

**SET A**

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Semester Examination, July 2020**  
**Open Book – Through Blackboard Learning Management System**

**Course: General English II**  
**Programme: BA, BBA, B Com LLB (All Programmes)**

**Semester: II**

**Time: 03 hrs.**

**Max. Marks: 100**

**Instructions:**

As this examination is non-proctored, the students are expected to demonstrate a very high degree of Academic Integrity and not copy contents from resources referred. Instructors would look for understanding of the concept by the students and any similarity found from resources online/ offline shall be penalized in terms of deduction of marks and even cancellation of paper in requisite cases. The online examination committee of the School would also look for similarity of two answer scripts and if answer scripts of two or more students are found similar, both the answer scripts shall be treated as copied and lead to cancellation of the paper. In view of the aforesaid points, the students are warned that they should desist from any unfair means and provide answers in their own words.

**All Questions are Compulsory**  
**Answer each question in not more than 500 words**

S. No.		Marks	CO
1	‘Writing a LinkedIn summery not only requires polished writing skills, but it also requires intricate self analysis and reflection of expertise, highlights of professional interest, description of relevant past experiences and associates.’ Draft your own LinkedIn summery, not less than 150 words in light of this statement.	<b>20</b>	<b>1</b>
Ans.			
2	<p>Oxford University Press is having an online catalogue portal and as a student, you registered yourself and received a specific reference number to explore your requirements. In July, you are going to take end semester exam. You ordered the following books to suffice the course content of General English-II:</p> <p>1. B. M. Gandhi. <i>Legal Language Legal Writing &amp; General English</i>. Oxford University Press.</p> <p>2. Lindner, Amy Krois, and Matt Firth. <i>Introduction to International Legal English Student's Book with Audio CDs (2): A Course for Classroom or Self-Study Use</i>. Oxford University Press.</p> <p>3. McKay, William, and Helen Elizabeth Charlton. <i>Legal English: How to Understand and Master the Language of Law</i>. Oxford University Press.</p>	<b>20</b>	<b>CO1</b>

	<p>The consignment from Oxford University Press had different books. Taking in consideration the dos and don'ts of E-mail writing draft an email, using the Block Method to Rupa, the Sales Manager, Oxford University Press, 2 Connaught Place, New Delhi (<a href="mailto:rupe@oup.ac.in">rupe@oup.ac.in</a>).</p> <p>Invent necessary details. (200 words)</p>		
Ans.			
3	<p>Read the information and answer the following questions related to the research paper :</p> <p>BEST (Brihan Mumbai Electricity Supply &amp; Transport undertaking) had a monopoly in retail electricity supply. Tata power too had the license to supply electricity. Due to State Government subsidies and ineffective management of transport business BEST was making big losses. However, increasing the unit cost of electricity compensated the losses. Electricity supplied by BEST-costed 100% more than the unit rate of Tata-power.</p> <p>The client, a restaurant owner, Mr. Guru Prasad Shetty was the customer of BEST. He wanted to change over to Tata power to save on electricity bills. Tata power wanted an NOC from BEST to give the Tata electricity connection. BEST refused to give NOC claiming that they are a local authority under the Electricity Act and hence claimed monopoly in their area for the supply to retail customers.</p> <p>The argument of the consumer was accepted by the Maharashtra Electricity Regulatory Commission, and it directed Tata Power Company to create its own infrastructure since BEST refused to give supply to Mr. Shetty by an order dated 22.02.2010. BEST appealed to Electricity Appellate tribunal and challenged Maharashtra Electricity Regulatory Commission's directive. Appellate Tribunal for Electricity confirming the order of MERC, decided in favour of the consumer. BEST then appealed before the Hon'ble Supreme Court of India. Mr. Dushyant Dave &amp; Naphde Senior Counsels argued for BEST. Mr. Dhuruv Metha argued for Tata power.</p> <p>Mr. S. Ravi Shankar Advocate Supreme Court of India appeared for the consumer Mr. Guru Prasad Shetty. He argued that Tata-power observing its universal supply obligation had to establish their infrastructure in the license area and supply electricity to the customers. Mr. S. Ravi Shankar further argued that the monopoly of BEST defeated the objective of the Act to create competition among the electricity suppliers, to ensure efficiency.</p> <p>Laws to Protect Consumers</p> <p>The Consumer Protection Act, 1986 (COPRA) as the name suggests protects the right of the consumer and raises awareness about consumer rights. It has a three-tier system that includes District Forums, State Commission, and National Commission to protect the right of the consumer.</p> <p>Indian Contract Act, 1972</p>	20	CO2

	<p>Specifies the conditions in which the parties promise each other the provision of services and to the terms agreed. The contract made is binding on each other. It ensures against the breach of contract and if so, there is provision of remuneration.</p> <p>The Sales of Good Act, 1930</p> <p>Ensures the consumer rights in case the goods offered to the consumer are not up to the standard promised and against false claims.</p> <p>The Essential Commodities Act, 1955</p> <p>Keeps track of the essential commodities and monitors their production and supply. Also acts against hoarders and black marketers.</p> <p>The Competition Act, 2002</p> <p>The Competition Act a replacement of the Monopolies and the Restrictive Trade Practices Act takes action against such practice by firms that affect the competition in the market.</p> <p>Consumer Court</p> <p>Consumer Courts are special courts set up by the Indian Judiciary to redress consumer grievances and consumer problems. A special consumer court ensures that justice is done quickly and efficiently, to avoid hardship to the complainant. In addition, due to the large number of cases, the consumer courts lessen the burden on the judiciary system.</p> <p>The process of the consumer court is simple and uncomplicated from submitting a complaint to the process of hearing all procedures. Self-representation is possible and there is no need to hire a lawyer or any legal professional for the hearing if not required.</p> <ul style="list-style-type: none"> <li>i.) Write an abstract for the above in 100 words (5)</li> <li>ii.) Write the title, aim and 3 objective of the study in 50 words (5)</li> <li>iii.) Write the literature review, in 100 words (5)</li> <li>iv.) Write down the discussions in 100 words (5)</li> </ul>		
Ans.			
4	<ul style="list-style-type: none"> <li>i.) In about 200 words summarise the legal aspects of a literary text, any fictional or non-fictional book that you have read. (10)</li> <li>ii.) Relate the legal case represented in the literary text to a real life case in 200 words. (10)</li> </ul>	<b>20</b>	<b>CO3</b>
Ans.			
5	<p>For the following aspects of Paralinguistics a.) explain these b.) use a real life example to explain how these enhanced and aided communication or hampered it. (30 words each) (4*5)</p> <ul style="list-style-type: none"> <li>i.) Kinesics</li> <li>ii.) Haptics</li> <li>iii.) Chronemics</li> </ul>	<b>20</b>	<b>CO4</b>

	iv.) Vocalics		
Ans.			