormented and insulted her. The sight of the little Breton girl who came to do the work in her little house aroused heart-broken regrets and hopeless dreams in her mind. She imagined silent antechambers, heavy with Oriental tapestries, lit by torches in lofty bronze sockets, with two tall footmen in knee-breeches sleeping in large arm-chairs, overcome by the heavy warmth of the stove. She imagined vast saloons hung with antique silks, exquisite pieces of furniture supporting priceless ornaments, and small, charming, perfumed rooms, created just for little parties of intimate friends, men who were famous and sought after, whose homage roused every other woman's envious longings.

When she sat down for dinner at the round table covered with a three-days-old cloth, opposite her husband, who took the cover off the soup-tureen, exclaiming delightedly: "Aha! Scotch broth! What could be better?" she imagined delicate meals, gleaming silver, tapestries peopling the walls with folk of a past age and strange birds in faery forests; she imagined delicate food served in marvellous dishes, murmured gallantries, listened to with an inscrutable smile as one trifled with the rosy flesh of trout or wings of asparagus chicken.

She had no clothes, no jewels, nothing. And these were the only things she loved; she felt that she was made for them. She had longed so eagerly to charm, to be desired, to be wildly attractive and sought after.

She had a rich friend, an old school friend whom she refused to visit, because she suffered so keenly when she returned home. She would weep whole days, with grief, regret, despair, and misery.

Notes and Glossary:

elegance (n): beauty in movement, appearance or manners

nimbleness (n): quickness

antechamber (n): a small room used as entryway or reception area to a larger room

asparagus (n): a fern like plant whose young shoots are eaten as vegetable

"Here's something for you," he said.

Swiftly she tore the paper and drew out a printed card on which were these words:

"The Minister of Education and Madame Ramponneau request the pleasure of the company of Monsieur and Madame Loisel at the Ministry on the evening of Monday, January the 18th."

Instead of being delighted, as her-husband hoped, she flung the invitation petulantly across the table, murmuring:

"What do you want me to do with this?"

"Why, darling, I thought you'd be pleased. You never go out, and this is a great occasion. I had tremendous trouble to get it. Everyone wants one; it's very select, and very few go to the clerks. You'll see all the really big people there."

She looked at him out of furious eyes, and said impatiently: "And what do you suppose I am to wear at such an affair?"

He had not thought about it; he stammered:

"Why, the dress you go to the theatre in. It looks very nice, to me...."

He stopped, stupefied and utterly at a loss when he saw that his wife was beginning to cry. Two large tears ran slowly down from the corners of her eyes towards the corners of her mouth.

"What's the matter with you? What's the matter with you?" he faltered.

But with a violent effort she overcame her grief and replied in a calm voice, wiping her wet cheeks:

"Nothing. Only I haven't a dress and so I can't go to this party. Give your invitation to some friend of yours whose wife will be turned out better than I shall."

He was heart-broken.

"Look here, Mathilde," he persisted. "What would be the cost of a suitable dress, which you could use on other occasions as well, something very simple?"

She thought for several seconds, reckoning up prices and also wondering for how large a sum she could ask without bringing upon herself an immediate refusal and an exclamation of horror from the careful-minded clerk.

At last she replied with some hesitation:

"I don't know exactly, but I think I could do it on four hundred francs."

He grew slightly pale, for this was exactly the amount he had been saving for a gun, intending to get a little shooting next summer on the plain of Nanterre with some friends who went lark-shooting there on Sundays.

Nevertheless he said: "Very well. I'll give you four hundred francs. But try and get a really nice dress with the money."

The day of the party drew near, and Madame Loisel seemed sad, uneasy and anxious. Her dress was ready, however. One evening her husband said to her:

"What's the matter with you? You've been very odd for the last three days."

"I'm utterly miserable at not having any jewels, not a single stone, to wear," she replied. "I shall look absolutely no one. I would almost rather not go to the party."

"Wear flowers," he said. "They're very smart at this time of the year. For ten francs you could get two or three gorgeous roses."

She was not convinced.

"No . . . there's nothing so humiliating as looking poor in the middle of a lot of rich women."

"How stupid you are!" exclaimed her husband. "Go and see Madame Forestier and ask her to lend you some jewels. You know her quite well enough for that."

She uttered a cry of delight.

"That's true. I never thought of it."

Next day she went to see her friend and told her her trouble.

Madame Forestier went to her dressing-table, took up a large box, brought it to Madame Loisel, opened it, and said:

"Choose, my dear."

First she saw some bracelets, then a pearl necklace, then a Venetian cross in gold and gems, of exquisite workmanship. She tried the effect of the jewels before the mirror, hesitating, unable to make up her mind to leave them, to give them up. She kept on asking:

"Haven't you anything else?"

"Yes. Look for yourself. I don't know what you would like best."

Suddenly she discovered, in a black satin case, a superb diamond necklace; her heart began to beat covetously. Her hands trembled as she lifted it. She fastened it round her neck, upon her high dress, and remained in ecstasy at sight of herself.

Then, with hesitation, she asked in anguish:

"Could you lend me this, just this alone?"

"Yes, of course."

Notes and Glossary:

Monsieur (n): a title conferred on an adult male usually when the name is unknown

petulantly (adv): in a manner expressing irritation or annoyance

Francs (n): former currency of France, Belgium and Luxembourg

covetously (adv): greedily

Self check II

I. Answer the following questions in one word / phrase/ sentence each:

- 1) Who was Madame Ramponneau?
- 2) What were Mathilde and Loisel invited for?
- 3) How much did the ball-dress cost?
- 4) What was in the black satin case?
- 5) What had Monsieur Loisel saved four hundred Francs for?

II. Rewrite the following choosing the correct alternative:

- 1) Madam Forestier was Mathilde's _____.

- | | |
|--------------|------------|
| i) neighbour | ii) sister |
| iii) friend | iv) mother |
- 2) Loisel had saved four hundred francs to buy a _____.
- | | |
|-----------|---------|
| i) watch | ii) car |
| iii) ring | iv) gun |
- 3) Loisel wished to go to Nanterre for _____.
- | | |
|--------------------|----------------|
| i) bird-watching | ii) fishing |
| iii) lark-shooting | iv) holidaying |

6 B.2.3

She flung herself on her friend's breast, embraced her frenziedly, and went away with her treasure. The day of the party arrived. Madame Loisel was a success. She was the prettiest woman present, elegant, graceful, smiling, and quite above herself with happiness. All the men stared at her, inquired her name, and asked to be introduced to her. All the Under-Secretaries of State were eager to waltz with her. The Minister noticed her.

She danced madly, ecstatically, drunk with pleasure, with no thought for anything, in the triumph of her beauty, in the pride of her success, in a cloud of happiness made up of this universal homage and admiration, of the desires she had aroused, of the completeness of a victory so dear to her feminine heart.

She left about four o'clock in the morning. Since midnight her husband had been dozing in a deserted little room, in company with three other men whose wives were having a good time. He threw over her shoulders the garments he had brought for them to go home in, modest everyday clothes, whose poverty clashed with the beauty of the ball-dress. She was conscious of this and was anxious to hurry away, so that she should not be noticed by the other women putting on their costly furs.

Loisel restrained her.

"Wait a little. You'll catch cold in the open. I'm going to fetch a cab."

But she did not listen to him and rapidly descended the staircase. When they were out in the street they could not find a cab; they began to look for one, shouting at the drivers whom they saw passing in the distance.

They walked down towards the Seine, desperate and shivering. At last they found on the quay one of those old night prowling carriages which are only to be seen in Paris after dark, as though they were ashamed of their shabbiness in the daylight.

It brought them to their door in the Rue des Martyrs, and sadly they walked up to their own apartment. It was the end, for her. As for him, he was thinking that he must be at the office at ten.

She took off the garments in which she had wrapped her shoulders, so as to see herself in all her glory before the mirror. But suddenly she uttered a cry. The necklace was no longer round her neck!

"What's the matter with you?" asked her husband, already half undressed.

She turned towards him in the utmost distress.

"I . . . I . . . I've no longer got Madame Forestier's necklace. . . ."

He started with astonishment.

"What! . . . Impossible!"

They searched in the folds of her dress, in the folds of the coat, in the pockets, everywhere. They could not find it.

"Are you sure that you still had it on when you came away from the ball?" he asked.

"Yes, I touched it in the hall at the Ministry."

"But if you had lost it in the street, we should have heard it fall."

"Yes. Probably we should. Did you take the number of the cab?"

"No. You didn't notice it, did you?"

"No."

They stared at one another, dumbfounded. At last Loisel put on his clothes again.

"I'll go over all the ground we walked," he said, "and see if I can't find it."

And he went out. She remained in her evening clothes, lacking strength to get into bed, huddled on a chair, without volition or power of thought.

Her husband returned about seven. He had found nothing.

He went to the police station, to the newspapers, to offer a reward, to the cab companies, everywhere that a ray of hope impelled him.

She waited all day long, in the same state of bewilderment at this fearful catastrophe.

Loisel came home at night, his face lined and pale; he had discovered nothing.

"You must write to your friend," he said, "and tell her that you've broken the clasp of her necklace and are getting it mended. That will give us time to look about us."

She wrote at his dictation.

By the end of a week they had lost all hope.

Loisel, who had aged five years, declared:

"We must see about replacing the diamonds."

Next day they took the box which had held the necklace and went to the jewellers whose name was inside. He consulted his books.

"It was not I who sold this necklace, Madame; I must have merely supplied the clasp."

Then they went from jeweller to jeweller, searching for another necklace like the first, consulting their memories, both ill with remorse and anguish of mind.

In a shop at the Palais-Royal they found a string of diamonds which seemed to them exactly like the one they were looking for. It was worth forty thousand francs. They were allowed to have it for thirty-six thousand.

They begged the jeweller not to sell it for three days. And they arranged matters on the understanding that it would be taken back for thirty-four thousand francs, if the first one were found before the end of February.

Loisel possessed eighteen thousand francs left to him by his father. He intended to borrow the rest.

He did borrow it, getting a thousand from one man, five hundred from another, five louis here, three louis there. He gave notes of hand, entered into ruinous

Notes and Glossary:

Waltz (n): a dance in which a couple moves in a regular series of three steps;
also: the music used for this dance

volition (n): a conscious choice or decision

catastrophe (n): a disaster beyond expectation

Louis (n): gold coins used from the time of Louis XIII in France

Usurer (n): a person who lends money, charges interest particularly at an illegal exorbitant rate

appalled (adj): shocked/ horrified by something unpleasant

privation (n): state of being very poor and lacking basic necessities of life

I. Answer the following questions in one word / phrase/ sentence each:

- 1) What was the price of the diamond necklace?
- 2) What did the Under-Secretaries at the ball wish for?
- 3) How much had Loisel's father left for him?

1) The Loiseles found a diamond necklace exactly like the lost one in a shop at _____.

i) Champ-Elysees ii) Rue des Martyrs

iii) Seine

iv) Palais-Royal

2) Mathilde Loisel left the party at about _____ in the morning.

i) four

ii) five

iii) six

iv) seven

3) Loisel had to attend office at _____ in the morning.

i) nine

ii) ten

iii) eight

iv) eleven

4) Mathilde selected a _____ necklace from Madame Forestier's jewels.

i) gold

ii) pearl

iii) diamond

iv) platinum

6 B.2.4

When Madame Loisel took back the necklace to Madame Forestier, the latter said to her in a chilly voice:

"You ought to have brought it back sooner; I might have needed it."

She did not, as her friend had feared, open the case. If she had noticed the substitution, what would she have thought? What would she have said? Would she not have taken her for a thief?

Madame Loisel came to know the ghastly life of abject poverty. From the very first she played her part heroically. This fearful debt must be paid off. She would pay it. The servant was dismissed. They changed their flat; they took a garret under the roof.

She came to know the heavy work of the house, the hateful duties of the kitchen. She washed the plates, wearing out her pink nails on the coarse pottery and the bottoms of pans. She washed the dirty linen, the shirts and dish-cloths, and hung them out to dry on a string; every morning she took the dustbin down into the street and carried up the water, stopping on each landing to get her breath. And, clad like a poor woman, she went to the fruiterer, to the grocer, to the butcher, a basket on her arm, haggling, insulted, fighting for every wretched halfpenny of her money.

Every month notes had to be paid off, others renewed, time gained. Her husband worked in the evenings at putting straight a merchant's accounts, and often at night he did copying at two pence-halfpenny a page. And this life lasted ten years. At the end of ten years everything was paid off, everything, the usurer's charges and the accumulation of superimposed interest.

Madame Loisel looked old now. She had become like all the other strong, hard, coarse women of poor households. Her hair was badly done, her skirts were awry, her hands were red. She spoke in a shrill voice, and the water slopped all over the floor when she scrubbed it. But sometimes, when her husband was at the office, she sat down by the window and thought of that evening long ago, of the ball at which she had been so beautiful and so much admired.

What would have happened if she had never lost those jewels. Who knows? Who knows? How strange life is, how fickle! How little is needed to ruin or to save!

One Sunday, as she had gone for a walk along the Champs-Élysées to freshen herself after the labours of the week, she caught sight suddenly of a woman who was taking a child out for a walk. It was Madame Forestier, still young, still beautiful, still attractive.

Madame Loisel was conscious of some emotion. Should she speak to her? Yes, certainly. And now that she had paid, she would tell her all. Why not?

She went up to her.

"Good morning, Jeanne."

The other did not recognise her, and was surprised at being thus familiarly addressed by a poor woman.

"But . . . Madame . . ." she stammered. "I don't know . . . you must be making a mistake."

"No . . . I am Mathilde Loisel."

Her friend uttered a cry.

"Oh! . . . my poor Mathilde, how you have changed! . . ."

"Yes, I've had some hard times since I saw you last; and many sorrows . . . and all on your account."

- iii) one thousand iv) five thousand
- 2) Sometimes, in her poverty, Mathilde would remember the _____ and feel sad.
- i) diamond necklace ii) ball
- iii) childhood friend iv) old house
- 3) One Sunday, poor Mathilde had gone for a walk along _____.
- i) Champ – Elysees ii) Siene
- iii) Palais – Royal iv) Rue des Martyrs
- 4) It took _____ years for the Loiseles to make up for the lost necklace.
- i) five ii) ten
- iii) eight iv) six

6 B.3 Key to self check exercises:

Self check I

- I.** 1) Monsieur Loisel worked in the Ministry of Education.
- 2) Mathilde Loisel was a pretty and charming girl.
- 3) Mathilde loved clothes and jewels most.
- 4) Mathilde refused to visit her school friend because her richness made her ashamed of her own poverty.
- II.** 1) Mathilde
- 2) Clerk

Self check II

- I.** 1) Madame Ramponneau was the wife of the Minister of Education.
- 2) Mathilde and Loisel were invited for a dance party.
- 3) The ball-dress cost 400 Francs.
- 4) A superb diamond necklace was in the black satin case.
- 5) Monsieur Loisel had saved four hundred Francs for a gun.

- II.** 1) friend
2) gun
3) lark-shooting

Self check III

- I.** 1) The price of the diamond necklace was forty thousand Francs.
2) The Under-Secretaries at the ball wished to waltz with Mathilde Loisel.
3) Loisel's father had left him eighteen thousand Francs.
- II.** 1) Palais-Royal
2) four
3) ten
4) diamond

Self check IV

- I.** 1) Mathilde Loisel wanted to rush out after the ball because she did not want to be noticed by the other women putting on their costly furs.
2) It took ten years for the Loiseles to pay off their debts.
3) Loisel's husband worked in the evenings correcting a merchant's accounts and did copying at two pence – half penny a page at night.
- II.** 1) four hundred
2) the ball
3) Champ – Elysees
4) ten

6 B.4 Vocabulary Exercises

Vocabulary Exercises:

a)	Noun	Verb	Adjective	Adverb
1)	---	---	charming	---

2)	---	imagine	---	---
3)	grief	---	---	---
4)	pleasure	---	---	---
5)	---	convince	---	---
6)	---	---	---	ecstatically

b) Give synonyms for the following words:

- 1) astonishment
- 2) shabby
- 3) ashamed
- 4) garments
- 5) admiration

c) Give antonyms for the following words:

- 1) happiness
- 2) descend
- 3) ashamed
- 4) costly
- 5) pale

6 B.5 Summary:

Maupassant's story "The Necklace" presents the stark contrast between reality and appearance. The story unfolds the sad reality that love for false pride, affluence, material wealth leads to misery. Hence, it is necessary to be very down to earth in life and not run after things that are beyond us and actually unnecessary. In the story, Monsieur Loisel is a modest clerk and leads a simple life. He loves his pretty wife very much and wishes to make her happy. Mathilde Loisel however, is unhappy as she thinks she deserves to lead a life of luxury of the upper class and dreams of it. On getting a chance to attend a ball at the Ministry, she gets a ball dress and borrows a diamond necklace from her rich friend. She enjoys the ball and impresses all. But

later on she loses the necklace. She replaces the necklace by spending thirty six thousand Francs and for the next ten years leads a life of utter poverty. Later on, her rich friend fails to recognize her due to her degraded personality. Loisel tells her that the condition was a result of the cost incurred on replacing the lost necklace. Loisel is shocked when she learns that it was a piece of imitation. She realizes her folly.

6 B.6 Exercises:

I. Answer the following in about 3-4 sentences each:

- 1) Why was Madame Loisel unhappy?
- 2) What was there in Madame Forestier's large box?
- 3) What work did Madame Loisel have to do at home to make up for the lost necklace?
- 4) Describe Madame Loisel's appearance after ten years of hard domestic work.
- 5) What happened at Champ-Elysees?

II. Write short notes on the following in about 8-10 Sentences each:

- 1) Madame Loisel
- 2) Monsieur Loisel
- 3) The Ball Party
- 4) The moral of the story "The Necklace"

6 B.7 Writing Activity:

Attempt to narrate the story from Mathilde Loisel's point of view.

6 B.8 Suggested Reading:

Read Maupassant's "Simon's Papa" and O Henry's "The Last Leaf".



Module 7

A) English for Specific Purposes

Index :

7.0 Objectives

7.1 Introduction

7.2 I) English for Advertising.

i) Task - 1

II) English for Report Writing.

i) Task - 2

III) English for Writing e-mail.

i) Task - 3

7.3 Answers to check your progress

7.4 Exercise

7.0 Objectives:

After studying this module, the students will be able to :

- learn the use of vocabulary in advertisements.
- understand and use the English language used in writing reports.
- learn and use vocabulary in writing e-mails.

7.1 Introduction:

We all learn English with a purpose to be able to communicate through English. In our education system, English has occupied the status of compulsory subject from the first standard. Some of us learn English for educational purposes. Some of us want to be teachers, engineers, pharmacists, doctors, lawyers, businessmen, writers and government officers. Therefore, we have to learn and master the kind of Englishes i.e. different varieties of English like Technical English, Scientific English,

English for medical profession, Law and Engineering profession as well as English for Commerce etc.

We need a special kind of English in different disciplines or occupations. In order to meet the specific needs of the learners, we need ESP i.e. English for Special purposes. ESP concentrates on the use of 'specific' language in terms of vocabulary and grammar. It is taught with a view to develop communicative competence in specific disciplines. ESP is, thus, learner-centered activity.

English for Specific Purposes (ESP)

From the early 1960' s English for specific purpose has become one of the most important areas of teaching English. We learn English in order to carry out day-to-day communication. Besides the students learn the limited 'specific' English which is essential for doing a job or chosen occupation. Keeping this objective in mind many colleges and universities across India offer undergraduate as well as post-graduate courses in English. Thus ESP attempt to address specific purposes of learning English. ESP provides platform to develop linguistic abilities in order to equip students to do a particular kind of a job.

ESP is a very vast area of interest and therefore it is impossible to deal with all its aspects. Hence we are going to concentrate in this unit on the use of English in Commerce field. Again this area is also vast and we will limit our discussion to some of the important areas in this field.

7.2.1 English for Advertising

Advertisement is a form of communication intended to promote the sale of product or service. One of the powerful tools of advertising is language. However, the language which we use in day-today- communication is different from the language used in advertising. For business organisations to be successful, they have to use English language effectively so as to impress the consumers and persuade them to buy their products. So in advertisement emotive words are used to attract the attention of the consumers. Advertisement writing is not an individual activity. It involves group of creative and imaginative writers , who use many language devices. Thus, the language of advertisements has special characteristics which distinguished it from general English. Some of the characteristics and devices used in the language of advertisements are as follows :

- i) **Use of Adjectives :** Adjectives are used to describe the striking features of products. The most commonly and widely used adjectives are fresh, good, new, gentle, creamy, silky, delicious, beautiful, ideal, excellent, unforgettable, eternal, great, wonderful, real, rich, bright, big, modern. natural, strong, safe, save etc.
- ii) **Catchy words / phrases:** Catchy words/ phrases are used to arrest the attention of the consumers. e.g. An Idea can change your life.
- iii) **Use of short sentences :** The short sentences are often used for the headline or slogan to capture the attention of the consumers, e. g. 'coke adds life', 'Intel inside' 'India's best biscuits' , 'the ultimate Choice' etc.
- iv) **Use of simple present tense :** Verbs are used in simple present tense to imply a universal timelessness. The most common verbs used for this purpose are : be, make, get, give, have, see, buy, come, go, know, keep, look, need, love, use, feel, like, choose, take, start, taste etc.

e.g. I'm a Khaitan fan.

Your son is sure to rise if fed on pure Sunshine.

- v) **Use of Imperatives :** The imperative sentence persuades somebody to do something. Advertisers use conversation wherein interrogatives and imperatives are used. It creates a lively atmosphere. It gives the impression of real life situation because all ads aim at persuading consumers to do action.

e.g. 'Get that Pepsi Feeling.'

Take years off your feet. (footwear)

Don't leave home without it. (Express card)

Buy now.

Bring out the champion in you. (Nestle Milo)

- vi) **Use of figures of speech :** In ads, figures of speech are widely used with a view to impress the quality of the product. The commonly used figures of speech are simile, metaphor, personification, alliteration, parallelism, pun etc.

e.g. Just tasty, tender, tiny garden peas. (Alliteration)

I'm a Khaitan fan. (pun)

Sealed tight to remain bright. (parallelism)

Light as mist , soft as spring. (simile)

Satin is the way it feels. (Metaphor)

Dancing designs that dazzle. (personification)

vii) Use of Humour : Some new words are coined to add an element of humour in ads that would attract the attention of the consumers.

eg. Utterly butterly delicious (butter)

Limcomaniac (soft drink)

Ambiqueen (Sarees).

No icy - plasticky smell (water jugs)

viii) Familiar Language : Use of second person pronoun to address an audience.

eg. How do you bite a mosquito? (insecticide)

HYUNDAI : Always there for you. (car)

Recharge Your Emotions. (Essel world)

ix) Emotive Language: One has to consider the emotive power of the words while writing ads. It appeals to the emotions of the consumers and associates their feelings and trust of the product.

eg. Boost is the secret of my energy.

I'm a Complan Boy.

My perfect morning begins with Loksatta.

x) The Art of Rule Breaking : In advertising, there is a strong appeal and attraction in its language. Therefore, to bring novelty, every attempt is made to break established rules about spellings, grammar or use prefixes or suffixes. It makes the ad striking.

eg. The word, 'quality' is 'Kwality' (spelling)

The word. 'Idea' is 'Idea'.

In the ad of '7-Up' cold drink the use of word 'Uncola' (prefix)

xi) Code mixing features: Here words in two languages are mixed.

e.g. Thanda Thanda Cool Cool (Navratan oil)

Yeh Dil Mange More (Pepsi)

Taste Bhi, Health Bhi (Maggie),

xii) Rhyme : Rhyme introduces musical quality in the advertising message.

e.g. Dip, dip, dip

If you want it stronger

Dip a little longer.

Dip, dip, dip. (tea bags)

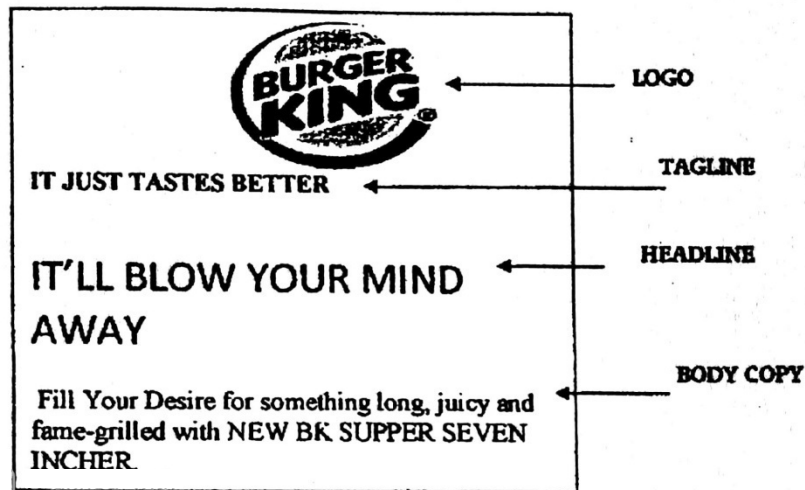
Sharp perspectives.

Insightful views.

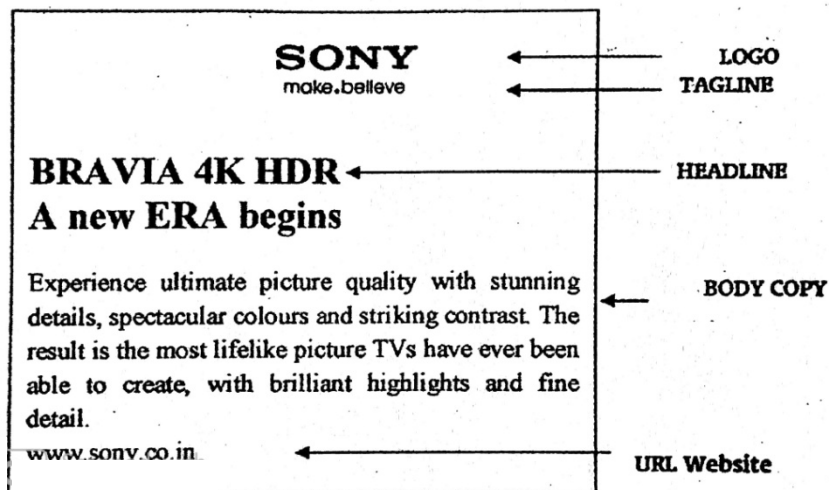
Truthful news.

(end-rhyme) (Loksatta)

Now Study the following advertisements :



In the advertisement given above the 'Logo' has been given along with a 'Tagline.' It attracts the attention of the customers. The 'Headline' is given in bold type with capital letters. It appeals to the mind of the consumers. The 'Body Copy' provides other details. It states the important special features of the burger.



In the advertisement given above the 'Logo' clearly indicates the brand name 'SONY' along with its 'Tagline' 'make believe'. It catches the attention of the customers. The 'Headline' displays special brand name of the product. It appeals to the mind of the consumers. The 'Body Copy' here states important qualities of the SONY TV making use of different phrases. It arouses the curiosity of the customers and persuades to buy the new product.

i) Task 1 :

- 1) Collect advertisements of the following products of different brands and note the headlines used in it. Washing soap, Motorbike, Cold drink, Biscuits, Tooth-Paste, Cell-phone.
- 2) Prepare slogans for the following products: Air-cooler, Digital Camera, Television, Detergent Powder, Refrigerator.

II) English for Report Writing:

A report is a major form of professional communication. It facilitates decision-making and promotes the growth of an organization. A report conveys information and ideas accurately about the existing procedures and practices and gives ideas

about starting a new project or assessing the progress of on-going projects. Therefore, a report must be factual, economical and clear. One need to have the knowledge of writing and learning, the scientific process of investigation, analysis and presentation. So a professional report is a formal communication written for a specific purpose, conveying authentic information in a completely impartial and objective manner and contains recommendations.

A business report is a written document that provides information and sometimes analysis to assist a business in making informed decisions. The main purpose of a business report is to make data that is relevant to the company, such as information regarding efficiency, competition, or procedures, easily available to everyone in the company. The report needs to make this data easy for the reader to understand. The best way to do that is to have clearly defined sections with labels and headings.

Informational reports provide factual information and do not include any analysis or recommendations.

There are many examples of informational reports:

- **Financial** reports include cash flow statements, balance sheets, or the annual financial report required for publicly traded corporations, so stockholders can see how the company is fairing financially.
- **Business management** reports include reports about labour expenses, web traffic, or customer satisfaction survey responses.
- **Compliance information** reports. In these reports, a company demonstrates it is complying with required regulations, for instance those regarding financial management.
- **Present research from a study:** This report generally summarizes a research study that has information or findings that is relevant to the business.
- **Situational reports** are generally written to a supervisor regarding a business situation, including what it was, how it was handled, and how it impacted the business.

Parts of a Business Report :

Title :

Report must have a title indicating the subject of the study. Like other titles these titles are in the form of a phrase and not a sentence but like other titles they are not short. They can be long because they include place and period with the subject. For example 'Report on decline in the sale of bikes in Maharashtra between January and June 2018.

Reference :

Details of who assigned the task, on what date and how appointment was made (that is by a resolution at a meeting or by a letter or an office order).

Introduction :

The introduction sets the stage for what is included in the report. It highlights the major topics that are covered and provides background information on why the data in the report was collected.

Body :

The body of the report describes the problem, the data that was collected, how the data was collected, and discusses the major findings. The body may be broken into subsections, with subheadings that highlight the specific point to be covered in that subsection. This structuring will make the report easier to read and understand.

Conclusion :

The conclusion explains how the data described in the body of the document may be interpreted or what conclusions may be drawn. The conclusion often suggests how to use the data to improve some aspect of the business or recommends additional research.

Reference :

The references section lists the resources used to research or collect the data for the report. References provide proof for your points and enable readers to review the original data sources themselves.

Appendix :

The appendix is optional and may include additional technical information that is not necessary to the explanation provided in the body and conclusion but supports the findings, such as charts or pictures, or additional research not cited in the body but relevant to the discussion.

- Reports should be concise and factual. Opinions should be given in the 'conclusions' section. However, these opinions should be based on facts presented in the 'findings'.
- Use simple tense (usually the present simple) to express facts.

Use the imperative form (Discuss the possibility ..., Give priority ..., etc.) in the 'recommendations' section as these apply to the company as a whole.

SPECIMEN REPORT

15th June, 2018.

The Managing Director,
XYZ Paints Ltd.

Sub. : Report on Working of Nagpur Branch

In accordance with your instruction by telephone, on 4th June, 2018, I visited the Nagpur Branch for a surprise inspection last week. I observed the working of the branch office for three days and also inspected the office and the records. I am sorry to report that the branch office is run in a most unsatisfactory manner.

When I reached the branch office on 10th June at 10.15 a.m., which is 15 minutes after opening time, I found that there were only one peon and two clerks. Taking me for a client, they informed me that office work starts only at 11.00 a.m. The manager, Mr. R. S. Tyagi arrived at 11.30 a.m. Mr. Tyagi who himself is not punctual is unable to maintain any discipline among the staff.

The stock register and the account books have not been properly maintained for the last three months. It also appears that office stationery and small articles are freely used and taken away by the staff. The general indiscipline, if not controlled at once, is likely to result in heavy losses. Already there is loss of business since many

of our clients have turned to our competitors owing to the poor service rendered by our branch office.

Since the situation is quite bad, it will be necessary to take drastic steps to restore discipline in the branch office. I recommend that Mr. Tyagi should be brought to the H.O. and kept in a subordinate position. Mr. M. K. Ayyar, Assistant Manager of Pune branch has proved himself quite able; he may be promoted as Manager and posted at Nagpur.

Yours faithfully,
ABC
Secretary

The Managing Director,
Madhuri Glazed Tiles, (Pvt.) Ltd.
Pune.

Sub: Report on Decline of Sales of Tiles

Dear Sir,

In accordance with your instructions given to me through letter MGT/11 dated 1st June, 2018 I have enquired fully into the causes of the decline in the company's business in the last two years till May 2018, and submit my report as follows.

Several new companies have put out glazed tiles in the market. Some of the companies have introduced artistically designed tiles in a variety of colours. Most of the companies manufacture square tiles in four sizes and rectangular tiles in two sizes. We have limited our production of tiles to six standard colours without design, and to only two sizes.

Tiles are used extensively in kitchens of homes and hotels but the demand is for designed tiles, and for sizes other than those we make. Hence, while the market for tiles has gone up, we have not been able to keep our share of the business.

Recommendations :

1. An experienced designer should be appointed to create new designs for our tiles.
2. A colour technician should be appointed to assist the designer.

3. Some of the more popular sizes and shapes should be introduced.
4. An intensive advertising and sales campaign should be launched in order to win back the lost market.
5. Follow-up correspondence should be maintained with all former customers in order to regain and build up old contacts.

Yours faithfully,
XYZ
Secretary

i) Task 2 :

- 1) The Principal of a college has appointed a committee of two teachers and three students to suggest new directions in which students' co-curricular activities can be developed. Write the committee's report.
- 2) As the librarian of your college, you have been asked by the Principal to suggest reorganization of the college library so as to make the maximum use of space and facilities available. Prepare the report recommending computerization of the library's catalogues and lending system.

III) English for Writing E-mail:

Today electronic mail (e-mail) has become a very important tool to carry out business communication. E-mail is the fastest way of communication because of its high speed, its ability to reach many people at distance places at a time. Besides we can attach important files along with the message. It is quick, effective and economical since you can store and refer back to the points of information. It saves time, money and massive paperwork. Nowadays all type of business organisations, small and big, are using e-mail communication. It has become an integral part of corporate communication.

Basic requirements of e-mail:

- A computer with internet connectivity
- E- mail account
- Password protected e - mail Id:

For example: nagesh@gmail.com

sbraut@yahoo.com

prof_shinde@rediffmail. com

- Recipient's e- mail Id

There are two broad types of e-mails

- 1) Informal e-mails
- 2) Formal e-mails.

Now let us discuss the format of these two.

1) Informal e- mails :

Informal e-mails are addressed to the friends and relatives. You can send e-mails to your friends and relatives on various occasions such as :

- inviting them for birthday party or a wedding ceremony.
- accepting or refusing invitation.
- thanking or congratulating someone.
- expressing grief for someone's death
- Regretting for misbehaviour or loss of things.

In Informal e-mails the following abbreviations are used largely.

U	you
BTW	by the way
Re	with reference to
ASAP	as soon as possible
WbW	with best wishes
FYI	for your information
CUL8R	see you later
GM	good morning
gr8	great
b. d.	birthday

m am
bet between

The above given examples are a few samples of abbreviations. Here it is not possible to give all the examples because the list is exhaustive. However, remember that these types of abbreviations are used in personal e-mails. You cannot use them while writing formal e-mails.

Now study the following examples of informal e-mails:

To: aratip @ gmail.com

CC :

Subject : Invitation

Hi Arati,

It's my b.d. tomorrow. Party arranged at my home, bet 6 to 9 p.m. All our friends will be there. U do come. We'll have gr8 fun!

Yours,

Archana

To: parchana74@yahoo.com

Subject: Saying Sorry

Hi Archana,

It was very nice of u to invite me for ur b.d. party. But I'm very sorry 2 tell u that I'm out of station 2morrow in connection with office work. Really sorry. I hope u will understand me. BTW wish u happy b.d.

Yours,

Arati

2) Formal e-mails:

Formal e-mail is different from informal e-mail in its language. Formal e-mail is a means of official communication. In formal e-mail, you have to maintain the quality and standard of language. To maintain quality and standard of the e-mail, it is essential to follow certain etiquettes while sending e-mails.

E-mail etiquettes:

i) Meaningful subject line :

The subject line of your e-mail is a significant factor that attracts the attention of a recipient. So the subject of your e-mail should be written in precise and catchy manner. For example :

Subject: Urgent meeting

Subject: Important attachment

ii) Proof-read :

While drafting e-mail, be careful about the message regarding the punctuation, spelling, grammar, etc. Before to 'send', accomplish the proof-reading, correct it if necessary and then send it.

iii) Maintain formal situations :

Distinguish formal and informal e-mails. Keep your formal approach while drafting formal e-mails. Keep your formal e-mails short and clear. Avoid using abbreviations like -

He's, He'd, etc.

iv) Be a good correspondent:

Check your e-mails regularly and reply them promptly. This is the act of courtesy and it encourages others to reply.

v) Make one point per e-mail :

Emphasize only one point or message per e-mail. If you put many subjects, the recipient becomes unable to focus on your message. However, if necessary, you give numbers to your points or you can put each point in a separate paragraph.

vi) Avoid using abbreviations :

Business communication is always formal. You have to maintain formal approach. So do not use any kind of abbreviations.

vii) Give identification for quick response :

Give your name, designation and other important information so that your recipient will find it easier to respond you quickly.

Now study the following formal e-mail :

Writing Complaint:

To: msiddharth08@gmail.com

CC :

Subject : Supply of Books

Librarian,

Chh. Shau Institute of Science,

Sangli.

Dear Sir,

I have a complaint about the reference books in Chemistry, Physics and Electronics ordered on 12th of this month. We were interested in reference books, but you have sent text books related to the above mentioned subjects.

Please replace these books as early as possible.

Yours sincerely,

Vikrant Kshirsagar

i) Task 3 :

- 1) Write an e-mail of complaint to Rohit Computers as your recently bought Pen-drive is not working properly.
- 2) Write an e-mail of invitation to your friend for Wedding Anniversary.

7.3 Answers to check your progress :

i) Answers to check your progress

- | | | |
|--------------------|---|-----------------------------------|
| 1) Washing Soap | : | Continuous Protection from Germs. |
| Motorbike | : | Kya Speed Hai ! |
| Cold-drink | : | Taste the Thunder |
| Biscuits | : | Indias Best Biscuits |
| Tooth-paste | : | No Cavities |
| Cell-Phone | : | New Age Cell-Phone |
| 2) Air-cooler | : | Cool Comfort in Summer ! |
| Digital Camera | : | Go Digital Connect to the Future |
| Television | : | A World Class Range |
| Detergent - Powder | : | Chamko Jaisa Koi Nahi ! |
| Refrigerators | : | Thanda Karke Khaao |

ii) Answers to check your progress

1)

To,

The Principal,

S. B. Khade Mahavidyalaya,

Koparde,

Sub: Report regarding students` co-curricular activities

Dear Sir,

As per your letter dated 1st Aug, 2019, a committee comprising two teachers and three students was formed under my chairmanship. The committee was assigned the duty of suggesting new directions in order to enhance and ensure the participation of students in co-curricular activities.

The members of the committee were as under :

1. Prof. Dr. M.T. Hajare
2. Prof. Mrs. S. K. Patil
3. Miss. Prachi Patil
4. Mr. Omkar Deshmukh
5. Mr. Harish Gosavi

The members of the committee had exhaustive discussion sessions with the teachers and the students of the college. They also talked to the principals, the teachers and the students in adjoining colleges. After these discussion sessions the committee marked the following observations.

The college has been conducting the co-curricular activities like essay writing, debating and elocution competitions, organising lectures of experts and noted speakers etc. But a very few students participate in them. Most of the students remain aloof because all these activities are conducted on traditional methods.

So the committee members are of the view that the students should be given real life experience which will enhance their interest in the type of work they hope to do in the future. After much deliberations, the committee suggests that the following steps can be taken to ensure students participation in co-curricular actives.

- 1) Quiz competitions or brainstorming sessions be arranged in the college.
- 2) Short-term courses like Spoken English, Journalism, MSCIT, Soft Skills etc. be arranged in the college.
- 3) The college should sign MOU's with the industries and other services agencies like banks, public libraries, local-self bodies and NGO's like Rotary and Lions Club and visits to them be arranged. It will ensure the direct interaction with the working people.
- 4) The students who participate and win in these competitions be felicitated in the Annual Prize Distribution Function with a cash prize and certificate of merits.

We, the members of the committee, hope that these measures will certainly encourage the students to participate actively in the co-curricular activities conducted in the college.

Thanking you.

Yours faithfully,
Sd/-
Dr. M.T. Hasare
(Chairman)

2)

To,

The Principal,
S. B. Khade Mahavidyalaya,
Koparde,

Sub: Report regarding maximising the use of space and facilities in the library

Dear Sir,

In response to your letter dated 1st August, 2019, I formed the committee of four members- one teacher, one non teaching staff member and one student under my chairmanship in order to suggest reorganization of the college library.

The members of the committee had long discussion sessions and they came out with the following recommendations. I humbly put them before you.

- 1) Presently we have arranged the book cases in a parallel lines and there is a very little place to move. We suggest that the bookcases be arranged in a square manner with a lot of space between them. The students, therefore, will get an easy access to the books and they can utilize the space in the middle for study.
- 2) There is no counter in the library. It becomes problematic to issue books when lots of students come for lending books. So a posh counter be raised in the library for lending facilities.
- 3) There is a small space provided both for the boys students and girls students for reading newspapers and periodicals. The committee suggests that the newspapers and periodicals be kept in their respective rooms i.e. Boys room and Ladies room.

- 4) The computer section are housed in one corner of the library. The students who use computers always disturb the working of the library. Therefore, a separate room be provided for the computer section.
- 5) The lending system is traditional. For quick and smooth service, the computerization of library catalogues and lending system be taken up immediately.

We hope that you will seriously take these recommendation on your mind and necessary action will be initiated by you soon.

Thanking you.

Yours faithfully,
sd/-
Mrs. Savita S. Badkatte
(Librarian)

iii) Answers to check your progress :

1)

To : rohitcomputers_303@gmail. com

CC :

Subject: Pen-drive

Rohit Computers,

Mahadwar Road,

Kolhapur.

Dear Sir,

I have bought a pen-drive from you in the last week. I am sorry to inform you that it is not working properly since last two days. So I request you to replace this as early as possible.

Yours sincerely,

Nikhil Patil

2)

To : jatharlg2000@indiatimes.com

CC : _____

Subject : Invitation

Sir,

It gives me gr8 pleasure 2 invite you for my Wedding Anniversary Party to be held on 18th of this month. The party will b held bet 6 to 9 in the evening. Do come with the members of your family and grace the occasion.

No presents please.

Yours sincerely,

Jay Ghadge

7.4 Exercises :

- 1) Write an advertisement for a washing machine and describe its features with the use of various adjectives.
- 2) Write an advertisement copy for a refrigerator and describe its features with the use of various adjectives.
- 3) Write advertisements for an imaginary product (ready-made clothes, soap, detergent, etc.) using essential-verb phrases to make appeal to the buyers.
- 4) There has been remarkable decline in the sale of sports goods manufactured by a company. The Marketing Manager has been asked to report with recommendations for stopping the decline. Prepare the report.
- 5) The results of a college have been very poor for the last five years. The managing Committee of the Society which runs the college has asked the Principal to make a recommendation report for improving the results. Write the report including a brief statement of the finance required.
- 6) Write an e-mail of complaint to Mehta Book Sellers Kolhapur about missing pages in purchased book.
- 7) Write an e-mail of invitation of your birthday to your friend.

B) I Thank You God

Index:

- 7.0 Objectives
- 7.1 Introduction
- 7.2 Text
- 7.3 Terms to Remember
- 7.4 Summary
- 7.5 Skimming and scanning questions
- 7.6 Key to check Comprehension questions
- 7.7 Exercises
- 7.8 Writing activity
- 7.9 Suggestions for further reading

7.0 Objectives:

After reading this unit, the students will understand:

- The term Negritudes
- How the Whites exploited the Blacks exploitation of the Blacks by the whites.
- the Blacks take pride in their being born black.
- how black people suffered due to the policy of slavery and racial segregation.
- the positive side of the blacks.

7.1 Introduction:

Benard Dadie (1916-2019) belongs to Ivory Coast. He worked for the French government in Dakar, Senegal, and returned to his homeland in 1947 and took active part in the movement for Independence. His writing is influenced by his experiences of colonialism. He is the Champion of Humanism who values the equality and independence of Africans. His poem ``I Thank You God`` is truly an anthem for black pride. He recounts the crimes of slavery and colonialism and how black people

suffered because of exploitation and racial discrimination. But he does it in a satirical way, and prophesies victory to the blacks.

7.2 Poem :

I Thank You God

I thank you God for creating me black,
For making of me
Porter of all sorrows,
Setting on my head
The World.
I were the Centaur's hide
And I have carried the World since the first morning

White is a colour for special occasions
Black is the colour for everyday
And I have carried the World since the first evening.

I am glad,
of the shape of my head
Made to carry the World,
Content
What the shape of my nose
That must snuff every wind of World
Pleased
With the shape of my legs
Ready to run all the heats of the World.

I thank you God for creating me black
For making of me
Porter of all sorrows.

Thirty-six swords have pierced my heart.
Thirty-six fires have burnt my body.
And my blood on all calvaries has reddened the snow,
And my blood at every dawn has reddened all nature.

Still I am
Glad to carry the World,
Glad of my short arms
of my long arms
of the thickness of my lips.

I thank you God for creating me black.
White is a colour for special occasions
Black the colour for every day
And I have carried the World since the dawn of time;
And my laugh over the World, through the night, creates
the Day.
God for I thank you creating me black.

7.3 Terms to Remember:

Negritude : literary movement of 1930's , 40's & 50's that began among French speaking African and Caribbean writers living in Paris as a protest against French colonial rule and the policy of assimilation

Porter : A person who carries luggage.

Centaur : a mythical figure having a horse's body and a man's head.

Thirty six swords and Thirty six fires : The wounds inflicted on Jesus Christ to torture him at the time of Crucifixion.

Calvaries : A life-size representation of Crucifixion of Jesus Christ on a piece of raised ground; the hill outside Jerusalem which is traditionally held to be the location of crucifixion of Christ.

7.4 Summary :

The poet thanks God for creating him black and for making him a porter of all sorrows. He says that he wears the Centaur's hide and has carried the burden of the world's sorrows from the beginning of the world itself. He ironically says that white is a colour for special occasion whereas black is the colour for every day. He expresses his happiness about the shape of his head which has enabled him to carry the burden of the world. He is content with the shape of his nose which has enabled him to snuff every wind of the world. He is pleased with the shape of his legs that has enabled him to bear all the heats of the world.

Further he points out that he has suffered at the hands of the white for thirty - six years. His blood has reddened the snow at every place of crucifixion, as well as all nature at every dawn. His race has been treated inhumanly since it has come into the world. However, he doesn't complain. On the other hand, he considers his black birth as a matter of pride for that has given him an opportunity to serve the world. He reiterates his happiness about his short arm and thick lips. In the end he laughs over the world and thanks God for creating him black.

7.5 Skimming and scanning questions:

A) Answer the following questions in one word / phrase or sentence only:

- 1) What does the poet celebrate in the poem?
- 2) To whom does Dadie compare the Blacks?
- 3) What does 'first morning' refer to?
- 4) What burden does the black man carry on his head?
- 5) What do 'night' and 'day' represent in the poem ?

B) Rewrite the following sentences by choosing the correct alternative:

- 1) Centaur is a mythical figure with a man's head and _____ body.
a) elephant's b) lion's c) horse's d) zebra's
- 2) 'Porter of all sorrows' refers to _____.
a) Jesus Christ b) Nelson Mandela

- c) the white man d) the black man
- 3) _____ is the colour for special occasions.
- a) Black b) Grey c) Red d) White
- 4) The 'first morning' and 'first evening' refer to the creation of _____.
a) world b) Africa c) Black man d) hell
- 5) 'Thirty-six words and thirty-six fires' refer to the _____ of Christ'.
a) birth, b) struggle c) crucifixion d) work.
- 6) The poem 'I Thank You God' celebrates _____.
a) being white b) being black
c) African slavery d) African Independence

C) Vocabulary Exercises :

A) Complete the following table filling in the appropriate form of the given words.

Noun	Verb	Adjective	Adverb
---	laugh	---	---
thickness	---	---	---
---	---	colourful	---
---	please	---	---
---	---	---	creatively

B) Give synonyms of the following words :

sorrow, black, colour.

C) Give antonyms of the following words :

create, laugh, thickness

7.6 Key to self assessment questions :

- A) 1) his being born as black
2) Jesus Christ

- 3) beginning of the world
 - 4) burden of sorrows
 - 5) Endless suffering of the blacks
- B)
- 1) c. horse`s
 - 2) d. the black man
 - 3) d. White
 - 4) a. World
 - 5) c. Crucifixion
 - 6) b. being black.

C) A)

Noun	Verb	Adjective	Adverb
laughter	laugh	laughing	laughingly
thickness	thicken	thick	thickly
colour	colour	colourful	colourfully
pleasant	please	pleasing	pleasingly
creation	create	creative	creatively.

B) sadness, dark, paint.

C) destroy, cry, thinness.

7.7 Exercises:

A) Answer the following questions in 3 - 4 sentences each :

- 1) Why does the speaker thank God?
- 2) In what sense the poet describes himself as `porter of all sorrows`?
- 3) Why is the poet grateful to God for the shape his head, nose and legs ?

- 4) How does the poet express his sense injustice?

B) Write short notes on the following in about 7 to 8 sentences each:

- 1) Celebration of Negritude in 'I Thank You God'
- 2) Irony in 'I Thank You God'

7.8 Writing Activity :

The above poem celebrates being a black. Write a paragraph celebrating being a girl or being an Indian.

7.9 Suggestions for further reading :

Try and read some works of African literature. Read Dalit literature and compare it with African literature.



Module 8

A) War

Luigi Pirandello

Contents:

- 8.0 Objectives
- 8.1 Introduction
- 8.2 The Text-I
- 8.3 Terms to Remember
- 8.4 Summary
- 8.5 Skimming and Scanning Questions
- 8.6 Key to self assessment questions
- 8.7 Exercises.
- 8.8 Writing Activity

8.0 Objectives:

After studying this unit the students will be able to understand:

- the humane perspective of war
- the parents love for their children.
- Patriotism and love of country

8.1 Introduction :

Luigi Pirandello (1867 –1936) was an Italian dramatist, novelist, poet and short story writer whose greatest contributions were his plays. He was awarded the 1934 Nobel Prize in Literature for his almost magical power to turn psychological analysis into good theatre. Pirandello's works include novels, hundreds of short stories, and about 40 plays, some of which are written in Sicilian. Pirandello's tragic farces are often seen as forerunners of the Theatre of the Absurd.

This short story is written in the year 1918, by Luigi Pirandello is about a group of people travelling from Rome to Sulmona, Italy. They have had to stop for the night to await a connecting passage to the main line. While they are waiting a man boards the carriage with his wife. The husband tells the people that his wife is upset because their only son has been called to the front to fight in the war. The setting of the story is First World War. The story is a discourse on the importance or lack of importance of the war. The passengers have differing opinions over whose grief is greater and they all have strong patriotic feelings. The parent's love for their children is simply greater than their love for the country. But young people naturally put love of country above all else, and are happy to die in the battle.

8.3 The Text:

The passengers who had left Rome by the night express had had to stop until dawn at the small station of Fabriano in order to continue their journey by the small old-fashioned "local" joining the main line with Sulmona.

At dawn, in a stuffy and smoky second-class carriage in which five people had already spent the night, a bulky woman in deep mourning, was hoisted in—almost like a shapeless bundle. Behind her—puffing and moaning, followed her husband—a tiny man, thin and weakly, his face death-white, his eyes small and bright and looking shy and uneasy.

Having at last taken a seat he politely thanked the passengers who had helped his wife and who had made room for her; then he turned round to the woman trying to pull down the collar of her coat and politely enquired:

Are you all right, dear?"

The wife, instead of answering, pulled up her collar again to her eyes, so as to hide her face.

"Nasty world," muttered the husband with a sad smile.

And he felt it his duty to explain to his traveling companions that the poor woman was to be pitied for the war was taking away from her her only son, a boy of twenty to whom both had devoted their entire life, even breaking up their home at Sulmona to follow him to Rome where he had to go as a student, then allowing him to volunteer for war with an assurance, however, that at least for six months he would not be sent to the front and now, all of a sudden, receiving a wire saying that

he was due to leave in three days' time and asking them to go and see him off. The woman under the big coat was twisting and wriggling, at times growling like a wild animal, feeling certain that all those explanations would not have aroused even a shadow of sympathy from those people who—most likely—were in the same plight as herself. One of them, who had been listening with particular attention, said:

“You should thank God that your son is only leaving now for the front. Mine has been sent there the first day of the war. He has already come back twice wounded and been sent back again to the front.”

“What about me? I have two sons and three nephews at the front,” said another passenger.

“Maybe, but in our case it is our only son,” ventured the husband.

“What difference can it make? You may spoil your only son with excessive attentions, but you cannot love him more than you would all your other children if you had any. Paternal love is not like bread that can be broken into pieces and split amongst the children in equal shares. A father gives all his love to each one of his children without discrimination, whether it be one or ten, and if I am suffering now for my two sons, I am not suffering half for each of them but double....”

“True ... true ...” sighed the embarrassed husband, “but suppose (of course we all hope it will never be your case) a father has two sons at the front and he loses one of them, there is still one left to console him ... while ...”

“Yes,” answered the other, getting cross, “a son left to console him but also a son left for whom he must survive, while in the case of the father of an only son if the son dies the father can die too and put an end to his distress. Which of the two positions is the worse? Don't you see how my case would be worse than yours?”

“Nonsense,” interrupted another traveler, a fat, red-faced man with bloodshot eyes of the palest gray. He was panting. From his bulging eyes seemed to spurt inner violence of an uncontrolled vitality which his weakened body could hardly contain.

“Nonsense,” he repeated, trying to cover his mouth with his hand so as to hide the two missing front teeth. “Nonsense. Do we give life to our children for our own benefit? The other travelers stared at him in distress. The one who had had his son at the front since the first day of the war sighed: “You are right. Our children do not belong to us, they belong to the Country....”

“Bosh,” retorted the fat traveler. “Do we think of the Country when we give life to our children? Our sons are born because ... well, because they must be born and when they come to life they take our own life with them. This is the truth. We belong to them but they never belong to us. And when they reach twenty they are exactly what we were at their age. We too had a father and mother, but there were so many other things as well ... girls, cigarettes, illusions, new ties ... and the Country, of course, whose call we would have answered—when we were twenty—even if father and mother had said no. Now, at our age, the love of our Country is still great, of course, but stronger than it is the love for our children. Is there any one of us here who wouldn’t gladly take his son’s place at the front if he could?”

There was a silence all round, everybody nodding as to approve.

“Why then,” continued the fat man, “shouldn’t we consider the feelings of our children when they are twenty? Isn’t it natural that at their age they should consider the love for their Country (I am speaking of decent boys, of course) even greater than the love for us? Isn’t it natural that it should be so, as after all they must look upon us as upon old boys who cannot move anymore and must stay at home? If Country exists, if Country is a natural necessity like bread, of which each of us must eat in order not to die of hunger, somebody must go to defend it. And our sons go, when they are twenty, and they don’t want tears, because if they die, they die inflamed and happy (I am speaking, of course, of decent boys). Now, if one dies young and happy, without having the ugly sides of life, the boredom of it, the pettiness, the bitterness of disillusion ... what more can we ask for him? Everyone should stop crying: everyone should laugh, as I do ... or at least thank God—as I do—because my son, before dying, sent me a message saying that he was dying satisfied at having ended his life in the best way he could have wished. That is why, as you see, I do not even wear mourning....”

He shook his light fawn coat as to show it; his livid lip over his missing teeth was trembling, his eyes were watery and motionless, and soon after, he ended with a shrill laugh which might well have been a sob.

“Quite so ... quite so ...” agreed the others.

The woman who, bundled in a corner under her coat, had been sitting and listening had—for the last three months—tried to find in the words of her husband and her friends something to console her in her deep sorrow, something that might

show her how a mother should resign herself to send her son not even to death but to a probable danger of life. Yet not a word had she found amongst the many which had been said ... and her grief had been greater in seeing that nobody—as she thought—could share her feelings. But now the words of the traveler amazed and almost stunned her. She suddenly realized that it wasn't the others who were wrong and could not understand her but herself who could not rise up to the same height of those fathers and mothers willing to resign themselves, without crying, not only to the departure of their sons but even to their death. She lifted her head, she bent over from her corner trying to listen with great attention to the details which the fat man was giving to his companions about the way his son had fallen as a hero, for his King and his Country, happy and without regrets. It seemed to her that she had stumbled into a world she had never dreamt of, a world so far unknown to her and she was so pleased to hear everyone joining in congratulating that brave father who could so stoically speak of his child's death.

Then suddenly, just as if she had heard nothing of what had been said and almost as if waking up from a dream, she turned to the old man, asking him:

“Then ... is your son really dead?”

Everybody stared at her. The old man, too, turned to look at her, fixing his great, bulging, horribly watery light gray eyes, deep in her face. For some little time he tried to answer, but words failed him. He looked and looked at her, almost as if only then—at that silly, incongruous question—he had suddenly realized at last that his son was really dead ... gone forever ... forever. His face contracted, became horribly distorted, then he snatched in haste a handkerchief from his pocket and, to the amazement of everyone, broke into harrowing, heart-rending, uncontrollable sobs.

8.3 Terms to Remember:

dawn	: to begin to glow, crack of day
stuffy	: lacking freshness
mourning	: sad, grief
hoisted	: to raise on high
moaning	: a low sound of pain or grief

volunteer	: one who offers one's service
twisting	: to turn something round
wriggling	: to twist the body to and fro
growling	: to grumble
aroused	: to awaken, stimulate
plight	: condition
front	: the forepart of anything, to take a prominent position
ventured	: undertaking risk, bold, daring
spoil	: to be very anxious for a fight
excessive	: too much, beyond what is allowed
split	: to divide
discrimination	: a unfair treatment of a person, see fine differences
console	: to give comfort, disappointment, solace
distress	: mental pain
interrupted	: to stop a person while talking or working, break
bloodshot	: red eyes, (of the white of the eyes)
palest	: of whitish appearance
bulging	: to swell out
spurt	: to gush out, sudden violent rush of wind, sudden flow
vitality	: vigor , strength, energy
sighed	: to express tiredness by a sigh
gladly	: cheerfully, happily
inflamed	: to make hot, painful, angry
boredom	: dullness, tedious
pettiness	: smallness, littleness
mourning	: to lament for, to feel sorrow, grief

fawn	: young fallow deer, (v) crawl
livid	: bluish colour
shrill	: piercing
sob	: to gasp noisily while crying
resign	: to give up, reconcile
stunned	: to bewilder , confused, to perplex
realized	: to understand clearly, apprehend
departure	: to go away from
regrets	: to feel sorry for
stumbled	: to trip, slipped
stoically	: a person who accept good and bad, pleasure and pain, unemotional
incongruous	: not appropriate, not in accord
contracted	: pulled together (v) written agreement
distorted	: to deform, disfigure

8.4 Summary:

Luigi Pirandello's short story 'War' takes place on a train that is making its way to Sulmona. The story, which features third person narration, depicts the journey of seven passengers in a "stuffy and smoky second class carriage".

War is set on a train headed for Sulmona from Rome. When a married couple boards the train, it is discovered the husband is consoling the wife because their son has been called in to war. Others on the train reveal they are in similar situations, and one man, whose son has passed in the war explains the parents should be proud their sons are dying in honor.

The overriding theme in Pirandello's work is the inescapable premise that the existing orders that helped to provide meaning and understanding no longer apply in the modern setting. The traditional forces that guided individuals such as

nationalism, religious fervor the loyalty in serving one's country or doing what parents elders prescribed ring hollow when confronted with the horrific nature of war, specially World War.

The story takes place in Italy, where couples are in grief because their sons are sent to the frontline. Dismayed parents discuss about their love for their fallen son, but a particular man brings them out of misery by glorifying youth's determination to serve the country and to live their to the fullest. He points out that his son was happy to serve the country and die in the frontline. Although many parents find comfort in his speech, one mother asks if his son died in war. A sudden realization stuck to him that is, his son also have fallen in frontline... and he surprises the others by sobbing in despair.

Luigi Pirandello's war reveals the humane prospective of war often ignored in the era of World Wars where government propaganda accentuating ultra nationalism, adventure and other factors that glorify war.

Some travelers from Rome are obliged to spend most of the night abroad a second class railway carriage at the station in Fabriano, waiting for the departure of the local train that will take them the reminder of their trip to the small village of Sulmona. At dawn, they are joined by two additional passengers.

A Large woman, "almost like a shapeless bundle", and her tiny, thin husband. The woman is in deep mourning and is so distressed and maladroit that she has to be helped into the carriage by the other passengers.

Her husband, following her, thanks the people for their assistance and then tries to look after his wife's comfort, but she responds to his ministrations by pulling up the collar of her coat to her eyes, hiding her face. The husband manages a sad smile and comments that it is a nasty world. He explains this remark by saying his wife is to be pitied because the war has separated her from their twenty two- year – old son, "a boy of twenty two whom both had devoted their entire life". The Son, he says, is due to go to the front. The man remarks that this imminent departure has come as a shock because, when they gave permission for their son's enlistment, they were assured that he would not go for six months. However they have just been informed that he will depart in three days.

The man's story does not promote too much sympathy from the others because the war has similarly touched their lives. One of them tells the man that he and his

8.5 Skimming and Scanning Questions:

1. Why did the passengers have to stop for the night?
2. Where were the passengers waiting for before their next journey?
3. How many passengers there were before husband and wife arrive in the carriage?
4. Who said, 'Nasty world'?
5. How does old man describe his son in the story?
6. What is the main theme of the short story 'War'?
7. Where did the story 'War' take place?
8. Who have strong patriotic feelings?

1. The short story 'WAR' is set in a travelling from Rome to Sulmonia.
 - a) Train carriage
 - b) ship carriage
 - c) private carriage
 - d) air carriage
2. The theme of the story is
 - a) Parental love
 - b) patriotism
 - c) Victory in war
 - d) Sacrifice in war
3. The women in the carriage described as,
 - a) strong and beautiful
 - b) small and sensible
 - c) large and moaning
 - d) happy and honest

4. The husband tells the passengers that his wife is upset because
- a) Their only son has been called to the front.
 - b) Their only son is suffering.
 - c) Their only son went away from them.
 - d) Their only son is no more
5. The old man explains their sorrow by saying that a parent's love for their children is
- a) Simply greater than their love for country.
 - b) Simply greater than their love for universe.
 - c) Simply greater than their love for garden.
 - d) Simply greater than their love for wife.
6. 'War', a short story is set in a train carriage in Italy during
- a) World War I
 - b) World War II
 - c) War in Italy
 - d) War in England
7. The poor woman's son was years old.
- a) 18
 - b) 20
 - c) 22
 - d) 25
8. The woman in the story 'War' asks the man if his son is not really
- a) dead
 - b) alive
 - c) ill
 - d) worried
9. The short story 'War' written in the year....
- a) 1918
 - b) 1919
 - c) 1925
 - d) 1929
10. One of the passenger said, "You should thank God that your son is
- a) only living now for the war.
 - b) only leaving now for the tour.

- c) only leaving now for the front.
- d) only leaving now for the study.

C) Vocabulary Exercise:

a) Match the words from group A with their meanings in group B.

A	B
Stuffy	to feel sorry
Plight	to gasp noisily while crying
Venture	condition
Sob	dare
Regrets	lacking freshness

b) Use suffix/prefix to the following and form the new words.

haste, realize, patriot, venture, inflame

c) Change the class of the following words.

bulky, amaze, vitality, regret.

d) Give the Synonyms of the following words.

plight, resign, war, upset, mourn.

e) Give the Antonyms of the following words.

dead, haste, departure, gladly.

8.6 Key to Self Assessment questions

- A) 1. To continue their journey to Sulmona
2. Waiting at the small station at Fabriano
3. There were five passengers.
4. The husband
5. Only son, a boy of twenty to whom both had devoted their entire life.

6. Parental love, patriotism
7. In the railway compartment
8. Old man

- B)
1. Train carriage
 2. Patriotism
 3. large and deep moaning
 4. their only son has been called to the front
 5. simply greater than their love for country .
 6. World was I
 7. 22
 8. dead
 9. 1918
 10. only leaving now for the front

C) Vocabulary Exercise :

- | | | |
|----|--|------------------------------|
| a) | Stuffy | lacking freshness |
| | plight | condition |
| | Venture | dare |
| | sob | to gasp noisily while crying |
| | regret | to feel sorry |
| b) | Hasty, realization, patriotism, adventure ,inflammable | |
| c) | bulk, amazing | |
| | invitality, regretful | |
| d) | plight – dangerous or difficult situation | |
| | resign – voluntarily leave job | |

- war – battle
upset – unhappy, sad
mourn – lament
e) dead x alive
haste x slow
departure x arrival
gladly x sadly

8.7 Exercises:

A) Answer the following questions in 3 to 4 sentences each.

1. According to writer, how does the old man explain their sorrow?
2. Why the woman in the story is upset ?
3. How does the writer describe the husband ?
4. Give different opinions of fathers regarding patriotism.
5. According to one of the passenger, what does the children do in their twenties ?
6. What are the feelings of parents for their children ?

B) Write short notes on the following in 7 to 8 sentences each:

1. The setting of the story 'War'.
2. Patriotic feelings of the Passengers.
3. Sketch the character of Husband.
4. Describe the bulky woman.
5. End of the short story 'War'.

8.8 Writing Activity :

1. Study the short story 'WAR' and describe your views of war and patriotic feelings. Read the story carefully and try to compose such a conversation on the different subjects.

B) To The Cuckoo

William Wordsworth

Contents

- 8.0 Objectives
- 8.1 Introduction
- 8.2 The Poem
- 8.3 Terms to Remember.
- 8.4 Check to your progress.
- 8.5 Summary.
- 8.6 Key to self assessment questions.
- 8.7 Exercises.
- 8.8 Reference for further study.

8.0 Objectives:

After studying this unit the students will be understand:

- the importance of nature
- to recall the memories of childhood.
- to learn and understand Romantic Poetry.

8.1 Introduction:

William Wordsworth (1770-1850) was a major Romantic poet, based in the Lake District, England. His poems are frequently inspired by the beauty of nature and he is known as one of the greatest English poets of the 19th Century. Wordsworth was born on 7 April, 1770 in Cockermouth, in Northwest England. His father, John Wordsworth, introduced the young William to the great poetry of Milton and Shakespeare. However, as a child, he did develop a great love of nature, spending many hours walking in the fells of the Lake District.

In 1795, he received a legacy which made him adopt literature as his profession. He was able to publish his first collection of poems, *An Evening Walk* and *Descriptive Sketches*. The poetical output of Wordsworth was enormous. Some of his well known poems are : *The Prelude*, *The Ode On Immortality*, *To The Cuckoo*, *Lucy Gray*, *The Solitary Reaper*, *Ode To Duty* etc. He wrote some lovely sonnets. Many of his poems describe the beauty of Nature in the Lake District and lives of the ordinary people.

The present poem, “*To the Cuckoo*” is a lyrical pastoral poem with elaborate stanzaic formations. Hence, it can be called an ode to the Cuckoo bird. The poet has directly addressed this poem to the cuckoo and expresses his love, devotion and yearning to visually glimpse the cuckoo throughout the poem. The poet hears the cuckoo and is in awe and wonder on the off chance that it is something more than a winged animal. He remembers his childhood. His marvel ascends from the memory of his youth when the cuckoo opens up the universe of creative energy to him. The cuckoo bird is an arranged image of innocence, hope, purity and boyhood.

8.2 The Poem :

O blithe New-comer! I have heard,
I hear thee and rejoice.
O Cuckoo! shall I call thee Bird,
Or but a wandering Voice?
While I am lying on the grass
Thy twofold shout I hear;
From hill to hill it seems to pass,
At once far off, and near.
Though babbling only to the Vale
Of sunshine and of flowers,
Thou bringest unto me a tale
Of visionary hours.
Thrice welcome, darling of the Spring!

Even yet thou art to me
No bird, but an invisible thing,
A voice, a mystery;
The same whom in my school-boy days
I listened to; that Cry
Which made me look a thousand ways
In bush, and tree, and sky.
To seek thee did I often rove
Through woods and on the green;
And thou wert still a hope, a love;
Still longed for, never seen.
And I can listen to thee yet;
Can lie upon the plain
And listen, till I do beget
That golden time again.
O blessèd Bird! the earth we pace
Again appears to be
An unsubstantial, fairy place;
That is fit home for Thee!

8.3 Terms to Remember:

blithe	: merry, cheerful, happy
rejoice	: delighted
thee	: you
twofold shout	: double sound, echo
babbling	sound produced by infant

2. **Give antonyms of** - wander, past, sunshine,\
3. **Add prefix / suffix** – voice, listen, visible, substantial
4. Use the above words in your own sentences.

8.5 Summary :

“To the Cuckoo” is a poem written by William Wordsworth. This poem is about the Cuckoo the bird and how Wordsworth would hear them singing and imagine where they are ? and try to find them.

However, actually, this poem is some what “Childish” in that Wordsworth seems like a child wandering looking everywhere. It also has some suggestions that the poem is actually about time and not the actual bird. Cuckoos were used as clocks known as “Cuckoo Clocks” at one time. He states , “Thy twofold shout I hear” in one stanza and “Thrice Welcome” in another , as if the Cuckoo was telling us time. He also gives the hint with this line, “That golden time again”

“To the Cuckoo” is an eight stanza poem with four lines each. The stanzas are rhymed as abab.

The poem is beautiful and tells about the season of Spring which is full of happiness and bliss. We find romantic elements in this poem. Love for nature, imagination, love of unseen or love of far of places. The poet has directly addressed this poem to the Cuckoo and expresses his love, devotion and yearning to visually glimpse the Cuckoo throughout the poem. The Cuckoo bird is an arranged image of innocence, gaiety, purity and boyhood.

The poet was wandering in the valley. He heard the sweet voice of a Cuckoo. He felt delighted. It was spring season. The valley was full of beautiful flowers. Clear sunshine made the atmosphere in the valley serene and enjoyable.

Although, the Cuckoo was singing in the valley, it brought to his mind the memory of his boyhood days. By listening to the song and its echo, the poet is reminded of his past.

He again addresses the Cuckoo as the darling of the spring. The bird is invisible to the poet. He searched for the bird in bush, tree and sky. But he did not find the bird. Still the urge to see the bird did not subside in him, He wandered in woods and

field to discover the bird. Still he did not find. The bird had become a fine hope, a pleasant love for the poet at the time. That hope and love drove him to look for the bird but the bird was never seen.

“To the Cuckoo” by Wordsworth is a poem of joy and happy memories.

The poet rejoices to hear the old familiar cry of joy that passes from hill to hill. He is back in his childhood. It was the period of joy, wonder and innocence. In those days the song of the Cuckoo fascinated him. Even now, when he is hearing it talk to the valley, he cannot see it. He wonders whether this is a real bird or only a wandering voice. This wandering voice still makes him forget everything and enter the world turns, into a fairyland, and he becomes a child once again full of joy and wonder.

8.6 Key to Self Assessment questions

- A]
1. The poem is addressed to the cuckoo.
 2. It is a lyric.
 3. the cuckoo arrives in the spring
 4. As an invisible thing
 5. The poet is lying on the grass
 6. Because Cuckoos were used as clocks.
 7. Because the Cuckoo brought to his mind the memories of his childhood days.
 8. By calling Cuckoo as a darling of Spring
- B]
1. rejoice
 2. childhood
 3. invisible
 4. thrice welcome
 5. visionary hours
 6. darling of the spring
 7. days of post

8. vision
9. The cuckoo is merry and free from all world worries

C) Vocabulary Exercises :

1. **Give the synonyms of** - rejoice-great joy, mystery - secrecy, fairy - vision
2. **Give antonyms of** - wander x stay, stable
past x present
sunshine x sunset
3. Add prefix / suffix – voice - invoice, listen - listening, visible - invisible,
substantial – unsubstantial

8.7 Exercises:

A) Answer the following questions in 3 to 4 sentences each.

1. Why the poet is rejoiced?
2. Why does the poet call the bird as wandering voice?
3. What is meant by, 'Blithe, New Comer'?
4. Why does the poet call cuckoo a mysterious bird?
5. What is the tone of the poet?

B) Write short notes on the following in 7 to 8 sentences each.

1. The central Idea of the poem.
2. Wordsworth's love for nature.
3. Childhood memories of the poet.
4. Imagery in the poem
5. Nostalgic tone in the poem

8.8 Writing activity:

1. Observe the beautiful natural objects around you and describe it in your own simple English language.

C) Let Me Not To The Marriage...

William Shakespeare

Contents

8.0 Objectives

8.1 Introduction

8.2 The Poem.

8.3 Terms to Remember..

8.4 Summary.

8.5 Skimming and Scanning Questions.

8.6 Key to self assessment questions

8.7 Further Reading.

8.0 Objectives

After studying this unit the students will be able to:

- understand the structure of sonnet.
- acquaint with world famous dramatist William Shakespeare.
- understand the Philosophy of love and marriage of true minds.

8.1 Introduction:

William Shakespeare (1564-1616) was the greatest English poet, playwright and actor, widely regarded as the greatest writer in the English language. He is often called England's national poet and "Bard of Avon". He wrote 38 plays, 154 sonnets, two long poems and a few narratives other verses which are extant works. His sonnets were published in 1609 which were the last of Shakespeare's non-dramatic works to be printed. His sonnets were composed in the English form of the sonnet, that of three quatrains and final couplet. The entire collection falls into two series – one about uncontrollable lust for a married woman of dark complexion (the "Dark Lady"), and another about conflicted lover for a fair young man (the "Fair Youth").

Critics praise the Sonnets as a profound meditation on the nature of love, sexual passion, procreation, death and time.

Shakespeare's Sonnet 116 was first published in 1609. Its structure and form are a typical example of the Shakespearean sonnet i.e. three quatrains, followed by a final couplet. This is one of the most famous love sonnets. He states he should not stand in the way of "the marriage of true minds", and love cannot be true if it changes for any reason. The movement of sonnet is careful, controlled, and laborious. Ideal love is deteriorating throughout the sonnet and it continues to do so through the couplet.

8.2 The Poem :

Sonnet No. 116

Let me not to the marriage of true minds
Admit impediments. Love is not love
Which alters when it alteration finds,
Or bends with the remover to remove:
Oh, no! it is an ever-fixed mark,
That looks on tempests and is never shaken;
It is the star to every wandering bark,
Whose worth's unknown, although his height be taken.
Love's not Time's fool, though rosy lips and cheeks
Within his bending sickle's compass come;
Love alters not with his brief hours and weeks,
But bears it out even to the edge of doom.
If this be error and upon me proved,
I never writ, nor no man ever loved.

8.3 Terms to Remember:

Let me not	: I will not be forced to admit that.
admit	: accept; agree
alter	: change
an ever-fixed mark	: a sea mark- an object by which seamen check their direction.
the star	: the Pole or North Star.
bark	: Ship.
height	: i.e. in. reckoning the ship's position by the stars. in Shakespeare's day readers would probably understand this
Time's fool	: in terms of the fool employed in large establishments by the nobility.
bending sickle	: the sickle had a curved blade.
never writ	: never written.

8.4 Summary:

Sonnet 116 is one of William Shakespeare's most well known sonnet. It goes on to declare that true love is no fool of time. It never alters. Shakespeare's 154 sonnets were first published as an entity in 1609 and focus on the nature of love in relationship and in relation to time.

Sonnet 116 sets out to define true love by firstly telling the reader what love is not. It then continues on to the end couplet, the speaker (The poet) declaring that if what he has proposed is false, his writing is futile and no man has ever experienced love.

Sonnet 116 has fourteen lines and a rhyme scheme abab cdcd efef gg three quatrains and a couplet.

Sonnet 116 is generally considered one of the finest love poems ever written. In this sonnet, Shakespeare raised the theme of romantic love to the status of high philosophy. At a time when love between man and woman was not often recognized as essentially other than a form of family obligation Shakespeare spiritualized it as

the motivator of the highest level of human action . Love of that kind has become the most sought – after human experience.

The poem is a regular English sonnet of fourteen lines arrange in three quatrains and a concluding couplet. It begins by using the language of the book of common prayer marriage service to make an explicit equation of love and marriage. It not only suggests that marriage is the proper end to love, but it also goes beyond to make love a necessary prerequisite. Such love not change under changing circumstances in fact, constancy is its first element. Further true love does not depend on the presence of the beloved, but actually increase during absence.

Shakespeare establishes the context early with his famous phrase “the marriage of true minds”, a phrase which does more than is commonly recognized. Figure of speech suggests that true marriage is a union of minds rather than merely a license for the coupling bodies. Shakespeare implies that true love proceeds from and unites minds on the highest level of human activity that it is inherently mental and spiritual.

Shakespeare sonnet 116 was first published in 1609.

The poet begins by stating he should not stand in the way of the marriage of true minds and that love cannot be true if changes for any reason true love should be constant through any difficulties.

This sonnet presents the extreme ideal of romantic love It never changes it never fades.

The language of sonnet 116 is extraordinary in that it frames its discussion of the passion of love within a very restrained, very intensely disciplined rhetoric structure. With masterful control of rhyme and variation of tone. The heavy balance of “Love’s not times fool”, to open the third quatrain ; the declamatory “o no” to begin the second - The speaker makes an almost legalistic argument for the eternal passion of love and the result is that the passion seems stronger anal more urgent for the restraint in the speaker’s tone.

The poem expresses love in ideal ; never ending , fading or faltering.

8.5 Skimming and Scanning Questions:

A) Complete the following sentences by choosing the correct alternative :

- 1) According to Shakespeare love is not which _____ .

- a) faces, b) changes, c) dies, d) bends.
- 2) The star guides to every _____ .
- a) lover, b) minds c) ship, d) time.
- 3) Love bears out even to _____ .
- a) the marriage, b) the hours and weeks,
- c) the fixed mark, d) the end of life.

B) Answer the following the questions in a word/phrase/sentence each.

- 1) What kind of marriage the poet wants to be?
- 2) What does the real love give in?
- 3) What kind of marker in the poem?

C) Vocabulary Exercises:

- a) Complete the following table and make your sentences using the words in the table :

Noun	Verb	Adjective	Adverb
---	love	loveless	lovingly
beauty	beautify	---	beautifully
complaint	complain	complaining	---
creation	---	creative	creatively

- b) Give antonyms of the following words
- love, charm, true, alter

8.6 Key to check your progress:

- A] 1. Changes
2. lover
3. the end of life.
- B) 1. marriage of true minds

2. it never changes and is unshaken.
3. 3 Love is fixed mark. It never changes

C) **Complete the following table and make your sentences using the words in the table :**

Noun	Verb	Adjective	Adverb
lover	love	loveless	lovingly
beauty	beautify	beautiful	beautifully
complaint	complain	complaining	complainingly
creation	create	creative	creatively

- D) Charm x unattractive
 true x false
 alter x constant

8.7 Exercises:

A) **Answer the following questions in 3 to 4 sentences each:**

- 1) Why does the poet say love alters when it alteration find?
- 2) How does Shakespeare compare the true love with other images?

B) **Write short notes on the following in 7 to 8 sentences each:**

- 1) Marriage of True Minds.
- 2) The theme of the sonnet.

8.8 Further Reading:

Hubler, Edward : The sense of Shakespeare's Sonnets, New York, Hill and Wang, 196.

