## CSEET Communique

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# CSEET Communique (e-bulletin)

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#### **President**

CS Dhananjay Shukla

#### Vice-President

CS Pawan G. Chandak

#### **Editorial Team**

**CS Lakshmi Arun** 

Director

Anita Gupta

Deputy Director

**Mahesh Airan** 

Assistant Director

Dr. Lunghar Jajo

Executive Academics

Content	
Message from President	1
Etiquette as a Part of Communication	3
India-UK Comprehensive Economic and Trade Agreement (CETA) 2025	7
Current Affairs	13
Sample Questions	15

#### Directorate of Academics

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शक्तिसम्भृतम् युक्तिसम्भृतम् । शक्तियुक्तिसम्भृतं भवतु भारतम् ॥

(May India be endowed with power and wisdom)

#### Dear Students,

Nationality and citizenship have always been a core part of our identity. While within the bounds of the nation, we may have a micro view and find ourselves defining our nature, our traits, our characteristics on the basis of our clan, our lineage, village, town, city and state - but a step outside the territories and each one of us is a sole individual representation of a nation housing 1.4 billion population. And indeed, we take deep pride in telling the world - the nation we hail from - India...!

Days like the Independence Day are not just a national holiday or a day marked by the ceremonial flag hoisting and distribution of sweets, but rather they are a reminder of the blood shed, the lives laid and the journey traveled to reach this moment of celebration.

Imagine the selflessness of each of the freedom fighters, who knew well in their sane minds that they would not be around to see this day; and yet, with their hearts swelling with patriotism, laid their lives for a better future, for a free nation.

And while we celebrate this day in all its glory and their remembrance, the price of freedom is the perennial responsibility – one that all of us must share and shoulder. The India Inc. – comprising corporates and businesses of all sizes and structural formations - is one of the biggest contributors in the Indian GDP and export numbers. And it is these entities which are forming the stepping stone of the nation progressing on the path of becoming the third largest superpower.

As future Company Secretaries, each one of you has been entrusted with a unique responsibility, duty and obligation. Donning the hats of Governance Professionals in the near future, not only will you be expected to ensure compliance and functioning within the legislative frameworks but also to promote the execution and implementation of best practices - creating exemplary epitomes of good governance for the entire world to witness, adopt and enact.

With the result date for the Executive and Professional Programme Examinations of June 2025 Session just around the corner, and anticipations at all time high, I would take this moment as an opportunity to extend my best wishes to each one of you...

May all of you find success in your endeavours and progress forward in your academic and professional journeys...!

Warm Regards,

#### (CS Dhananjay Shukla)

President

The Institute of Company Secretaries of India

## Etiquette as a Part of Communication A Foundation for Respectful and Effective Interactions\*

In the modern world, where messages travel across borders and cultures in milliseconds, the way we communicate matters just as much as what we communicate. Whether in personal conversations, professional exchanges, or digital interactions, communication is most successful when guided by etiquette the set of behavioural norms that ensure respect, clarity, and mutual understanding.

#### **Defining Etiquette in Communication**

Etiquette, in the context of communication, refers to the accepted social conventions and polite behaviour that individuals are expected to follow while exchanging information. It encompasses spoken language, body language, tone of voice, writing style, and even the timing and medium used for the message.

Communication, when devoid of etiquette, can come across as rude, abrupt, or unclear regardless of the speaker's intent. On the other hand, the presence of proper etiquette can help a person leave a lasting impression, build rapport, and avoid unnecessary misunderstandings.

#### **Dimensions of Communication Etiquette**

#### 1. Verbal Communication Etiquette

Verbal etiquette involves how we speak, including the words we choose, our tone, volume, pace, and timing. Some fundamental principles include:

Politeness: Using courteous language such as "please," "thank you," "excuse me," and "may I" sets a respectful tone.

- Active Listening: Allowing others to speak without interruption, maintaining eye contact, and showing genuine interest fosters mutual respect.
- Tone and Modulation: A calm and steady voice communicates control, while sarcasm, shouting, or disrespectful remarks can escalate tension.
- **Constructive Feedback:** Expressing disagreements tactfully and providing feedback in a positive, solution-oriented manner is a mark of professionalism.

#### 2. Non-Verbal Communication Etiquette

Non-verbal signals can reinforce or contradict verbal communication. These include:

• **Body Language:** Open posture, nodding, and maintaining appropriate eye contact project attentiveness and openness.

**Politeness** 

**Active Listening** 

**Tone and Modulation** 

**Constructive Feedback** 

<sup>\*</sup> CS Bhakti Harindra Chawhan, Executive (Academics), ICSI.

Views expressed are the sole expression of the Author and may not express the views of the Institute.

- **Facial Expressions:** A smile can disarm tension; frowns or eye-rolling can appear disrespectful or dismissive.
- **Gestures:** Avoiding offensive or culturally insensitive gestures is essential, especially in international or diverse settings.
- **Space and Proximity:** Maintaining a respectful physical distance reflects an understanding of personal boundaries.

#### 3. Written Communication Etiquette

With the dominance of written formats like emails, messages, and reports, written etiquette has become crucial:

- **Clarity and Precision:** Messages should be well-structured, concise, and free from ambiguity.
- **Grammar and Spelling:** Proper usage reflects professionalism and attention to detail.
- **Tone Appropriateness:** Even in writing, a polite and respectful tone helps prevent misinterpretation.
- **Timely Responses:** Acknowledging and responding promptly to communications shows responsibility and respect.

#### 4. Digital Communication Etiquette

In the age of remote work, social media, and virtual meetings, digital etiquette has evolved as a vital component:

- Professional Presence in Virtual Meetings: Being punctual, using mute wisely, avoiding multitasking, and dressing appropriately are important virtual norms.
- **Respecting Time Zones and Boundaries:** Avoiding late-night messages or expecting instant replies demonstrates empathy and professionalism.
- **Content Sharing:** Citing sources, avoiding plagiarism, and being mindful of what is shared or forwarded maintain ethical standards.
- **Avoiding Digital Aggression:** Refraining from typing in all caps, using harsh language, or passive-aggressive comments preserves civility

#### Why Etiquette is Crucial in Communication?

#### 1. Builds Respect and Trust

Consistent use of communication etiquette reinforces a culture of respect and integrity. Whether in leadership, customer relations, or teamwork, courteous communication leads to stronger, more trusting relationships.

#### 2. Enhances Professionalism and Credibility

Individuals who communicate with grace and clarity are perceived as more competent, reliable, and professional. In interviews, presentations, or client interactions, etiquette can set one apart.

#### 3. Prevents Miscommunication and Conflict

Clear and respectful communication reduces the likelihood of misunderstandings and emotional friction, especially in multicultural or high-stress environments.

#### 4. **Reflects Emotional Intelligence**

Being aware of how one's communication affects others, and adjusting it accordingly, demonstrates empathy, self-regulation, and social awareness hallmarks of emotional intelligence.

#### 5. **Encourages Inclusivity and Sensitivity**

In diverse workplaces or global collaborations, sensitivity to different cultural norms and communication styles is vital. Etiquette serves as a bridge, helping people connect despite differences.

#### **Applications of Communication Etiquette in Different Contexts**

#### 1. In the Workplace

Effective workplace communication depends on etiquette for emails, meetings, phone calls, and interpersonal discussions. For example, acknowledging team contributions, giving credit, and maintaining a respectful tone with superiors, peers, and subordinates fosters a positive culture.

#### 2. **In Educational Institutions**

Students and educators alike benefit from communication etiquette. Asking questions respectfully, using professional language in emails, and engaging in classroom discussions with courtesy enhance learning and mutual respect.

#### 3. **In Social and Public Settings**

Even outside professional settings, etiquette in communication helps maintain civility. Respecting opinions, refraining from dominating conversations, and listening actively are core social skills.

#### In Online and Social Media Interactions 4.

Responsible communication on social media—avoiding hate speech, verifying facts before sharing, and responding constructively—contributes to a healthier digital society.

#### Communication is Only as Strong as Its Etiquette

In every sphere of life personal, academic, professional, or digital communication becomes more impactful and meaningful when rooted in etiquette. It is not merely about rules or formality but about showing respect, empathy, and responsibility in how we connect with others.

As society becomes more connected yet more complex, mastering communication etiquette is not just desirable it is essential. It enhances collaboration, reduces conflict, and ultimately allows us to express ourselves in ways that are heard, understood, and appreciated.

#### Sources:

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## India-UK Comprehensive Economic and Trade Agreement (CETA) 2025\*

#### Introduction

India and the United Kingdom have signed the Comprehensive Economic and Trade Agreement (CETA), a bilateral free trade agreement marking a major milestone in their longstanding partnership. The agreement was signed by Commerce and Industry Minister Shri Piyush Goyal and UK Secretary of State for Business and Trade Mr. Jonathan Reynolds in the presence of Prime Minister Shri Narendra Modi and UK Prime Minister Sir Keir Starmer. This follows the successful conclusion of negotiations announced on May 6, 2025, and reflects the shared ambition of two major economies to deepen economic ties. Bilateral trade has already reached USD 56 billion, with a target to double this by 2030. CETA provides an unprecedented duty-free access to 99 per cent of India's exports to the UK, covering nearly 100% of the trade value. This includes labour-intensive sectors such as textiles, leather, marine products, gems and jewellery, and toys as well as highgrowth sectors like engineering goods, chemicals, and auto components. This will spur large-scale employment generation, empowering artisans, women-led enterprises, and MSMEs.

India-UK FTA Inked

Pre-FTA Duty Range		POST-FTA DUTY
Processed Food*	Up to 70%	
Vegetable Oils*	Up to 20%	
Transport/ Auto	Up to 18%	
Leather / Footwear	Up to 16%	
Electrical Machinery	Up to 14%	
Headgear / Glass / Ceramics	Up to 12%	
Textiles / Clothing	Up to 12%	
Wood /Paper	Up to 10%	
Base Metals	Up to 10%	0%
Mechanical Machinery	Up to 8%	
Minerals	Up to 8%	
Chemicals	Up to 8%	
Plastic/ Rubber	Up to 6%	
Instruments / Clocks	Up to 6%	
Gems & Jewellery	Up to 4%	
Furniture / Sports Goods	Up to 4%	
Arms /Ammunition	Up to 2%	
Applies to 97.1% of tariff lines*		

Source: Ministry of Commerce & Industry

<sup>\*</sup> Dr. Lunghar Jajo, Executive (Academics), ICSI.

Views expressed are the sole expression of the Author and may not express the views of the Institute.

The agreement includes a wide-ranging package covering Information Technology /IT enabled services, financial and professional services, business consulting, education, telecom, architecture, and engineering that will unlock high-value opportunities and job creation. India has opened 89.5 % of its tariff lines, covering 91 % of UK's exports, safeguarding sensitive sectors and strategically important products where domestic capability is being built. Elimination of duties will make a range of imported products more affordable for consumers, offering greater variety and quality at competitive prices.

#### 1. Key Features of the Agreement

The India–UK Comprehensive Economic and Trade Agreement (CETA) is designed to open new avenues for trade and investment, while protecting India's core economic interests. It combines tariff reduction, simpler rules for trade, strong provisions for services, and measures that make professional mobility easier.

#### (a) Comprehensive Tariff Elimination

CETA ensures tariff elimination on about 99 per cent of tariff lines, covering India's nearly entire trade basket. This means nearly 100 percent of Indian goods such as textiles, leather, marine products, gems and jewellery, toys, chemicals, engineering products, chemicals, agri-products will enter the UK market at zero duty. At the same time, India has opened 89.5 % of its tariff lines covering 91 % of UK's export. Only 24.5 % of UK's export will enjoy immediate dutyfree market access. India has safeguarded sensitive sectors like dairy, cereal, millets, pulses, certain essential oils, apples, certain vegetables, gold, jewellery, lab grown diamonds. Strategic exclusions also cover critical energy, fuels, marine vessels, some polymers, worn clothing, smart phones, optic fibres. For strategically important products where domestic capacity is being built, for example under Make in India or PLI, India will provide gradual tariff reduction over 5, 7 or 10 years. India has gradually and selectively opened her markets to alcoholic beverages.

Bilateral safeguards have been built in to manage any sudden import surges that could harm domestic industries.

#### (b) Simplified Rules of Origin

The agreement simplifies compliance by allowing exporters to self-certify the origin of products, reducing time and paperwork. UK importers can also rely on importers' knowledge for certification, further easing trade. For small consignments under £1,000, there is no requirement for origin documentation, which supports e-commerce and small businesses. Product Specific Rules of Origin (PSRs) align with India's current supply chains for key sectors such as textiles, machinery, pharmaceuticals, and processed food.

#### (c) Boost for Services and Professional Mobility

Services are a core strength of India's economy, and the agreement provides deeper market access across IT, financial services, education, and healthcare. It also creates a structured framework for the temporary movement of professionals. Business visitors, contractual service suppliers, and independent professionals can now access the UK under clear and predictable entry rules. Additionally, up to 1,800 Indian chefs, yoga instructors, and classical musicians can work in the UK every year under these provisions.

#### **Double Contribution Convention**

A key innovation in the agreement is the Double Contribution Convention (DCC). This exempts Indian workers and their employers from paying UK social security contributions for up to three years when on temporary assignments. Around 75,000 workers and over 900 companies are expected to benefit, resulting in savings of more than INR 4,000 crore.

#### 2. **Sector-Wise Service Benefits Under CETA**

From IT and financial services to healthcare, education, and start-ups, India-UK Comprehensive Economic and Trade Agreement provides market access, reduces barriers, and promotes collaboration. These commitments are designed to strengthen trade, drive innovation, and create jobs while ensuring both economies leverage their core strengths.

#### **Information Technology and IT-Enabled Services**

The UK has taken full commitments in Computer and Related Services, giving certainty to Indian businesses planning to invest in the UK. This will strengthen the UK's role as a key market for Indian IT companies and encourage further expansion. Reduced compliance costs and simplified processes will make operations easier for Indian firms, improving their efficiency and competitiveness. The agreement can deepen collaboration between Indian IT firms and UK small and medium enterprises. UK businesses will benefit from India's expertise and cost-effective solutions in areas like digital transformation and cloud services. Mobility-related commitments will have a significant impact, making it easier for Indian IT professionals to work in the UK. Combined with the Double Contribution Convention (DCC), these changes will allow seamless and cost-effective talent movement. This is expected to drive collaboration in emerging technologies like fintech, artificial intelligence, and data analytics. Large IT players will gain from bigger contracts, while niche firms will benefit from innovation-focused partnerships.

#### **Global Capability Centres**

The agreement aligns with India's goal of becoming a global hub for high-value services. Greater UK investment and cooperation will boost India's digital economy and skilling initiatives. For the UK, the deal offers access to one of the world's fastest-growing technology markets. This agreement could shift UK companies' approach to India—from a low-cost back-office destination to a strategic partner for research and development, analytics, cybersecurity, and emerging technologies. It will also support the growth of Global Capability Centres (GCCs) that serve UK-based businesses or deliver global services from India. India already hosts over 1,700 GCCs employing more than 1.9 million people, driving digital transformation for leading multinational companies.

#### **Start-up Ecosystem** (c)

India's start-up ecosystem, with over 150,000 companies, will benefit from easier market access to the UK. The agreement reduces compliance hurdles, helping Indian start-ups reach new customers, especially in digital services. For Indian start-ups already operating in the UK, the DCC brings financial and operational advantages, making cross-border scaling simpler and more cost-effective.

#### (d) Health and Education Services

The agreement opens new opportunities for collaboration in health and education. UK's commitments in private healthcare and education, combined with India's offers in these sectors, create space for strong partnerships. Indian hospitals can work with UK counterparts to deliver better healthcare and adopt advanced medical technologies. UK educational institutions will be able to establish campuses in India, while Indian institutions can set up operations in the UK and expand in areas such as EdTech. The deal also benefits highly skilled Indian medical professionals, who already play a vital role in the UK's National Health Service. Provisions on mutual recognition agreements will further smoothen their entry into the UK workforce.

#### (e) Financial Services

The agreement encourages UK investment in India's fast-growing financial market, which can introduce innovative and competitive services while maintaining sectoral stability. Indian financial firms will gain better access to the UK, improving their ability to serve the Indian diaspora and businesses there. Non-discrimination rules guarantee fair treatment for Indian firms, while transparency commitments ensure UK regulations remain objective and clear. The agreement is also expected to support the growth of electronic payments, fintech, and other digital financial solutions, strengthening overall market integration.

#### 3. India Protects what Matters

- India has safeguarded its sensitive sectors—dairy, cereals and millets, pulses, and vegetables to high-value items like gold, jewellery, lab-grown diamonds, and certain essential oils, critical energy fuels, marine vessels, worn clothing, and critical polymers and their monofilaments, smart phones, optical fibres a strong stand to protect farmers, MSMEs, and national interests.
- India has opened 89.5% of its tariff lines, covering 91% of the UK's exports. 24.5% of the UK's export value will enjoy immediate duty-free market access.
- Strategically important products—particularly those where domestic capacity is being built under flagship initiatives like Make in India and PLI—concessions provided over periods of 5, 7, or even 10 years with gradual tariff reduction.
- India has gradually and selectively opened its market for alcoholic beverages
- For automobiles India has given calibrated, phased, and developmentoriented quota-based liberalization strategy while simultaneously protecting sensitive segments of India's automotive industry

#### 4. Youth - Young Minds, Global Finds

India's youth from 15 to 29 years, comprising about 27.3% of its population, are driving social and economic transformation. The CETA is poised to expand high-quality employment pathways for Indian youth by easing services market access,

securing mutual recognition of professional qualifications, and facilitating shortterm mobility for talent in IT, healthcare, finance, and creative sectors. Lower tariffs on inputs and advanced manufacturing equipment can spur MSME supply-chain integration, creating skilled vocational jobs beyond metros. Overall, by fostering access to global value chains and enhancing competitiveness, CETA will empower Indian youth with essential skills and pathways to participate in international markets and future growth.

#### 5. Small and Medium Enterprises (SMEs) - Local Hustle, Global Muscle

SMEs are a vital part of India's economy, contributing around 30.1% of India's GDP in 2022-23 and 45.8% in India's total export in 2024-25. SMEs benefit from various provisions of the CETA, including through provisions on faster processing at customs, agreements to recognise and facilitate digital systems and paperless trade, and a dedicated chapter to help SMEs. A contact point for SMEs will be established under the ambit of the CETA, facilitating communication and coordination benefiting SMEs. In addition to lower tariffs and better market access, SMEs will also benefit from the cooperation between India and the UK on best practices regarding trade education and finance, digital skills, business infrastructure and other important areas, facilitating business opportunities for SMEs. The Working Group on Government Procurement and on Innovation enable cooperation to address the issues of SMEs and facilitate participation in government procurement and innovation.

#### 6. **Businesses - From Local Roots to Global Routes**

Indian businesses will gain a lot from this CETA. Other than lower tariffs and market access for Indian goods and services, the CETA offers ease of doing business with the UK through simplified and streamlined customs and trade facilitation processes, from established systems like a Single Window and Authorised Economic Operator. Non-discriminatory treatment to Indian businesses and exporters, when it comes to goods, services and government procurement, benefits Indian businesses in the UK market. The CETA serves as a strategic catalyst for Indian enterprises operating within the UK, facilitating the optimal deployment of skilled personnel to deliver competitively benchmarked services aligned with UK market expectations. Prominent service sector entities, particularly in information technology with an established presence in the UK, stand to benefit from enhanced regulatory certainty regarding visa provisions for the assignment of Indian professionals.

#### 7. **Professionals - Empowering Expertise, Enhancing Mobility**

Qualified professionals such as architects, engineers and medical professionals will be able to take advantage of the enhanced market access under the CETA and provide services in the UK. This is expected to create direct and indirect jobs through the expansion of service sectors. It also provides professionals with better mobility access to the UK. Independent professionals providing services such as R&D and computer services will be able to take advantage of these mobility commitments and provide their services in the UK. This will directly lead to job creation and better opportunities for a wide range of professionals, thereby increasing the quality of life. The benefit of CETA goes beyond the traditional services commitments. Indian chefs, yoga instructors and classical musicians up to a combined total of 1800 per year will now be able to temporarily move to the UK to provide their services. Additionally,

around 75,000 detached workers will benefit from the Double Contribution Convention (DCC) which would come into force at the same time as the CETA. The DCC will exempt Indian workers who temporarily move to the UK and their employers from contributing to the National Insurance Contribution for three years. This will reduce the financial burden on Indian professionals temporarily working in the UK and will lead to better income generation.

#### **Conclusion**

The India–UK Comprehensive Economic and Trade Agreement marks a new chapter in the partnership between two dynamic economies. It goes beyond reducing tariffs to create a framework for cooperation in goods, services, investment, and innovation. With duty-free access on 99 per cent of tariff lines, the agreement opens doors for businesses, generates opportunities for workers and professionals, and ensures that growth is inclusive and sustainable. By improving market access, promoting digital trade, and facilitating mobility, CETA lays the foundation for stronger supply chains and greater economic resilience. It also brings real benefits to consumers through better choices and competitive prices. Most importantly, it signals a shared commitment to deepening economic integration and unlocking the potential of a relationship built on trust and shared values. CETA is not just a trade agreement. It is a strategic partnership for the future, creating pathways for prosperity for both nations and their people.

#### **References:**

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#### **Current Affairs\***

Lok Sabha clears Bill that bans real money gaming (August 20, 2025)

The Lok Sabha passed The Promotion and Regulation of Online Gaming Bill, 2025, by a voice vote on August 20, 2025. The Bill seeks "to prohibit the offering, operation, facilitation, advertisement, promotion and participation in online money games", targeting firms that offer fantasy sports and card games where users can deposit and risk money. The Bill provides for the creation of an authority that will promote esports, which the government is keen to develop as a creative and recreational industry. The parallel proliferation of online money games accessible through mobile phones, computers and the internet, and offering monetary returns against user deposits has led to serious social, financial, psychological and public health harms, particularly among young individuals and economically disadvantaged groups.

For details:

https://www.thehindu.com/news/national/lok-sabha-passes-bill-to-ban-onlinegames-played-with-money/article69955834.ece

NCERT Introduces Operation Sindoor Modules: A Tribute to Bravery, Technology, and National Resolve (August 07, 2025)

Chapters on the lives and sacrifices of Field Marshal Sam Manekshaw, Brigadier Mohammad Usman, and Major Somnath Sharma have been added to the NCERT syllabus in this academic year, in Class VIII (Urdu), Class VII (Urdu), and Class VIII (English), respectively.

The newly introduced chapters aim to provide students with inspirational narratives of courage and duty. Field Marshal Sam Manekshaw, India's first officer to be conferred the rank of Field Marshal, is remembered for his exceptional leadership and strategic acumen. Brigadier Mohammad Usman and Major Somnath Sharma, both recipients of the Mahavir Chakra and Param Vir Chakra respectively (posthumously), laid down their lives in service of the nation and remain symbols of supreme sacrifice.

As part of efforts to establish National War Memorial (NWM) as a prominent national landmark, Ministry of Defence has partnered with Ministry of Education and National Council of Educational Research and Training (NCERT) to integrate NWM and related references into the school curriculum.

Through these stories and their inclusion in the curriculum, students will not only gain insights into India's military history but also absorb important life lessons on resilience, empathy, emotional intelligence, and the importance of contributing to nation-building.

For details: https://www.pib.gov.in/PressReleasePage.aspx?PRID=2153740

Prepared by Mahesh Airan, Assistant Director, The ICSI.

#### PM Shri Narendra Modi's Pariksha Pe Charcha 2025 conferred with Guinness World Record for most registrations in one-month (August 04, 2025)

Prime Minister Shri Narendra Modi's flagship initiative, Pariksha Pe Charcha (PPC), which has been successfully organised by the Ministry of Education in collaboration with MyGov since 2018, has been conferred with the Guinness World Record for the "Most people registered on a Citizen Engagement Platform in one month." This recognition celebrates the unprecedented achievement of 3.53 crore valid registrations received during the 8th edition of the programme, hosted on the MyGov platform.

Pariksha Pe Charcha is a unique global platform conceptualised and led by Prime Minister Shri Narendra Modi, where he directly interacts with students, teachers, and parents. The initiative transforms the examination season into a festival of positivity, preparation, and purposeful learning, making exams a time for encouragement rather than stress.

The success of PPC 2025 is a collective achievement, and all stakeholders, educational institutions, and citizens who contributed to this milestone have been appreciated by the Ministers. The commitment to further strengthen participatory governance and holistic education remains steadfast.

The programme's inclusivity, digital reach, and innovative approaches ensure its continued success as a cornerstone of student engagement in India. With each passing year, PPC reinforces the message that exams are not the end but a beginning.

For details: https://www.pib.gov.in/PressReleasePage.aspx?PRID=2152224

#### Appointments of Governor/Lieutenant Governor (July 14, 2025)

The President of India has accepted the resignation of Brig. (Dr.) B. D. Mishra (Retd.) as Lieutenant Governor of Union Territory of Ladakh and make the following appointments of Governor/Lieutenant Governor:-

- **Prof. Ashim Kumar Ghosh** appointed as Governor of Haryana. (i)
- (ii) **Shri Pusapati Ashok Gajapathi Raju** appointed as Governor of Goa.
- **Shri Kavinder Gupta** appointed as Lieutenant Governor of Ladakh. (iii)

For details: https://www.pib.gov.in/PressReleasePage.aspx?PRID=2144482

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### Sample Questions

#### Paper 1 : Business Communication

1.	Whi	Which of the following is a key element of the communication process?			
	a)	Meeting			
	b)	Speaker			
	c)	Message			
	d)	Listener			
2.	In a formal email, which of the following is the most appropriate salutation?				
	a)	Hey there			
	b)	What's up			
	c)	Dear Sir/Madam			
	d)	Hello friend			
3.	Fill in the blank: If I early, I would have caught the train.				
	a)	wake up			
	b)	woke up			
	c)	had woken up			
	d)	wakes up			
4.		tify the correct form of the verb: Each of the employees responsible he report.			
	a)	are			
	b)	is			
	c)	were			
	d)	have been			
<b>5</b> .	Whi	ch of the following is not a principle of effective communication?			
	a)	Clarity			
	b)	Ambiguity			
	c)	Feedback			
	d)	Conciseness			

#### Part 2: Legal Aptitude & Logical Reasoning

#### 6. Match the following

Column A (Concepts)	Column B (As mentioned in the Preamble of The Constitution of India)
1. Justice	a) dignity of the individual and unity & integrity of the Nation
2. Liberty	b) social, economic and political
3. Equality	c) thought, expression, belief, faith and worship
4. Fraternity	d) status and opportunity

- a) 1-b, 2-c, 3-d, 4-a
- b) 1-c, 2-b, 3-a, 4-d
- c) 1-d, 2-a, 3-c, 4-b
- d) 1-a, 2-d, 3-b, 4-c

#### 7. Qui facit per alium facit per se means:

- a) He who acts through another acts by himself
- b) One cannot transfer better title than he has
- c) Ignorance of law is no excuse
- d) A person should not be condemned unheard

## 8. Which of the following is not an essential element of a valid contract under Section 10 of the Indian Contract Act, 1872?

- a) Free consent of parties
- b) Competency of parties to contract
- c) Lawful consideration and lawful object
- d) Registration of the agreement

#### 9. Look at this series: 36, 34, 30, 28, 24, ... What number should come next?

- a) 22
- b) 26
- c) 23
- d) 20

#### 10. Which word does NOT belong with the others?

- a) Index
- b) Glossary
- c) Chapter
- d) book

#### Paper 3: Economic and Business Environment

- 11. The \_\_\_\_\_\_ is the difference between the monetary value of exports and imports of output in an economy over a certain period of time.
  - **Balance of Payment**
  - b) **Balance of National Accounts**
  - Balance of Consolidated Fund of India c)
  - Balance of Trade d)
- 12. "No change in the goals of the firm" is the assumption of which of the following laws of economics?
  - a) Law of Supply
  - Law of Diminishing Marginal Utility b)
  - Law of Demand c)
  - d) Law of Increasing Returns to Scale.
- have the ability to think of newer, better, and more economical **13**. ideas for business organization and management. They are the business leaders and contributors to the economic development of a country.
  - a) **Innovative Entrepreneurs**
  - b) Social Entrepreneurs
  - c) Life-Timer Entrepreneurs
  - d) **Drone Entrepreneurs**
- 14. The major transformation of entrepreneurship in India began with the 'Economic Policy Reform' in 1991. This policy has included three major aspects, which are:
  - Liberalization Privatization Globalization a)
  - b) Public Private Partnership
  - People Process Product c)
  - d) People, Planet & Profit
- 15. The Make in India initiatives is aimed at transforming India into a global manufacturing hub, and contained a raft of proposals to attract investments from both local and foreign corporate houses. Choose the correct option.
  - a) False
  - True b)
  - May Be c)
  - d) Absolutely not

#### Paper 4: Current Affairs and Quantitative Aptitude

- 16. Which co-operative bank has recently been merged with Saraswat Co-operative Bank?
  - a) Maharashtra Co-operative Bank
  - b) New India Co-operative Bank
  - c) South Indian Co-operative Bank
  - d) None of the above
- 17. Which ministry recently launched the revamped Incredible India Digital Platform (IIDP)?
  - a) Ministry of Information and Broadcasting
  - b) Ministry of External Affairs
  - c) Ministry of Culture
  - d) Ministry of Tourism
- 18. With which institute has UIDAI signed a 5-year R&D agreement to enhance Aadhaar system's security and reliability?
  - a) IIT Delhi
  - b) Indian Statistical Institute (ISI)
  - c) IISc Bengaluru
  - d) NITI Aayog
- 19. Which among the following foreign universities has recently set up its first campus in India?
  - a) University of Oxford
  - b) University of Southampton
  - c) Harvard University
  - d) University of Cambridge
- 20. Who has recently been appointed as the new Lieutenant Governor of Ladakh?
  - a) Ashok Gajapathi Raju
  - b) Prof. Ashim Kumar Ghosh
  - c) Kavinder Gupta
  - d) Satyapal Malik
- 21. What is the average of first five multiples of 12?
  - a) 36
  - b) 38
  - c) 40
  - d) 42

#### 22. What is the compound interest on Rs. 2500 for 2 years at rate of interest 4% per annum?

- Rs. 180 a)
- b) Rs. 204
- Rs. 210 c)
- d) Rs. 220

#### **Answer Key**

1	С	6	а	11	d	16	b
2	С	7	a	12	a	17	d
3	С	8	d	13	a	18	b
4	b	9	a	14	a	19	b
5	b	10	d	15	b	20	С
						21	a
						22	b

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#### **Motto**

## सत्यं वद। धर्मं चर।

इрहबर the truth. abide by the law.

#### **Vision**

"To be a global leader in promoting good corporate governance"

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"To develop high calibre professionals facilitating good corporate governance"



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