



**Pakistan Institute
of Public Finance Accountants**

Model Solutions

**Public Sector Business
Communication & Report
Writing**

AGP | CGA | PG | PMAD | Public Sectors

Summer Exam-2024

MODEL SOLUTIONS – DISCLAIMER

INTRODUCTION

The Model Solutions are provided to students for clear understanding of relevant subject and it helps them to prepare for their examinations in organized way.

These Model Solutions are prepared only for the guidance of students that how they should attempt the questions. The solutions are not meant for assessment criteria in the same pattern mentioned in the Model Solution. The purpose of Model Solution is only to guide the students in their future studies for appearing in examination.

The students should use these Model Solutions as a study aid. These have been prepared by the professionals on the basis of the International Standards and laws applicable at the relevant time. These solutions will not be updated with changes in laws or Standards, subsequently. The laws, standards and syllabus of the relevant time would be applicable. PIPFA is not supposed to respond to individual queries from students or any other person regarding the Model Solutions.

DISCLAIMER

The Model Solutions have been developed by the professionals, based on standards, laws, rules, regulations, theories and practices as applicable on the date of that particular examination. No subsequent change will be applicable on the past papers solutions.

Further, PIPFA is not liable in any way for an answer being solved in some other way or otherwise of the Model Solution nor would it carry out any correspondence in this regard.

PIPFA does not take responsibility for any deviation of views, opinion or solution suggested by any other person or faculty or stake holders. PIPFA assumes no responsibility for the errors or omissions in the suggested answers. Errors or omissions, if noticed, should be brought to the notice of the Executive Director for information.

If you are not the intended recipient, you are hereby notified that any dissemination, copying, distributing, commenting or printing of these solutions is strictly prohibited.



Summer Exam-2024
Public Sector Business
Communication & Report Writing

Q.1. the answers may be shorter than the one given below:

a

1. **Effective Listening:** A manager effectively responds to a message only if he is able to listen to the message properly and understands its meaning. Effective listening helps to understand the messages in a said manner.
2. **Utilizing Feedback:** Feedback is what makes communication successful or fails. It is an essential element of effective two-way communication. The communication process is incomplete without feedback, as the sender has no way of knowing whether his communication has been successful or not.
3. **Regulating Information Flow:** Regulating the flow of communication reduces communication overload for the managers. The optimum flow of information provides sufficient time for managers to make a detailed study of each and every message.
4. **Two-Way Communication:** Two-way communication ensure that both the sender and the receiver should give more attention to fulfilling their objectives. In the management hierarchy, there must be a two-way system of communication i.e. from top-level to subordinate level and vice versa.
5. **Simplifying Language:** The communicator should use words and sentences considering the knowledge of the receivers to make effective communication. The use of complex, multi-meaning words and proverbs creates difficulty in the audience's mind, and they may misinterpret the messages he received.
6. **Avoid Information Overload:** A manager receives much information from various sources. In fact, because of advances in communication technology, difficulties arise not from the absence of information but from excessive information. Thus, only important information should be taken into consideration and useless information should be discarded.
7. **Create an Environment of Trust and Confidence:** In an organization, the top manager must create an environment of trust and confidence. It requires that the manager must develop sound policies that should be administered judiciously and fairly without fear or favor.
8. **Reduce Psychological Barriers:** Psychological barriers consist of distrust of the communicator, a superiority complex, individual perception, premature evaluation, and no attention, etc. Subordinates should believe in the superior's messages and implement his instructions and guidelines properly. The top-level manager should avoid the feeling of a superiority complex in communicating information with subordinates.

Q.1. any 5 of the following features may be included in the answer:

b

- (i) Information does not flow in a specific direction.
- (ii) It does not make use of official channels of communication and can also be transmitted from one co-worker to another outside the organisation where the colleagues meet socially.
- (iii) Grapevine messages do not follow formal lines of hierarchy and are not controlled by the management.
- (iv) It is perceived by most of the employees as being more credible and reliable than messages sent through formal communication channels by top management.
- (v) Efficient organisations make best possible use of the grapevine networks for constructive purposes.
- (vi) It is often difficult to determine the source of the original message, which creates a limitation and makes it difficult to ascertain the authenticity of grapevine information.
- (vii) It may also aim at serving the self-interests of individuals and groups to spread rumors.



Summer Exam-2024
Public Sector Business
Communication & Report Writing

- Q.2.**
- Concrete messages are supported with specific facts and figures.
 - Precise statements are used instead of vague words.

Example: Instead of saying: “Sales have increased slightly”.

We could say: “Sales have increased by 6% from Rs.50m to Rs.53m in the first six months of this year”.

- Concrete messages tend not to be misinterpreted as they are so specific and clear.
- Concreteness strengthens the confidence of both the sender and receiver.
- Concrete messages convey professionalism and help towards building the reputation of the sender and the organisation they represent.
- Using vivid and image-building words can help make the message more compelling and impactful.

Example:

- Instead of saying “Profit has increased greatly”

We could say: “Profit has tripled which beats your forecast by 120%”.

- Instead of saying “The factory was idle whilst the generator was fixed”.

We could say “4 days of productivity equating to Rs.300k gross profit was lost due to the generator break-down”.

- Q.3.** Video conferencing is a system used by people in different physical locations to hold a meeting, that may be called a virtual meeting. OR Video conferencing is a live video-based meeting between two or more people in different locations using video-enabled devices.

The required equipment includes:

- Video input: camera or webcam
- Video output: computer monitor, projector or television
- Audio input: Microphone
- Audio output: loudspeakers or headphones
- Data transfer: Internet or other communications connection (preferably high speed) such as a digital telephone network or LAN (local area network).
- Computer with video conferencing software including video and audio compression and decompression

Benefits of video conferencing: (any 5 may be selected for the answer)

- (i) Next best option when face-to-face meeting are not possible:
- (ii) Cost-effective solution where a live conversation is needed and non-verbal (i.e. visual) information is an important component of the conversation but a face-to-face meeting is not possible.
- (iii) Increased productivity across dispersed workforces and teams
- (iv) Enables individuals in distant locations to participate in meetings at short notice.
- (v) Technology such as VoIP can be used in conjunction with desktop video conferencing to enable low-cost face-to-face business meetings without leaving the desk.
- (vi) Greatly assists the facilitation of telecommuting (home working) enabling businesses to embrace diversity of workforce and flexible working. This helps improve work-life balance, particularly with the reduction in lengthy commutes.
- (vii) Improved hiring and retention of top talent by extending the geographical scope of the early recruitment phase.



Summer Exam-2024
Public Sector Business
Communication & Report Writing

(viii) Sustained competitive advantage from:

- improved sharing of knowledge;
- faster and more informed decisions that reduce time to market for new products and services;
- improved relationships with suppliers and customers; and
- Good public relations through promoting video conferencing as proof of environmental initiatives.

Q.4. General role:

a The Law and Justice Division shall be consulted in all matters involving legal questions.

Prosecution role:

- When the Government of Pakistan is concerned with any criminal prosecution, a reference shall be made to the Law and Justice Division.
- No prosecution shall be instituted without consultation with the Law and Justice Division, and no prosecutions shall be instituted or withdrawn in any manner contrary to the advice of the Law and Justice Division, without reference to the Government in the Division concerned.

Q.4. The Commission shall have:

b

- (i) Not less than one half of the members who shall be persons having held office in the service of Pakistan in basic pay scale 21 or above post: Provided that no serving Government servant shall be appointed as a member;
- (ii) At least one member each from:
 - a. retired judges of the superior judiciary;
 - b. retired officers not below the rank of Major-General or equivalent of the Armed Forces; and
- (iii) Women and the private sector possessing such qualification and experience as the Federal Government may by rules prescribe.

Q.5. All correspondence initiated by the Government of Pakistan shall normally be conducted by
a the Ministry of Foreign Affairs through the Pakistan Diplomatic Mission abroad and further correspondence on the subject will be continued through the same channel. The Foreign Mission of the country concerned in Pakistan will be kept informed on the subject, if considered necessary, by the Ministry of Foreign Affairs.

If there is no Pakistan Diplomatic Mission in a particular country but that country has a Diplomatic Mission in Pakistan, correspondence shall be conducted through the latter. If no diplomatic Missions have been exchanged at all, the correspondence may be either routed through a Pakistan Diplomatic Mission at a station where the country concerned also has a Mission or addressed direct by the Ministry of Foreign Affairs to the Foreign Ministry of the country concerned. Correspondence initiated by Foreign Governments shall normally be conducted by Foreign Diplomatic Mission in Pakistan with the Ministry of Foreign Affairs and further correspondence on the same subject shall be through the same channel.

Q.5.

b

1. F.R. Fresh Receipt,
2. KW. Keep with (file),
3. L.F. Linked file,
4. D.F.A. Draft for approval

Q.6.

a

- (i) “Weeding” means destruction of unnecessary papers of a file as asked by the Review Committee after review.
- (ii) “Retention Schedule” means categorization of files into various categories depending on the “period” for which day should be preserved by the creating agency.
- (iii) “Creating Agency” means the Ministry/Division/Department/Commission/Committee, which opened and closed a file or produced a report or published a book/booklet through financial resources of the Government.



Summer Exam-2024
Public Sector Business
Communication & Report Writing

(iv) “Surrender” means the emergent transfer of a public record to NAP when asked by the Director General pending routine transfers.

Q.6.
b

(i) The Secretary Parliamentary Affairs Division shall prepare a provisional forecast of the business to be brought before the Assembly, the Senate or the joint sitting, as the case may be and shall make, through the appropriate Leader of the House, or in the case of the joint sitting, through the Prime Minister, proposals to the Speaker or, as the case may be, the Chairman for the allotment of days for the transaction of official as well as non-official business. The final arrangement as approved by the Speaker or, the Chairman as the case may be, shall be circulated by the appropriate Secretariat to all the Divisions and the Secretary, Prime Minister's Office.

(ii) The Secretary Parliamentary Affairs Division, shall, in consultation with the appropriate Leader of the House, prepare orders of the day for each official day and forward it to the appropriate Secretariat. In the case of a joint sitting, the Orders of the Day shall be prepared in consultation with the Prime Minister and forwarded to the Secretary of the Assembly.

Q.7.

Pakistan Condemns Israel’s Military Aggression against Rafah City in Gaza Pakistan strongly condemns Israel’s military aggression against Rafah city in Gaza and the resulting destruction and massacre of the Palestinian people.

Israel’s offensive in Rafah violates the provisional measures indicated by the International Court of Justice to protect the people of Gaza from genocide. It will further aggravate the humanitarian disaster witnessed in Gaza over the last 4 months and jeopardize the ongoing efforts for a potential ceasefire.

We urge the international community, especially the UN Security Council, to take urgent measures to bring an immediate end to Israeli aggression and its incessant crimes against humanity.

Islamabad

Date and Reference

Q.8.

Department Name
Minutes of the 23th Railway Board Meeting
[Location, date, time]

Attendees: [Name 1, Name 2, Name 3, Name 4]

1. Apologies for absence

Apologies were received from [Name 5]

2. Minutes of previous meeting

The minutes of the previous meeting were taken as read, agreed as a true and correct record and signed by the Chairperson

3. Matters arising

(examinees may include here points like: areas seeking attention, revision of policies, increasing expenditures, misappropriation of funds, pilferage, floods and inadequate technology and mismanagement, huge budget deficits, etc.)

Signed [Chairperson]

Q.9.

No suggestions



Summer Exam-2024
Public Sector Business
Communication & Report Writing

Q.10.

Government of Pakistan
Ministry of Interior
National Crisis Information Management Cell
SITUATION VACANT

Applications are invited for recruitment against following temporary posts on contract basis (initially for the period of two years extendable) under the project “Foreign Nationals Security Cell Dashboard and Allied Facilities”.

(Each Position with the qualification, age and experience may be written in Columns.)

(Lastly the terms and conditions may be mentioned like:

1. Application on prescribed Performa is available on the website
2. When and where the application must reach (the address etc)
3. When the shortlisted candidates will be called for test /interview.
4. The documents required

Authority’s name and designation and address)
