

**Time - 3 Hour****MM-70***All questions carry equal marks**Attempt any FIVE questions**The question paper contains one printed page.*

- Q 1** You are working as Rural Manager in one of the districts of Bihar. Write a letter to your department/ unit head regarding transferring you to some other desired place of posting. (14)

Or

You are working as Rural Manager with an NGO and have provided a kit to the rural area schools for hand washing. One of the school authorities writes to you (NGO) after three months that the soap dispenser provided to them is broken and needs to be replaced. Please write a letter to them for refusing the request. (No reply) (14)

- Q2** What are the key considerations for conducting a meeting. Please elaborate on preparation, process, and post conduction. (14)

- Q3** Write short notes on any TWO: (7+7)

1. Importance of communication
2. Community participation
3. Advocacy
4. Difference between business letter and memo

- Q4** What are the different channels of communication. Please list and elaborate key channels of communication. (14)

- Q5** What are the 7Cs of Communication? How can they make your message effective? (14)