## APPENDIX - I

### COURSE OVERVIEWS IN

**ENGLISH FOR ENGINEERS AND TECHNOLOGISTS**

**VOLUME-I**

#### Main course overview

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<td>2. Saving the India Mark II</td>
<td>scanning, note-making, guessing meanings</td>
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<td>2. Saving water</td>
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COMPUTERS

1. Information processing
2. Computer hardware
3. Are computers better than human beings?
4. Computer threats: marriage broker

1. A typical computer
2. Types of computers and their uses
3. Explaining about computers
4. Microcomputers

Main course overview (continued)

UNIT | LENGTH | TOPICS | IMAGERY | VARIETY | FOCUS | AWARENESS |
--- | --- | --- | --- | --- | --- | --- |
1. Science Fiction | analysing, predicting, classifying | clear description | improving | English through reading |
2. Robots | clear description | improving | English through reading |
3. Robots | clear description | improving | English through reading |
1. Computers of the future | analysing, predicting, studying | clear description | improving | English through reading |
2. Silicon Valley and Apple | clear description | improving | English through reading |
3. Artificial Intelligence | clear description | improving | English through reading |
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<td>2. Analyze transport systems</td>
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<td>The dry cell battery</td>
<td>understanding and applying concepts</td>
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<td>Based on the annual report of earnings</td>
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<td>1. The role of the leader in the industry</td>
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<td>understanding</td>
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<td>3. A process to make potato chips</td>
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<th>UNIT</th>
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APPENDIX - II

QUESTIONNAIRE FOR STUDENTS ON

'ENGLISH FOR ENGINEERS & TECHNOLOGISTS'

Name: 
Section: 
Branch: 
Native Place: Village/Town/City
Age:
Sex: Male/Female
Father’s Occupation: Agriculturist/Office worker/Teacher/Doctor/Engineer/Businessman/Others
Medium in Plus Two: Tamil/English/Telugu
English Marks in Plus Two in I B.E.: /200

II. Attitude: Mark one of the alternative.

1. Does this I B.E. Course meet your needs regarding use of the English language? 
a] a lot 
b] adequately 
c] not much 
d] not at all

2. Your receptivity to the materials used in the course? 
a] indifferent 
b] high 
c] very high

3. Do you have chance to contribute in class with your specific knowledge and personal experience? 
a] always 
b] usually 
c] seldom 
d] never

4. Do you feel more independent now, to read texts in English better? 
Yes/No
5. At the end of the course were you able to use more texts in English?  
   Yes/No/Don’t know

6. Has this course helped you to improve your reading ability in English?  
   Yes/No

7. When you entered the course your knowledge of English was  
   a] Excellent  
   b] Good  
   c] Regular  
   d] Weak  
   e] None

8. After the course do you think your English  
   a] improved a lot  
   b] improved a bit  
   c] stayed the same  
   d] got worse

III. Needs

9. In your opinion, in your course English should  
   a] appear as an obligatory course  
   b] appear as an optional course  
   c] not appear in the curriculum

10. In your opinion, which of the objectives do you consider most appropriate to meet your needs:  
    a] understanding spoken English  
    b] knowing grammatical structures  
    c] developing reading strategies  
    d] perceiving organisation of texts  
    e] speaking English  
    f] writing in English  
    g] Others please specify...........

11. Do you think this course has:  
    a] changed your way of reading in English.  
    b] helped you to read only for academic purposes.  
    c] helped you to develop previous knowledge of English  
    d] increased your chance of a better job.  
    e] didn’t help much.
12. Do you think that as a result of this course you managed to:
   a] select texts which interest you
   b] select topics of interest to you
   c] get the gist of text
   d] find relevant information
   e] make summaries
   f] use reading strategies
   g] use the dictionary
   h] develop your own way of reading
   i] get to know English language better
   j] none of the above
   k] others please specify...........

IV. Motivation

13. In your opinion the specific materials used in class
    a] demotivate
    b] arouse interest
    c] are not interesting
    d] are selected carefully
    e] are related to your area of interest
    f] are related to your area of specialisation
    g] are useful.

Quote tasks/exercises from the text used in 1 B.E. course against a - g.

14. The end result of taking up English language in the 1 year seems to you to be:
    a] a way of getting to know other people.
    b] a means of access to any text in English.
    c] preparation to meet the needs of the consumer society.
    d] others please specify......
15. Which of the items most helped you to develop your reading skill.
   a] strategies for approaching a text
   b] description & classification
   c] exercises to increase vocabulary
   d] work formation - prefixes & suffixes.
   e] connectives (because, however, whereas etc.)
   f] explanation and practice in grammar.
   g] Critical reading.

16. Duration of English course
   : Sufficient/Insufficient.

17. Is it different from other English language class? If yes, in what way?
   : Yes / No

V. Suggestions

18. More importance should be given to:
   a] listening to and understanding spoken English.
   b] Speaking.
   c] Reading and understanding texts.
   d] Writing summaries and abstracts.
   e] Writing in general
   f] Graphic Data --> continuous writing.
   g] Laboratory Report Writing.
   h] Letter Writing.
   i] Note making - from written work
   j] Diagram --> Description
   k] Listening Comprehension.
   l] Short speech.
   m] Note making - from Lectures.
19. During the 1 year Course

Good / Regular / Weak / Don’t recall

a] your interest in the
content of the text was

b] layout of the text was

c] connection between your
text and your specific
field was

20. At the moment you use
English for

a] reading in your field
b] writing reports etc.,
c] spoken communication
d] none of the above
e] others please specify…..

21. What is your opinion
about the course
testing system:

a] Tests - too long / too short
b] Number of class tests
   if any - too few / okay

c] Coherence with course - B.E. Yes/No
d] Collective Testing
c] Assignment instead of tests
f] Classroom participation or
   performance
g] Testing system - Necessary / Not
   Necessary
APPENDIX - III

QUESTIONNAIRE FOR TEACHERS ON
'ENGLISH FOR ENGINEERS & TECHNOLOGISTS'

I. Personal Data:

Name:
Native Place: Village / Town / City
Age:
Sex: Male / Female
Designation:
Work spot: Town / City
College: Self-financed / Government / Autonomous

II. Attitude:
1. In what ways have you found teaching English for I.B.E., students most helpful?

2. Do you believe English teachers in professional colleges (Engg. Colleges) have a sincere interest in the professional course students? Yes / No

3. Has teaching of English in your classes been: -
   (Tick only one)
   a) Generally satisfactory
   b) Sometimes satisfactory
   c) Sometimes unsatisfactory
   d) Generally unsatisfactory

4. What do you think of the Resources provided - vol. I & II
   a) Positive as a source of material
   b) Failure in communication
   c) Match the goals and objectives set out for the learning event?
5. What do you take into account when choosing preparing and using teaching materials?
   a] Student interest/motivation/needs
   b] Course objectives
   c] Text is good to work with
   d] Students level of English
   e] Specificity
   f] Text quality
   g] Difficulty of language
   i] Student’s reality
   j] Up-to-date texts
   k] Social intellectual level

6. Have your methodology or classroom performance changed because of the present text ‘English for Engineers and Technologists’ to the following
   Yes / No
   a] Use of materials
   b] Class room/methodology
   c] General/Specific English
   d] Reading Technologies

7. What sort of changes could be done to help you as a teacher?
   a] Testing
   b] Text analysis
   c] Reading
   d] Learning Outcome
   e] Writing
   f] Error Analysis
   any other suggestions if any?

8. What knowledge, skills and attitudes are expected of the teacher when they enter the course or start using the materials?

9. What are the general / particular strategies most often used from the course material?

10. How often have you experienced the following in regard to teaching of English :-
Always/Often/Sometime/Seldom/ Never

a] Students too busy with their branch of study to concentrate on English.

b] They kept arrears

c] Abstaining from classes

III. Evaluation

11. Does your department have a formal procedure for evaluating student performance? Yes / No

12. Do students offer rebuttal to the formal procedure to the evaluation of the performance? Yes / No

13. If a student performs inadequately do you believe the following are reasonable methods of handling the situation? a] Closer supervision b] Counselling & Advice c] Tolerate it d] Extra Work assignments e] Re-assignment

IV. Opinions

Strongly Agree/Agree/Neutral

14. a] Is teaching of English effective only with English Medium students?

b] Engineering students more concerned with their own branch of study than with their language classes.
c) University should emphasise the importance of language, English being the medium of instruction (project work, etc.)

d) There should be a University wide system of recognition for superior performance in this subject.

e) The most important factor in determining the degree should be how the student performs his viva voce in all the practical sessions.

15. Teachers should play an active role in Always/Often/Sometime/Seldom/ Never

   a) Development of Curriculum

   b) Development of Instructional Techniques

16. What suggestions do you have for improving the effectiveness of Teaching English in an Engineering institution?

17. What improvements would you suggest for study skills course?

   a) Practical English: Conversation/Writing/Grammar/Note taking.

   b) Adopt remedial measures based on diagnostic tests.

   c) Adopt mixed ability or single ability grouping.

   d) Emphasise writing and taking part in seminars, listening to teachers

   e) Give more time on options/more time on projects.

   f) No further improvement required.
Usefulness of course material

18. Which aspect of your work have you been able to handle more satisfactorily as a result of the materials at hand?

19. Which aspect of the course material have not been useful in helping you to handle your work more satisfactorily?

20. How does the instructional material cater to the learner and the society?

21. Is your treatment of content in instructional material relevant to student levels and needs?

22. How do you make your students anticipate the structure of each unit?

23. Do the materials provide interaction among students in relation to being:

   Yes / No
   a] Exciting  
b] Challenging  
c] Comfortable

24. Do you get support from instructional materials to provide variety by shifting from intense to a more relaxed setting in the classroom?

25. Are the units well organised in the text?

26. Did you change, add or eliminate any of the materials in the process of specifying a general teaching method? Which ones, why?

27. Which of your units seem to be most complete, most appropriate or the best? Why?
28. Which unit seems to be incomplete, inappropriate or to be perfected?

29. Which instructional method would be best for optional uses of the given materials?
   a] Lecture
   b] Demonstration & Practice
   c] Role play exercise
   d] Discussion
   e] Programmed learning
   f] Film & Discussion

30. Information in Materials
   a] Was the content related to subject?
   b] Was the terminology clearly understood?
   c] Was the information easily assimilated?

31. Learning Outcomes of students
   What do students learn, in terms of:
   a] Language use?
   b] Knowledge of language?
   c] Skills?
   d] Awareness of the reading process?
   e] Awareness of the nature of language?
   f] Attitudes to reading: unknown words, strategies, 'meaning'?

32. The I.B.E. English encourages
   a] the teacher - student relationship
   b] discussion
   c] student participation
   d] student awareness of communication
   e] student attention/concentration in class.
APPENDIX - IV

QUESTION PAPER OF ANNA UNIVERSITY

ANNA UNIVERSITY, CHENNAI
END SEMESTER EXAMINATIONS
II SEMESTER - MAY 1997

Subject - English - II (SH2 - 02)

Time : 3 hours

Max. Marks : 50

Answer all Questions.

PART - A

(10 x 2 = 20 Marks)

1. Rewrite each of the sentences below using the word or phrase given in the brackets.
   i. He was an intelligent boy, but he failed in the English test. (in spite of)
   ii. There is almost no food in the house. (scarcely)

2. Punctuate the following passage:
   but in rome the task of restoring the statue had already been taken up a team of seven scientists and restorers under Dr. federici began the slow and painful task which would keep them busy for ten months

3. Underline the stressed syllable in each of the following words.
   i. contemporary
   ii. examination
   iii. environment
   iv. pollution

4. Use the following words in sentences of your own:
   i. perpetuating
   ii. persistent
5. Complete the sentences with words chosen from the list given, taking care to use the correct form.
spectacular, abolish, hectic, hardship.

i. Many households, which had come to depend on electricity for everything, were put to much _____________ on account of the power cut.

ii. Some people feel that since the state Governor has no real powers, the post should be _____________

iii. The Republic Day Parade in New Delhi is a _____________ event.

iv. Mr. Shyam had a _____________ time, getting everything ready in time for his daughter's wedding.

6. Fill in the blanks in the following sentences with the correct forms of the verbs given in the brackets.

i. If it rains, I _____________ (not come) to your house this evening.

ii. If I were you, I _____________ (apologize) to him immediately.

7. Fill in the blanks in the following passage with suitable prepositions:

Today, as more and more people travel around the world _____________ high speeds, the problem _____________ jet lag is receiving a great deal _____________ attention. The people who suffer _____________ it are jet pilots, who are constantly _____________ the move, _____________ one 'time zone' _____________ another, but even an ordinary traveller, can suffer the effects _____________ jet lag.

8. Choose the words or phrases within the brackets which are nearest in meaning to the words given.
<table>
<thead>
<tr>
<th>Noun</th>
<th>Verb</th>
</tr>
</thead>
<tbody>
<tr>
<td>pollutant</td>
<td></td>
</tr>
<tr>
<td>catalyst</td>
<td></td>
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<tr>
<td>prohibition</td>
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<tr>
<td>entry</td>
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</tbody>
</table>

10. Add suitable prefixes to the following words to give the meanings given against them.

- conductivity : \(\rightarrow\) the property of having zero electrical resistance
- sonic : \(\rightarrow\) (sound waves) just below the level of audibility
- sonic : \(\rightarrow\) having a speed greater than that of sound
- tension : \(\rightarrow\) abnormal blood pressure.

**PART - B**

(5 x 6 = 30 Marks)

11. Read the passage given below and answer the questions that follow it:

Almost all the energy that living things make use of comes in the beginning from the sun. The chief exception is the gravitational pull of the earth itself, and of the moon upon the waters of the earth. The sun gives out enormous quantities of energy in the form of radiation - rays of light and other forms of energy.
them will collide with the nucleus of a neighbouring atom to continue the chain reaction.

The Chief advantage of nuclear energy is that it does not depend on any local factors. A nuclear reactor, unlike an oil-well or a coalmine, does not have to be sited on top of a fossil fuel source; unlike the solar energy unit it does not have to go out of production when the sun is not shining; unlike hydro-electric power, it does not depend on a large flow of water which may be reduced during some seasons of the year. With an atomic power station, the only limiting factor is that of safety.

In the opposite process, nuclear fusion, two nuclei come together to form a new nucleus of a different kind and this process also releases energy on an enormous scale. Fusion can only occur under conditions of very great heat at least 50,000,000 degrees Celsius. A fusion reaction on earth has already been created - the hydrogen bomb. This is an uncontrolled reaction. It is not yet possible to produce a controlled fusion reaction that can be used for the production of useful energy.

1. Complete the following sentences by selecting from the choices given below:

a. The aim of a nuclear reactor is
   i. to establish a controlled chain reaction in low concentration of fissile material
   ii. to absorb neutrons travelling at a particular speed.
   iii. to cause a rapid chain reaction in order to release the greatest amount of energy.

b. In nuclear fusion, two nuclei come together and
   i. form a new nucleus
   ii. both split
   iii. give off free neutrons.
c. **Destructive weapons can be obtained from**
   i. nuclear fusion
   ii. nuclear fission
   iii. both nuclear fusion and nuclear fission.

d. **Fossil fuels are classified as**
   i. renewable
   ii. repeatable
   iii. finite

II. Write whether the following statements are 'True' or 'False' according to the text.

   a. The purpose of the moderator is to prevent the escape of dangerous radiation.
   b. An atomic power station can supply the same quantity of energy all the year round.
   c. The sun's energy is realised by the process of nuclear fission.
   d. Graphite is a non-fissile material.

III. Select the closest meaning of the words as they are used in the text from the list given below:

   a. **colliding**
      i. joining
      ii. disagreeing
      iii. crashing

   b. **moderator**
      i. judge
      ii. regulator
      iii. facilitation

   c. **fossil**
      i. a person who is unable to accept new ideas.
ii. something artificially produced by man for industrial purposes.

iii. hardened remains of a prehistoric animal or plant.

d. limiting

i. restricting
ii. preventing
iii. supplying

12. a. Write a set of safety measures (6 in number) to be adopted in a chlorine plant.

OR

b. Write a set of six instructions to be followed while packing and transporting any fragile material.

13. a. Write a paragraph in about 150 words on 'Inservice Training' to employees.

OR

b. Write a paragraph on the need for computer training to all employed people.

14. Answer any one of the following topics in a paragraph of about 150 words.

a. The role of electronic media in imparting education.

b. The impact of technology on an Indian village a hundred years from now.

15. a. Write a letter to the editor of a newspaper complaining about the nuisance caused by loud speakers in your area.

OR

b. Give in a narrative form the measures which, according to you, will have to be adopted to keep the city of Chennai free from pollution.
APPENDIX - V

QUESTION PAPER OF THE UNIVERSITY OF MADRAS

(8 pages)

E 9 3 1 0 1/NRA

(For candidates admitted from 1993-94)


(Semester System)

First Year

English

(Common to all Branches)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

Keep to the word limit wherever specified.

PART A : (10 x 4 = 40 marks)

Match the words in column A with their meanings in column B.

\[(4 x 1 = 4)\]

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Feedback</td>
<td>(i) Necessary</td>
</tr>
<tr>
<td>(b) Conservation</td>
<td>(ii) Native</td>
</tr>
<tr>
<td>(c) Innovative</td>
<td>(iii) Response</td>
</tr>
<tr>
<td>(d) Indigenous</td>
<td>(iv) Preservation</td>
</tr>
<tr>
<td>(v) Having the quality</td>
<td>of introducing new things.</td>
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</table>

1. Fill in the blanks in the following passage with appropriate forms of the verbs given in brackets : \[(4 x 1 = 4)\]

2. Before a house (build) ---- secure foundations have (lay) -----. Simply because the foundation cannot (see) ---- by prospective buyers (not mean) ---- that they are not the most important part of the building.

3. Expand the following compound nouns : \[(4 x 1 = 4)\]

(a) Mercury thermometer.

(b) Cable television.

(c) Soil laboratory.

(d) Petrol engine.
4. Punctuate the following passage:

Ramanujan was born in 1887 in the town of Erode in southern India and grew up in the nearby town of Kumbakonam where his father was an accountant although his family was middle class he was actually very poor.

(4)

5. (a) Fill in the blanks with the appropriate form of the word:

   \[ (4 \times \frac{1}{2} = 2) \]

   \[ \text{VERB} \quad \text{NOUN} \quad \text{ADJECTIVE} \]

   (i) Solve \quad solution \quad _________

   (ii) Verify \quad verification \quad _________

   (iii) Derive \quad \quad \quad \quad \quad derivative

   (iv) \quad \quad \quad \quad \quad generation \quad generative

   (b) Add prefixes/suffixes to the following words in accordance with the meaning given against them.

   \[ (4 \times \frac{1}{2} = 2) \]

   (i) \quad \quad \quad \quad \quad national : having contact with many nations.

   (ii) \quad \quad \quad \quad \quad purity : not pure.

   (iii) Micro \quad \quad \quad \quad \quad Instrument for seeing.

   (iv) Weight \quad \quad \quad \quad \quad without weight.

6. Write basic definitions of the following in not more than 20 words each:

   \[ (4 \times 1 = 4) \]

   (a) A computer  (b) A telephone  (c) An electrical fuse  (d) A scooter.
7. Rewrite as directed: 

(a) The equipments from Delhi have not arrived yet.

(Correct the mistake, if any)

(b) Water is poured into a jar. (Change into an imperative sentence)

(c) The English Electric Company of India has recently introduced two Residual Current Devices. (Change into the passive)

(d) Note the temperature carefully. (Use the 'should' form instead of the imperative)

8. Answer the following as directed: 

(a) If you pour oil on water, ... (Complete the sentence suitably).

(b) He wanted to stop the car. He operated the brake. (Join the above pair using a 'purpose' expression.)

(c) The machines stopped because of ... (Complete the sentence suitably).

(d) The process of smelting consists ... heating the ore ... a blast furnace. (Use appropriate prepositions)

9. Fill in the blanks with appropriate forms of the verbs given in brackets: 

(a) By next June he ... (finish) his course.

(b) She said that she already ... (see) the temple.

(c) A magnet ... (attract) iron filings.

(d) A war ... (break) out if the U.N. had not intervened.
10. (a) Expand the following:

(i) P.C. (ii) ROM.

(b) Use a suitable connective to link the sentences:

(i) Glass breaks easily.
(ii) Glass has many useful properties.

(c) Fill in the blank with a suitable 'preposition relative pronoun':

An oil filter is an apparatus - oil is passed in order to remove impurities.

(d) Use the gerund form of the verb 'modernise'.

It is expensive to modernise sick industries.

PART B (4 × 15 = 60 marks)

11. Read the following passage and answer the questions below it:

Most robots of today consist of little more than a mechanical arm and a computer memory. The memory allows the arm to repeat a simple motion like moving a part from one work bench to another. Since its memory can store a collection of such motions, the robot can switch quickly from one simple task to another. It will not complain of boredom, back at job demarcation lines, take a tea break or go sick.

This faithful servant is also a stupid one. It has no problem-solving 'intelligence'. It usually lacks our senses that would alert it if, say, the part it was meant to pick up was upside down or not there at all. A robot is less capable than a man grasping in the dark. At least a man can tell by touch if he were bumping into something.
Although robots are gaining more senses and more "brains", today's growth in robotics has come about largely because industry has learnt how to accommodate mindless, mechanical workers. The automobile industry, which employs some 60 percent of the world's 20,000 robots, has been leading the way to applications.

That should be no surprise. Assembly-line production is replete with the sort of simple repetitive jobs that robots can do so well. Robots are being put to work loading and unloading conveyors, welding car bodies together and spray-painting the finished product. Parts of a car have long been carried to human workers on conveyor belts. It takes only a bit of careful engineering to ensure that the parts sent along to robots are presented in precisely the same position each time. Given the accommodation to their senselessness, robots can boost productivity with their untiring speed, and boost quality with their mindless ability to do the same job in exactly the same way every time.

Even smaller manufacturers are finding places for robots in their factories. Some are simply using robots to perform tasks like unloading moulds and presses, which are similar to the jobs robots do in assembly line plants.

(a) State whether the following statements are true or false:

(i) Robotics is undergoing improvements.

(ii) The computer memory of a robot controls its mechanical arm.

(iii) The automobile industry employs 20,000 robots.

(iv) A robot's memory can store only one simple motion.
(b) Give short answers in less than 15 words:

(i) Give any two drawbacks of a human worker.

(ii) Why is a robot called a 'faithful servant'?

(iii) Give two specific advantages of robots.

(iv) What special care should be taken while using robots in assembly-line?

(v) Why are most robots being used in the automobile industry?

(c) Complete the sentences suitably by adding less than 10 words each:

(i) Robots are specially suited for jobs which

(ii) Although 60 percent of the world's robots are employed in the automobile industry,

(d) Choose the best alternative:

(i) Increased growth in robotics is mainly due to

(1) Robots gaining more brains (2) Robots gaining more senses (3) The adaptability of industry (4) The mindless mechanical workers.

(ii) A robot is less capable than a man groping in the dark because

(1) It has a mechanical arm (2) It has a computer memory (3) It lacks senses (4) It can perform only repetitive motions.

(e) Give the meanings of the words given below, as used in the passage:

(i) Boost (ii) Switch.
12. (a) Study the following carefully and write a paragraph of less than 150 words:

CHEMICAL FUELS

Primary or Natural

- Wood
- Crude natural gas
- Peat
- Dung

Secondary or derived

- Solid: Coke, tar, coal gas
- Liquid: Charcoal, kerosene, water gas
- Gaseous: Diesel, biogas, petrol

(b) Organise the following in the form of a laboratory report. (Format: 5 marks, Language: 10 marks)

We can prepare hydrogen chloride by the action of concentrated sulphuric acid on sodium chloride. I took some sodium chloride in a flask with a round bottom. This flask was kept on a wire gauze which was clamped to a suitable stand. We closed the flask's mouth with a cork with two holes. Through this I pushed in a funnel in the shape of a thistle flower and also a tube to deliver the gas. The other end of this tube was kept in a vessel containing concentrated sulphuric acid. A tube carried the products from the vessel to a jar made of glass. Pour concentrated sulphuric acid through a funnel. Hydrogen chloride was dried and collected in a gas jar.

13. (a) Write a letter responding to the following situation: (The body of the letter not to exceed 150 words) (Format: 5 marks; Language: 10 marks)

Place an order for the supply of calculators. Include full details of description, quantities and prices. State your
requirements as to delivery - place, date, mode of transport. Confirm the terms of payment: discount, mode and time of payment.

Address your letter to: [arrange and punctuate]

Madras 600 001, The Indian Scientific Instruments Co., George Town, 27, Linghi Chetti Street.

Assume your name and address as: Madras 600 024, Kodambakkam, 10, Station Road, T. Balasubramanian.

Or

(b) Write a letter responding to the following situation: (The body of the letter not to exceed 150 words) (Format: 5 marks, Language: 10 marks)

You had placed an order for the supply of ten television sets. The sets you received were all of poor quality. Regret the need to complain. Mention the reference number and the date of the order, the date of delivery and the goods complained about. State your reasons for being dissatisfied (describe the exact nature of complaints) and ask for an explanation. Refer to the inconvenience caused. Suggest how the matter should be set right.

14. Assume name and address as given under question 13 (a).

15. Write an essay on ONE of the following topics, not exceeding 300 words:

(a) Renewable (Non-conventional) energy sources.
(b) Conservation of petroleum.
(c) Environmental Pollution.