



SHIVAJI UNIVERSITY, KOLHAPUR

CENTRE FOR DISTANCE EDUCATION

**English for
Business Communication**

(Compulsory English)

For

B. Com. Part-II

(Semester-III & IV)

(Academic Year 2014-15 onwards)

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Kolhapur. (Maharashtra)
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Introduction

Dear Students,

This Self Instructional Material (SIM) for Compulsory English at B. Com. Part-II is prepared for you as distance learners. It is designed specially for you taking into consideration that there is no teacher to explain any of your difficulties. It helps you to understand the lesson. It provides answers to the Check Your Progress exercises in the end to enable you to correct your own responses to the exercises.

There are sixteen units in this book, which are divided into two parts, one for each semester. Each part contains three units of Communication Skills and five units of the skill for Reading Comprehension.

The units on Communication Skills are designed to teach you the use of English for practical purposes. These units help you to use English for Sales and Services, Banking, Business Reports writing summary, writing reviews, etc. The units on Communication Skills are designed to teach you English for your future career. Similarly, the units on Reading Comprehension introduce modern English Prose and Poetry to increase your vocabulary and make you understand how English is used for creative writing.

This book is, thus, carefully designed to enable you to use English effectively in your future career.

We wish you great success in your career and hope that you will take full advantage of this book in English.

- Editorial Board

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Each Unit begins with the Objectives of the Section -

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 own 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 on the right track as you study the Unit.

Unit-1

English for Sales and Services

Contents:

1.0 Objectives

1.1 Introduction

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Self-check exercises-II

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Self-check exercises-III

1.3 Key to self-check exercises

1.4 Summary

1.5 Exercises

1.0 Objectives

After studying this unit, you will be able to:

- understand how English is used for describing / recommending sales-products
- narrate in English the use and function of the product you are selling
- learn how to use English for talking to the customers
- learn how to use English for discussing prices, discount, etc.
- talk about after-sale services in English

5.1 Introduction:

One very important part of Business Communication relates to Sales and Services, which business houses and companies provide for the customers. The companies producing variety of goods are first and foremost guided by the needs of

the buyers. The sales managers have to make appeal to the prospective customers, convincing them, enticing them and making them buy their goods. Sales Department in any company, producing consumer goods, especially, has to find ways and means to appeal to the prospective customers.

Along with selling goods to the customers, the sales departments of the companies have to offer necessary services to their customers. If you have a water-purifier at home, the technical assistant of the company attached to your area, will periodically visit you, to see if the water purifying unit is working properly, and attend to the complaints of the customer. You must have seen Eureka Forbes agents visiting the houses in your locality, affording services to the customers, who have bought the machine. These after-sale services ensure further sale of spare parts, and also new customers in the nearby areas. The sales department of any company producing consumer goods, must have a very efficient sales manager and his assistants.

In this unit we are going to study the English we need for selling goods and offering services to the customers while selling as well as after selling goods to them. In other words, you are here directly in contact with the customers, whether they are business houses selling your goods or the individual customers you come across at the company's show room. As a sales person you need to talk to the customers, to convince them of the quality and the use of the product you are selling. At the same time, you have to argue that the prices are quite reasonable. You have also to ensure the customers about after-sell services that your company or business house is going to offer.

As a sales person you have to explain and demonstrate the use of the product you are selling.

1.2 Text

Text-I : English for Description and Explanation:

As a salesperson you have to talk about how particular gadget, or an appliance operates. This requires you to demonstrate to the customer how a particular gadget operates, give instructions about its maintenance. Let us see how to use English for Describing and Instructing. A sales person is describing how a food processor works to a lady customer:

This is a food processing unit, Madam. Before you use it, unplug it from the power supply. Then insert the safety cover into the processor body. Align it with the black triangular marking. Now, turn the safety cover clockwise firmly until it clicks into place. Place the processor bowl on to the processor body. Turn the processor bowl clockwise firmly until it clicks into place. Then place spindle extension over the processor spindle. Insert the kneading blade on it. Fill in the flour in the processor bowl. Plug in the processor. Run the processor at speed. Add water gradually through the feeder tube till the dough forms into rounded lump.

Here the sales person is telling the customer how to use the food processing unit for kneading the wheat flour for Chapatti, etc. There are some negative instructions also:

Food processor will not operate unless the safety cover is fitted. Do not put big pieces of vegetables or meat for slicing.

When you have finished, take out the cover of the base, clean the base, the cover and cylinder as well as the press. Clean the plate also.

Recommending the Appliance:

This is the most useful gadget in the kitchen. You can use it for slicing, cutting, mincing, to make variety of snacks. It is easy to operate, and it can be used for a small quantity also.

Indicating Parts:

This is the safety cover.

This is the processor bowl.

There is the aligning marking on the bowl.

This is spindle extension.

This is the feeder tube.

Language for demonstration:

You must first unplug the processor.

You have to turn the safety cover clockwise.

Now I am placing the processor bowl on to its body.

See how I align it to the marking.

Now I am filling in the floor in the processor bowl.

Now I am adding water gradually through the feeder tube.

Use of Imperative structures:

While demonstrating and giving instructions, you have to make use of imperative sentences:

Ensure that the processor is unplugged.

Run the processor at speed.

Add water to the dough gradually.

Do not insert big slices in the feeder tube.

Use of If-clauses:

If you want to remove the potato slices, stop the processor.

If the juice bowl is clogged, turn the processor off.

Self-check Exercise-I

Describe the following gadget and its use:

1) Electric iron 2) Pressure cooker

Text-II : English for Sales-talk:

How good you are as a salesperson depends on your power of persuading customers to buy things you sell. To be a good salesperson:

- a) You should be a good listener. Listen to the needs of the customers. Pay attention even to their smallest queries.
- b) The customer may be in two minds or half-hearted about what to buy. You have to help him/her making up their mind.
- c) You should be able to highlight the quality and the use of the goods you are selling as well as the reasonableness of the price.

Now, let us study the following pieces:

1. Greeting:

- : Hello, M'am/ Sir. What can I do for you?
- : Good morning/ afternoon, Sir. What shall I show you?
- : Welcome, M'am/ Sir. What would like to buy?
- : May I help you, Sir? We have a discount sell going on.

2. Talking about the price:

- : Sir, this is the latest version in cell-phone.
You can have internet facility as well as latest game packages, and you can have it at a competitive price.

3. Persuading the customer:

Customer is in two minds about buying or not buying. As a salesperson you have to make up his or her mind to buy what you are selling.

Study the following interaction:

- : What's the price of this fridge?
- : It will be Rs.16,500/-.
- : Oh, I thought it would be about ten thousand or so.
- : There is one, sir, for Rs.11,500/-. But, you see this one has bigger storage, it has ice-cream maker also, and it is quite roomy with adjustable shelves.
- : OK, I will think of it.
- : Sir, the summer is yet to set in. The prices are going to rise next month. This is proper time to buy the fridge.

Note how the salesperson tries to make up the customer's mind. Customers are concerned about prices, quality of goods, and in the case of machines or electronic gadgets, they are worried about after-sale services. As a salesperson, you have to assure them of after-sale service. See for example:

Customer: If there is any problem

Salesperson : You need not worry, Sir. We are always at your service. You have our cell-phone number on the bill. Our attendants go about dealing with customer complaints. Just ring us up and our man will be at your doorstep in an hour or two.

: Your charges?

: It depends on the nature of the problem, Sir. You need not worry, Sir. We do not charge customers for minor repairs.

Warranty:

There used to be a guarantee card offered by the company, promising replacement or free repairs in case of any major or minor complaint from the customers. But, nowadays, there is Warranty.

Study the following interaction about it :

Customer:	Is there any guarantee in case
Salesperson:	Nowadays, there is a warranty card with every electronic ware that we sell. Warranty is for one year's free service and any necessary replacement. This is a warranty card. You have to fill it in. If there is any problem, we attend to it free of cost.
Customer:	Do you replace the piece?
Salesperson:	Yes, of course, Sir. If it is necessary to replace it, we do it. But, you must assure that children or any unauthorized person would not handle it. And the damage should not be caused by any accident.

Learn the following expressions:

Persuading:

1. You're having it really cheap, Sir. We are selling it at the company price. If you go to any dealer, he'll charge you 10% more.
2. This is our new product, M'am. We are selling it at a discounted rate for sales promotion. Later, the company is going to give it to the dealers.

3. You need not buy it, Sir. I am only trying to show you how this works. Please, give me any dirty shirt or a piece of cloth or sari, and half a bucket of water.
4. This is the best buy, Sir. Price may be a little more, but, see what additional components there are. You have a calculator, alarm, calendar, camera, memory for songs and even internet. This combines both amusement and work. This is the latest in the range of cell-phones.

How to say 'No' politely:

1. I'm sorry, Sir. There is no scope for bargaining.
This is already a discounted sale. The prices are fixed.
2. I'm afraid we can't accept cheques. If you have a Credit card, it's ok for us.
3. I'm sorry, Sir. You must produce either a pan card or a ration card or any such document. We can't sell a cell-phone without it. It's legal requirement.

Self-check Exercise-II

- A) Answer the following questions briefly:
1. What is warranty?
 2. What is after-sale service? Is it free of cost?
 3. What documents are necessary for buying a cell-phone?
- B) Suppose you are selling the following things. How, as a salesman, would you recommend them?
- 1) Dictionary
 - 2) A set of crockery

Text-III : English for Sales Talk:

How good you are as a salesperson depends on your power of persuading customers to buy things you sell. To be a good salesperson:

- a) You should be a good listener. Listen to the needs of the customers. Pay attention even to their smallest queries.
- b) The customer may be in two minds or half-hearted about what to buy. You have to make up their mind.
- c) You should be polite to the customer, paying attention to his/her needs and concerns.

Now study the following expressions, useful for you in the sales talk.

Greetings :

1. Hello, Madam/Sir, What can I do for you?
2. Good morning/afternoon, Sir. What shall I show you?
3. Welcome, Madam/Sir. What would you like to buy?

Talking about the Price:

Customer: What's the price of this fridge?

S.P. : This is for Rs. 20,000/- including taxes.

Customer: It is very costly. Is there another with a reasonable price?

S.P. : There is one here for Rs. 11,500/- Sir. But with less storage capacity and no ice-cream maker,

Customer: Ok, I'll think of it.

S.P. : Sir, the summer is yet to set in. The prices are going to rise next month. This is the proper time for you to buy the refrigerator.

After Sale Service:

While buying costly gadgets, the customers are worried about possible faults or problems after making purchases. As a salesperson, you have to allay their fears assuring them of after-sale service. Study this interaction :

Customer: If there is any problem?

S. P. : You need not worry, Sir. You have our Cell phone number on the bill, and the Landline number as well. Our technicians go about dealing with customer complaints. Just ring us up and our man will be at your door in an hour or two.

Customer: Your charges ?

S. P. : If the sale is within the warranty period, you need not worry at all. We can replace the whole piece. But, even otherwise we don't charge customers for minor repairs.

English for Selling and Sales Promotion:

When you are promoting sale of a product, you must try:

1. To invite customer's attention to the merit of your product.
2. To use means to create interest in customer's mind and desire in him to buy your product.
3. To convince the customer how useful, economical, and necessary it is to buy your product.
4. To assure the customer that buying your product is in his own interest and benefit.

If you have to do all this, you as a salesman, must be aware of:

1. All the details of the product, its uses and merits.
2. The social group of customers who are going to use the product.
3. The most important selling point/ appeal of the product you are selling.

How do you attract attention of the customers?

A) You can get customers interested by asking a question:

- : Why do you keep your old mixer in the house?
Exchange it with us.
- : Do you have sleepless nights on account of mosquitoes?
- : Are you thinking of profitable and secure investment?
- : Are you going to buy an air-conditioner?
- : Check two things before you buy.

B) Awakening desire to buy:

As a salesperson you have to awaken interest and desire in the mind of a prospective buyer. There are some basic human needs. You must appeal to these needs and also to the buyer's feeling. What does the buyer want? His or her primary interests are:

Save time, Save money, Reduce efforts

Give comfort, Relief from pain,

Cleanliness, Health and Well-being,
Enjoyment, Health of the family,
Maintaining social status, To be special,
and so on.

You have to convince your customer how your product can satisfy these desires. Apart from this, you should pay attention to the presentation of what you are selling. An attractive package, soft to touch, polyfiber packaging appeal to the customers, and they cannot resist buying them.

- C) As a salesperson you can offer free trial. A new gadget in the market needs this strategy. The customer can see for himself how it works.
- D) You may show references and testimonials of the satisfied customers. A customer can be influenced by the social status of the buyer.
- E) You can offer samples and guarantees, which can prove effective for sales.
- F) To promote sale of a new product, you can offer inducements like:
 - i) special offer with a time limit.
 - ii) concessions for purchases within a limited period.
 - iii) attaching price concession coupons valid for a specific period.
 - iv) giving demonstration in a party for the customers.

Study the advertisements for the products like:

: toothpaste, CSF bulbs, Sarees, suiting and shirting, Tea-powder, etc.

Study how these advertisements try to appeal to the taste of the possible customers.

Self-check Exercise-III :

- A) Suppose you are trying to market the following products. What needs will you emphasize? How will you appeal to the customers? Write in two or three lines for each:
tooth paste, mosquito repellent, milk powder, cell phone
- B) What is warrantee? Study a warrantee card. What details are given in it?
- C) As a sales manager how will you induce buyers to buy your product?

1.3 Key to self-check Exercises

Self-Check-I

1. Electric Iron :

An electric iron is a very useful home appliance. It has stainless steel plate, which is triangular shaped. At the broad upper part there is a socket for plugging it to the power switch. The plug has a three-pin holder. The wire can be detachable after ironing is over. When you plug the holder to the power point, there is red-glow on the switch. When the iron is hot enough you can start ironing your clothes. You can unplug the iron while ironing or keep it plugged. Some irons have automatic switch on an switch-off

2. Pressure Cooker :

Pressure Cooker is a very useful kitchen appliance. Now-a-days, in the modern kitchen it is quite indispensable. It has a thick and strong aluminium body. There is a lid to be fitted on it. It has a long handle, a rubber ring which fits inside it to prevent steam of boiling water to escape. There is a small safety-valve on the lid. The handle of the pressure-cooker as well as of the lid is made of black ebonite. Pressure-cooker can be used for cooking rice, grams, boiling potatoes, cooking vegetables, etc. There are stainless-steel pots which can be used in the cooker for cooking different things at a time. You must put enough water in the pressure-cooker first, and then put the cooking pots inside with a cover on each of them.

Self-Check-II

- A) 1. Warranty is the company's assurance that they will give one year's free service for any repair of the gadget or machine. It can even be replaced if necessary. And there will be free service for one year for the gadget or machine sold.
2. Customers are normally worried about any problem they might come across in the use of a gadget, machine, etc. The company / shop assures them that they will give the customer service/guidance even after the gadget is sold. They give their cell-phone number to the customer for customer service. Or their representative periodically visits customers, who have bought a fridge or a water-purifier, etc. Within one year such a service is free of cost.

3. When we buy a cell-phone, we have to produce our ration-card, passport, or any other acceptable identity document. The shop has to keep a record of this kind to prevent misuse of a cell-phone. These documents are necessary to establish identity of the customer.
- B) 1. **Dictionary** : Sir, this is the latest dictionary in the market. It is actually the revised version of the Kitab Mahal Publication of English-Marathi dictionary. It gives pronunciation of words in Devanagari Script, based on the pronunciation in the Advanced Learner's Dictionary. It gives meaning of words in English as well as in Marathi, with the hints for the usage. It also gives grammar of the word, if it is a noun or a verb, etc, and shows its use in a sentence or two. It is very useful for students, teachers, translators and journalists, etc.
2. **A set of crockery** : Madam, please note how attractive the shapes are. This kettle can contain eight cups of tea. The cups and saucers, as well as the kettle are of high quality china. In addition to a dozen cups and saucers, you have a beautiful milk-pot, a sieve, and also a set of dishes for biscuits and cakes. This is the first class china-ware, Mam. You will be proud to possess it. Prices are going to rise, Mam, as Deepawali approaches.

Self-check-III

- A) 1. **Tooth-paste** : Are you worried about the cavities in your teeth? When you look at your teeth in the mirror, do they, look snow-white? Do not worry, Try 'Chamko' tooth-paste and feel fresh and impress others with your shining bright teeth.
2. **Mosquito repellent** : Moskil is the most effective mosquito repellent. Within minutes your bed-room is free of them. Besides, it has a pleasant smell of jasmine, switch it on only for 15 minutes, and your rooms will be free of mosquitoes.
- B) Warrantee is an assurance of the manufacturer that the gadget will function very well. And if there is any problem, he will repair it free of cost within the warrantee period. Warrantee card has the name and address of the dealer, the date of purchase, the dealer's assurance, with a stamp and signature.
- C) Try this on your own.

1.4 Summary

In this unit you have learnt how sales-promotion, actual selling as a sales-person are important aspects of any business. As a Sales-person, you have to be able to describe the gadget you are selling and explain its utility to make life easy for the buyers. As a sales-person you should know the merits of your product. Customers are interested in finding out how your product can make their life easy and comfortable. You should be able to tell the customers how your product can satisfy their needs, and how the price is reasonable. Customers need assurance about after-sale service, which you should be able to give them.

1.5 Exercises

1. Suppose you are a sales-person for the following gadgets. How will you induce a customer to buy them?
Cell-phone, Idli-maker, detergent powder, ready-made shirts, bath-soap.
2. What assurances would you give a customer to make him/her buy your product?
3. Collect advertisement of schools, college, health-clubs, hospitals, gyms, and write how they try to promote their services.



Unit-2

English for Banking Correspondence

Contents:

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Self-check Exercises-I

Text-II Banking Correspondence

Self-check Exercises-II

2.3 Key to self-check Exercises

2.4 Summary

2.5 Exercises

2.0 Objectives

After studying this unit, you will be able to-

- understand various services provided by the Banks
- learn the use of English for routine banking correspondence
- learn how to deal with customer services and complaints, making use of English for such communication.
- learn what facilities the banks offer to their customers.
- learn the polite use of English in the banking correspondence.

2.1 Introduction:

In this unit we will learn the English used in Banking sector. The purpose of this unit is to make students aware of the vocabulary and language structure used in the field of Banking.

Banks are the institutions which accept deposits and lend money. They do the business of collecting deposits from those who have surplus funds, and distribute to those enterprising and needy people who are in need of loans. Banks earn profit in the form of difference in the amount of interest earned on loan and paid on deposits. Banks accept deposits of various kinds like fixed deposits, saving deposits, current accounts, piggy deposits, recurring deposits and so on. They lend the money to traders, entrepreneurs etc. in the form of loans, cash credits, overdrafts, bill discounting etc.

Banks facilitate large scale business by providing finance, which is life blood of business and thus give boost to the total growth of the economy by generating tremendous employment opportunities.

2.2 Text-I : Bank Services

Banking sector has been expanded in the modern world. The traditional concept of banking has undergone a considerable change. Everyone needs to be aware of banking business as it provides newer and newer facilities. A customer can take advantage of these facilities which helps him save time, energy and human resource. So a customer should be well aware of new facilities provided by banking sector. He must understand core banking, net banking, ATM, debit card, credit card facilities.

Banks also provide various financial and non-financial services to their customers, such as insurance, credit card, debit card, ATMs, letter of credit, foreign currency, electronic clearance system, collection of local and outstation cheques, and bills, collection of interest, raising of capital, financing of imports and exports, remittance of demand draft, issuing of travellers cheques, providing safe deposit lockers etc. as all these services promote the development of trade, industry of trade, commerce and raise the standard of living of the people.

Learn the following words:

- 1) Surplus: amount left over.
- 2) Entrepreneurs: person who undertakes a commercial venture.
- 3) Generate: produce.
- 4) Boost: promote or encourage.
- 5) Remittance: money sent.

Modern services provided by Banks :

1. **Telebanking:** Telephone banking is a service provided by banks and financial institutions where customers perform their transaction through the telephone. Banking carried out over computer network is called telephone banking. It represents conducting financial transactions using computer and a telephone. Most telephone banking services use an automated phone answering system. This technology facilitates calling the bank and giving order to a bank computer for carrying out an operation under the account.
2. **Automated teller machine:** An automated teller machine is a computerized device that provides access for financial transaction in a public place. The customer can have access to his bank account to make cash withdrawals and check balances. Apart from these functions ATM facilitates transfer of money from one account to another and request for a cheque-book.
3. **SMS banking:** SMS banking is a technology-enabled service offered by banks to its customers. They permit the customers to operate banking services over mobile phones using SMS. SMS banking is more advantageous than internet because people carry mobile phones everywhere. SMS banking reduces the distances between banks and the customers.
4. **Debit cards:** A debit card is a plastic card with a magnetic strip that can be used by a customer as means of payment. Unlike a credit card, there is no line of credit, the debit card is linked to the account. Funds charged to a debit card are directly deducted from the bank account it is associated with. It is the card that provides an alternative to cash payment for making purchases. It can also be called electronic cheque.
5. **Credit card:** Credit card is a plastic card with a magnetic strip authorized to purchase upto a predetermined amount i.e. a credit limit. Banks issue it to their customers to enable them to purchase on credit. These cards store the information relating to a customer's account.
6. **Internet banking:** Internet banking means conducting financial transaction through a website. Internet banking is also known as online banking. In internet banking customers have an access to their account through a server. Internet banking is also known as virtual, cyber, net, interactive or web banking. It provides various services like online trading, online bill payment, shop online etc.

RTGSC (Real Time Gross Settlement): The amount sent through RTGS is deposited within two hours in the account

NEFT (Nation Electronics Fund Transfer): the amount sent through NEFT is deposited within 48 hours.

The form and nature of banking has undergone change in the modern world. The nationalized banks like SBI and ICICI bank have provided self service electronics banking facility to the customers. These electronic branches are now known as E-corner which helps you pay your bill, deposit money, transfer money from one account into another, submit your cheque etc. For this, Cheque Deposit Machine, Coin Vending Machine can help you.

Let us learn about banking correspondence. Suppose you want to have ATM card facility, you should contact the bank and ask for this facility. Learn the following interaction :

Nitin :	Excuse me sir, I would like to have ATM facility of your bank.
Clerk :	Oh! Sure, but do you have an account in our bank?
Nitin :	Yes, I have a savings account in your bank.
Clerk :	Alright, here is a form which you need to fill and it should be submitted with some documents.
Nitin :	What kind of documents should I attach with the form?
Clerk :	Well, we need your residential proof, PAN card and identification proof, etc.
Nitin :	Ok. Now could you please tell me about the exact use of ATM?
Clerk :	Sure, you can withdraw Rs.20000 in a day with this facility and can also deposit your money.
Nitin :	Does your bank charge for this?
Clerk :	The bank charges Rs. 100 annually for providing this facility.
Nitin :	Alright, I will fill the form and submit the documents very soon to the bank. Thank you, sir.
Clerk :	Most welcome.

Letter to a Customer Requesting him to Open an Account :

National Bank
191 / N - Patricia Avenue
Liverpool – 600 020
Phone : 0011 - XXXXXXXXX
Fax : 0011 - XXXXXXXXX

May 5 - 2009

To
Mr. XYZ,
326 / H - Raman Nair Street,
Maalyvalley – 682 016.

Dear Sir,

I wish you a happy New Year and the best returns of the day.

As you are aware, your most trusted bank has opened a branch near your residence to serve the most valued customers like you.

Will you kindly oblige us by dropping in some day and giving us an opportunity to serve you through a Current/Savings Bank/ Recurring or a Fixed Deposit Account?

Yours Truly,
(V. RAJAN PETER)
Manager

Note the following words and expressions:

- 1) Oblige : do(person)small favour, help.
- 2) Serve : do a service for (a person or a community, etc.).
- 3) Will you kindly oblige me?

Letter for Opening an Account:**From :**

R. K. VIDESH,
2, Stephen Road, CHENNAI-600 005.
3rd October 1999

To

The Manager,
Central Bank,
CHENNAI – 600 002.

Dear Sir,

I would like to open a Savings Bank Account in your branch. For introduction I am enclosing a letter from Mr. S. Krishnan residing at 2, Bends Road, Chennai – 5. His Savings Bank Account number is SK 33923.

Please let me know what other documents you require.

Thanking you.

Yours faithfully,

R.K. VIDESH.

Note the following words and expressions:

- 1) enclose: attach
- 2) I would like to ----
- 3) Kindly allow me ---

Request for overdraft facility :

Ref. no. Gen/58/0146

5th September 2009

To
The manager,
Canara bank,
Rajarampuri, Kolhapur

Dear Sir,

With the approach of Diwali festival and immediately following marriage season, we intend to replenish our stocks of ready made garments of all kinds. As we propose to place bulk orders with our suppliers in order to secure favourable terms, we shall be in need of requisite funds during the month of October and November.

We shall therefore be highly obliged if you could sanction us an overdraft facility of Rs.5 lakhs during this period. We shall be in a position to bring back our account to credit by 15th March, 2009.

We are prepared to hypothecate our stock as a security for the overdraft. The audited copies of final accounts as on the date of application are enclosed for the perusal. We will complete all the required formalities on hearing from you.

We hope to receive a favorable reply, in this respect as early as possible.

Thanking you,

Yours faithfully,

Sd/-

Managing partner.

Note the following words and expression:

- 1) replenish: fill up again, renew
- 2) bulk orders: orders for big quantity of goods
- 3) requisite: necessary for the purpose
- 4) We shall be highly obliged if you could..
- 5) hypothecate: pledge or mortgage
- 6) for perusal: for your notice/examination

Self-check Exercise-I

- a) write a letter to a bank for opening an account .
- b) Answer the following questions:
 - 1) What are the new technological services provided by the banks?
 - 2) What are the various kinds of deposits that the bank accepts?
 - 3) What are the various financial and non-financial services provided by the bank to the customers?

Text-II : Banking Correspondence

Letter to stop payment :

Ref. No. gen/58/1486

Date: 25th November 2014

To
The Manager,
Canara bank,
Rajarampuri, 3rd lane, Kolhapur.

Ref : To stop payment of cheque no. 74856 from our current A/c No. 57864.

Dear sir,

With reference to our telephonic instructions to you this morning, I request you to stop payment of our cheque No. 74856 dated 10th November, 2014 drawn in favour of M/s. X and Co. for Rs. 2,20,000/- (rupees two lakhs twenty thousand only.). The cheque has been drawn against our current account 57864. The said cheque has been misplaced in transit.

Kindly confirm the stopping of payment of the cheque to enable us to issue another one.

With thanks,

Yours faithfully,
Manager, ABC Company

Letter Asking the Bank for a Statement of Accounts :

ABC LIMITED

191 / N - Patricia Avenue

Liverpool – 600 020

Phone : 0011 - XXXXXXXXX

Fax : 0011 - XXXXXXXXX

May 5 - 2009

To,
The Manager,
Bank of Baroda,
326 / H - Raman Nair Street,
Maalyvalley – 682 016.

Ref. : Current A/c. No. 45892

Dear Sir,

I have to request you to send us the statement of account of our current account with you for the year ending 31st March, 2013, as early as possible.

Yours Truly,
ABC LIMITED
(V. RAJAN PETER)
Managing Director

Letter Returning a Dishonoured Cheque :

Punjab National Bank
191 / N - Patricia Avenue
Liverpool – 600 020
Phone : 0011 - XXXXXXXXX
Fax : 0011 - XXXXXXXXX

May 5 - 2009

To
LAXMI ELECTRONICS LIMITED,
326 / H - Raman Nair Street,
Maalyvalley – 682 016.

Dear Sirs,

Please find with this cheque No. 4258 dated 26th April, 2009 of Ajanta Prakashan, on Bank of Baroda, given to us for collection. The said cheque has been returned unpaid for reasons stated thereon.

Yours Truly,

(V. RAJAN PETER)
Managing Director

Self-check Exercises-II

- a) Write a letter to your bank asking for a chequebook facility.
- b) Write a letter to your bank asking for agricultural loan, stating reasons, terms for payment, mortgage etc.

Letter Informing a Customer of Return of His Cheque :

Bank of Baroda

191 / N - Patricia Avenue

Liverpool – 600 020

Phone : 0011 - XXXXXXXXX

Fax : 0011 - XXXXXXXXX

May 5 - 2009

To,
APTEC LIMITED,
326 / H - Raman Nair Street,
Maalyvalley-682 016.

Dear Sirs,

I regret to inform you that your cheque No.022356 in favour of M/s New Delhi Printers for Rs.15,260 was presented for payment this day through Punjab National Bank and was returned unpaid for lack of funds in your account.

I shall urge the importance of retaining sufficient funds to meet your cheques or of arranging an overdraft against the deposit of satisfactory security.

The present balance in your account is Rs.309.20.

Yours Truly,

(V. RAJAN PETER)

Manager

Letter Informing a Customer about His Keeping Insufficient Funds in his Account :

Bank of Baroda

191 / N - Patricia Avenue

Liverpool – 600 020

Phone : 0011 - XXXXXXXXX

Fax : 0011 - XXXXXXXXX

May 5-2009

To,

HINDUSTAN LIMITED,

326 / H - Raman Nair Street,

Maalyvalley – 682 016.

Dear Sirs,

I would like to draw attention to your current Bank Account No. 4142 which has not been properly maintained by you.

The amount to your credit has been below Rs. 1,15,000/- while you have been issuing cheques worth Rs. 1,20,000/-

Please ensure sufficient credit in your bank account to prevent your cheques being dishonoured.

Yours Truly,

(V. RAJAN PETER)

Manager

Note the constructions such as :

I would like to draw your attention to -

Please ensure that

Letter to a Customer Informing about Overdraft Facility :

Canara Bank
3rd lane, Rajarampuri, Kolhapur.

10th September, 2014
Ref.No.CC/286/046
Fashion house,
56, J. K. Nagar, KOLHAPUR.

Dear sir,

Sub:- your letter no. Gen/158/0146 dated 5th September requesting for an overdraft facility.

We are pleased to inform you that your application for the overdraft facility of Rs. 5 lakhs has been sanctioned. A checklist of documents to be furnished by you in this regard has been enclosed. Please send these documents duly completed to enable us to make early disbursement.

with thanks,

Encl. Check list.

Yours truly
Manager

2.3 Key to self-check Exercises

Self-Check-I

I-a) A letter to a bank for opening and account:

To
The Manager
National Bank Ltd.
Mumbai
8th July, 2014

Dear Sir,

I wish to open a current bank account with your bank. Kindly let me know what facilities you offer for business houses, and what your terms and conditions are.

Please send me all the relevant documents for opening an account.

Yours faithfully,

xyz

Manager

Manali Food Products, Ltd.

- I-b) 1) Bank provides a number of technological services such as telebanking, automated teller machine, SMS Banking, Debit and Credit Card as well as internet banking. Debit and Credit Cards are very useful for individual customers who like to do marketing while on a tour or even for buying goods in the local market. Telebanking and SMS-banking are usually followed by business houses.
- 2) The banks accept short and long term deposits at a rate of interest which is more than the interest rate on Savings. Banks also accept pigmy deposits, recurring deposits at the rate of interest more than the savings account rates.

Self-Check II

II-a)

To

The Manager,

Bank of Baroda,

Koregaon Branch, Koregaon

5th Sept, 2014

Sub. : Issue of Check-book S.A. No. 23556

Dear Sir,

I have a Saving Bank account with you as stated above. I have been a customer of your bank for the last 10 years. My balance in this account has always been more than Rs. 5,000/-. I have to request you to issue me a check-book, as I need it to make payments to the wholesale dealers.

With thanks,

Yours faithfully,

xyz

II-b)

To

The Manager

National Bank Ltd.

Mumbai

10th August, 2014

Dear Sir,

I own agricultural land of about 10 acres in the vicinity of Shirval. I normally take crops of Jawar, Wheat, and pulses, etc. But now I would like to cultivate cash crops such as Sugar Cane, Haldi, etc. For this I have to incur expenditure to the extent of Rs. five lacs. I have to request you to grant me a loan of Rs. 5,00,000/- for this purpose. Kindly let me know your terms and conditions for advancing such loan.

With regards,

Yours faithfully,

xyz

2.4 Summary

In this unit you have learnt how English is used for Banking correspondence. You have studied how English is being used in the field of banking. You come across here typical vocabulary (the register) of banking and the use of formal English. You have come to know what a variety of Services Banks Offer to their customers. Business houses, traders need the help of the banks for raising capital. Private individuals also need the help of Banks for the education of children, marriages, etc.

2.5 Exercises :

- A) 1) Imagine that your company has to increase production to meet export demand. So you need overdraft facility to the extent of Rs.4 lakh from the bank. Write a letter to the bank requesting for an overdraft facility.
- 2) You have received a letter from the bank informing you about insufficient funds in your account. Write a letter to the bank in response to it.
- 3) Imagine your son is going abroad for doing a course in M.BA. write a letter to State Bank of India for an educational loan.

- 4) Write a letter to your bank manager asking him about RTGS and NEFT facilities.
- 5) Suppose you tried to withdraw Rs. 10000 from ATM of your bank, but you could not get the amount. Write a letter to your bank requesting the manager about this technical problem.

Project work:

- A)** Form a group and visit the banks in your own town and
- 1) Make a list of electronic services offered by each bank.
 - 2) Make a list of documents required for educational loan.
 - 3) Make a list of documents necessary for opening an account at the bank.
 - 4) Make a list of various kinds of loans provided by the banks.



Unit-3

Writing Business Reports

Contents:

- 3.0 Objectives
- 3.1 Introduction
- 3.2 Text-I Short Formal Report
 - Self-check Exercises-I
- Text-II Committee Report
 - Self-check Exercises-II
- 3.3 Key to self-check Exercises
- 3.4 Summary
- 3.5 Exercises

3.0 Objectives

After working with this unit, you will be able to-

- understand different forms of report writing
- know how to write short formal reports
- know how to write report of a sub-committee
- understand what the main parts of such reports are
- use English for writing formal reports.

3.1 Introduction:

Business Reports provide important information that is factual, timely, orderly and objective, which serves business purpose. It is carefully and systematically written and submitted to the higher authority. If you are serving in a corporate world, a big company, you may have an occasion to write a report on a particular business matter.

We are mainly concerned here with written reports on topics such as : 1) Opening a new branch 2) Purchasing a new site 3) Inspection 4) Disciplinary problem in the company, etc.

There are three ways by which report can be organized:

- 1) Letter form
- 2) Memorandum form
- 3) Letter text-combination form.

Letter form report usually covers short problems. It has all parts of a business letter. The body of the report is divided into: 1)Introduction: the terms of reference, the circumstances which gave birth to report and the subject of the report, 2) Findings, 3) Recommendations.

Memorandum form: These reports are short and routine within organization.

Letter text Combination form: Long formal reports are in this form. It is divided into three main parts that are subdivided into small units:

- 1) Introductory Part
- 2) Body of Report
- 3) Addenda or back matter

Now we will look at some kinds of report and their examples.

3.2 Text-I : Short Formal Report:

This report can be in the form of a memorandum. It is a report submitted to the superior by a subordinate, on some internal problem.

The chief accountant, Mr. Kore receives a complaint from a customer that a cheque of Rs.6015/- was sent by him towards the settlement of the bill No.29 dated 15/12/2013. However this bill is shown against his name as outstanding and the acknowledgement of the said cheque has not been received by him. Mr. Kore orders the senior accounts clerk, Mr. Swapnil Joshi, to look into the matter and submit a detailed report.

10/1/2014

To,
Mr. Kore I. R.
Chief Accountant

Report on customer complaint: Lucky Departmental Store

1) Background:

I have thoroughly investigated the above mentioned complaint as per the instruction in your memo dated 1/1/2014. All relevant ledgers were checked and also accounts of the companies of similar names were gone through.

2) Findings:

A cheque of Rs. 6015/- was received on 1/12/2013 from Lucky Departmental store but was wrongly credited to Lucky Stores and receipt was sent to them. It happened because the accounts clerk was on leave and a new person was handling the matter.

3) Action Taken:

- a) Amendments are carried out to the accounts of the two clients concerned and written apology letter has been sent to Lucky Departmental Store.
- b) Lucky Store is notified that the receipt sent to them should be treated as cancelled.
- c) All accounts clerks are informed of this mistake and are asked to be careful in future.

Senior Accounts Clerk

Now study the language of this small report:

- 1) It mostly uses passive constructions, because business reports are impersonal.
 - ledgers were checked
 - accounts were gone through

- a cheque was received
- another store was wrongly credited
- a receipt was sent
- a written apology has been sent

Even the sub-title of (3) is in a reduced passive form : Action Taken.

In business letters passive construction is used because the action done is more important than who does it.

Now let us study the format of the report, how it is organized.

There is the name and designation of the addressee :

There is no salutation e.g. Sir, or Mr. Kore.

The title of the report : The Report on the Customer Complaint Background Findings

Action Taken -- a, b, c, etc.

Signature and the designation : Senior Accounts Clerk.

In this unit we are concerned with the use of English in report writing in business organizations.

This is only a general format for you to remember. In a formal situation you have to use this format making changes if necessary. Such reports may be sent to the authority concerned with a covering letter and the report forms its enclosure.

A Report has generally the following Structure:

- 1) Title and Date:
- 2) Introduction: It includes why the report is being made and under whose authority it has been prepared. Terms of reference, period, how the committee worked, what method was adopted by the committee on mention of interim report, recommendations, acknowledgement etc.
- 3) The Body of the Report: Division in suitable parts
- 4) Recommendations:
- 5) Conclusion:
- 6) Signatures: of the committee members at the end of the report, if there is a committee.

- 7) Minutes of Dissent: If any member of the committee holds different opinion, such a member may append a note of dissent at the end of the report. Mention of the dissent opinion should be made in the introduction.
- 8) Summary of Recommendations: In official reports, summary of the recommendations is given.
- 9) Appendices: composition of committees, Subcommittees working sheets, plans, drawings, designs, questionnaires, index, etc. may be attached to the report, if necessary.
- 10) Presentation: It should be printed and bound, or computerized, if it is a very big report forming many parts. But in this unit you are concerned **with the use of language** in report writing.

Now study the following report submitted by a committee of two or more members, appointed by the chairman of a company. It is addressed to the chairman:

I) A Report of a sub-committee of the Board on the possibility of starting a factory producing readymade garments in or around Islampur.

10/10/ 2013

To,
The chairman,
Board of Directors,
Mafatlal Textiles.

From: Members of the Sub-Committee: Anil Shrivastav, John Pinto, Shantilal Shah, Rasik Gujar.

Sir,

With reference to the discussion on the subject stated above at the Board Meeting held on 12th June 2013, we have made necessary inquiries in the matter and our findings are as follows :

- 1) There is availability of land and necessary facilities on Poona Banglore Highway 4, near Peth- Naka for the construction of a factory. The land is available at Rs. 30 lacks per acre.

- 2) We recommend that the land should be purchased immediately and construction be started.
- 3) The site is important from the point of view of transportation, availability of skilled workers, water supply and supply of electricity.
- 4) As the place is at a short distance from Sangli-Miraj and Kolhapur, it would serve as a convenient let-out for our finished products.
- 5) There is also possibility of further expansion schemes.
- 6) We recommend that the proposal to buy this land be finalized and our solicitors be asked to complete the legal procedures.

Yours faithfully,

Anil Shrivastav, John Pinto,
Shantilal Shah, Rasik Gujar.

You can see that the report is prepared by a sub-committee of four members appointed by the chairman of the company. Note how the report first-states the decision of the Board meeting appointed by a sub-committee for this purpose.

There is a set of recommendations from point NO.1 to 6.

Note the expressions:

There is availability of land.....

We recommend that.....

There is a scope for.....

Self-check Exercise-I

As a secretary of the Venkatesh Trading Company Pvt. Ltd. Pune write a report, addressed to the Managing Director, recommending opening a new branch office at Kolhapur, giving the following reasons:

- a) availability of broad-gauge railway station
- b) famous for trade in jiggery, tobacco and milk products,
- c) developed MIDC area nearby
- d) well-developed engineering section producing diesel engines, centrifugal pumps, spare parts of vehicles, etc.

Text- II : Committee Report

Here is another specimen of a report regarding starting a cooperative store in the college. Study the report and the demands made by the students.

10/9/2013

The Principal,
The New College,
Kolhapur.

Sir,

Report of the Committee of the Students Council on the possibility of starting a cooperative stores in the college.

With reference to the personal discussion with the principal on 9/8/2013 as members of the above mentioned committee, we submit our report as follows:

- 1) Cooperative stores can be started with immediate effect. We have sought the advice of the cooperative department, and the Deputy Registrar of cooperative societies has agreed to extend all help and assistance to the venture.
- 2) We suggest that the management of the Institution be approached with a request to give rent free room on the ground floor at the North end of the college, which is currently unused. This room is quite suitable for the cooperative stores as it is at the main entrance of the college, high school and the the college of Architecture.
- 3) A cooperative society may be registered in the name of The New college Students' cooperative stores Ltd. At present 12 members of the students' council are ready to sign the application form for establishing the cooperative society.
- 4) There are 3000 plus students in the college. We are confident that the Students' council will be able to sell one share of Rs. 10 to each of the 3000 students. This will provide the initial capital of Rs. 30000/-.

- 5) Enclosed please find a memorandum in which we have given an estimate of the minimum expenditure on furniture and initial stock of books and other commodities which can be kept for sale.
- 6) We shall be grateful for your cooperation and guidance in this matter.

Pay attention to the language used. It is formal and official English.

Note the following expressions :

- 1) We suggest that the management be approached.....
- 2) The cooperative society may be registered in the name of.....
- 3) We are confident that.....
- 4) Enclosed please find..... the estimate.....

And finally, 'We shall be grateful for your cooperation and guidance.'

You can see that such reports mostly make use of passive structures, and there are some typical vocabulary items, which you should master for writing formal reports.

You can see that the report given above is a committee report. A committee of two or three members from the director board or managing committee is appointed to go through, examine the problem and make report of it. It may be signed by the head of the committee or all the member of it.

The main parts of such report are:

- 1) **The Authority:** The resolution No.5 of the Board of Directors in the meeting held on 25th March 2013 appointing a committee of S. S. Rao. (Convener), and M. M. Potdar to investigate the working of the Branch at Miraj.
- 2) **Title and The Date:** For example: "Report of Sub-committee appointed to investigate the working of the Branch at Miraj."
- 3) **Terms of Reference:** This states what the committee should investigate, the time limit by which the report should be submitted and to whom it should be submitted.
- 4) **Procedure:** What did the committee do? It may examine records, interview the section head, and the members of the staff, visit the shop/factory, etc.

- 5) **Findings:** The committee will State here the facts of their investigation, the present state of the working of the unit, etc.
- 6) **Recommendations:** Here the committee will suggest action to be taken to improve the working of unit, transfer, new appointment, etc.

Now study another committee report given bellow: **S K F Industries Ltd** has appointed a committee to study the market-demand for their new product.

Committee Report

5th Dec. 2013

To,
Managing Director
SKF Industries, Ltd, Kolhapur

In accordance with the Resolution No. 9 passed in the Board of Directors' meeting on 10.10.2013, a four member committee was set up to explore the market demand for a new product of the company.

Terms of Reference: The investigation was carried out in accordance with the above mentioned Resolution.

A committee consisting of Shri. P. M. Chavan (Convenor), Shri. M. G. Deshpande, Shri. U. P. Navale and John Pinto, was appointed to study the market demand for the new product of the SKF Industries Ltd. Kolhapur. The committee's report and findings are as under :

Procedure: The committee visited market of Maharashtra extensively, and examined and surveyed the whole market area to study the demand for the new product. The committee interviewed customers, as well as the wholesale dealers in the area, displaying and explaining our new products.

Findings: As a result of the inquiries and the survey of the market and the information collected, the committee's findings are as given below :

- a) There is good response from the customers and the dealers.
- b) But the customers want some changes in the product like colour, size, packing etc.

- d) Customers are satisfied with the quality and the utility of the product.
- e) From the survey of the committee, the annual demand could be of 20,000 pieces and it would go up to 50,000.
- f) The company has received permission for the production of 60,000, but the actual capacity of the company is of 1,00,000 pieces. It means that the company must explore market in the neighbouring states.
- g) There is good transport facility from the company's premises
- h) There is satisfactory availability of skilled workers and raw material.

Recommendations: In view of the market study, an investment of Rs. 15 crores is required to meet the demand. This committee unanimously thinks that there will be increase in market demand for the new product, in near future.

**Signed on behalf of the committee
Chairman**

There can be individual report also, for example, a company secretary may be asked to investigate some matter and report the finding to the chairman.

Study the following individual report:

Report of the secretary of a company regarding complaints about unsatisfactory quality of goods.

Popular Agro Tools Ltd. 43,MIDC, Sangli
1st April 2014 To, The Chairman, Popular Agro Tools Ltd., Kolhapur. Dear Sir,

I was asked to investigate into the complaints of several customers that the ploughs, subsoilers and tillers recently marketed by us were of unsatisfactory quality. I have looked into the matter and report as follows.

- 1) From 13 Nov to 30 Dec, 2013, there was a serious breakdown in the Induction Melting furnace. During this period the work manager Mr. G.S. Kulkarni had found that the casting supplied by M/s. Ghatge and Patil, Satara were not of the highest mark, which we insist upon.
- 2) Our inspecting engineer, Mr. Somnath Jadhav, who passed these castings at that time is no longer in the company.
- 3) The stand taken by the work office is that they were not legally responsible for it. But it is going to affect adversely our business and reputation. Replacement of ploughs and tillers should be given to the customers who have complained. It is necessary to maintain our good will and position in the highly competitive market of agricultural tools and ploughs.
- 4) The company is under coverage for consequential breakdown of machinery. The financial liability for replacement will not be more than Rs. 50,000/- as shown in the enclosure.

Yours truly,
S. D. Deshmukh,
Secretary

Note how this individual report is presented.

After the addressee, there is a salutation 'Dear Sir'. It is followed by the text of the report, stating first what the report is about. Then we have observations precisely stated under the points 1 to 4. The secretary has signed the report at the end.

Self-check Exercise II

Write the following reports:

1. The chairman of the Utkarsha Commercial Bank Ltd. has asked the manager of the bank to look into the demand of the customers to change the working hours of the bank three hours in the morning, from 10 a.m to 1 p.m and then 4 p.m to 6

p.m for the convenience of the customers. Prepare the manager's report in this regard suggesting the new timings.

2. M/s Ravindra and company would like to start welfare center for its employees. The personnel officer of the company is asked by the Managing Director, to present a report regarding
 - 1) The location of the welfare center.
 - 2) Facilities that can be made available there for the workers, such as :
 - i) indoor games
 - ii) library
 - iii) medical center.

3.3 Key to self-check Exercises

Self-check I Answer

To
Managing Director
Venkatesh Trading Co. Ltd.
Pune

10 Nov., 2014

Sub. : Opening a new branch office at Kolhapur.

Sir,

As directed by you, I visited Kolhapur with a view to examining a possibility of opening a new branch of our company at Kolhapur.

1. Nearly twenty-five per cent of our customers, the retail and Wholesale dealers, are from Kolhapur and the nearby areas. In view of this, opening a new branch at Kolhapur will prove very convenient for the company as well as for our clientele.
2. The undersigned visited Kolhapur for the purpose of opening a new branch of our company at Kolhapur and selection of a site for it. In addition to a large number of our customers in this area, there are following important reasons for us to open a new branch at this industrial city.

3. There is broadgauge railway line at Kolhapur connecting the city to Pune and Mumbai, as well as the Southern part of India.

Kolhapur has now developed into a big industrial city after Pune and Nashik. It is well known for its trade in jaggery, tobacco and mil-products.

Besides, there is a well-developed MIDC area with a number of big and small industries.

In addition to this, there are engineering firms dealing with production of diesel engines, centrifugal pumps, spare-parts of Vehicles, etc.

4. In view of the foregoing details, the undersigned strongly recommends opening a new branch at Kolhapur.

Sd/-
Secretary

Self-check II Answers

1. To
Chairman
Utkarsha Commercial Bank, Ltd.
Kolhapur

Sub. : Regarding working hours of the Bank.

Sir,

As instructed by you I have examined the possibility of changing working hours of the bank to facilitate them to carry out their transactions.

Most of our customers are from business community, who find our present working hours rather inconvenient. They would like to change the timings from 10 a.m. to 1 p.m. and 4 p.m. to 6 p.m. At present we close our cash transaction at 4 p.m., which they find inconvenient. Similarly they would like us to start at 10 in the morning as their working hours start at 9 or 9-30 a.m.

We have no problem if the present bank working time is changed. But the afternoon timing will prove inconvenient to our employees who catch their bus at

5.30 p.m. In my opinion it would be better to have afternoon timing from 3 to 5 p.m. taking into account convenience of all concerned.

Yours faithfully,

Manager

2. To
Managing Director,
M/s. Ravindra and Company, Ltd.
Kolhapur.

Sub. : Report on establishing a welfare centre for the employees.

Sir,

As directed by you, I submit the following report for establishing a welfare centre for the employees of the company.

1. **The Infrastructure :** For this welfare centre we need a big hall, about 15' x 25', for indoor games as well as meetings or a get-together. In addition to this we need two rooms plus a sanitary block.

One room is for a medical centre, and the other for a library. In addition to this we need a small room as a canteen to serve tea and refreshments.

2. **The Location :** The location of this centre should be within the campus of the company. It is proposed here that there is an old store room adjoining a small garage. These can be refashioned to suit our purpose. We have to carry out some repairs to the place.

3. Expenditure involved :

- 1) Repair work : around Rs. 50,000/-
- 2) Purchases of sports material : around Rs. 25,000/-
- 3) Establishing a library : around Rs. 20,000/-
- 4) Medical Centre : around Rs. 20,000/- (for furniture, etc.)
- 5) Appointments : We need an attendant for the sports room and a part-time worker to manage the library.

Their monthly emoluments would come to Rs. 20,000/-

- 6) Canteen : A contract will have to be given to manage the canteen. Its terms and conditions will have to be discussed.

If this proposal is approved, the welfare centre can be readied in a month's time.

Yours faithfully,
Sd/-
Personnel Officer.

3.4 Summary

In this unit you have learnt how a business report is written. A business report may be about some aspects related to the customer complaints, or some internal matters of the company related to the problem of the discipline among the workers, their welfare, etc. Such a report may be written by the secretary or the personnel officer or a section head, depending on the subject matter. There can be more elaborate formal reports related to the establishment of a new branch, launching a new product, investigating the problems at a branch of the company, etc. For this a committee is appointed by the board of directors, from among themselves and this committee is authorized to investigate the matter and submit a report.

English used in such reports is formal. It is written in an impersonal official language.

3.5 Exercises

Write the following reports

1. The Managing Director of Bright Paints, Ltd. Pune asks the Personnel Manager to investigate and report the possibility of establishing a medical centre within the company premises and the expenditure involved.
2. The Managing Director of Bharat Steel Company, Ltd. Nagpur, asks the Production Manager, to submit a report regarding accidents in the workshop and precaution taken to avoid them.



Unit-4

Secretes of My Success

- Saina Nehwal

Contents:

- 4.0 Objectives
- 4.1 Introduction
- 4.2 Text-I
 - 4.2.1 Section I
 - Check your progress-I
 - 4.2.2 Section II
 - Check your progress-II
- 4.3 Summary
- 4.4 Glossary
- 4.5 Answers to check your progress
- 4.6 Exercises
- 4.7 Activities
- 4.8 Further Reading

4.0 Objectives:

After studying this unit you will be able to:

- identify obstacles in achieving success
- know the strategies in achieving success
- know how to translate your goal/s into reality
- learn the importance of sports and academics.

4.1 Introduction:

Saina Nehwal is a star badminton player. She has been awarded Padma Shri and Khel Ratna Puskar. She has also brought laurels to India by winning an Olympic medal at the age of twenty-two. The present extract ‘Secrets of My Success’ by Saina Nehwal throws light on Saina’s life and sports which are inseparable parts of her life. It also deals with her own experience of chasing a dream and reaching the demands of life – her goal. She unfolds the secret of her success in this fascinating memoir: “find something you love to do and give it your all.”

4.2 Text

4.2.1 Section I

One question I m often asked and frankly, one that I really don’t look forward to, is, ‘what will you do after your badminton career?’

Actually, I have never thought that far ahead. For more than half my life, I have been playing this game. Now, at twenty-two, I find that my game is such a big part of life that there’s no way I can separate it from the rest of me. And why would I want to separate? All that I am today is a consequence of my game. From where I am now, it may all look easy or it may seem as though I have achieved so much at a young age. But after you have gone through this story of my journey, you’ll know that it has hardly been without sacrifices. From the beginning, there have been goals to chase and tournaments to win, and that has never ceased. Even today, I set goals for myself and do what it takes to reach them.

If I look back, I’d say that what worked for me was a combination of factors-my family’s support, my coaches, having access to a great training academy, and of course, my love for badminton and an acceptance of what the game demands of me. Waking up early is never easy, and even after all these years I need an alarm to get up in the morning. And yes, there are days when I was tempted to turn it off and bury myself deeper under the covers. But that never happens. There is certain responsibility that comes with success and I have learnt that one is never fully prepared for it. I remember how, in the beginning, I only had to work on my game. But with the years, other things were required of me, and that’s both part of being an adult and being a sportsperson representing the country. It’s something you cannot shrug off although at times, I confess, it’s not an easy load to bear. However, more

often than not, it's a matter of pride and I know I wouldn't change the way things are.

Most of what I have learnt in life has been on court and from papa and my coaches, whether it's the way I speak, the way I think, or my attitude to life. Most of you must have picked up these skills within the school walls over the years, and by watching your peers and schoolmates. For me, it's been the academy, the courts and the many games of badminton I have played since I turned nine. So yes, the way I perceive, life is also a little different from the average schoolgoer, whose goal includes academic pursuit.

The dangers of reaching lofty goals early in life are very real. There is not time to control success and failure. Sometimes they come together and you have to balance it as best as you can. It would have been easy to let it go to my head, I am acutely aware of what I have received and the element of my luck in my life; I would never take it for granted. At the same time, I am also conscious of how much hard work I have put in. Parents of young children often come up to papa and ask him if they should allow their children to pursue the game rather than academics. And papa always says no. Given a choice, he would have liked me to have finished school, and perhaps even college. I too tried to pursue academics, but after a point it was not possible any more. Papa and I both know that things could just as easily have not worked out. Admittedly, I am not the most talented player in the world or in the country, but I have made up for what I lack in talent with hard work. Commitment, and total focus. I think this combination works, no matter what you do in life. Mummy may tell you to focus on the goal and focus on success, but even if you don't, I think finding something you love to do and giving it your all is a great life mantra to have.

Check your progress-I

Complete the following sentences by choosing the correct alternative from the ones given below:

1. Saina was ----- years old when she wrote her autobiography.
a. twenty b. twenty-one c. twenty-two d. twenty-three
2. From the beginning, she had to chase -----, which has never ceased.
a. goals b. objectives c. demands d. money

3. Saina took the help of ----- to get up in the morning.
a. father b. mother c. coach d. an alarm
4. Saina started playing badminton since she turned -----
a. eight b. nine c. ten d. eleven
5. Parents of young children often come up to Saina's father to ask ----
a. whether they should allow their children to pursue education rather than game
b. whether they should allow their children to pursue both education and game
c. whether they should allow their children to pursue the game rather than academics
d. whether they should allow their children to pursue neither education nor game.
6. ----- advised Saina to focus on the goal and focus on success.
a. Mummy b. Papa c. Coach d. Friend

4.2.2 Text

Section II

When I look at my colleagues in the sporting world, I do feel that there is a bit of imbalance in our country when it comes to sportspersons. Of course, everyone's grouse is that cricket occupies a pedestal and the other sports lag far behind. But going beyond that, every sportsperson's career has a limited span. We begin our careers very early and at a stage when the average person is settling in his or her career, it's already time for us to retire. And not every sportsperson makes the kind of money that allows for a secure retirement. Most return to the jobs they have been allotted under the sports quota if they are lucky. Others seek jobs, but here a problem arises because most of them have barely completed high school, rarely managing to earn a college degree. It's frustrating and upsetting to see that after years of working so hard and playing for the country, a sportsman or sportswoman has to struggle to make ends meet. In such a scenario, how do we prove to young boys and girls that sports can be a career option if they have the talent and potential? If there's anything that bothers me immensely about sports in India, it is this.

I am aware that the number of years I will play too are limited and thankfully, I have time on my side yet. What will happen in the future? I have no idea. Badminton is my identity today; it's the most dominant aspect of my past and it's the future I look forward to. Once I stop playing, a lot of things will end, including the endorsements and the little perks of being a celebrity. But beyond that, I have no idea where life will take me. And it doesn't scare me very much. There's so much work that my game needs of me now and I have to give it my complete attention. There are games to be played, and matches to be won.

Check your progress-II

Complete the following sentences by choosing the correct alternative from the ones given below:

1. Everyone's complaint is that ----- occupies a pedestal and the other sports lag far behind.
a. badminton b. cricket c. tennis d. foot-ball
2. It's frustrating to see that -----
a. a sportsperson does not get respect after retirement
b. a sportsperson does not get pension after retirement
c. the government neglects his/her contribution
d. a sportsperson has to struggle to make ends meet.
3. Saina achieved success in -----
a. tennis b. cricket c. badminton d. foot-ball
4. ----- is the dominant aspect of Saina's past and future.
a. Cricket b. Athletics c. Tennis d. Badminton
5. Saina won an Olympic medal at the age of -----
a. twenty b. twenty-one c. twenty-two d. twenty-three

1.3 Summary:

Saina Nehwal is a badminton queen of India. She has been awarded Padma Shri and Khel Ratna Puraskar. She has won an Olympic medal at the age of twenty-two. Badminton is an inseparable part of her life. The secret of her success lies in hard

work, support of family, coach and her positive attitude towards ups and downs in her life. According to Saina, the dangers of reaching lofty goals early in life are very real. It's frustrating to see that a sportsperson has to struggle to make ends meet. Saina's mantra to get success in life is most appealing: 'find something you love to do and give it your all.'

4.4 Glossary:

consequence : a result or effect

cease : to stop, to bring to an end

tempt : make someone want something

shrug off : dismiss as unimportant

peer : equal in rank, merit or quality, here a person of same age

perceive : understand, become aware

pursuit(n) : an activity (to reach a goal)

lofty : ambitions (goals)

acute : keen, sharp, quick

conscious : aware of

colleague : person working together (having similar rank or duties)

pedestal : base of a column, base of a statue, here foundation

grouse : complaint

lag behind : not keep up with, to fall behind

allot : to assign, distribute

barely : only

immense : huge, very large

endorsement : recommendation

perk : benefits

scare : frighten

4.5 Answers to check your progress

Check your progress-I

1. twenty-two
2. goals
3. an alarm
4. nine
5. whether they should allow their children to pursue the game rather than academics
6. Mummy

Check your progress- II

1. Cricket
2. a sportsperson has to struggle to make ends meet
3. badminton
4. badminton
5. twenty-two

4.6 Exercises:

A. Answer the following questions in about 100 to 120 words each:

1. What factors did actually work for Saina to be successful?
2. What did Saina learn in life from her parents and coaches?
3. How does Saina compare badminton with cricket?
4. What are the tips given by Saina to win and succeed in both life and sports?

B. Write short notes in about 100 to 120 words on the following:

1. Saina's view on the present scenario of sports
2. Secrets of Saina's success
3. Saina's attitude towards life

4.7 Activities:

1. Write a paragraph about 'you' (Your likes, dislikes, strengths and weaknesses)
2. Write a paragraph describing a sportsperson you like most.

4.8 Further Reading:

Read autobiographies like *Wings of Fire* by Dr APJ Abdul Kalam.



Unit-5

Greeting to Respectful Parents

- Anurag Mathur

Contents:

- 5.0 Objectives
- 5.1 Introduction
- 5.2 Text
- 5.3 Notes and Glossary
- 5.4 Self check exercises
- 5.5 Summary
- 5.6 Exercises
- 5.7 Key to self check exercises
- 5.8 Writing activity

5.0 Objectives

After reading this unit, you will understand:

- how Gopal travels by plane to New York
- how humour is created out of the use of Indian English
- how Indians use progressive tense in all situations
- how Gopal perceives America and Americans
- how Gopal sticks to the instructions given to him
- how the Negro behaves with Gopal

5.1 Introduction:

Anurag Mathur was born in New Delhi and educated at Scindia School Gwalior; St. Stephen's College, Delhi, and the University of Tulsa, Oklahoma. He lived for three years in the U.S.A. before returning home to India to embark on a career in

journalism and publishing. He now lives in New Delhi and contributes regularly to leading Indian magazines and newspapers. He has written five novels. 'The Inscrutable Americans' is his first novel published in 1991. The other novels are 'Making the Minister Smile' (1996), 'Are All Women Leg Spinners?' asked the Stephenian' (1998), and 'Scenes from an Executive Life' (2000). He is also the author of a travel guide 22 Days in India. A fanatical cricket player, he also plays tennis and enjoys travelling. His reputation and fame mainly rests on his first novel.

'The Inscrutable Americans' exploits the comic possibilities inherent in a year-long sojourn of its Indian protagonist in the USA. Even more memorably, the novel has protagonist, Gopal, expressing himself in Indian English that has never ceased to tickle readers and listeners. The novel begins with a letter. The beginning sets the tone for the rest of the novel. Gopal, a young and intelligent lad from a small town of Madhya Pradesh called Jajau, sets off to America, gets an opportunity to study at the University of Eversville.

The present extract is the first chapter in the novel 'The Inscrutable Americans'. It is a letter written by Gopal to his younger brother in India. He describes his plane journey from New Delhi to New York. The letter is full of humour which is created out of the use of Indian English. The use of progressive tense extensively in the letter creates humour. The most amazing part is the way Gopal writes a letter describing his experience of America.

5.2 Text

Beloved Younger Brother,

Greetings to Respectful Parents. I am hoping all is well with health and wealth. I am fine at my end. Hoping your end is fine too. With God's grace and parents' Blessings I am arriving safely in America and finding good apartment near University. Kindly assure Mother that I am strictly consuming vegetarian food only in restaurants though I am not knowing if cooks are Brahmins. I am also constantly remembering Dr. Verma's advice and strictly avoiding American women and other unhealthy habits. I hope Parents' Prayers are residing with me.

Younger Brother, I am having so many things to tell you. I am not knowing where to start. Most surprising thing about America is it is full of Americans. Everywhere Americans, Americans big and white, it is little frightening. The flight

from New Delhi to New York is arriving safely, thanks to God's Grace and Parents' Prayer and mine too. I am not able to go to bathroom whole time because I am sitting in corner seat as per Revered Grandmother's wish. Father is rightly scolding that airplane is flying too high to have good view. Still please tell her I have done needful.

But, brother, in next two seats are sitting two old gentle ladies and if I am getting up then they are put in lot of botheration, so I am not getting up for bathroom except when plane is stopping for one hour at London. Many foods are being served in carts but I am only eating cashew nuts and bread because I am not knowing what is food and what is meat. I am having good time drinking 37 glasses of Coca-Cola.

They are rolling down a screen and showing a film but I am not listening because air hostess ladies are selling head phones for 2 dollars which is Rs.26 and in our beloved Jajau town we can sit in balcony seats in Regal Talkies for only Rs. 3. I am asking lady if there are student discount but she is looking like she is weeping and walking away. I think perhaps she is not understanding proper English.

Then I am sleeping long time after London and when I am waking it is like we are flying over sea of lights. Everywhere, brother, as far as I am seeing there are lights. It is like God has made carpet of lights. Then we are landing in New York and plane is going right up to door so that we are not having to walk in cold. I must say Americans are very advanced. And as I am leaving air plane, air hostess is giving me one more can of Coca-Cola. Her two friends are also with her but why they are laughing so much I do not know. I think these Americans are strange but friendly people in their hearts. I hope she was not laughing for racial. Perhaps she was feeling shy earlier.

Then I am going to long bathroom. As I am leaving I am making first friend in America. This is negro gentleman named Joe who is standing at door and as I am opening it he is holding out hand so I am shaking it and telling him my name and he is telling me his. I am telling him if he is ever coming to Jajau he can ask for National Hair Oil Factory. If I have not returned from Higher Studies please tell Father that if negro gentleman named Joe is visiting Jajau he may kindly do needful.

In this way I feel each and every one of us is serving as Ambassador of our beloved Motherland. Joe is doubtful I feel because he says "Far out, man, far out,"

but I am reassuring him that India is only 16 hours away by plane and that is not very far. I think he is accepting this because he is not saying anything anymore.

Next I go to place marked “Baggage” as Father has advised and suddenly place I am sitting starts to move throwing me. It is like python we once saw in forest, only rattling and with luggage bouncing on its back and sometimes leaping to attack passengers. I am also throwing myself on bag before it is escaping. I think if I am not wrestling it down it would revert to plane and back home to India. I am only joking of course.

Before this I am meeting very friendly gentleman at Immigration desk. I do not know why all relatives warned against this man, because he is too friendly. He is talking English strangely but is having kind heart because he is asking me about nuts and I am saying that I am liking very much and eating many on plane. “Totally, totally nuts,” he is saying, which is I feel American expression for someone fond of cashew nuts.

Before this he is showing friendliness by asking “How is it going?” I am telling him fully and frankly about all problems and hopes, even though you may feel that as American he may be too selfish to bother about decline in price of hair oil in Jajau town. But, brother, he is listening very quietly with eyes on me for ten minutes and then we are having friendly talk about nuts and is wanting me to go.

At customs, brother, I am getting big shock. One fat man is grunting at me and looking cleverly from small eyes. “First visit?” he is asking, “Yes” I am agreeing. “Move on,” he is saying making chalk marks on bags. As I am picking up bags he is looking directly at me and saying “Watch your ass.”

Now, brother, this is wonderful. How he is knowing we are purchasing donkey? I think they are knowing everything about everybody who is coming to America. They are not allowing anybody without knowing his family and financial status and other things. And we are only buying donkey two days before my departure. I think they are keeping all information in computers. Really these Americans are too advanced.

But, brother, now I am worrying. Supposing this is CIA keeping watch or else how they can know about our donkey? Anyway please do not tell Mother and Father or they are worrying, but lock all doors and windows. If CIA wants to recruit me to be spy in Jajau, I will gladly take poison before betraying our Motherland.

Then I am going out and cousins are waiting and receiving me warmly. I will write soon after settling.

Yours brother,

Gopal

5.3 Notes and Glossary

grace (n)	kindness of god
consume (v)	drink
reside (v)	live
flight (n)	plane journey
revered (adj)	respected
botheration (n)	annoyance
cart (n)	trolley
cashewnut(n)	a small edible nut
carpet of lights (np)	a layer of lights seen from a plane
advanced (adj)	highly developed
air hostess (n)	a female attendant on the plane
racial(adj)	connected with a person's race
negro (n)	a black person originally from Africa
ambassador (n)	a government official in a foreign country that represents his/her country
reassure (v)	say something that makes somebody less worried
python(n)	a large tropical snake
rattling(n)	series of short loud sounds when something hits hard against something
bouncing(v)	moving up and down
wrestle(v)	to struggle to deal with something that is difficult
revert(v)	to return to a former position
immigration desk	the place at an airport where the passport and other documents of passengers coming into a country are checked

nuts (adj)	crazy
to be fond of (v)	to like something
to bother (v)	to annoy\decline(v) refuse
customs (n)	the place at an airport where the bags of people coming in are checked
grunt(v)	a short low sound in the throat that indicates pain/annoyance/disinterest
CIA (abrv.)	Central Intelligence Agency that works for the US government
recruit (v)	employ
spy (n)	a person employed by the government or police to get secret information about another country/ organization/ person
betray (v)	to hurt somebody who trusts you, to deceive

5.4 Self check exercises

A) Complete the following sentences choosing the correct alternatives.

- Gopal is going to.....
a) New Jerecy b) New York c) Chicago d) Manhattan
- Gopal's father owns a National.....factory.
a) Hair Oil b) Crude Oil c) Edible Oil d) Oil Paint
- For Gopal everyone in America serves as.....of their beloved Motherland.
a) a spy b) a CIA agent c) an Ambassador d) a son
- All relatives had warned Gopal against the man atdesk.
a) check-in b) Enquiry c) Baggage d) Immigration
- Gopal doesn't watch the film in the plane because.....
a) the airhostess sells the headphones for 2 dollars
b) he has his own headphones

- c) he doesn't like the film
- d) the airhostess doesn't give him the headphones

B) Fill in the blanks and rewrite the sentences.

- 1) Gopal is from.....town
- 2) Gopal strictly eats.....food in restaurants.
- 3) Gopal doubts that..... keeps watch on everybody.
- 4) The baggage belt looks like a.....to Gopal.
- 5) The airhostess gives Gopal.....while he is leaving the plane.

C) State whether the following statements are true or false and correct the false sentences.

- 1) Gopal is going to America for a world tour.
- 2) Gopal eats variety of food in the plane.
- 3) For Gopal Americans are advanced people.
- 4) Before Gopal's departure to America his family had bought buffaloes.
- 5) The gentleman at the desk sarcastically calls Gopal 'nuts'.
- 6) Gopal is visiting America for the first time.

D) Answer the following questions in one word/phrase/sentence.

- 1) Who is Gopal's letter addressed to?
- 2) What does Gopal avoid in America?
- 3) What is the most surprising thing about America, according to Gopal?
- 4) Why cannot Gopal go to bathroom on the plane?
- 5) Why does Gopal eat only cashew nuts and bread on the plane?

5.5 Summary

It is a letter written by Gopal to his younger brother in India. Gopal goes to America for higher studies from New Delhi to New York by plane. By the grace of God and the blessings of his parents he arrives safely in America and finds an

apartment near the university. He eats vegetarian food in restaurants. He avoids American women and unhealthy habits.

He has many things to convey to his brother and does not know where to begin. The most surprising thing about America is it is full of Americans. He talks about his plane journey. His plane arrives safely. But the plane journey was not so happy. He could not go to bathroom during the plane journey because he was occupying a corner seat and the two ladies in the next seats would be annoyed if he got up for bathroom. When the plane stopped at London for an hour, he went to bathroom. Variety of food was served on the plane but he ate only cashew nuts and bread as he could not distinguish between vegetarian and non vegetarian food. He drank 37 glasses of coco cola. A film was shown on the plane but he could not watch it because the airhostess was selling headphone for two dollars which according to him was too costly.

When the plane left London, he slept for a long time and when he woke up, the plane was flying over New York, and he saw layers of lights below. The plane landed in New York. While leaving the plane the airhostess gave him one more can of coca cola and the other airhostesses laughed at him. Joe, a Negro, is his first friend in America. He shook hands with him and they introduced each other. He even invited Joe to Jajau, his hometown. Joe says that India is far away. But he says that India is just 16 hours journey by plane. The Negro does not say anything by which Gopal understands that he has accepted his invitation.

Then he goes to the place marked 'Baggage' to collect his bag. The belt carrying bags appears like a python. It is moving and bouncing and he could not collect his bag. He jumps at his bag and collects it. Next he goes to the immigration desk. He feels the man at the desk to be friendly though his relatives had warned him against this man. He talks in strange English but kind is at heart. The man calls him 'nuts', sarcastically. It means crazy. But Gopal thinks that he is talking about cashew-nuts and says that he likes cashew nuts and at a lot of cashew nuts on plane journey. He talked about his problems and difficulties and the man listened to him nearly for 10 minutes.

At the 'custom' is desk he is shocked as the man there grunted at him and looked strangely at him. The man asked him whether it was his first visit to America. Gopal said yes and then the man made chalk mark on his bag asked him to go. When

he picked up his bag the man warned him 'watch your ass', Gopal misinterpreted this and feels that Americans know everything about persons coming to America. They keep watch on everything through CIA. That's why they know that his family has purchased donkeys two days before his departure. The man calls him 'ass' meaning fool. Finally he comes out of the airport and assures his brother to write soon after.

The humour in the letter

The humour in the letter is brought out by the use of Indian English and strange language. The amazing part of the letter is the way he writes about his experience. He says 'I am eating cashew nuts and bread because I am not knowing what is food and what is meat'. This is a funny expression. He means that he could not distinguish between vegetarian and non vegetarian food. America is a strange country and he says 'America is full of Americans'. While leaving the plane, the airhostess gives Gopal one more can of coco cola. This again is funny because he has drunk 37 cans of coca cola and to mock at him, the air hostess gives him one more can of coca cola. Gopal says that the man at the immigration desk talks strange English. In fact, Gopal talks English strangely as he uses progressive tense at all situations, and strange expressions. The man calls him 'nuts'. Gopal takes it that he is talking about cashew nuts that he ate during the plane journey. In fact, 'nuts' means crazy. At customs after checking is documents, the man says 'watch your ass' meaning be careful. But Gopal feels that he is talking about the donkey that his family has purchased two days before his departure for America. There are other funds expressions such as funny: 'airhostess ladies are selling head phones for 2 dollars', 'she is looking like she is weeping and walking away'.

5.6 Exercises

A) Answer the following questions in 2/3 sentences each.

- 1) What does Gopal say to the Negro gentleman?
- 2) How does Gopal collect his baggage?
- 3) Why does Gopal call the gentleman at the immigration desk friendly?
- 4) Why does Gopal doubt that the fat man at the Customs is a CIA agent?
- 5) What does Gopal think about the airhostess while leaving the plane?

B) Answer the following questions in about 100 to 120 words

- 1) Describe Gopal's journey by plane to New York
- 2) Discuss the humour in the letter
- 3) Discuss Gopal's impressions about America and the Americans
- 4) Write a note on the use of Indian English in the letter.

C) Vocabulary

Give synonyms to the following words and make use of them in your own sentences.

cart, revered, apartment, consume, friendly, bags,

5.7 Key to self check exercises

- A. 1) b. New York 2) a. Hair Oil 3) a CIA agent 4) d. Immigration 5) a. the airhostess sells the headphones for 2 dollars
- B. 1. Jajau 2. vegetarian 3. CIA agent. 4. python 5. one more can of coca cola
- C. 1. False. Gopal is going to America for higher studies.
2. False. Gopal eats only cashew nuts and bread on the plane.
3. True.
4. False. Before Gopal's departure to America his family had bought a donkey.
5. True.
6. True.
- D. 1. Gopal's letter is addressed to his younger brother
2. Gopal avoids American women and unhealthy habits in America?
3. According to Gopal, the most surprising thing about America is it is full of Americans.
4. Gopal cannot go to bathroom on the plane because the ladies in the next two seats would be annoyed.
5. Gopal eats only cashew nuts and bread on the plane because he cannot distinguish between vegetarian and non vegetarian food.

5.8 Writing activity

Write a letter to your parents describing your activities in your college.



Unit-6

The Tiger's Claw

- R. K. Narayan

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- 6.1 Introduction
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6.0 Objectives:

After studying this unit you will be able to learn -

- how the dead tiger's procession was taken out
- why the talkative man went to Koppal
- where the talkative man slept at night
- what adventure he had with the tiger
- how he tried to save himself from the tiger
- how the porter and the station-master saved themselves.

6.1 Introduction:

This story is taken from R.K. Narayan's collection of short stories 'Malgudi Days'. He narrates it through the narrator called the 'Talkative Man' who tells his experience of facing a tiger and cutting his claws. The Man informs that he was an agent of a fertilizer company and had to visit every nook and corner of the Mempi region and once he had visited the village of Koppal. The Talkative Man further

describes in his tale his arrival at Koppal and in the night his fight with the tiger, which lasted for a long time in which he cut off three claws of the tiger.

6.2 The text-

The man-eater's dark career was ended. The men who had laid it low were the heroes of the day. They were garlanded with chrysanthemum flowers and seated on the arch of the highest bullock cart and were paraded in the streets, immediately followed by another bullock-drawn open cart, on which their trophy lay with glazed eyes – overflowing the cart on every side, his tail trailing the dust. The village suspended all the normal activity for the day; men, women and children thronged the highways, pressing on with the procession, excitedly talking about the tiger. The tiger had held a reign of terror for nearly five years, in the villages that girt Mempi Forest.

We watched this scene, fascinated, drifting along with the crowd – till the Talkative Man patted us from behind and cried, 'Lost in wonder! If you've had your eyeful of that carcass, come aside and listen to me...' After the crowd surged past us, he sat us on a cock mount, under a margosa tree, and began his tale: I was once camping in Koppal, the most obscure of all the villages that lie scattered about the Mempi region. You might wonder what I was doing in that desolate corner of the earth. I'll tell you. You remember I've often spoken to you about my work as agent of a soil fertilizer company. It was the most miserable period of my life. Twenty-five days in the month, I had to be on the road, visiting nooks and corners of the country and popularizing the stuff... One such journey brought me to the village Koppal. It was not really a village but just a clearing with about forty houses and two streets, hemmed in by the jungle on all sides. The place was dingy and depressing. Why our company should have sought to reach a place like this for their stuff, I can't understand. They would not have known of its existence but for the fact that it was on the railway. Yes, actually on the railway, some obscure branch-line passed through this village, though most trains did not stop there. Its centre of civilization was its railway station - presided over by a porter in blue and an old station-master, a wizened man wearing a green turban, and with red and green flags always tucked under his arms. Let me tell you about the station. It was not a building but an old railway carriage, which, having served its term of life was deprived of its wheels and planted beside the railway lines. It had one or two windows through which the

station-master issued tickets, and spoke to those occasional passengers who turned up in this wilderness. A convolvulus creeper was trained over its entrance: no better use could be found for an ex-carriage.

One November morning a mixed train put me down at this station and puffed away into the forest. The station-master, with the flags under his arm, became excited on seeing me. He had seen so few travellers arriving that it gave him no end of pleasure to see a new face. He appointed himself my host immediately, and took me into the ex-compartment and seated me on a stool. He said, 'Excuse me. I'll get off these papers in a minute....' He scrawled over some brown sheets, put them away and rose. He locked up the station and took me to his home – a very tiny stone building consisting of just one room, a kitchen and a back yard. The station-master lived here with his wife and seven children. He fed me. I changed. He sent the porter along with me to the village, which was nearly a mile off in the interior. I gathered about me the peasants of those forty houses and lectured to them from the *pyol* of the headman's house. They listened to me patiently, received the samples and my elaborate directions for their use, and went away to their respective occupations, with cynical comments among themselves regarding my ideas of manuring. I packed up and started back for the station-master's house at dusk, my throat smarting and my own words ringing in my ears. Though a couple of trains were now passing, the only stopping train would be at 5.30 on the following morning. After dinner at the station-master's house, I felt the time had come for me to leave: it would be indelicate to stay on when the entire family was waiting to spread their beds in the hall. I said I would sleep on the platform till my train arrived..... 'No, no these are very bad parts. Not like your town. Full of tigers.....' the station-master said. He let me, as a special concession, sleep in the station. A heavy table, a chair and a stool occupied most of the space in the compartment. I pushed them aside and made a little space for myself in a corner. I'd at least eight hours before me. I laid myself down: all kinds of humming and rustling sound came through the still night, and telegraph poles and night insects hummed, and bamboo bushes creaked. I got up, bolted the little station door and lay down, feeling forlorn. It became very warm, and I couldn't sleep. I got up again, opened the door slightly to let in a little air, placed the chair across the door and went back to my bed.

I fell asleep and dreamt. I was standing on the crest of a hill and watching the valley below, under a pale moonlight. Far off a line of catlike creatures was moving

across the slope, half-shadows, and I stood looking at them admiringly, for they marched on with great elegance. I was so much lost in this vision that I hadn't noticed that they had moved up and come by a winding path right behind me. I turned and saw that they were not catlike in size but full-grown tigers. I made a dash to the only available shelter – the station room.

At this point the dream ended as the chair barricading the door came hurtling through and fell on me. I opened my eyes and saw at the door a tiger pushing himself in. It was a muddled moment for me: not being sure whether the dream was continuing or whether I was awake. I at first thought it was my friend the station-master who was coming in, but my dream had fully prepared my mind – I saw the thing clearly against the starlit sky, tail wagging, growling, and above all, his terrible eyes gleaming through the dark. I understood that the fertilizer company would have to manage without my lectures from the following day. The tiger himself was rather startled by the noise of the chair and stood hesitating. He saw me quite clearly in my corner, and he seemed to be telling himself, 'My dinner is there ready, but let me first know what this clattering noise is about.' Somehow wild animals are less afraid of human beings than they are of pieces of furniture like chairs and tables. I have seen circus men managing a whole menagerie with nothing more than a chair. God gives us such recollections in order to save us at critical moments; and as the tiger stood observing me and watching the chair, I put my hands and with desperate strength drew the table towards me, and also the stool. I sat with my back to the corner, the table wedged in nicely with the corner. I sat under it, and the stool walled up another side. While I dragged the table down, a lot of things fell off it, a table lamp, a long knife and pins. From my shelter I peeped at the tiger, who was also watching me with interest. Evidently he didn't like his meal to be so completely shut out of sight. So he cautiously advanced a step or two, making a sort of rumbling noise in his throat which seemed to shake up the little station house. My end was nearing. I really pitied the woman whose lot it was to have become my wife.

I held up the chair like a shield and flourished it, and the tiger hesitated and fell back a step or two. Now once again we spent some time watching for each other's movements. I held my breath and waited. The tiger stood there fiercely waving its tail, which sometimes struck the side walls and sent forth a thud. He suddenly crouched down without taking his eyes off me, and scratched the floor with his claws. 'He is sharpening them for me,' I told myself. The little shack had already

acquired the smell of a zoo. It made me sick. The tiger kept scratching the floor with his forepaws. It was the most hideous sound you could think of.

All of a sudden he sprang up and flung his entire weight on this lot of furniture. I thought it'd be reduced to matchwood, but fortunately our railways have a lot of foresight and choose the heaviest timber for their furniture. That saved me. The tiger could do nothing more than perch himself on the roof of the table and hang down his paws: he tried to strike me down, but I parried with the chair and stool. The table rocked under him. I felt smothered: I could feel his breath on me. He sat completely covering the top, and went on shooting his paws in my direction. He would have scooped portions of me out for his use, but fortunately I sat right in the centre, a hair's-breadth out of his reach on any side. He made vicious sounds and wriggled over my head. He could have knocked the chair to one side and dragged me out if he had come down, but somehow the sight of the chair seemed to worry him for a time. He preferred to be out of its reach. This battle went for a while, I cannot say how long: time had come to a dead stop in my world. He jumped down and walked about the table, looking for a gap; I rattled the chair a couple of times, but very soon it lost all its terror for him; he patted the chair and found that it was inoffensive. At this discovery he tried to hurl it aside. But I was too quick for him. I swiftly drew it towards me and wedged it tight into the arch of the table, and the stool protected me on another side. I was more or less in a stockade made of the legs of furniture. He sat up on his haunches in front of me, wondering how best to get at me. Now the chair, table and stool had formed a solid block, with me at their heart, and they could withstand all his tricks. He scrutinized my arrangement with great interest, espied a gap and thrust his paw in. It dangled in my eyes with the curved claws opening out towards me. I felt very angry at the sight of it. Why should I allow the offensive to be developed all in his own way? I felt very indignant. The long knife from the station-master's table was lying nearby. I picked it up and drove it in. He withdrew his paw, maddened by pain. He jumped up and nearly brought down the room, and then tried to crack to bits the entire stockade. He did not succeed. He once again thrust his paw in. I employed the long knife to good purpose and cut off a digit with the claw on it. It was a fight to the finish between him and me. He returned again and again to the charge. And I cut out; let me confess, three claws, before I had done with him. I had become as bloodthirsty as he. (Those claws, mounted on gold, are hanging around the necks of my three daughters. You can come and see them if you like sometime.)

At about five in the morning the station-master and the porter arrived, and innocently walked in. The moment they stepped in the tiger left me and turned on them. They both ran at top speed. The station-master flew back to his house and shut the door. The porter on fleet foot went up a tree, with the tiger halfway up behind him. Thus they stopped, staring at each other till the goods train lumbered in after 5.30. It hissed and whistled and belched fire, till the tiger took himself down and bolted across the tracks into the jungle.

He did not visit these parts again, though one was constantly hearing of his ravages. I did not meet him again – till a few moments ago when I saw him riding in that bullock cart. I instantly recognized him by his right forepaw, where three toes and claws are missing. You seemed to be so much lost in admiration for those people who met the tiger at their own convenience, with gun and company, that I thought you might give a little credit to a fellow who has faced the same animal, alone, barehanded. Hence this narration.

When the Talkative Man left us, we moved on to the square, where they were keeping the trophy in view and hero-worshipping and feting the hunters, who were awaiting a lorry from the town. We pushed through the crowd, and begged to be shown the right forepaw of the tiger. Somebody lowered a gas lamp. Yes, three toes were missing, and a deep black scar marked the spot. The man who cut it off must have driven his knife with the power of a hammer. To a question, the hunters replied, 'Can't say how it happens. We've met a few instances like this. It's said that some forest tribes, if they catch a tiger cub, cut off its claws for some talisman and let it go. They do not usually kill cubs.'

Glossary and Notes:

garlanded	welcomed with garlands
arch	curve
chrysanthemum	a large, brightly coloured garden flower
trophy	here, it is a dead body of the tiger
suspended	postponed
thronged	crowded
drift	walk slowly
carcass	a dead body of the tiger

surged past	went away quickly
margosa tree	Neem tree
obscure	interior and remote, insignificant place
hemmed	surrounded
wizened	having wrinkles due to old age
convolvulus	a wild plant with triangular leaves and flowers shaped like trumpets
(the train) puffed away	passed away quickly, making puffing sound
scrawled	wrote in a careless untidy way
<i>pyol</i>	Varandah
cynical	distrustful
manuring	using the waste matter from animals for the soil
smarting	burning with pains
indelicate	improper; impolite
forlorn	lonely and unhappy
crest	top; peak
elegance	attractive way
winding	curving
hurtling	dashing
wagging	moving side to side
growling	making angry low energy sound
menagerie	collection of wild animals
wedged	put tightly between two things
rumbling	making sound of anger or dissatisfaction
crouched	bended down on the ground
shack	a small hut or building
parried	defended; protected
smothered	suffocated; breathless

scooped	picked up; lifted
vicious	violent and cruel
inoffensive	harmless
stockade	a thing used to defend from something; barrier
haunches	back legs and loins of an animal
withstand	resist, face
espied	noticed; observed
dangled	hanged or swung freely
indignant	angry and surprised
cut off a digit	cut of a toe
lumbered	moved slowly
belched	brought up air from stomach
bolted	ran away
ravages	damages done
talisman	object of goodluck
cubs	young/baby tigers

6.2.1 Check your progress-I

I. Rewrite the following choosing the correct alternative:

- i) The hunters of the tiger were honoured with
a . shawls b. garlands c. gifts d. claps
- ii) The terror of the tiger lasted for years.
a. three b. six c. five d. four
- iii) was the centre of civilization at Koppal.
a. The temple b. The church c. The railway station d. The bus station
- iv) The station master had..... children.
a. seven b. three c. five d. two

- v) The Talkative Man saw the tiger.....
a. in his dream b. in his way c. during his journey d. in the jungle

II. Answer the following questions in one word, phrase, sentence each:

- i. What is the name of the forest where the tiger reigned?
- ii. What was the job of the Talkative Man in the Mempi region?
- iii. Where did the station master arrange the Man to sleep?
- iv. Why did the Talkative Man let the door slightly open?

6.2.2 Check your progress-II

I. Rewrite the following choosing the correct alternative:

- i) The tiger was startled by the noise of the
a. gun b. table c. chair d. stool
- ii) made the Talkative Man sick.
a. The smell of flowers b. The noise of trains
c. The smell of the room d. The smell of a zoo
- iii) The Man attacked the tiger with.....
a. the knife b. the gun c. the long stick d. the spear
- iv) The station master and the porter arrived at about.....
a.5 b. 5.30 c.6 d. 6.30
- v) The Porter went when the tiger chased him.
a. in the house b. up the tree c. up the hill d. in the jungle

II. Answer the following questions in one word, phrase, sentence each:

- i. How do circus men manage the animals like tiger?
- ii. Where did the Man sit when the tiger came at him?
- iii. How did the Man block the tiger from reaching at him?
- iv. What does the trophy of the hunters mean?

6.2.3 Check your progress-III

I Rewrite the following choosing the correct alternative:

- i) The hunters were seated on the arch of the highest _____.
a. chariot b. bullock- cart c. jeep d. train
- ii) _____ killed the tiger.
a. The station master b. The Talkative Man
c. The hunters d. The villagers
- iii) _____ faced the tiger barehanded before the hunters killed the tiger.
a. The station master b. The villagers
c. The Talkative Man d. The porter
- iv) The village Koppal had only _____ houses and two streets.
a. fifty b. forty c. three hundred d. Two hundred
- v) The Talkative Man came in the village Koppal in the month of _____.
a. December b. June c. May d. November
- vi) The station master sent _____ along with the Talkative Man to the village Koppal.
a. his son b. the porter c. another traveller d. his servant
- vii) The station master allowed the Talkative Man to sleep-----
a. in his own house b. in the station
c. on the platform d. in the hotel room
- viii) Wild animals are less afraid of human being than they are of _____.
a. sound of a train b. horn of a truck
c. pieces of furniture's like to chairs and tables
d. horn of a factory

- ix) The goods train arrived at the station after_____
- a. 6.30 a.m. b. 5. 30 a.m. c. 7. a.m. d. 3.30 p.m.
- x. The hunters were garlanded with _____ flowers.
- a. rose b. daffodil c. chrysanthemum d .lotus

II. Answer the following questions in one sentence/phrase.

- i. Who narrated the story of facing the tiger?
- ii. What is the name of the forest, where the tiger lived?
- iii. Where did The Talkative Man deliver lecture before the peasants?
- iv. Who offered the dinner to the Talkative Man, on the day he stayed in Koppal?

6.3 Exercises:

I. Rewrite the following choosing the correct alternative:

- i. The Talkative Man was camping at.....
- a. Konnur b. Burma c. Koppal d.Gir
- ii. The man had to spend hours in the station.
- a. four b.five c. seven d. eight
- iii. The tiger perched.....
- a. on the top of the table c. on the house
- b. on the tree top d. on the cliff
- iv. The Man cut..... claws of the tiger.
- a. three b. two c. four d. five
- v. The Man was working as an agent of.....
- a. a cement company c. a fertilizer company
- b. a pharmaceutical company d. a cosmetics company

II. Answer the following questions in about 100 to 120 words each:

- i. Describe the village Koppal.
- ii. Why did the Talkative Man come to the Mempi region?
- iii. Describe the character of the station master?
- iv. How did the Man protect himself from the attack of the tiger?
- v. How did the Man cut the claws of the tiger?
- vi. How did the village celebrate the killing of the man-eater?

III. Write short notes in about 100 to 120 words each:

- i. The railway station at Koppal
- ii. The dream of the Talkative Man
- iii. The Talkative Man's fight with the tiger
- iv. The Talkative Man

6.4 Summary:

The story 'The Tigers Claw' begins with the end of a reign of terror by a tiger and the men who killed him are garlanded with flowers and are paraded in the streets along with dead body of the tiger. The Talkative Man appears and narrates his experience of facing the same tiger and cutting his three claws

The Talkative Man says that, he was an agent of a fertilizer company and had to visit every nook and corner of Mempi region. Once he visited the village of Koppal, a very remote village, which consisted of only forty houses and two streets and was surrounded by the jungle area. The only centre of civilization was its railway station managed by a porter and an old station-master. The railway station had not a separate building but it was made out of an old railway carriage which had served its term of life and was without its wheels, and planted beside the railway lines. It had one or two windows and the station master issued tickets through it and chatted with the occasional passengers. As the Talkative Man reached the railway station, the station master welcomed him. The station itself was deserted because not many travellers visited this place. The station master was so excited by his arrival that he appointed himself as his host and took him into the ex-compartment and seated him on a stool. He finished his paper work and took him to his own house. He fed him and after

some time sent the porter along with him to the village which was nearly a mile off in the interior. The Talkative Man delivered a lecture before the villagers and gave them some samples. Thus he finished his job but he had no train arriving on the same day to return back to his destination. So he had to stay there at night. He received warm hospitality from the station-master. To protect him from tiger's attack the station-master asked him to sleep in the station room instead of on a platform.

The station room was full of heavy furniture. He pushed them aside and made a space for himself and thus he slept. He couldn't sleep because of all kinds of humming and rustling sounds and warm atmosphere. So he opened the door slightly to let in a little air and placed the chair across the door and went back to his bed.

As he fell asleep he saw a dream. The dream was about tigers, moving in the valleys, in the jungle, near the railway station. As the dream ended he opened his eyes and saw at the door, a tiger pushing himself in the room. He was frightened by the sight of the tiger but he took courage and tried to save himself from the attack of the tiger. He used furniture to save himself. He drew the table and the stool towards himself and sat under the table. The tiger cautiously entered the room so the Talkative Man flourished the chair at him but the tiger was not frightened by this. He observed the furniture and suddenly sprang up, sat on the table and tried to attack the Talkative Man. Further he jumped down and walked about the table and then sat up on his haunches in front of the man. As he found the gap he tried to attack him with his paws. Now the man felt very angry by his own miserable condition. He gathered his courage and attacked the tiger by the long knife. He cut out three claws of the tiger. Thus the tiger was injured by the man. At about five in the morning the tiger left him and ran to the jungle

Thus the Talkative Man narrated his fight with the tiger when he saw the procession. The Talkative Man felt very sorry for, no credit for his barehanded adventure was given to him, and the people were lost in admiration of the hunters who killed him with guns.

6.5 Answers to check your progress.

Answers to check your progress-I

- I. i - (b) garlands
ii - (c) five

iii - (c) The railway station

iv - (a) Seven

v - (a) In his dream

II (i) The tiger reigned in the forest of Mempi.

(ii) The Talkative Man was an agent of a soil fertilizer company, and he had to popularize the stuff in the Mempi region.

(iii) The station master made the sleeping arrangement of the Talkative Man in the station

(iv) The Talkative Man opened the door to get some air inside the room.

Answers to check your progress-II

I i. - (c) chair

ii. - (d) the smell of a zoo

iii. - (a) the knife

iv. - (a) 5

v. - (b) up the tree

II (i) Circus men manage the animals like tiger with a chair.

(ii) The Man sat under the table in the corner.

(iii) The Man blocked the tiger with the chair and the stool.

(iv) The dead body of the tiger was the trophy for the hunters.

Answers to Check your progress-III

I. i. - (b) bullock- cart

ii. - (c) the hunters

iii. - (c) The Talkative Man

iv. - (b) forty

v. - (d) November

vi. - (b) the porter

- vii. - (b) in the station
 - viii. - (c) pieces of furniture's like chairs and tables
 - ix. - (b) 5. 30 am
 - x. - (c) chrysanthemum
- II.**
- i. The Talkative Man narrated the story of facing with the tiger.
 - ii. The tiger lived in the forest of Mempi.
 - iii. The Talkative Man delivered lecture from the *pyol* of the headman's house.
 - iv. The station-master offered dinner to the Talkative Man on the day he stayed in Koppal.

6.6 Answers to Exercises

- I**
- (i) - (c) Koppal
 - (ii) - (d) eight
 - (iii) - (a) on the top of the table
 - (iv) - (a) three
 - (v) - (c) a fertilizer company
- II**
- (i) The village Koppal was situated in the Mempi region. It was the most desolate and small place with forty houses and two streets hemmed in by the jungle on all sides. It was very dingy and depressing place.
 - (ii) The Talkative Man was working as an agent of a soil fertilizer company and he had to visit every nook and corner of the country to popularize the stuff.
 - (iii) The station-master was an old man wearing green turban and red and green flags always tucked under his arms. The station master enjoyed the company of the passengers. He used to speak with passengers frankly because very few people visited this railway station.
 - (iv) The Talkative Man slept in the station. As he slept, the tiger tried to enter in the room. The man drew the table and the stool towards himself. He sat with his back to the corner, he fixed the table nicely in the corner and he sat

under it and the stool walled up another side. But the tiger came with roaring voice, so he held up the chair and flourished it toward him. The tiger fell back a step or two. Thus the Talkative Man tried to save himself with the help of furniture.

- (v) When the tiger suddenly sprang up and flung his entire weight on the table, the Man could feel the tigers breath on him because he was under the table, and the tiger was on the roof of the table and the tigers paws hang down it. The tiger tried to strike him down. After some time the tiger jumped down and walked about the table to attack the Man, but the Man settled the chair against him. Then the tiger sat up on his haunches in front of the Man and tried to scrutinize the arrangement of the furniture. He found a gap and thrust his paw in. The Man cut three claws of the tiger. The tiger returned again and again to the charge but could not kill the Talkative Man and at last the tiger went back to the jungle.
- (vi) The hunters were worshipped as the heroes. They were garlanded with chrysanthemum flowers and seated on the arch to the highest bullock cart and were paraded in the streets followed by another bullock drawn open cart flowers, on which their trophy that is the dead body of the tiger was kept. The villagers closed all the normal activity for the day and joined the procession.
- (vii) Yes, the Talkative Man's story is true. He told his story to the people who were watching the procession. The Talkative Man in his story told about the cutting of three claws by him. They confirmed, whether three toes were missing. Actually the dead tiger was without three claws. It means the Man's story is true.

III) (i) The railway station at koppal -- The railway station did not have a separate building but an old carriage without wheels and was planted beside the railway lines. It had only one or two windows through which the station – master issued tickets. The station – master was an old man wearing a green turban and red and green flags always tucked under his arms and was always interested in talking with passengers because very few travellers arrived on this railway station. The station was surrounded by jungle area so tigers easily moved here.

- (ii) **The dream of the Talkative Man-** The station-master treated the Talkative Man as a special guest and allowed him to sleep in the railway station. As he fell asleep, he saw a dream in which he was standing on the crest of a hill and watching the valley below, under a pale moonlight. He saw a line of catlike creatures moving across the slope. He stood looking at them admiringly. Suddenly they marched on with great elegance. He lost himself in this vision and couldn't notice that they moved up and came up by a winding path right behind him. As he turned back, he saw that they were not catlike in size but full – grown tigers. The man was startled and found himself on the station room.
- (iii) **The Talkative Man's Fight with the Tiger** –The Talkative Man fell asleep in the station room. The tiger entered in the room growling, his terrible eyes were gleaming in the darkness. The Talkative Man kept the table tightly in the corner and sat under the table. He also kept stool to the other side. But the tiger cautiously advanced a step or two making a sort of rumbling noise. The Talkative Man held up the chair and flourished it at him; the tiger fell back but he again attacked him and perched himself on the roof of the table and tried to attack the man with his paws. After some time the tiger jumped down and walked about the table to attack the man but the man rattled the chair against him. Then the tiger sat up on his hunches and scrutinized the arrangement of the furniture he found a gap and thrust his paw in. The man cut three claws of the tiger with the knife. The tiger was so furious that he again attacked the man, but his attempt was unsuccessful. At last the tiger went back to the jungle having lost three claws of his foot.
- (iv) **The Talkative Man** – The Talkative Man narrates his experience of facing a tiger and cutting his claws. He was an agent of a fertilizer company and had to visit every nook and corner of the Mempi region. Once he had to visit Koppal, a small village in Mempi region. The village had a small railway station. The Talkative Man was too late to visit this place, so on that night he had to stay there. The station – master permitted him to sleep in the station. The station was surrounded by a jungle area. At night the tiger entered in the station. The Talkative Man was feared of his sight but he kept courage and sat under the table. Yet the tiger advanced and attacked

him, The Talkative Man took the knife which was kept on the table and cut the three claws of the tiger. The tiger left the room groaning, and growling and ran towards the jungle. The Talkative Man was wondered, when he saw the same tiger was killed by the hunters and were admired and worshipped by the villagers. The hunters met the tiger at their own convenience. They had gun and other company with them. The credit of killing the tiger was given to them but they didn't give a little credit to the man who had faced the same animal barehanded and was the real hero the procession.



Unit-7

The Accountant's House

- Vikram Seth

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- 7.0 Objectives
- 7.1 Introduction
- 7.2 Text
- 7.3 Key to Self check exercises
- 7.4 Summary
- 7.5 Exercises
- 7.6 Writing activity

7.0 Objectives:

After reading this unit you will be able to

- know the importance of hospitality and manners in the midst of sadness,
- recognize how the common man lives through death and acquires strength of mind to face it,
- realize the spirit of fortitude to face the challenges in the pathetic situation
- know the detached and disinterested observation of the poet,

7.1 Introduction:

Vikram Seth is a famous Indian poet, novelist, travel writer, biographer and a memoirist. He was born into a Hindu family in Calcutta in 1952. He received an English-style 'Public School' education at the Doon School in Dehradun in India. After his graduation from Christ College, Oxford, Vikram Seth went to Stanford to study Economics. He received M. A. in Economics in 1979. He, then, went to China, stayed there for two years, and did his research on "Seven Chinese Villages: An Economic and Demographic Portrait". During his stay in China what he observed and experienced about the common ordinary Chinese people is presented in his collection of poems entitled *The Humble Administrator's Garden* (1985). The

present poem “The Accountant’s House” is taken from the first section, titled *Wutong*, of this collection of poems. In it the poet describes quite realistically his visit to the house of an accountant to clear up his income and expenditure on the last day of his sojourn in China. It also throws light upon the spirit, manners and hospitality of the accountant and his family members. In fact, his account is a routine matter, but what dominates the poem is a sense of pathos and courage to hold on in spite of adversity.

7.2 Text

The Accountant’s House

We go in the evening to the accountant’s house.

It is dark and the road is slush.

The fireflies flick silver.

The ash flicked off by my companion, the barefoot doctor, is gold.

I want to clear up some questions on the income and expenditure account.

His wife and two daughters smile as I come in.

They pour tea. *Their son died last Spring Festival.*

We smile and discuss electricity fees.

This is my last day here. The Ministry of Education

Has decreed a two-and-a-half-week limit.

I will turn into a pumpkin soon enough.

But today there is work, are pleasantries.

The green seedlings outside have been transplanted.

The accountant looks sad and my heart goes out.

No-one knows how he died. He came home from play

And his head was hot, his nose bled, and he died.

Yet they laugh, yet they laugh, these lovely people,

And he clicks his abacus and she gives me a towel and the two girls

Smile shyly, boldly at the stranger and the father

Discussing matters of much importance together.

❖ **Glossary and notes:**

Slush (n)	: partly melted snow or ice
the road is slush	: the road is muddy due to melting snow
fireflies (n)	: a kind of beetle/insect which glows in the dark
fleck (v)	: to mark something with small streaks or spots
flicked off	: made a sharp movement
decree	: an official order that has force of law
turn into a pumpkin	: to go home/sleep
pleasantries	: a courteous social remark used to initiate or facilitate a conversation
seedling	: young plant that is grown from a seed
transplant	: remove, shift
abacus	: a mechanical device used for making calculations, a counting; frame with beads sliding on wires

- *Yet they laugh, yet they laugh, these lovely people:* The line signifies the atmosphere in the accountant's house. There is a tragic incident in the house, but the accountant's wife and daughters welcome the poet warmly with smile and behave normally with him. What dominates the poem is the naturalness of life and courage to hold on in spite of adversity.

❖ **Self check exercises:**

I. Choose the correct alternatives from the options given below:

1. The time of poet's visit to the accountant's house is -----.
a) morning b) evening c) afternoon d) night
2. The main reason of the poet's visit to the accountant's house is -----.
a) to see his friend b) to discuss electricity fees
c) to console accountant
d) to clear up his income and expenditure account
3. There are ----- members in the in the accountant's house
a) one b) two c) three d) four
4. The Accountant looks sad because-----.
a) his young son died in last Spring Festival
b) he has no importance in his house
c) seedlings outside of his house have been transplanted
d) he is dismissed from his job
5. Account's son died of-----.
a) Sickness b) accident c) violence d) strife

II. Answer the following questions in one word/phrase /sentence each.

1. Why does the poet go to the accountant's house?
2. How do the accountant's wife and daughters react to the poet's arrival?
3. What made the poet visit the accountant urgently?
4. Why does the poet feel sad?

7.3 Key to Self check exercises:

- I.**
1. b) evening
 2. d) to clear up his income and expenditure account
 3. d) four

4. a) his young son died in last Spring Festival
 5. a) Sickness
- II.**
1. The poet goes to the accountant's house to clear up his income and expenditure account
 2. The accountant's wife and daughters welcome the poet warmly with smile.
 3. An official order issued from the Ministry of Education .
 4. the poet feels sad because his young son died in last Spring Festival

7.4 Summary:

The poem presents the account of the poet's visit to the house of the accountant. The poet along with his companion goes there in the evening to clear up some questions on his income and expenditure account. Although the son of the accountant had died in the last spring festival, his wife and two daughters welcome them warmly, with smile. They behave very generously with the poet and offer him a cup of tea. They also discuss the common problems such as electricity fees with enthusiasm. There is no sense of pathos in their discussion with the poet.

The poet says that it is his last day there. The Ministry of Education has issued an official order to limit his stay there. To settle his account before leaving the place, he urgently visits the accountant's house. However, when he sees the accountant, he finds that the accountant is very sad because his young son had died in last spring festival. No one knows how he died. When the boy returned home from the play, his head was hot and nose bled and soon he died.

The atmosphere in the house of the accountant is very melancholy and pathetic but the accountant's wife welcomes the poet very cordially. The Accountant looks sad but he forgets his grief and helps the poet to settle the account. The accountant's wife and daughters also behave very normally with the poet. The poem here throws light on the spirit of the accountant and his family members, their manners and hospitality, and their fortitude to face the pathetic situation. Here we realize how common men live through death and acquire a healthy capacity to face it.

7.5 Exercises

I. Answer the following questions in two or three sentences each:

1. What impression does the poet have about his visit to the accountant's house?
2. How does the poet describe the accountant's family?
3. What is the significance of the line 'Yet they laugh, yet they laugh...'?
4. Why does the accountant look sad?

II. Write short notes on the following:

1. Accountant's house
2. Tragic element in the poem
3. Message of the poem

III. Vocabulary Exercises:

Complete the following table filling the gaps where possible.

Noun	Verb	Adjective	Adverb
	educate		
Accountant			
		important	



Unit-8

No Men Are Foreign

- James Kirkup

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- 8.0 Objectives
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- 8.2 Text
- 8.3 Glossary and Note
- 8.4 Self check exercises
- 8.5 Summary
- 8.6 Key to self check exercises
- 8.7 Exercises

8.0 Objective

After studying the poem students will be able to know:

- how war is futile
- the concept of global brotherhood
- the importance of love
- how hatred results into war
- all humanity is alike

8.1 Introduction

James Kirkup (1918–2009) was an English poet known for his opposition to war. He taught English literature at several universities and left England to live in Europe and later on in Japan. His published works consist of volumes of his autobiographies and hundreds of articles. He died in 2009, at the age of 91, in Japan

The poem '*No Men are Foreign*' argues about the futility of war and mutual hatred. It points out how all humanity is same under different uniforms which are

outward and superficial. Nature is the same for all and our activities too are common. By hating others we hate ourselves. The poem is relevant for the vicious atmosphere of our nuclear age.

8.2 Text

Remember, no men are strange, no countries foreign
Beneath all uniforms, a single body breathes
Like ours: the land our brothers walk upon
Is earth like this, in which we all shall lie?

They, too, aware of sun and air and water,
Are fed by peaceful harvests, by war's long winter starv'd
Their hands are ours, and in their lines we read
A labour not different from our own.

Remember they have eyes like ours that wake
Or sleep, and strength that can be won
By love. In every land is common life
That all can recognise and understand.

Let us remember, whenever we are told
To hate our brothers, it is ourselves
That we shall dispossess, betray, condemn
Remember, we who take arms against each other.

It is the human earth that we defile.
Our hells of fire and dust outrage the innocence
Of air that is everywhere our own,
Remember, no men are foreign, and no countries strange.

8.3 Glossary and Notes –

strange (adj)	unknown
uniforms (n)	superficial clothes
single body (n)	humanity
breathes (v)	lives
lie (v)	be buried
winter (n)	cold, harsh season
strength ---- love	love can give us strength to face difficulties.
dispossess (v)	lose, be deprived of
betray (v)	deceive
condemn (v)	punish
take arms (v)	fight with
defile (v)	pollute, make dirty
hells of fire and dust	destruction of war
outrage (v)	anger and shock
innocence (n)	purity

8.4 Self check exercises

A. Complete the following sentences by choosing the correct alternative from the ones given below

1. The theme of the poem is _ _ _
 - a. war
 - b. universal brotherhood
 - c. uniforms
 - d. foreign countries
2. The force binding all together is that of _ _ _
 - a. same uniforms
 - b. same language

- c. love
- d. neighbourhood
- 3. By hating others we punish _ _ _
 - a. our enemies
 - b. our critics
 - c. ourselves
 - d. our neighbours
- 4. Hells of fire and dust suggest _ _ _
 - a. religious punishment
 - b. punishment by burning
 - c. storms of dust
 - d. destruction caused by war

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

- 1. What breathes beneath all uniforms?
- 2. What is common about the earth where we walk?
- 3. How are all men connected by Nature?
- 4. What gives strength to men?
- 5. What happens when we hate our brothers?
- 6. What does 'hells of fire and dust' indicate?
- 7. Who destroys the innocence of air?

8.5 Summary

The poem maintains the concept of global brotherhood and equality without prejudice. It talks about globalization and its resultant human unity worldwide. The poem was written around late 1940s when the entire world was revolting against their oppressors.

The poet tells us that all the divisions based on nation, caste, colour, creed or religion are baseless. We all are similar in our basic need of the common resources of our life. We have a common source of origin. We are dependent on the same resources for our survival. We must avoid all violence of all kinds and unite to make

our lives better. The armies of the countries are constantly at war in the name of nationhood, religion or caste. However there is inherent similarity between all human beings. This is pointed out by 'single body'. It is only in times of peace that a civilization progresses. During peace everybody lives in harmony and contentedness. A war in a country faces the threat of starvation because all sorts of production come to a halt. This idea is conveyed by 'war's long winter'. We render a land barren. War makes the life of the people and the lands infertile, both of them are unable to create anything meaningful. 'Hands' and 'lines' stand for products and goods, and literature respectively which come from various places. 'Hells of fire and dust' could refer to a wartime destruction of a civilization. It indirectly refers to the atomic bombs dropped during the Second World War. In fact many scientists predict that in the event of a nuclear holocaust the entire earth will be covered with so much dust.

The poem appears to be didactic in tone by the word 'remember'. It gives us the lesson that all humanity is alike in their heart and spirit. It seems to follow the Hindu ideal which says that the entire world is a family and nobody is a stranger. Ironically, we Indians, the originators of this idea have forgotten it and have come to be as xenophobic as any other culture in the world. However, we also have a rich heritage of cultural cohesion and coexistence.

8.6 Key to self check exercises

- A. 1. b universal brotherhood.
2. c love
3. c ourselves
4. d destruction caused by war
- B. 1. Beneath all uniforms, a single body breathes.
2. Sun, air, and water are common about the earth where we walk.
3. All men are connected by common life by Nature.
4. Love gives strengths to men.
5. When we hate our brothers we take arms against each other.
6. 'Hells of fire and dust' indicates destruction caused by war.
7. Outrage destroys the innocence of air.

8.7 Exercises

A. Answer the following questions in two to three sentences each.

1. What is common about our experience with the natural seasons?
2. Why should we avoid hating our brothers?
3. What are the bad effects of wars?

B. Answer the following questions in 100–120 words each

1. How does the poet convey humanitarian message in the poem?

C. Write short notes on

- 1) The message in the poem 'No men are foreign'.
- 2) The relevance of the argument in the poem.

D. Vocabulary

Give synonyms for the following words and use both in your own sentences.

uniform, outrage, remember, winter, strength, innocence

