

# **Bachelor of Commerce (General)**

**B.ComG**

**CHOICE BASED CREDIT SYSTEM**

**BCOLA -138: BUSINESS COMMUNICATION**

**ASSIGNMENT**

**2026**

**Valid from 1<sup>st</sup> January 2026 to 31<sup>st</sup> December 2026**

**Fourth Semester**



**School of Management Studies  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi -110068**



**BACHELOR OF COMMERCE (GENERAL)  
CHOICE BASED CREDIT SYSTEM  
BCOLA -138: BUSINESS COMMUNICATION**

**ASSIGNMENT: 2026**

Dear Students,

As explained in the Programme Guide, you have to do one Tutor Marked Assignment in this Course. The assignment has been divided into three sections. Section A Consists of five questions for 10 marks each, Section B consists of five questions for 6 marks each and Section C consists of two questions for 10 marks each.

Assignment is given 30% weightage in the final assessment. To be eligible to appear in the Term-end examination, it is compulsory for you to submit the assignment as per the schedule. Before attempting the assignments, you should carefully read the instructions given in the Programme Guide.

1. Those students who are appearing in June 2026 exams. They have to submit the same latest by 15th March 2026.
2. Those students who are appearing in December 2026 Term End Examination they have to submit latest by in 15th October 2026.

You have to submit the assignment of all the courses to the Coordinator of your Study Centre.

## TUTOR MARKED ASSIGNMENT

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<b>COURSE CODE</b>	<b>:</b>	<b>BCOLA -138</b>
<b>COURSE TITLE</b>	<b>:</b>	<b>BUSINESS COMMUNICATION</b>
<b>ASSIGNMENT CODE</b>	<b>:</b>	<b>BCOLA -138/TMA/2026</b>
<b>COVERAGE</b>	<b>:</b>	<b>ALL BLOCKS</b>

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**Maximum Marks: 100**

**Note: Attempt all the questions.**

### Section – A

- Q.1** Describe visual and audio-visual communication with suitable examples. **(10)**
- Q.2** Explain main characteristics of business communication. **(10)**
- Q.3** Describe modern technologies used for business communication. **(10)**
- Q.4** Briefly discuss the arrangement of a business letter. **(10)**
- Q.5** What are letters of claims, complaint & adjustments and to whom are they written? Give a specimen of the above letter. **(10)**

### Section – B

- Q.6** What are the advantages of press advertisement? **(6)**
- Q.7** Define the term quorum and explain what constitutes a quorum. **(6)**
- Q.8** What is meant by 'Interruption' in a meeting? What are the ways in which debate or discussion may be interrupted? **(6)**
- Q.9** What are the various essentials of a good report? **(6)**
- Q.10** What are the problems you face in writing a précis? **(6)**

### Section – C

- Q.11 Distinguish between any two of the following:** **(2x5)**
- a) Encoding and Decoding
  - b) Oral communication and written communication
  - c) Money order and Postal order
  - d) Assets and Liabilities
- Q.12 Write short notes on any two of the following:** **(2x5)**
- a) Environmental Barriers
  - b) Speed Post
  - c) Agenda
  - d) Brand