

Subject Name & Code:

ENGLISH FOR TECHNICAL COMMUNICATION- BE02R00021

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PBL Assignment 3:

Based on Section A - Role Play / Dialogue Writing

Q.1 Write a formal dialogue on a situation: Interaction at a railway station enquiry counter.

Passenger: Good morning. I need some information regarding the Bhuj Express to Ahmedabad, please.

Enquiry Officer: Good morning. I'd be happy to assist you. Could you please specify the train number or the scheduled departure time?

Passenger: The train number is 19415, I believe. I wanted to confirm its current status and the platform number.

Enquiry Officer: Thank you. One moment, please, while I check the system. [Pauses briefly] Yes, Train 19415, the Bhuj–Ahmedabad Express, is running approximately 25 minutes behind schedule today. It is now expected to arrive at Platform 3 at 11:45 AM.

Passenger: I see. Thank you for the update. Could you also let me know if there is a pantry car attached to this train?

Enquiry Officer: Yes, sir. The train does have a functional pantry car. Would you like me to confirm the coach position as well?

Passenger: No, that won't be necessary. You have been very helpful. Thank you.

Enquiry Officer: You're most welcome. For any further assistance, please do not hesitate to ask. Have a safe journey.

Q.2 Identify the purpose of communication in your dialogue.

The primary purpose of the communication in this dialogue is **transactional and informational**. The passenger seeks specific, factual details (train status, platform, amenities), and the enquiry officer's role is to provide accurate information to facilitate the passenger's travel. A secondary purpose is **relational**, aimed at maintaining a courteous and professional interaction that builds trust and ensures a positive service experience.

Q.3 Highlight three expressions showing politeness and professionalism.

1. **"I'd be happy to assist you."** – This expression shows willingness and a positive, service-oriented attitude.
2. **"Could you please specify...?"** – Using "could" and "please" softens a direct question, making it polite and respectful.
3. **"You're most welcome. For any further assistance, please do not hesitate to ask."** – This closing remark is professionally courteous, leaves the interaction open-ended for future help, and enhances the quality of service.

Based on Section B - Creative Writing

Q.1 Write a short story beginning with: "Once upon a time I had an experience ..."

Once upon a time I had an experience that reshaped my understanding of engineering. It was during my second-year summer internship at a small hydroelectric plant in a remote village. My task was mundane: to assist in logging voltage fluctuations from an aging generator. One afternoon, a sudden, violent storm caused a complete grid failure. The village, dependent on this single plant, was plunged into darkness.

The chief engineer, Mr. Joshi, gathered our small team. Instead of panicking, he calmly said, "The textbook solution is offline. Now, we engineer." By the light of our headlamps, we diagnosed a failed voltage regulator. The spare part was a week away. Inspired by a principle from our power systems class, I hesitantly suggested a temporary bypass using a configured capacitor bank from a decommissioned unit. Mr. Joshi considered it, made a swift calculation on a notepad, and nodded. "It's unconventional and temporary, but the theory is sound. Let's implement."

We worked through the night, our calculations and adjustments a dance between theoretical knowledge and harsh practicality. As dawn broke, we restored partial but stable power. The relief on the villagers' faces was a silent applause. I learned that engineering is not just about applying known formulas, but about innovating under constraints, where purpose must guide theory.

Q.2 What is the main message of your story?

The main message is that **true engineering competence lies in the ability to integrate theoretical knowledge with practical, innovative problem-solving, especially under pressure and resource constraints. It highlights the human element of engineering—judgment, adaptability, and the ultimate goal of serving a community's needs.**

Q.3 Mention two language features used for clarity and impact.

1. **Vivid Sensory Details:** Phrases like "plunged into darkness," "by the light of our headlamps," and "as dawn broke" create clear mental images, placing the reader in the scene and heightening the narrative's impact and tension.
2. **Direct Speech/Quotation:** Using dialogue, such as Mr. Joshi's line, "**The textbook solution is offline. Now, we engineer,**" breaks up descriptive text, adds realism, and powerfully encapsulates the story's core theme in a memorable way.