

## WRITING SKILLS

# LETTER WRITING & ANALYTICAL PARAGRAPH

### Syllabus

#### WRITING

1. **Formal letter based on a given situation.**
  - Letter to the Editor
  - Letter of Complaint (Official)
  - Letter of Complaint (Business)
  - Letter of Order
  - Letter of Enquiry
2. **Analytical Paragraph (based on outline/ chart/ cue/map/ report etc.)**



### STAND ALONE MCQs

(1 Mark each)

Q. 1. Which of these is not the correct mode for sending letters?

- (A) By post                      (B) By email  
(C) By hand                      (D) By bus

Ans. Option (D) is correct.

Q. 2. If you are writing a letter of complaint, how do you sign off your letter?

- (A) Cheers                      (B) Yours obediently  
(C) Yours sincerely              (D) Any of these

Ans. Option (C) is correct.

Q. 3. When you are writing a formal letter, what information might you need?

- (A) Date                      (B) Name  
(C) Address                      (D) All of these

Ans. Option (D) is correct.

Q. 4. If you are writing a letter to the Repairs Department for a Television purchased, how would you begin your letter?

- (A) Dear Manager              (B) Hi  
(C) Dear Sir/Madam              (D) Dear all

Ans. Option (C) is correct.

Q. 5. If you are writing a complaint letter to your local council, what is the best way to end the letter?

- (A) Hope all is well.  
(B) I look forward to hearing from you as soon as possible.  
(C) Send someone round here now or else.  
(D) I am tired of your department.

Ans. Option (B) is correct.

Q. 6. If you are writing a letter of complaint to the Complaints Department of a showroom because your repair has not been dealt with, how would you start your letter?

- (A) I am sick of this organisation.  
(B) If you don't get someone out here quickly, I will call police.  
(C) I am writing to report a complaint which has not been attended about my laptop.  
(D) I have already filed a complaint with the Consumer Court.

Ans. Option (C) is correct.

Q. 7. What is the missing word in this sentence?

I am writing with .....to my application.

- (A) regard
- (B) relate
- (C) account
- (D) due

Ans. Option (A) is correct.

Q. 8. The salutation of a formal letter must be:

- (A) simple
- (B) complex
- (C) impressive
- (D) illegible

Ans. Option (A) is correct.

Q. 9. Before you start a letter, the most important thing to think about is:

- (A) who is going to write it
- (B) who is going to read it
- (C) who is going to deliver it
- (D) who is going to post it

Ans. Option (B) is correct.

Q. 10. You are writing to a company to register a complaint for repairs. What should you include in your letter?

- (A) The exact name of the product
- (B) The goodwill of the company
- (C) The goodwill of the product
- (D) All of these

Ans. Option (A) is correct.

Q.11. When writing a letter to editor, you think about the newspaper to which the letter is to be sent. What else is important?

- (A) Why you are writing
- (B) What you need to tell the reader
- (C) What you want the reader to do
- (D) All of these

Ans. Option (D) is correct.

Q. 12. Why does it help to plan a letter?

- (A) You can make a list of all the points you want to include
- (B) You can decide how to order all the points in your letter
- (C) Both of these
- (D) None of these

Ans. Option (C) is correct.

Q. 13. When you are writing a formal letter to an editor, what information do you include?

- (A) Praise of the editor's good works
- (B) Both your address and the newspaper's address
- (C) Your date of birth
- (D) All of these

Ans. Option (B) is correct.

Q. 14. When writing letter to an editor, which way of closing a letter would be best?

- (A) Yours faithfully
- (B) Yours sincerely
- (C) Yours truly
- (C) All the best

Ans. Option (B) is correct.

Q. 15. If you don't know the recipient's name, how would you address the person?

- (A) Dear Mr./Mrs.
- (B) Dear Sir or Dear Madam
- (C) My dear
- (D) Hello

Ans. Option (B) is correct.

Q. 16. The main point is written in which part of the letter?

- (A) Post Script
- (B) Closing
- (C) Opening
- (D) Body

Ans. Option (D) is correct.

Q. 17. How would you address the recipient of a formal letter?

- (A) Dear Mr.
- (B) Respected Sir
- (C) Mr.
- (D) Hi

Ans. Option (A) is correct.

Q.18. 'With best regards' is used in which part of a formal letter?

- (A) Heading
- (B) Opening
- (C) Closing
- (D) Body

Ans. Option (C) is correct.

Q. 19. In order to have desired effect on the recipient, what should a formal letter be?

- (A) In the proper format
- (B) To the point and relevant
- (C) Grammatically correct
- (D) All of these

Ans. Option (D) is correct.

Q. 20. Formal letters produce immediate effect because they are :

- (A) interesting
- (B) formal
- (C) informal
- (D) brief

Ans. Option (D) is correct.

Q. 21. Simplicity in writing means:

- (A) the use of simple tense
- (B) the use of simple sentences
- (C) the use of simple words
- (D) plainness

Ans. Option (B) is correct.

Q. 22. Which part of the letter contains the writer's address and date?

- (A) Opening
- (B) Body
- (C) Salutation
- (D) None of these

Ans. Option (A) is correct.

Q. 23. Where should one write the date on your letter?

- (A) Below sender's address
- (B) Above sender's address
- (C) Below recipient's address
- (D) Above subject line

Ans. Option (A) is correct.

**Q. 24.** The paragraphs where comparative study of two or more things is done are called \_\_\_\_\_ paragraphs.

- (A) Grammatical
- (B) Pictorial
- (C) Analytical
- (D) None of these

**Ans. Option (C) is correct.**

**Q. 25.** Which of these can be used in analytical paragraphs?

- (A) Maps
- (B) Charts
- (C) Tables
- (D) All of these

**Ans. Option (D) is correct.**

**Q. 26.** Which of these expressions indicate that the given paragraph is an analytical paragraph?

- (A) One-half
- (B) Away
- (C) There
- (D) All of these

**Ans. Option (A) is correct.**

**Q. 27.** Which of these is a time phrase used for analysis of line graph?

- (A) A growth
- (B) Remain stable
- (C) Peak at
- (D) In following days

**Ans. Option (D) is correct.**

**Q. 28.** Which of these forms a part of the vocabulary in interpretation of a line graph?

- (A) Mountain
- (B) Valley
- (C) Plateau
- (D) River

**Ans. Option (C) is correct.**

**Q. 29.** Which of these is not correct in relation to analysis and interpretation of graphs?

- (A) Read question carefully
- (B) Make relevant comparisons
- (C) Avoid repetitions
- (D) Add your own information

**Ans. Option (D) is correct.**



## EXTRACT BASED QUESTIONS

### 1. A LETTER WRITING

**I.** Tarun has written a letter to SHO of the region complaining against the flouters of Quarantine rules. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

Satya Nagar Colony,  
Bhubaneswar  
24 May, 20XX  
The Station House Officer,  
Satya Nagar Police Station,  
Bhubaneswar, Odisha

**Subject:** Complaint Against Flouters of Quarantine Rules

Sir,

Through this letter of mine, (Q. 1) \_\_\_\_\_ towards some residents of our colony who are repeatedly flouting quarantine rules which have been laid out during the outbreak of COVID 19 pandemic.

There is an evident disregard to (Q. 2) \_\_\_\_\_. Many people are roaming without masks in the colony and (Q. 3) \_\_\_\_\_. Despite repeated requests, they are turning a deaf ear to all the appeals. The RWA is also not taking any steps to prevent such behaviour. It is a matter of great concern as (Q. 4) \_\_\_\_\_ through their casual behaviour. It aggravates mental stress also.

I request you to look into the matter at the earliest. I earnestly hope that you will (Q. 5) \_\_\_\_\_. I hope for a positive response from your end.

Thank you.

Yours sincerely,

Tarun

- Q. 1.** (A) I would like to draw your attention  
(B) I am about to take a decision  
(C) I would like you to take action  
(D) I want the world to look

**Ans. Option (A) is correct.**

- Q. 2.** (A) the system of carelessness  
(B) the rules of social distancing  
(C) the method of washing hands  
(D) the playing of children in the park

**Ans. Option (B) is correct.**

- Q. 3. (A) stay indoors  
(B) stay on the terrace  
(C) do not stay indoors  
(D) live on the roads

Ans. Option (C) is correct.

- Q. 4. (A) they are putting everyone's life at great risk  
(B) they are living a secluded life  
(C) they have been earning a lot  
(D) they are inviting everyone to their homes

Ans. Option (A) is correct.

- II. Komal has written a complaint letter to Balaji Electricals Pvt. Ltd. from where she has purchased a washing machine. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

C-424, Sector 18,  
Green Park,  
New Delhi  
27th May, 20××  
The Sales Manager,  
Balaji Electricals Pvt. Ltd.,  
Lajpat Nagar,  
New Delhi

**Subject :** Complaint about defective Washing Machine

Sir,

(Q. 1) \_\_\_\_\_ I wish to inform you that I had purchased an "LG Washing Machine" from your outlet on the receipt no. 10579 on 24<sup>th</sup> May, 20××. It has been just 3-4 days and (Q. 2) \_\_\_\_\_. It makes a loud noise and stops on its own all of a sudden. The machine does not wash the clothes properly. I am sure (Q. 3) \_\_\_\_\_.

Since it is (Q. 4) \_\_\_\_\_, I request you to get it repaired or better replace it at the earliest. I have been your regular customer and purchase articles in good faith. (Q. 5) \_\_\_\_\_

Thanking you.

Yours sincerely,  
Komal

- Q. 1. (A) With regard to my purchase bill,  
(B) I am tired of your company and  
(C) Through this letter of mine,  
(D) This washing machine is a useless product and

Ans. Option (C) is correct.

- Q. 2. (A) it has started washing clothes on its own  
(B) it has started giving trouble  
(C) it is working fine  
(D) it is not starting

Ans. Option (B) is correct.

- Q. 3. (A) it has some starting defect  
(B) it has some manufacturing defect  
(C) it has some transportation defect  
(D) it has no defect

Ans. Option (B) is correct.

- Q. 5 (A) arrest these people  
(B) house arrest these people  
(C) shoot these people with your gun  
(D) take immediate action against these people

Ans. Option (D) is correct.

- Q. 4. (A) within the warranty period  
(B) within the tax period  
(C) within the accounting period  
(D) within the guarantee period

Ans. Option (D) is correct.

- Q. 5. (A) I will be thankful if the matter is attended to at the earliest.  
(B) It is your duty to attend the matter at the earliest.  
(C) I will be thankful if you can look into the matter whenever you are comfortable.  
(D) I will be thankful if you can visit my house tomorrow positively.

Ans. Option (A) is correct.

III. Sapna has written a complaint letter to Municipal Corporation of her area regarding the leaking water taps in the colony. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

12 Mall Road,  
Agra  
28th March, 20 × ×  
The Municipal Commissioner,  
Municipal Corporation,  
Agra

**Subject: (Q. 1)** \_\_\_\_\_

Sir,

I, on behalf of all the members of this colony, am (Q. 2) \_\_\_\_\_ to you to complain about the current issue of water leakage from the taps and supply joints in our colony.

We have been facing this issue for last one or two weeks. The water is not getting supplied due to (Q. 3) \_\_\_\_\_. Summers are approaching and there is always a shortage of water and if, so much water is wasted every day, it will create (Q. 4) \_\_\_\_\_.

We shall be exceedingly thankful if the required repair and maintenance work in our colony is carried out at the earliest.

Thanking you.

(Q. 5) \_\_\_\_\_

Sapna

- Q. 1. (A) Complaint against taps  
(B) Complaint against your officials  
(C) Complaint against careless attitude of Municipal Corporation  
(D) Complaint against Water Leakage

**Ans. Option (D) is correct.**

- Q. 2. (A) writing this letter  
(B) sending this letter  
(C) mailing this letter  
(D) signing this letter

**Ans. Option (A) is correct.**

- Q. 3. (A) irregular water supply hours  
(B) good quality of underground pipelines  
(C) old and outdated disposal system of the colony  
(D) inefficiency of the staff of Municipal Corporation

**Ans. Option (C) is correct.**

- Q. 4. (A) a big problem for the residents of the colony  
(B) a big gap in the economy of the state  
(C) a wide gap between the rich and the poor  
(D) a nationwide strike.

**Ans. Option (A) is correct.**

- Q. 5. (A) Yours truly  
(B) Lovingly  
(C) Yours obediently  
(D) Only Yours

**Ans. Option (A) is correct.**

IV. Akshay has written a letter to the Editor of i-Next expressing concern over growing accidents of road rage in Delhi. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

23, Rampur Road,  
Delhi  
26th March, 20 × ×  
The Editor  
i-Next  
Delhi

**Subject :** Concern over growing accidents of Road Rage in Delhi

(Q. 1) \_\_\_\_\_

Through the columns of your esteemed newspaper, I would like to draw (Q. 2) \_\_\_\_\_ towards the serious issue of growing incidents of road rage in Delhi. Now and then, we come across the news of road rage where people start fighting on the roads on trivial issue. People are (Q. 3) \_\_\_\_\_ and their

frustration is often displayed through such incidents. They start quarrelling on a matter of small collision or honking or even on the issue of parking. Generally, (Q. 4) \_\_\_\_\_ which turns into a physical fight. Many incidents of serious injuries and death of people have been reported so far and hence it needs immediate attention of everyone.

(Q. 5) \_\_\_\_\_ with strict legal provisions to stop these and the people should also learn to be patient and tolerant in order to make Delhi roads safe to travel.

Thanking you,  
Yours truly,  
Akshay

- Q. 1. (A) Mr.  
(B) Hi  
(C) Sir  
(D) Hello

Ans. Option (C) is correct.

- Q. 2. (A) the attention of the readers  
(B) the attention of the leaders  
(C) the attention of the seniors  
(D) the attention of the correspondents

Ans. Option (A) is correct.

- Q. 3. (A) free these days  
(B) over stressed these days  
(C) undergoing emotional pressure  
(D) idle now-a-days

Ans. Option (B) is correct.

- V. Udit has written a letter to the Editor of The Times of India expressing concern over miserable conditions of people living in slums. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

26, Latouche Road,  
Kanpur  
28th April, 20××

(Q. 1) \_\_\_\_\_

The Times of India  
Tughlaq Road  
New Delhi

**Subject :** Need to improve miserable living conditions in slums

Sir,

(Q. 2) \_\_\_\_\_ I would like to draw the kind attention of the concerned authorities towards the miserable living conditions in slums.

A country's growth depends on the growth of its people. The people living in slums (Q. 3) \_\_\_\_\_ clean drinking water, proper power supply and healthy food. Many can be seen ravaging through dustbins to get food. Lack of proper sanitation and living among such dreadful conditions (Q. 4) \_\_\_\_\_. They are illiterate and thus lack job opportunities. They live in congested spaces where proper breathing is also unavailable.

Only if the slum dwellers get the basic amenities, (Q. 5) \_\_\_\_\_.

Thanking you.

Yours sincerely,

Udit

- Q. 1. (A) Mr. Editor  
(B) The Editor  
(C) The Honourable Editor  
(D) Honourable Mr.

Ans. Option (B) is correct.

- Q. 4. (A) the fights start with a punch  
(B) the fight starts by calling police  
(C) the fight starts verbally  
(D) the people do not want to fight with each other

Ans. Option (C) is correct.

- Q. 5. (A) The people should come forward  
(B) The people should stop fighting  
(C) The police should start arresting  
(D) The government should come forward

Ans. Option (D) is correct.

- Q. 2. (A) Please help in attracting attention of concerned authorities,  
(B) Please print my letter in your newspaper,  
(C) Th  
**ROUGH YOUR NEWSPAPER,**  
(D) Through the columns of your reported newspaper,

Ans. Option (D) is correct.

- Q. 3. (A) do not have luxuries like  
(B) do not have basic amenities like  
(C) enjoy free amenities like  
(D) enjoy tax-free services like

Ans. Option (B) is correct.

- Q. 4. (A) lead to spread of poverty  
(B) lead to spread of illiteracy  
(C) lead to spread of many diseases  
(D) lead to spread of widespread protests

Ans. Option (C) is correct.

- Q. 5. (A) the nation can be said to have truly progressed  
(B) the state can be said to have truly progressed  
(C) the state can be said to have spread literacy  
(D) the people can be said to have truly elected the correct leaders

Ans. Option (A) is correct.

VI. Tanvi Bansal has written a letter to the Editor of The New India News expressing concern over attacks on old people living alone. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

13, Safdarjung Development Area,  
New Delhi

(Q. 1) \_\_\_\_\_

The Editor

The New India News

New Delhi

**Subject :** Concern over Attacks on Old People

Respected Sir,

Through the column of your esteemed newspaper, I want to sensitize people about the increase in number of attacks on older folks. (Q. 2) \_\_\_\_\_. They are quite vulnerable to attacks. The result is that they can't overpower the rogues in the war of muscles, who generally come to loot them.

Any resistance from the old people can prove detrimental to their lives. In the locality of Safdarjung Area, many incidents of theft, snatching of jewels and brutal attacks (Q. 3) \_\_\_\_\_.

It is duty of the government to protect the lives of their senior citizens. Provision should be made to install alarms and cameras in homes as well as in localities. Police verification of domestic help is a must. (Q. 4) \_\_\_\_\_.

Thus, all measures for their safety should be adopted to save old people. Though repeated requests in this regard have been made to the concerned authorities but, no headway has still been done. Perhaps the lines in your esteemed paper may shake the authorities from their deep slumber.

(Q. 5) \_\_\_\_\_

Yours truly,

Tanvi Bansal

- Q. 1. (A) Hello  
(B) CC: The Managing Editor  
(C) 2 April 20××  
(D) Sincerely

Ans. Option (A) is correct.

- Q. 2. (A) Old people are generally physically weak.  
(B) Old people are restless and careless.  
(C) Old people have lost their memories.  
(D) Old people are more experienced than the young.

Ans. Option (A) is correct.

- Q. 3. (A) on the children have already happened  
(B) on the old people are going to happen  
(C) on the old people are sure to happen  
(D) on the old people have already happened

Ans. Option (D) is correct.

- Q. 4. (A) The regular police patrolling can also be of great help.  
(B) The regular employment opportunities can also be of great help.  
(C) The special police check-ups can also be of great help.  
(D) The senior citizen department of government can also be of great help.

Ans. Option (A) is correct.

- Q. 5. (A) I look forward to an immediate action at your end.  
(B) Thanking you,  
(C) You are most welcome.  
(D) I request you to print this letter in your newspaper,

Ans. Option (B) is correct.

VII. Hemant has written a letter to the Editor of The Times of India expressing concern over insufficient facilities for tourists. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

(Q. 1) \_\_\_\_\_

16 July, 20xx

The Editor,

The Times of India,

Jaipur

**Subject :** Insufficient facilities for Tourists

Respected Sir,

Through the columns of your reputed newspaper, (Q. 2) \_\_\_\_\_ against the insufficient facilities provided to the tourists of Jaipur.

Everyone is well aware that (Q. 3) \_\_\_\_\_ which attract tourists not only from India but abroad as well. But when they reach here, they are not properly guided. They are mishandled by crooks who rob them of their valuables, thus leaving a bad name to our country. (Q. 4) \_\_\_\_\_. They have to pay a hefty amount for it. Most of them come on package tours but they are refused the facilities mentioned in their package.

It is our prime duty to look into the matter as it may hit the tourism industry badly. The tourism industry should be well-managed so that the tourists leave Jaipur with a happy note and return again. It is my humble request to the concerned authorities to look into the matter and do the needful.

Thanking you

Yours sincerely,

(Q. 5) \_\_\_\_\_

Q. 1. (A) The Favourite Daily Newspaper

(B) 14/9, Hill Apartments, Jaipur

(C) Sincerely yours

(D) Hemant Srivastava

**Ans. Option (B) is correct.**

Q. 2. (A) I would like to protest

(B) I would like to start a hunger strike

(C) I would like to fight for the tourists

(D) I would like to raise my voice

**Ans. Option (D) is correct.**

Q. 3. (A) Jaipur is densely populated

(B) Jaipur has the highest population in the country

(C) Jaipur has many historical places

(D) Jaipur is a hub of IT industry

**Ans. Option (C) is correct.**

Q. 4. (A) The hotel rooms are not available at reasonable rates.

(B) The hotel rooms are not available at discounted rates.

(C) The hotel rooms are available at concessional rates.

(D) There are no hotels in Jaipur.

**Ans. Option (A) is correct.**

Q. 5 (A) ABC

(B) XYZ

(C) Hemant

(D) A concerned citizen

**Ans. Option (C) is correct.**

VIII. Promila Chopra has written a letter to the Editor of The Times of India expressing concern over adulteration of milk being distributed in the area. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

12/15, Kunj Vihar,

Alipur.

29 March, 20xx

The Editor

(Q. 1) \_\_\_\_\_

New Delhi

**Subject :** Adulteration of Milk

Sir,

Through the columns of your esteemed newspaper, I want to raise my concern over the sale of (Q. 2) \_\_\_\_\_

Quite recently, (Q. 3) \_\_\_\_\_ took 20 samples of milk from various dairies and reports of 19

indicated that they have been adulterated with urea and other chemicals. These chemicals are very harmful for human beings. (Q. 4) \_\_\_\_\_ such unscrupulous people do not care a fig about human lives. Milk is consumed in different forms by almost all human beings from very young infants and toddlers to elderly people. However, by consuming such sort of milk they are at a great risk, particularly young children and old people.

(Q. 5) \_\_\_\_\_ and give them exemplary punishment. Only then this practice can be checked.

Yours truly,

Promila Chopra

- Q. 1. (A) The Hindustan Times  
(B) The Times of India  
(C) The Hindu  
(D) Any of these

Ans. Option (B) is correct.

- Q. 2. (A) cow milk in Alipur  
(B) powdered milk in Alipur  
(C) natural milk in Alipur  
(D) synthetic milk in Alipur

Ans. Option (D) is correct.

- Q. 3. (A) the finance department  
(B) the health department  
(C) the GST department  
(D) the child welfare department

Ans. Option (B) is correct.

- Q. 4. (A) Just to earn a few rupees,  
(B) Just to supply milk quickly,  
(C) Just to work at normal speed,  
(D) Just to save taxes,

Ans. Option (A) is correct.

- Q. 5. (A) The government should request such people  
(B) The government should ask public to boycott such people  
(C) The government should act heavily on such people  
(D) Any of these

Ans. Option (B) is correct.

IX. Prabhu Kumar has written a letter to the Editor of The Times of India expressing concern over nuisance caused by loud speakers in the area. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

17 E, Ravi Das Road,

Kochi

March 06, 20XX

The Editor,

The Times of India,

New Delhi

**Subject :** Nuisance caused by Loud speakers

Sir,

Through, the columns of your esteemed newspaper, I would like to draw your kind attention towards the nuisance caused by the excessive use of loudspeakers in my city. In fact, this is a high time for the students as (Q. 1) \_\_\_\_\_. Students prepare till late at night. They want to have peace of mind for preparation and thereafter (Q. 2) \_\_\_\_\_ but the loudspeakers continuously disturb their peace of mind.

The excessive use of loud speakers at (Q. 3) \_\_\_\_\_ on any special occasion is not only a cause of distraction for students but it causes nuisance even to common man and patients. Strict laws should be enforced if laws prohibiting loud speakers are not followed.

I would request you (Q. 4) \_\_\_\_\_ so that the concerned authorities initiate necessary steps (Q. 5) \_\_\_\_\_.

Thanking you.

Yours truly,

Prabhu Kumar

- Q. 1. (A) they are applying for admission to new colleges  
(B) they are celebrating their new classes  
(C) they are busy in their preparation for the coming examinations  
(D) they are creating a lot of chaos and loud noise

Ans. Option (C) is correct.

- Q. 2. (A) balanced diet  
(B) sound sleep  
(C) dreamless sleep  
(D) sleepless night

Ans. Option (B) is correct.

- Q. 3. (A) schools and colleges  
(B) religious places, rallies, public gatherings  
(C) marriages and functions  
(D) hunger strikes

Ans. Option (B) is correct.

- Q. 4. (A) to take immediate action  
(B) to start a protest and hunger strike  
(C) to join hands with me  
(D) to publish this letter of mine in your newspaper

Ans. Option (D) is correct.

- Q. 5. (A) to ban the loudspeakers during the examination  
 (B) to start the loudspeakers during the examination  
 (C) to postpone the examination  
 (D) to cancel the examination

Ans. Option (D) is correct.

- X. Anita, the student of New Agra Public School, has written a letter to the Editor of Navjeevan Times expressing concern over traffic menace on roads and requesting authorities to make a zebra crossing outside the school. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

New Agra Public School,  
 Ram Nagar,  
 Agra

March 30th, 2017

The Editor,  
 Navjeevan Times  
 Agra

**Subject :** Request to make zebra crossing

Sir,

Immediate attention is drawn to the traffic menace on the road in front of New Agra Public School, Ram Nagar. The road always (Q. 1) \_\_\_\_\_. The major concern arises due to the heavy moving of vehicles on the road. (Q. 2) \_\_\_\_\_ on the road, which makes it tough for the people, especially school students to (Q. 3) \_\_\_\_\_. Thus, this road is (Q. 4) \_\_\_\_\_.

I, a student of class X, New Agra Public School, (Q. 5) \_\_\_\_\_, request you to make provision of creating zebra crossing on the road so that crossing the road would not be a life-threatening task for the children and other people.

I thank you in anticipation.

Yours sincerely,

Anita

- Q. 1. (A) remains congested and traffic jams are common here  
 (B) remains traffic free and traffic jams are not common here  
 (C) remains free of pedestrians and street walkers  
 (D) Remains packed with trucks and ambulances

Ans. Option (A) is correct.

- Q. 2. (A) Many speed breakers  
 (B) A few zebra crossings  
 (C) No speed breakers or zebra crossings  
 (D) Footpath for pedestrians

Ans. Option (C) is correct.

- Q. 3. (A) play on the road  
 (B) cross the road

- XI. Parineeta has written a letter to the Editor of The Times of India, expressing concern over rising prices. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

124, Vivek Vihar  
 Delhi

April 5, 20XX

The Editor,  
 The Times of India,  
 New Delhi

**Subject : (Q. 1)** \_\_\_\_\_

- (C) block the road  
 (D) spend quality time on the road

Ans. Option (B) is correct.

- Q. 4. (A) accident prone  
 (B) accident free  
 (C) accident familiar  
 (D) accidental

Ans. Option (A) is correct.

- Q. 5. (A) on behalf of the students and school authorities  
 (B) on behalf of the citizens of this country  
 (C) on behalf of residents of Ram Nagar  
 (D) All of these

Ans. Option (A) is correct.

Sir,

Through the columns of your esteemed newspaper, I want to express my deep concern regarding the rising prices. This inflation has made the life of a common man very difficult. (Q. 2) \_\_\_\_\_ fixed income groups like the salaried people, labour class and the pensioners. For them, even the commodities of basic necessities like wheat, pulses, grains, vegetables etc., are getting (Q. 3) \_\_\_\_\_. Every increase in price disturbs their budget.

The government should tackle this problem in the best possible way. (Q. 4) \_\_\_\_\_ should be dealt with severely. The public distribution system of rationing should be made more transparent and efficient. Moreover, taxes on basic necessities should be reduced to bring down the contrast between the wholesale and the retail prices. (Q. 5) \_\_\_\_\_ should always keep the layman in mind while making and executing policies.

Thanking you.

Yours sincerely

Parineeta

- Q. 1. (A) Inflation  
(B) Deflation  
(C) Saturation  
(D) Stagnation

Ans. Option (A) is correct.

- Q. 2. (A) The best hit are the  
(B) The worst hit are the  
(C) The beneficially hit are the  
(D) The multi-purpose hit are the

Ans. Option (B) is correct.

- Q. 3. (A) within reach  
(B) within pocket  
(C) out of reach  
(D) out of mind

Ans. Option (C) is correct.

- Q. 4. (A) The shopkeepers  
(B) The hoarders, black marketers and profiteers  
(C) The industrialists and department store owners  
(D) The concerned government officials and department heads

Ans. Option (B) is correct.

- Q. 5. (A) The political leaders  
(B) The department heads  
(C) The NITI Aayog  
(D) The policy decision makers

Ans. Option (D) is correct.

XII. Apoorva has written a letter to Maxwell Institute of Languages seeking relevant information for admission to the Diploma Course in French language. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

D - 424, Island Avenue,  
Ernakulam

02<sup>nd</sup> April, 20 × ×

(Q. 1) \_\_\_\_\_,  
Maxwell Institute of Languages,  
Fort Road,  
Kochi

**Subject :** Enquiry about diploma course in French

Sir,

(Q. 2) \_\_\_\_\_, I have come to know that you provide diploma course in various languages. I would like to join the same in French language. (Q. 3) \_\_\_\_\_ and I am free for three months. Kindly let me know the admission procedure, fee structure, (Q. 4) \_\_\_\_\_ and transport facilities, if available.

Kindly inform me at the earliest so that I can join the course immediately, without wasting time.

Thanking you.

(Q. 5) \_\_\_\_\_

Apoorva

- Q. 1. (A) The Regional Manager  
(B) The Centre Head  
(C) The National Representative  
(D) The Receptionist

Ans. Option (B) is correct.

- Q. 2. (A) I would like to draw your attention to my interest in learning French  
(B) In regard to your institute  
(C) With reference to your advertisement dated 24<sup>th</sup> March  
(D) In the interest of the great country of France

Ans. Option (C) is correct.

- Q. 3. (A) I am waiting for my class XII result  
(B) I have been disqualified from school  
(C) I have been rusticated from school  
(D) I have changed my school

Ans. Option (A) is correct.

**XIII. Tarun Kumar has written a letter to CBSE requesting for issuing duplicate certificates as he had lost his original certificates. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.**

7/9, Kunj Apartments  
Shimla

(Q. 1) \_\_\_\_\_

The Chairman,  
CBSE,  
Preet Vihar,  
Delhi

Subject: (Q. 2) \_\_\_\_\_.

Respected Sir,

Through this letter of mine, I wish to inform you that while travelling in a bus, I left my bag in a bus. (Q. 3) \_\_\_\_\_  
Now I have to apply for a job in a government department. Please let me know the procedure of issuing the duplicate certificates, time taken by the board and the fees to be deposited. My registration no. is 4567/897/HP and I have filed (Q. 4) \_\_\_\_\_.

Please do the needful (Q. 5) \_\_\_\_\_ as it is a question of my career.

Thanking you in anticipation.

Yours faithfully,  
Tarun Kumar

- Q. 1. (A) Honourable Mr. × ×  
(B) Mr. × ×  
(C) 3 April, 20 × ×  
(D) None of these

Ans. Option (C) is correct.

- Q. 2. (A) Order about issuing the Duplicate Certificates  
(B) Request about issuing the Duplicate Certificates

- Q. 4. (A) name of teacher, name of principal  
(B) name of the issuing authority  
(C) duration of the course, timing of the class  
(D) address of the driver, references of some past students

Ans. Option (C) is correct.

- Q. 5. (A) Yours obediently  
(B) Yours lovingly  
(C) Your faithfully  
(D) Yours sincerely

Ans. Option (D) is correct.

- (C) Enquiry about issuing the Duplicate Certificates  
(D) Affidavit about issuing the Duplicate Certificates

Ans. Option (B) is correct.

- Q. 3. (A) The bag contained my original driving license.  
(B) The bag contained my original Graduation Degree and Diploma certificates.  
(C) The bag contained my original PAN Card and Aadhar Card.

(D) The bag contained my original certificates of X and XII.

Ans. Option (D) is correct.

Q. 4. (A) a similar application with Ministry of Education, Government of India

(B) an FIR regarding the loss of my bag

(C) a complaint with your other branches also

(D) a request with the Member of Legislative Assembly of our constituency

Ans. Option (B) is correct.

Q. 5. (A) as early as possible

(B) whenever you are comfortable

(C) as and when you think fit

(D) by informing suitable authorities

Ans. Option (A) is correct.

XIV. Shweta has written a letter to an organisation 'Yoga for Public' seeking relevant information about their Yoga courses. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

R.K. Puram,

New Delhi

7 August, 20xx

The Organiser,

Yoga For Public,

R.K. Puram

New Delhi

Subject : Enquiry About the Courses

(Q. 1) \_\_\_\_\_

With reference to your (Q. 2) \_\_\_\_\_ dated 5 August, 20xx, I would like to tell you that I wish to join the yoga classes (Q. 3) \_\_\_\_\_. Kindly furnish the following details :

- Duration of the course
- Timings of the classes
- No. of persons in each batch
- Any special class for girls
- (Q. 4) \_\_\_\_\_

(Q. 5) \_\_\_\_\_ so that I may join as early as possible.

Thanking you.

Yours sincerely,

Shweta

Q. 1. (A) Dear All,

(B) Respected Sir,

(C) Hi,

(D) My Friend,

Ans. Option (B) is correct.

Q. 2. (A) advertisement in 'The Times of India'

(B) pamphlet distributed on

(C) magazine

(D) circular

Ans. Option (A) is correct.

Q. 3. (A) made by you

(B) held by you

(C) organised by you

(D) published by you

Ans. Option (C) is correct.

Q. 4. (A) Fee structure

(B) Name of instructor

(C) Affiliation with universities

(D) Permission taken from medical authorities

Ans. Option (A) is correct.

Q. 5. (A) I may be taking a leave shortly and after that

(B) I am planning my schedule

(C) I am looking forward to join your classes

(D) I am awaiting an early reply from your end

Ans. Option (D) is correct.

- XV. Manish Mehta, the School Captain, has written a letter to area manager of an NGO to participate in half-marathon and provide your school with T-shirts for the event. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

Sarvodaya Vidyalaya,  
Saket

April 18, 2016

(Q. 1) \_\_\_\_\_,  
XYZ NGO,  
Karol Bagh,  
New Delhi

**Subject :** Permission to Participate in Half-Marathon

(Q. 2) \_\_\_\_\_

It is matter of great pleasure that authorities of our school have decided to take part in the half-marathon organised (Q. 3) \_\_\_\_\_. As the noble purpose of this marathon is to create awareness for 'Clean City, Green City', it will be our honour if you grant us permission to be a part of this noble cause.

Further I would make a request to provide us 200 T-shirts for the boys and girls of our school, who are aged 15-17 years. I hope, we will receive the above-mentioned consignment, along with the permission letter within this week so that the students may reach the National Stadium on April 25, 2016, at 5:30 a.m. sharp to join the marathon.

(Q. 4) \_\_\_\_\_.

Thanking you.

Yours sincerely,  
Manish Mehta

((Q. 5) \_\_\_\_\_)

- Q. 1. (A) The Manager  
(B) The Area Manager  
(C) The Sports In charge  
(D) The Principal

**Ans. Option (B) is correct.**

- Q. 2. (A) Dear Mr. ABC,  
(B) Sir,  
(C) Hello ABC,  
(D) Honourable Sir,

**Ans. Option (B) is correct.**

- Q. 3. (A) by your reputed NGO  
(B) by government of India  
(C) by the concerned authorities  
(D) by residents of the housing society

**Ans. Option (A) is correct.**

- XVI. Vaibhavi Sinha, Examination In charge of a public school has written a letter to Sunrise Stationery Mart placing order for some stationery items. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the letter by choosing the correct option.

- Q. 4. (A) We are thankful to you.  
(B) We have heard a lot about you  
(C) It would be a privilege to associate with you  
(D) We shall be highly obliged

**Ans. Option (D) is correct.**

- Q. 5. (A) School Prefect  
(B) Head Boy  
(C) School Captain  
(D) Physical Education Instructor

**Ans. Option (C) is correct.**

Goodway Public School,  
Aurobindo Road,  
Indore

2<sup>nd</sup> April, 20××

(Q. 2) \_\_\_\_\_,  
Sunrise Stationery Mart,  
12, Mall Road,  
Indore

**Subject:** Placing Order for some Stationery

Sir,

(Q. 2) \_\_\_\_\_ you had sent along with the latest price list. After going through the list, we would like to place an order for the following items.

Product	Quantity
White Paper	4 reams
Carbon paper	2 packets
(Q. 3) _____	One dozen
Ball point pens (Red and Blue)	50 each

We attach herewith a draft of 50% advance payment. The balance payment (Q. 4) \_\_\_\_\_. We expect a 10% discount, which you have already promised. Please note that we shall not be responsible for any damages during transportation. We expect delivery within 15 days as discussed earlier.

(Q. 5) \_\_\_\_\_

Yours sincerely,  
Vaibhavi Sinha  
Examination Incharge

- Q. 1. (A) The Managing Director  
(B) The Sales Manager  
(C) The Regional Director  
(D) Any of these

**Ans. Option (B) is correct.**

- Q. 2. (A) Thank you for the catalogue  
(B) With reference to your advertisement  
(C) I would like to draw your kind attention  
(D) None of these

**Ans. Option (A) is correct.**

- Q. 3. (A) Registers  
(B) School desks  
(C) Mobile chargers  
(D) Wall clocks

**Ans. Option (A) is correct.**

- Q. 4. (A) will be confiscated  
(B) will be released after one year  
(C) will not be paid  
(D) will be made on delivery

**Ans. Option (D) is correct.**

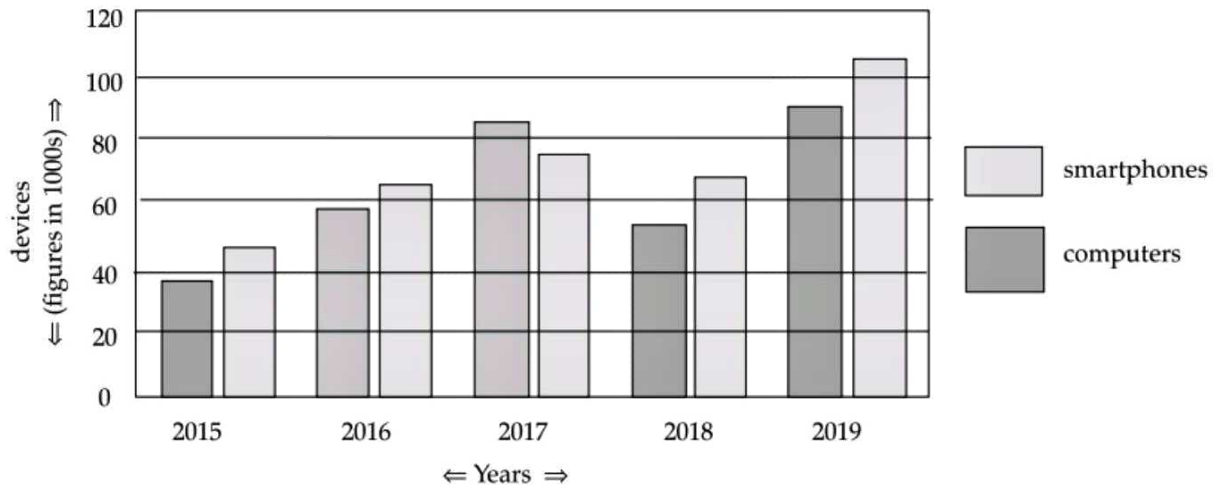
- Q. 5. (A) See you soon  
(B) Missing you a lot  
(C) Wish you good luck  
(D) Thanking you

**Ans. Option (D) is correct.**

## 2. ANALYTICAL PARAGRAPH (TERM II)

- I. The chart below displays data about the number of digital devices purchased in Rishunagar across the years 2015-2019. A paragraph has been written analysing the given data. Some gaps have been left in the paragraph and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the paragraph by choosing the correct option.

Digital devices purchased across years in Rishunagar



Purchase of Digital Devices

According to the given data, a large number of digital devices were purchased in Rishunagar across the years (Q. 1) \_\_\_\_\_. The data indicates that (Q. 2) \_\_\_\_\_ as compared to the computers which numbered approx. 35,000 in 2015. There was a gradual rise in the purchase in 2016 when the number of smartphones rose to 60,000 (Q. 3) \_\_\_\_\_. The trend suddenly changed and a sharp rise was seen. The purchase of computers in 2017 which again dropped to approx. 45,000 in 2018. The year showed (Q. 4) \_\_\_\_\_ as well. But the year 2019 brought hope and cheer for the sellers when there was again an upward trend in both smartphones and computers. To sum up, it can be said that the purchase of digital devices across these five years showed (Q. 5) \_\_\_\_\_.

Q. 1. (A) 2015-2019

(B) 2015 and 2019

(C) 2015, 2016-2019

(D) 2017

Ans. Option (A) is correct.

Q. 2. (A) more computers were purchased in 2018

(B) less smart phones were purchased in 2016

(C) more smart phones were purchased in 2015

(D) less smart phones were purchased in 2015

Ans. Option (C) is correct.

Q. 3. (A) and computers to 45,000

(B) and computers to 59,000

(C) and smartphones to 50,000

(D) and smartphones to 55,000

Ans. Option (B) is correct.

Q. 4. (A) a rise in the purchase of smart phones

(B) a rise in the purchase of computers

(C) a decline in the purchase of computers

(D) a decline in the purchase of smart phones

Ans. Option (D) is correct.

Q. 5. (A) the decline of people towards the hi-tech devices

(B) the incline of people towards the hi-tech devices

(C) the fluctuation in taste of people towards the hi-tech devices

(D) the no change attitude of people towards the hi-tech devices

Ans. Option (B) is correct.

- II. Read the following excerpt from an article that appeared in the magazine section of a local daily:

The ban on single-use plastic is impractical. The purpose of articles like bags and packaging is ultimately to make human life easier. Plastic articles do this well, so they shouldn't be banned.

Sumit has written a paragraph to analyse the given argument. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the paragraph by choosing the correct option.

### Ban On Plastic

Single use plastic causes (Q. 1) \_\_\_\_\_ it. Its toxic contents are harmful for all whether they are human beings, animals or (Q. 2) \_\_\_\_\_. In fact, they cause (Q. 3) \_\_\_\_\_ of those also who produce it as it leads to many illnesses. The government has decided to put (Q. 4) \_\_\_\_\_ which is a wise step. It is going to be helpful for our environment which

is in a declining state. Everyone must join in this campaign to save our planet and to make it pollution free. More of environment friendly products should be used. The ban on these products is not impractical. (Q. 5) \_\_\_\_\_

\_\_\_\_\_ but we should come up for the welfare of all and not be selfish.  
The ban will be useful in the long run.

- Q. 1. (A) more benefit to the environment than harming  
(B) less harm to the environment than benefitting  
(C) more harm to the environment than benefitting  
(D) no benefit or harm to

Ans. Option (C) is correct.

- Q. 2. (A) reptiles  
(B) marine creatures  
(C) amphibians  
(D) micro-organisms

Ans. Option (B) is correct.

- Q. 3. (A) a decline in the healthy state  
(B) a rise in the healthy state  
(C) no harm on the health  
(D) may or may not cause harm on the health

Ans. Option (A) is correct.

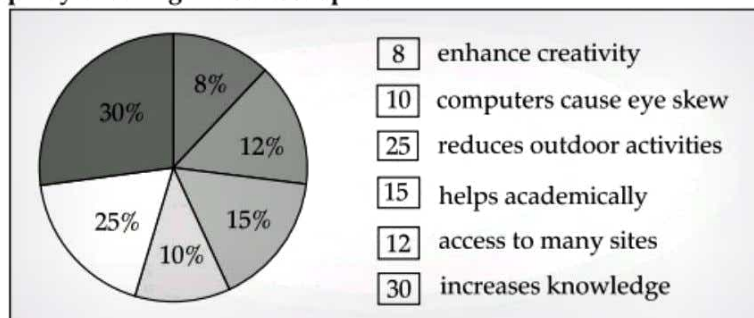
- Q. 4. (A) a ban on non-plastic articles  
(B) a distinguished ban on some plastic articles  
(C) a blanket ban on multiple-use plastic articles  
(D) a blanket ban on single-use plastic articles

Ans. Option (D) is correct.

- Q. 5. (A) We are so much used to these products  
(B) We have ignored these products for a long time  
(C) There is no denying the fact that these products make our life difficult  
(D) There is no denying the fact that these products make our life easier

Ans. Option (D) is correct.

III. A survey was conducted by a school to discuss the role that Information Technology/Computers play in the growth and development of children. The data is given below in the form of a pie chart. A friend of yours has analysed the data. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the paragraph by choosing the correct option.



Information Technology Vs Children

A survey was conducted by XYZ School to discuss the role played by Computers and Information Technology in the growth and development of children. (Q. 1) \_\_\_\_\_ that the computers enhance creativity thus showing that they were not in favour of it. As many as 10% people believed that (Q. 2) \_\_\_\_\_ due to long sitting hours of children in front of it where as 12% people were of the opinion that children get access to so many sites that are inappropriate for their age. In fact, 30% people believed that Information Technology increases knowledge and helps in the growth and development of a child as compared to (Q. 3) \_\_\_\_\_ which results in the reduction of their outdoor activities. (Q. 4) \_\_\_\_\_ (15%) had the opinion that it helps academically. Hence, we can sum up that 53% of the people were (Q. 5) \_\_\_\_\_ by children where there were still 47% who did not favour it.

- Q. 1. (A) Only a margin 8% of the people opined  
(B) Only a margin 12% of the people opined  
(C) Only a margin 15% of the people opined  
(D) A record maximum of 30% of the people opined

Ans. Option (A) is correct.

- Q. 2. (A) computers enhance creativity  
(B) computers reduce outdoor activities  
(C) computers cause eye strain  
(D) computers increase knowledge

Ans. Option (C) is correct.

- Q. 3. (A) 25% people who were of the view that computers attract a child towards itself  
(B) 45% people who were of the view that computers attract a child towards itself  
(C) 55% people who were of the view that computers attract a child towards itself  
(D) 10% people who were of the view that computers attract a child towards itself

Ans. Option (A) is correct.

- Q. 4. (A) Around 50% people  
(B) A large number of people  
(C) Very few people  
(D) Not clear from the passage

Ans. Option (C) is correct.

- Q. 5. (A) against computer usage  
(B) in favour of computer usage  
(C) moderate computer usage  
(D) None of these

Ans. Option (B) is correct.

IV. The number of tigers, the biggest cats in the world, is gradually decreasing. Given below is a data which reveals the number of Royal Bengal Tiger in different countries. Sumiti has written an analytical paragraph by interpreting the data. Some gaps have been left in the letter and marked as (Q. 1), (Q. 2), (Q. 3), (Q. 4) and (Q. 5). Complete the paragraph by choosing the correct option.

S.No.	Name of country	Minimum	Maximum
1.	Bangladesh	300	460
2.	Bhutan	80	460
3.	China	30	35
4.	India	2500	3800
5.	Nepal	150	250

#### The Biggest Cats

The key findings from many years of study of tigers' population have indicated that in many countries, (Q. 1) \_\_\_\_\_ because of habitat loss and prey depletion rather than being killed directly. (Q. 2) \_\_\_\_\_ but their number is gradually decreasing because some of the tiger parts are used by people for various selfish purposes. The given data tells us that the number of Royal Bengal Tigers is as low as 30 to 35 in China. The estimated population of tigers in India ranges between 2500-3800 and is the (Q. 3) \_\_\_\_\_ where this animal is found. (Q. 4) \_\_\_\_\_ where the minimum number of tigers is 300 and goes up to a maximum of 460. Bhutan also shares the maximum number of Royal Bengal Tiger i.e., 460 with Bangladesh but there is a vast difference between the minimum number which is 80 in it. The number of tigers in Nepal is also not very encouraging (Q. 5) \_\_\_\_\_. Even the maximum number is only 250. To sum up, we can say that the tiger is in danger as the data clearly indicates the same.

- Q. 1. (A) tigers rise in numbers  
(B) tigers decline in numbers  
(C) tigers remain constant in numbers  
(D) tigers have become extinct

Ans. Option (A) is correct.

- Q. 2. (A) Tigers are the most abundant animals in the world  
(B) Tigers are the biggest reptiles in the world  
(C) Tigers are the smallest marine animals in the world  
(D) Tigers are the biggest cats in the world

Ans. Option (D) is correct.

- Q. 3. (A) lowest as compared to other countries  
(B) highest as compared to other countries  
(C) at an average with other countries  
(D) negligible as compared to other countries

Ans. Option (B) is correct.

- Q. 4. (A) Bhutan comes next  
(B) Bangladesh comes next  
(C) Nepal comes next  
(D) China comes next

Ans. Option (B) is correct.

- Q. 5. (A) as the maximum number is 150  
(B) as the minimum number is 80  
(C) as the minimum number is 150  
(D) as the maximum number is 35

Ans. Option (C) is correct.