

### 2. Work in pairs and complete the table below:

Evidence of lack of civic sense	Step(s) to combat / improve civic sense
Garbage strewn	Provide dust bins
Defacing monuments	Strict laws and penalty

3. Many people assume that civic sense is just about keeping the roads, streets and public property clean. But it is much more than that. It has to do with respecting fellow beings, and the law, maintaining decorum in public places, defending the country and so on.

In short, civic sense is nothing but social ethics and responsibilities.

The above aspects can be broadly classified under

Personal responsibility

Civic responsibility

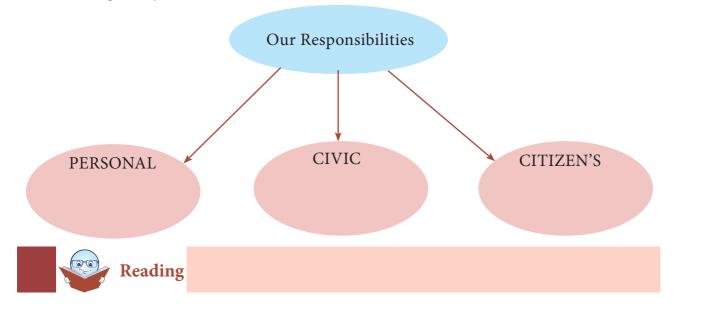
Citizen's responsibility

Communicative English Page 92

## Now read the following actions carefully and write the numbers given against each action under the appropriate heading given in the bubbles that follow.

۲

- 1. Considering the rights and interest of others
- 2. Caring for and supporting family members
- 3. Staying informed about the issues affecting one's country
- 4. Accepting the consequences of one's actions
- 5. Paying the taxes levied by the government
- 6. Casting one's vote
- 7. Defending the constitution
- 8. Behaving in a civilized manner
- 9. Cherishing the noble ideals which inspired our fighters
- 10. Taking care of public property
- 11. Adhering to moral principles
- 12. Participating in a democratic process
- 13. Promoting harmony and brotherhood
- 14. Upholding and protecting the sovereignty and unity of one's country
- 15. Following safety rules



### a. Read the following passage carefully. GREAT INITIATIVES FOOD BANK AND BEACH CLEANING



Better Together

1. One of the major problems today is food wastage. It is estimated that 30 percent of all the food produced around the world is lost, **trashed** or otherwise wasted every year. These **statistics** are **staggering**, especially when you consider how many people around the world need that food to survive.

2. A restaurant owner, Minu Pauline of Kochi, had a solution after seeing a hungry woman pick through trash one night. She decided to donate her restaurant's left over food to the hungry. This **initiative** of hers soon became a major **city-wide** campaign. Pauline stored the café's eats in a refrigerator outside her Kochi restaurant. Soon her small "left overs" refrigerator turned to a large scale donation centre with food from her kitchen and those of other restaurants nearby. Even other citizens donated food to this food bank as a way of helping out. It is open 24 hours a day and is never **surveilled**, allowing those in need to maintain their **privacy** while collecting donated food.

3. Best of all, the food bank provides food for dozens of locals every night, thereby cutting the food waste among the local restaurants. This has become the best example of civic sense and responsibility in recent times.

### Beach clean up





4. We come across a lot of people who take part in community clean-up efforts. But not everyone has the drive to do what a young lawyer and environmentalist in Mumbai recently accomplished.

5. Afroj Shah was shocked by the pollution that he saw at Versova beach – **rotting** garbage. No one could walk along the beach, let alone swim in the water. He decided to protect the environment.

6. Initially Shah and his neighbour, an eighty-four-year-old man, would go out and pick as much trash as they could. After a while, Shah realised that he had to expand his team if he were to make a **dent** in what was essentially an environmental crisis. He began to knock on doors and

Communicative English Page 94



talk to local residents, explaining the harm caused by marine pollution. His determination inspired a lot of people and soon dozens, hundreds and eventually more than a thousand volunteers from all walks of life pitched in. Clean-ups were ironically called "dates with the ocean", because it was a Herculean task – cleaning the beach in the sweltering sun.

7. This massive undertaking by the Residents Volunteer Organisation is being hailed as the "World's largest beach cleanup effort". After months of toil they picked up tons of trash that had accumulated along the shoreline. They also cleaned fifty two public toilets and planted fifty coconut trees. For his vision and hard work, the UN awarded him the "Champion of the Earth" award. "I am an ocean lover and feel that we owe a duty to our ocean to make it free of plastic," he told the UN, "I just hope this is the beginning for coastal communities across India and the world."

8. Shah's work didn't end with the last piece of trash picked up. He wanted to plant thousands of coconut trees and to return the beach to the **lagoon** as it once was. He continued to work to limit the garbage by building **barriers** along the **creek's** upstream that carried litter to the beach.

9. Shah also hopes to bring grassroots clean-up efforts to other parts of India inspiring a nationwide awareness of environmentalism. Ultimately, Shah wants to export this mentality throughout the world, cleaning up oceans, and ecosystems to create a world that can foster life in all its splendour. Thus Afroj Shah and Minu Pauline proved to the world that individuals with great vision and mission can change the surroundings and make the world a better place to live in.

(Source - Elitedily.c, Ecowatch.com)

Page 95

Gloss	sary		
trashed (v) statistics (n)	<ul> <li>destroyed</li> <li>collection of information in numbers</li> </ul>	dent (n)	<ul> <li>decomposing</li> <li>impact</li> <li>shallow body of water separated</li> </ul>
staggering (adj.) initiative (n) city-wide (adj.)	<ul> <li>great, shocking</li> <li>introductory effort</li> <li>throughout the city</li> </ul>	creek (n)	<ul> <li>from the sea</li> <li>a structure that bars passage</li> <li>small inlet or bay</li> <li>relating to people</li> </ul>
surveilled (v) privacy (n)	<ul> <li>watched by someone</li> <li>not being seen by others</li> </ul>		at local levels

6

### b. Answer the following questions briefly.

- 1. Complete the following sentences.
  - a) Food wastage \_\_\_\_\_\_b) The statistics are \_\_\_\_\_\_
  - c) the initiative of Minu Pauline has soon become a major \_\_\_\_\_ campaign.
  - d) The food bank is never \_\_\_\_\_\_ to maintain a \_\_\_\_\_\_ for those who collect donated food.
  - e) Shah realised that \_\_\_\_\_

**Better Together** 

 $( \bullet )$ 

### 2. Pick out the words from the passage which mean the same as the following.

- a) succeeded (para 4)
- b) very hot (para 6)
- c) against the flow (para 8)
- d) the inter connectedness of organisms (para 9)
- e) providing care (para 9)

### 3. Find words from the passage which mean the opposite of the following.

- a) saved (para 1)
- b) small scale (para 2)
- c) far away (para 2)
- d) foreign (para 3)
- e) finally (para 6)

### c. Read the following poem carefully.

### A River

### - By A.K. Ramananujan

In Madurai,

city of temples and poets,

who sang of cities and temples,

every summer

a river dries to a trickle

in the sand,

baring the sand ribs,

straw and women's hair

clogging the watergates

at the rusty bars

under the bridges with patches

of repair all over them

the wet stones glistening like sleepy

crocodiles, the dry ones

shaven water-buffaloes lounging in the sun

The poets only sang of the floods.

He was there for a day

when they had the floods.

People everywhere talked

of the inches rising, Communicative English Page 96

of the precise number of cobbled steps run over by the water, rising on the bathing places, and the way it carried off three village houses, one pregnant woman and a couple of cows named Gopi and Brinda as usual.

The new poets still quoted the old poets, but no one spoke in verse of the pregnant woman

drowned, with perhaps twins in her, kicking at blank walls even before birth.



He said:

the river has water enough to be poetic about only once a year and then it carries away in the first half-hour three village houses, a couple of cows named Gopi and Brinda and one pregnant woman expecting identical twins with no moles on their bodies, with different coloured diapers to tell them apart.

Glossarytrickle(n)-to flow in a thin<br/>gentle streambaring (v)-uncoveringribs (n)-curved ridges

straw (n )	<ul> <li>dry stalks</li> </ul>	
clogging (v)	- blocking	
lounging (v)	- relaxing	
precise(adj.)	- exact	
cobbled (adj.)	- paved with sto	nes
verse (n)	_ poetry	
moles (n)	- marks on the b	oody

d) Having read the poem, answer the questions given below.

- 1. What does the opening line speak about?
- 2. What does the river look like in summer?
- 3. How is Madurai described in the poem?
- 4. What happens when the river is dry in summer?
- 5. What do the people talk about during the flood?
- 6. What else do the people talk about the flood?
- 7.What does the poet convey?
- 8.Can you identify two similes in the first stanza of the poem?

### e) Following is the summary of the poem. Fill in the blanks with your understanding of the poem.

The poem is about a \_\_\_\_\_\_, which flows through the \_\_\_\_\_\_ city. Poets have written many poems on the \_\_\_\_\_\_. The poet presents two \_\_\_\_\_\_ pictures of the river in summer and during the \_\_\_\_\_\_. People remember how \_\_\_\_\_\_ village houses, a pregnant lady and a couple of \_\_\_\_\_\_ were washed away.

Page 97

Better Together

f) Find the words from the poem which mean the following.		g) Find the antonyms of the following words from the poem.		
1	shining	-	1	awake -
2	unit of measurement	-	2	falling -
3	to repeat what someone said	-	3	dissimilar -
			4	together -

### Language Study

## a. Fill in the blanks in the passage by choosing the most appropriate word from the options given below.

(1)\_\_\_\_\_\_ is a mission, an attitude. It (2)\_\_\_\_\_\_ the actual personality and encompasses unspoken norms of society that help it to run smoothly. Being polite, showing (3)\_\_\_\_\_\_ to the (4)\_\_\_\_\_\_, women, children and disabled people, driving in one's lane without honking, throwing garbage in the dustbins are some of the examples of having civic sense. We should be proud of our cultural, religious, social, (5) \_\_\_\_\_\_ and even more, our nation's civilization.

1. (a) response	(b) responsive	(c) responsibility	(d) respond
2. (a) reflective	(b) reflection	(c) reflecting	(d) reflects
3. (a) consider	(b) consideration	(c) considerate	(d) considering
4. (a) elderly	(b) elders	(c) eldest	(d) elder
5. (a) educate	(b) educational	(c) educative	(d) education

## b. Most often we use the word 'very' to express something with emphasis. Instead the English language has other words which express the same.

very angry	furious	very good	excellent
very bad	awful	very open	transparent
very big	massive	very painful	excruciating
very friendly	amiable	very perfect	flawless
very funny	hilarious	very poor	destitute

 $( \bullet )$ 

### 1. Now replace the following with one word for each phrase.

1. very crowded	•••••	6. very intelligent	•••••
2. very dear		7. very large	
3. very deep		8. very shy	
4. very detailed		9. very skinny	
5. very important		10. very sorry	

۲

### 2. Now supply a word or phrase for the following words.

1. very	serene	6. very	thrilled
2. very	stingy	7. very	rare
3. very	_ – obvious	8. very	colossal
4. very	arduous	9. very	– archaic
5. very	_ – tedious	10. very	lethargic

## c. Here are some words that we often get confused with. Learn to use them correctly. After going through the table, frame sentences using the words given in the box.

AFFECT	EFFECT
is a verb meaning to influence	is a noun meaning a result or outcome
MAY	MIGHT
expresses permission, possibility, or human interpretation	is used in the same way, but implies possibility over permission
FEW	LESS
is an adjective that describes countable nouns	is an adjective that describes uncountable nouns
CITE	SITE
is a verb meaning to mention or to make reference to	is a noun meaning location
AMONG	BETWEEN
can be appropriately used to describe broad relationships when more than two things are involved	is used to describe specific relationships involving only two things
ACCEPT	EXCEPT
is to willingly receive	is to omit or exclude

Page 99

۲

FIGURATIVELY	LITERALLY
means metaphorically	describes something that actually happened
FARTHER	FURTHER
is used to literally describe matters of measurable distance	is more figurative and is used for broader general comparison
ALTERNATE	ALTERNATIVE
is someone or something that serves in place of another	is a second option that does not replace the first





### NOMINALISATION

Nominalisation is a type of word formation in which a verb or an adjective is transformed into a noun by adding suffixes.

a. Link the words with a suffix to make Nouns. Make the necessary changes. One has been done for you.

	-er -ship -ance -th -ation -ness	s -it -en		-ior	n -ment -age -al -cy -ry
1	refuse	-	al	-	refusal
2	decide	-		-	
3	teach	-		-	
4	transform	-		-	
5	weak	-		-	
6	infect	-		-	
7	assist	-		-	
8	argue	-		-	
9	urgent	-		-	
10	occur	-		-	

Communicative English Page 100

۲

11	marry	-	-
12	secure	-	-
13	friend	-	-
14	true	-	-
15	minister	-	-

### b. Find the Adjectives of the words below in the word search. One example has been done for you.

۲

SURPRISE CHINA REPUBLIC		RAIN DIFFER CHILD		FRIEND NATURE DANGER		COLOUR RESPECT BORE		CARE ACT MAGNET		Т				
Н	D	А	S	W	Ν	А	J	Е	Y	E	Р	Y	V	S
S	Q	А	Е	S	С	А	Κ	Ζ	L	Ν	L	R	U	S
Ι	А	Ζ	Ν	Т	E	S	Т	U	В	D	I	R	A	Н
D	G	L	Ι	G	F	L	А	F	Ν	R	P	A	Ζ	0
L	F	V	Х	Х	E	Т	Е	Е	R	R	C	G	R	Y
Ι	E	L	0	R	С	R	Ι	R		A	Ο	Q	S	Т
Η	J	F	Ν	E	Е	R	0/	S	A	W	L	М	0	S
С	Ν	А	Р	М	F	N	E	U	М	С	Ο	С	В	Х
Х	W	S	S	U	V	D	K	Κ	S	G	U	Н	G	С
0	Е	М	А	G	Ν	Ē	Т	Ι	С	Е	R	Ι	Ι	J
R	Q	S	Ζ	Е	F	G	U	Q	Ν	L	F	Ν	Ζ	Т
D	R	Е	Р	U	В	L	Ι	С	А	Ν	U	Е	Х	Y
Т	Ν	Е	R	Е	F	F	Ι	D	Κ	Y	L	S	Η	Ν
R	Ι	W	С	Ι	G	Ν	Ι	R	0	В	Ν	Е	А	Ν
Ο	Ν	F	Ν	А	Х	В	G	D	А	V	С	Ν	L	Y
т 1					<b>CC•</b>		1	•		1				

### c. Identify the root words and suffixes as done in the example.

1. survival	= survive + al	6. married =
2. glorious	=	7. usage =
3. historian	=	8. honesty =
4. rarely	=	9. combination =
5. education	=	10. equality =

۲

۲

d. Fill in the blanks with the correct noun form of the word given in brackets.

E.g.: This chair is of great comfort. (comfortable)

1. The crisis will affect every \_\_\_\_\_. (national)

2. The \_\_\_\_\_\_ of the old man is the talk of the town. (generous)

3. In our \_\_\_\_\_\_ we were very active and enthusiastic. (young)

## e. Rewrite the sentences with the noun form of the verb underlined. One has been done for you.

E.g.: We <u>evaluated</u> the results.

The evaluation of the results was done by us.

- 1. <u>Define</u> a business strategy.
- 2. <u>Identify</u> the nouns, it is an important exercise.
- 3. This article costs Rs.100.

### f. Fill in the blanks with the verb form of the noun given within brackets:

- E.g.. He <u>admires</u> (admiration) nature.
- 1. Jane \_\_\_\_\_ (reply) curtly.
- 2. This movie does not \_\_\_\_\_ (amusement) me.
- 3. Your answer \_\_\_\_\_ (difference) from mine.

### g. Complete the following passage by filling in with the right form of the words given in brackets.

### Friends

Everyone wants to have friends, but building A new (1) \_\_\_\_\_\_\_\_ (relate) is not always easy. A few people are born with outgoing (2) \_\_\_\_\_\_\_\_ (personal); they have a natural (3) \_\_\_\_\_\_\_\_ (able) to make new friends wherever they go. But not many people are(4) (complete) at ease in a room full of strangers. Most of us feel (5) \_\_\_\_\_\_\_\_ (nerve) when we meet new people, and this can occasionally make us appear (6) \_\_\_\_\_\_\_\_ (friend) when in fact we are just shy. In any case, the (7) \_\_\_\_\_\_\_\_ (develop) of new friendships is a gradual process – it doesn't just happen overnight. Long-standing friendships (8) (general)have several things in common. The friends enjoy the same sorts of (9) \_\_\_\_\_\_; (active) and share similar beliefs and values, they are (10) \_\_\_\_\_\_\_ (honest) with one another, and have similar (11) \_\_\_\_\_\_\_ (expect). They (12) \_\_\_\_\_\_\_ (confidence) in each other, when they have problems. Friends never share a (13) \_\_\_\_\_\_\_ (bore) time with one another and are usually very(14) \_\_\_\_\_\_\_ (appreciate) of each other. It (15) \_\_\_\_\_\_\_ (appears) that some are friends based because they seem to share a Communicative English Page 102

similar taste for. Having close friends helps you gain (16) \_\_\_\_\_\_ (strong) in terms of (17) \_\_\_\_\_\_ (confide). In order to be a (18) \_\_\_\_\_\_ (truth) friend there are a few (19) \_\_\_\_\_\_ (require) such as (20) \_\_\_\_\_\_ (tolerant) and patience.

### **SUBJECT – VERB AGREEMENT**

### a. Complete the following sentences by circling the appropriate form of the verb.

- 1. Each of the teams (were / have / was) given a trophy.
- 2. Neither Mani nor Mohan (were / have / was )given a trophy.
- 3. She and I (was / were / have) at the University last week.
- 4. No prize or cash (were / have / was) given to the boy, though he performed very well.
- 5. Either Seenu or Reenu ( are / has / is) responsible for the blunder.
- 6. One of my sisters ( have / has / was ) gone to Sweden.

### b. Supply the blanks with suitable verbs.

- 1. Plenty of apples and mangoes \_\_\_\_\_\_ available in this shop.
- 2. One of my friends \_\_\_\_\_ in Madurai.
- 3. Fifteen kilometres \_\_\_\_\_\_ a long distance by foot.
- 4. Every teacher and every student \_\_\_\_\_ present.
- 5. Neither he nor his mother \_\_\_\_\_ arrived.
- 6. A number of animals \_\_\_\_\_\_ leaving the forest in search of water.
- 7. Time and tide \_\_\_\_\_ for none.
- 8. She as well as her cousins \_\_\_\_\_\_ invited.

Α

### c. Match A with B to make grammatically correct sentences.

- B
- 1. Either my uncle or my grandfather is requested to stay back.
- 2. All children have to be on the move everyday.
- 3. Everyone who attended this programme are happy with their pay rise.
- 4. You along with your manager was busy with the project.

Page 103 Better Together

5. The staff	shall be present tomorrow.
6. Four hours	was anxious to finish the lesson.
7. The police	is coming home today.
8. Atul, as well as his sister	are dismissed.
9. The driver with his car	is too short a duration.
10. Not only the students but also the teacher	was missing.

## d. Take a look at the letter below. There are errors in the letter. Underline the errors and re-write the letter without any errors.

۲

### Dear sister,

I was delighted to read you're letter last week. It's always a pleasure to recieve the latest news and to here that you had a great time with your family.

Our family two went on a vocation last month. We spend a week at the beach and have much fun on the sand and on the water. But the rains spoil our mood. But luckilly, we had visited many tourist spot before the rains started.

My kids are back to school. There is less things to do now. I had to plan for the next vacation now. Hoping to come up for some creative ideas soon.

### Your loving sister Lakshmi

Did you find all the 15 errors?

## e. Edit the following passage. Write the incorrect word and the correct word in the blanks provided. The first correction has been done for you.

	INCORRECT WORD	CORRECT WORD
One cold morning, my class was fill	fill	filled
with excitement. Someone have discovered	a)	
that the next day was our teachers birthday	b)	
Our teacher was the kinder person in	c)	

Communicative English Page 104

( )





### Discussion

Your school is observing World Water Day. Eminent speakers have been invited to discuss on the topic "water shortage". Listen to the discussion and answer the questions given.

The panel of speakers consists of the following:

- 1. Instructor one who schedules the programme
- 2. Moderator encourages interaction among the speakers and moderates the discussion
- 3. Experts speakers who discuss the core topic

- a. Identify the speakers of the following statements and mark the answers as 'M' for Moderator, 'R' for Ramesh, 'I' for instructor and 'J' for Joseph in the boxes provided.
- 1. As many as 4 billion people live under severe water stress.
- 2. Either there is too much water in certain places or not enough water in other places.
- 3. Short fall of rain being the most important issue
- 4. Do not keep taps running.

## b. State whether the statements are true or false.

- 1. 14 of the world's 15 big cities have water scarcity.
- 2. Water shortage is not due to climatic changes but due to poor water management.
- 3. Water shortage stems from forestation.
- c. Based on your listening fill in the blanks with one word only.
- 1. Many people already live in regions that \_\_\_\_\_\_ water stress.
- 2. \_\_\_\_\_ is facing a challenge of water shortage.
- 3. More active \_\_\_\_\_ is required from people.
- d. Choose the correct answers from the options given.
- 1. Practical solution to solve water shortage is

Communicative English Page 106

- a) do not keep taps running
- b) do not recycle water
- c) do not grow crops
- 2. To \_\_\_\_\_\_ the water crisis the best option is to share water.
  - a) maximize
  - b) minimize
  - c) optimize
- 3. Obey water restrictions \_\_\_\_\_
- a) declared b) created c) enforced

# Listening and Speaking



Role play the following situations.

- a. Given below is a discussion among a parent, teacher and a student, wherein they talk about the responsibilities and challenges they have to face in life.
- Parent Instill values right from childhood – cleanliness – value for money – respecting the space for individuals – decision– making skills during emergencies, prioritising – being aware of abuse of children.
- Teacher School being second home extended duties; to work with groups of children of different

background – team work – leadership qualities – how to be a follower with values, loyalty etc.

Student – Being heard by elders – be open about – abuses, emotionally hurt – values like – respect for elders – learn from models (Parent & Teacher ) – pressures and expectations – comparison-(sibling)

### b. Process of voting

Very soon you will all be eligible to vote in elections. Check your awareness.

The Election Commission of India is in-charge of everything concerning the process of election. It conducts the elections and has devised certain norms that are listed below.

- You must first register on the Electoral Roll which is a list of eligible voters. You can even apply online at designated locations or through a booth level officer.
- You will be issued a Voter ID which you need to present at the polling booth.
- You are responsible to find out where the polling booth is in your respective constituency.
- You must familiarize yourself with all the names, parties and the symbols of all the candidates contesting in your locality.
- You can vote on the Electronic Voting Machines available in the polling booth.

- You just have to press the button next to your desired candidate's name and symbol. You can also vote NOTA if you are not very keen in choosing any of the candidates contesting. NOTA means 'none of the above'.
- You will receive a mark of indelible ink on your index finger that signifies that you have voted.
- You must take pride in casting your vote as every vote counts. A multitude of people voting will surely make a difference. The responsibility lies on every individual.

Remember VOTING IS YOUR RIGHT AND RESPONSIBILITY.

Here is a discussion on the Voting system and the need to exercise one's vote. In a group of three, role play the following.

**First time voter (18 yrs old)** – excited – eager to vote – sense of identity – franchise – feels proud about it – learns about the electoral system – procedures

**Experienced Voter-** Experienced voter – committed – exercise the rights – duty bound considers it his right – never missed the chance

**NOTA(VOTER)** – Not happy with the election system – doesn't want his rights to be misused – wants to show his emphatic stand

**Page 107** 

12th Communicative English Book.indb 107



A circular is a piece of communication in writing aimed to give information to people concerned. It is often treated as a message or notice and is very common with all institutions, organizations, companies, government sectors etc.

You may follow the format suggested.

### Name of the Institution

CIRCULAR

Date: Circular No.:

Salutation

Sub:

Body : Details of Information

Name

Issuing authority

Victory Higher Secondary School, Trichy

### CIRCULAR

3rd September'18 Circular No. # SN/P/05

Dear Parent

Sub: Mobile phones prohibited

You are hereby requested to ensure that your wards don't carry mobile phones to school. If students are found using it on the campus, strict action will be taken against them. Kindly co-operate.

With regards,

### Headmaster

Please be aware that mobile phone is prohibited in school.

### Task

You are aware that wearing a helmet has been made mandatory for bikers and pillion riders to ensure safety. On behalf of your Headmaster, draft a circular to be sent to the parents of your school.

### **b. DEBATE**



### Who's responsible?

Civic sense which is the need of the hour often becomes the last in our list. A lot of issues about the lack of civic sense can be solved if children are inculcated with a sense of ownership.

Choose one of the topics given on the next page and write the text of speech for a debate in not less than 150 words.

### Follow the guidelines given in Unit -1.

 Teaching children the basics of life, like being compassionate, respecting elders, being responsible etc.
 Is i par

Is it the responsibility of teachers or parents?

Is it a boon or bane? A dream or a reality?

4 Clean Environment

5 Voting should be made compulsory

In the hands of the government or individuals? Agree or disagree?

### c. Letter of Complaint

2 Old age home

3 Linking of Rivers

Many a time when we are not satisfied with a product or the services offered by a company / Govt. sector , we express our dissatisfaction about it in the form of a letter, which is termed as a letter of complaint.

۲

1. Given below is a sample letter of complaint with blanks. Follow the clues given with each blank and complete the body of the letter. Rewrite the letter using the format suggested.

### **Complaining about a product**

(Sender's address) (Date) (Receiver's Address) Sir / Madam

Sub: (mention the product and the complaint).

I am writing this letter to complain about (product's name, model purchased on, place of purchase).

The (product) has not been working since (from when?) as (mention the defect / problem).

However, (state the actual problem). This has caused (mention the inconveniences caused).

I have already contacted (whom? designation) but no action has been taken so far and the problem persists.

Now, I request you to (suggest solution) and resolve the problem at the earliest. I have enclosed herewith (what?) dated (when?).

Thank you,

Yours faithfully,

### Encl: copy of the receipt

Page 109 Better Together

( )

### 2. Complaining about poor service

(Sender's address) (Date) (Receiver's Address) Sir / Madam

Sub: Complaining about (problem)

 $( \mathbf{0} )$ 

This is to express my dissatisfaction over (irregular / improper / unsatisfactory service). This problem has put me into a lot of trouble (list a few). This could have been avoided if (measures / steps to solve).

I strongly feel that this lapse is due to (reason).

I therefore request you to (action to be taken) and help us (free of problem).

Thank you,

Yours faithfully,

### Task

### City police urge residents to install CCTV cameras to prevent crimes

As suggested by the Chennai City Police you installed closed circuit television cameras to prevent theft and crime. Unfortunately one of the cameras stopped functioning. Write a letter of complaint to V6 Visions requesting them to attend to your complaint as it is still under the warranty period. (Word limit – 100)

Use the sample letter format, that you worked on prior to this task.

Here are a few guidelines

- follow the format of a formal letter
- state the real problem you are facing
- include copies of relevant documents / receipts / warranty details
- suggest remedies
- give them a time limit to solve the problem
- conclude respectfully
- avoid nasty remarks

Communicative English Page 110

( )

### d. SHORT PARAGRAPH

 "We don't grow when things are easy. We grow when we face challenges."
 Community service should be an integral part of school curriculum and students should be awarded marks for their contribution.

۲

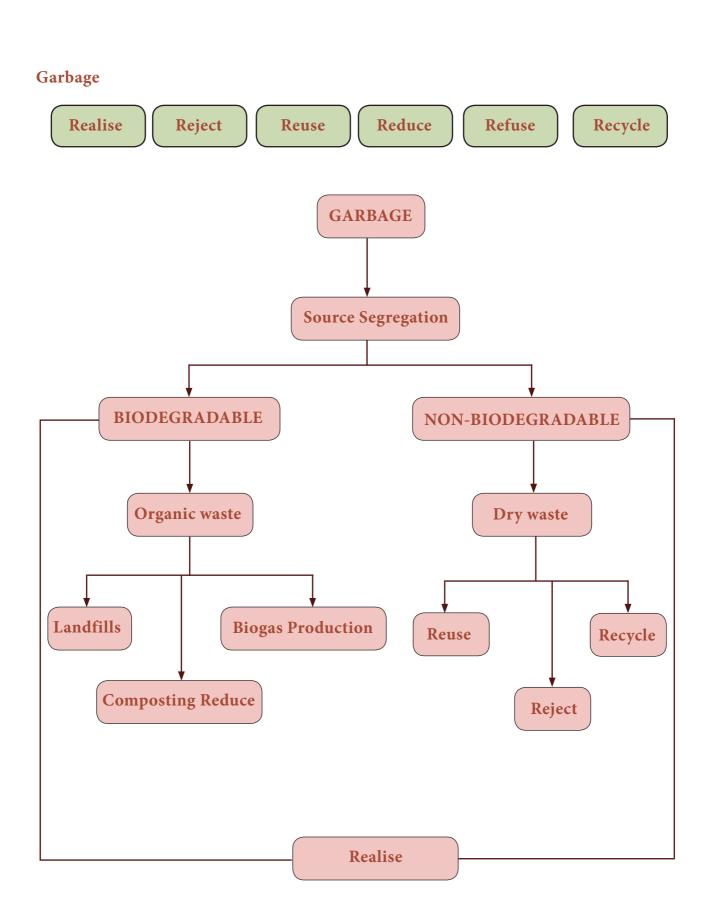
Write your views about this in a paragraph of about 100 words.

2. India's Biggest Challenge

Observe the flowchart that follows and write a short paragraph on "Waste Management". Remember to use the watch words.



۲



### **Extensive Reading**

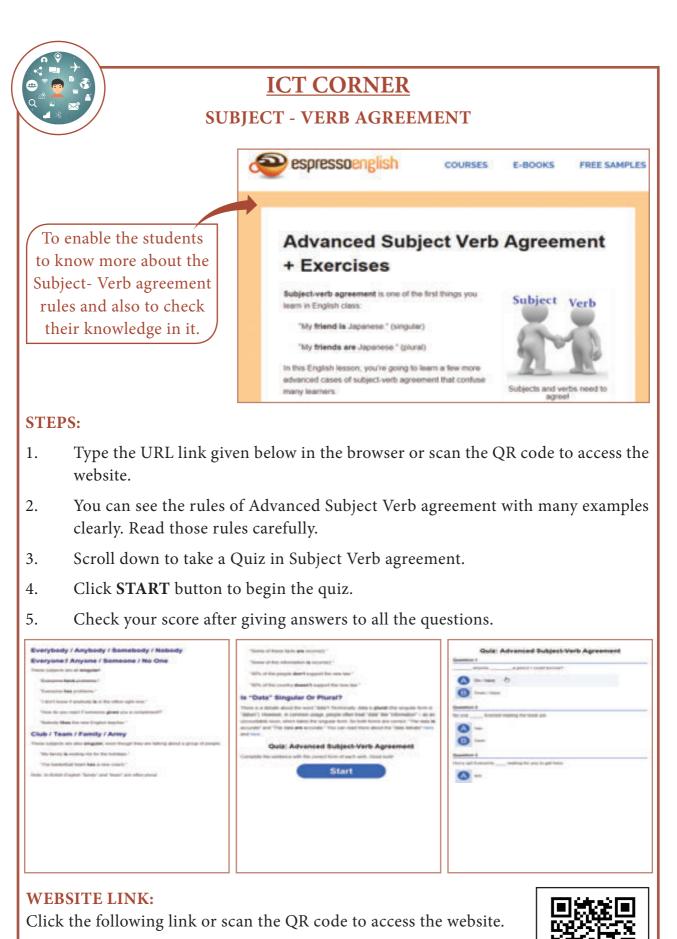
Civic Hope – Rodrick.P.Hart

The Good Citizen - David Batstone, Eduardo Mendieta

Communicative English Page 112

۲

۲



https://www.espressoenglish.net/advanced-subject-verb-agreement-exercises/

\*\* Images are Indicatives only



Better Together

B281 12 COMM ENG

۲