

**Marks: 80**

**Time: 3 Hrs.**

**Q.1 A) Select the correct option and rewrite the sentences.**

**5**

1. \_\_\_\_\_ arranges the work in such a way that minimum conflicts are raised.  
a) Co-ordinating b) Organizing c) Controlling
2. Principle of..... is not applicable to life insurance.  
a) insurable interest b) utmost good faith c) indemnity
3. The term 'e-business' is derived from the term..... and e-commerce.  
a. Cash b. e-pay c. e-mail
4. Businessmen are ..... of the society.  
a) Representatives b) leaders c) Trustees
5. Business organization should protect health and provide safety measures to..... .  
a) employees b) owners c) investors

**B) Complete the sentence.**

**5**

1. The ..... function of management initiates action. —
2. In ..... policy, several ships belonging to one owner are insured under the same  
— policy.
3. E-business is an abbreviation for..... .
4. Business should earn ..... profit.
5. State commission has ..... members.

**C) Give One Word.**

**5**

1. It increases the team spirit of work place.
2. These warehouses are owned, managed, and controlled by central and state governments or public authorities.
3. The transaction which is done with the help of the internet.
4. An activity motivated by profit.
5. Organizations which aim at promoting the welfare of the people.

**D) Answer in one sentence.**

**5**

1. What is debit card?
2. What is LPO?
3. Who can raise voice against business malpractices?
4. Which forum is set up at the national level for redressal for consumer complaints?

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5. What do you mean by standardization?

**Q.2. Explain the following Terms / Concepts (Any 4)**

**8**

1. C2C

2. Concept of Trusteeship

3. Social values

4. State Commission

5. Janhit Yachika

6. Promotion

**Q.3. Study the following Case / Situation and express your opinion. (Any2)**

**6**

1. Mr. Amit is a businessman. He has his own factories in Pune and Nashik. He lives in Pune —with his wife and 2 daughters aged 5 and 8 years.

i) Can Mr. Amit take a life insurance policy for his wife and 2 children?

ii) Can Mr. Amit take a marine insurance policy for his factories?

iii) Which type of insurance should Mr. Amit take for protecting his factories from loss due to fire?

2. ~~Mr. Rajaram~~ Mr. Rajaram is young M.Sc. (Agri.) degree holder, Mr. Sitaram is commerce graduate. Mr. Rajaram is willing to start Agro tourism center at his village. Mr. Sitaram is willing to start as an accountant in private company.

i. Find out desire of Mr. Sitaram.

ii. What is desire of Mr. Rajaram?

iii. Which qualification is acquired by Mr. Sitaram?

3. An organization manufacturing paints has been enjoying a prominent market position since many years. It has been dumping its untreated poisonous waste on the river bank: which has created many health problems for the nearby villages.

i) Which responsibility is neglected by manufacturing organization?

ii) What kind of pollution they are doing?

iii) What precautionary measures they need to take?

**Q.4. Distinguish between (Any 3)**

**12**

1. Savings Account and Recurring Account.

2. Life Insurance and Fire Insurance

3. State Commission and National Commission.

4. State Commission and National Commission.

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**Q.5. Answer in brief. (Any 2)**

**8**

1. What is outsourcing? Illustrate with suitable example.
2. Give any four types of social responsibilities towards consumers.
3. Explain 3Ps in marketing of services.

**Q.6. Justify the following statements. (Any 2)**

**8**

1. Online transaction is done with the help of the internet.
2. Principles of Management are flexible in nature.
3. Aim of consumer organization is to protect the rights of the consumer.
4. Marketing helps in increasing consumer awareness. —

**Q.7. Attempt the following. (Any 2)**

**10**

1. — Elaborate principles of scientific management.
2. Explain types of warehouses.
3. State the composition and monetary jurisdiction of State Commission.

**Q.8. Attempt the following. (Any 1)**

**8**

1. What is Services? Explain in detail different business services.
2. Explain the three-tier quasi-judicial machinery under the Act.