

**BUSSNEES STUDIES**  
**UNIT-01**  
**BANKING TRANSACTIONS**

**I FILL IN THE BLANKS WITH SUITABLE WORDS**

1. The word Bank has been derived from the French word **Banque**
2. The Bankers bank is **Reserve bank of India**
3. An example for nationalised bank is **Canara bank**
4. The National savings certificates are issued by **Post offices**
5. The type of account where any numbers of transactions can be made with the bank is **Current account**
6. The deposits for a fixed term can be deposited in **Term deposit account**
7. Ramu wants save money for future he wants to open **recurring deposit account**

**II ANSWER THE FOLLOWING QUESTIONS**

1. What is bank?

Bank is a institute which collects the deposits and lending the loan to consumers

2. What are the characteristics of bank?

- Dealing with money
- Individual / firm company
- Acceptance of deposits
- Lending loans
- Payments and withdrawals
- Name identity
- Agency and utility services

3. What are the functions of bank?

- Accepting deposits from public
- Collecting money by cheques, drafts, bills
- Lending money
- Transferring money from one place to another place
- Discounting of bills
- Hiring safe deposit lockers
- Conducting foreign exchange service

4. Explain the relations between bank and customers

**General relationship**

- Primary relationship
- Subsidiary relationship
- Agent and principal relationship

**Special relationship**

- Obligations to honour cheques

- Obligations to maintain secrecy of accounts
5. What are the advantages of opening bank accounts?
- It facilitates a safe custody of money
  - It helps in making payments
  - It helps in collection of money
  - The account holders get advances and loans
  - It helps in smooth financial transactions
  - It provides safe deposit lockers

6. what are the services of post offices
- Post office savings bank
  - Issuing National savings certificate
  - Monthly recurring deposits
  - Postal life insurance
  - Pension payment
  - Money transfers

7. How many types of banks?

There are six types of banks

- Reserve bank of India
- Commercial banks
- Land development banks
- Indigenous bank
- Co-operative banks
- Industrial development banks

8. Name the different types of bank accounts. explain any one of them

- Savings bank account
- Current account
- Recurring deposit account
- Term deposit account

**Savings bank Account :** This account is opened by salaried persons, students, pensioners. This account encourages savings of people. There is no restriction on the number and amount of deposits. The money can with drawn by cheque or withdrawal slips.

9. What are the services offered by banks?

- a. Credit cards
- b. Personal loans
- c. Safe deposit lockers
- d. Debit cards
- e. Signature guarantee
- f. Net banking

- g. Mobile banking
- h. Home and vehicle loans

## UNIT-02 ENTREPRENEURSHIP

### I FILL IN THE BLANKS

1. The world entrepreneur has been came from the French word **Entreprende**
2. The process of action an entrepreneur undertakes to establish an enterprise is called **entrepreneurship**
3. The person who developed Apollo group of hospitals was **Dr. Pratap Reddy**
4. The chairperson of Wipro is **Azim Premji**

### II ANSWER THE FOLLOWING QUESTIONS

1. Who is an entrepreneur?  
Entrepreneur is an innovator of new ideas and business process,he posses management skills and strong team building abilities and essential leadership qualities to manage the business
2. “Entrepreneurship is creative activity” How?  
Entrepreneurship is a creative activity. It is ability to create and build something. It is a knack of sensing the opportunity where others chaos, contradiction and confusion.
3. What are the characteristics of entrepreneurship?  
The characteristics of entrepreneurship are
  - Creativity
  - Team building
  - Problem solving
  - Innovation
  - Leadership
  - Decision making
4. Explain the importance of an entrepreneur?  
The importance of an entrepreneur is
  - He encourage effective mobilization of skill
  - He helps to increase Gross domestic product (GDP)
  - He helps to increase per capital income
  - He provide employment to artisans, technically qualified persons
5. What is the part played by the District industrial centres in the development of enterprises?
  - Promotion of new industrial estates
  - Allotment of raw materials
  - Financial assistance under self-employment schemes
  - Technical support for project report
6. Who started Infosys Technologies ltd?  
Narayana murthy
7. Name the “father of white revolution?”  
Varghese kurian

8. Who is the founder of Reliance company?  
Dhirubai Ambhani
9. Who is founder of BIOCON?  
Kiran Mazumdar shah
10. Who is the founder of Balaji tele films?  
Ektakpoor
11. Who is known as “Queen of Indian television industries”?  
Ektakpoor
12. Why was district industrial centres established?  
District industrial centres were established to provide integrated administrative support for promotion of small scale industries in rural areas
13. Who was the founder of ‘Jet airways’?  
Naresh Goyal
14. Who is founder of Jet Airways?  
Naresh Goyal

### **UNIT-03**

## **GLOBALIZATION OF BUSSINESS**

### **I ANSWER THE FOLLOWING QUESTIONS**

1. What is globalization? Explain  
IMF defines globalization that ‘The growing economic interdependence of countries worldwide through increasing volume and variety of cross border transactions in goods and services and of international capital flow and also through more rapid and wide spread diffusion of technology
2. “Globalization is the worldwide economic movement” substantiate your answer
  - It promotes economic growth and generates a wide range of products and services
  - It increases GDP of nation
  - It helped in increasing the income of people
  - It creates specialization in production
3. What are the advantages of globalization?
  - It increase the standard of living of people
  - It increases GDP of a country
  - Customers are offered a wider choice of goods and services
  - It promotes specialization
4. Make a list of characteristics of globalization?
  - It increases the international trade
  - It increases the international flow of capital

- It creates international agreements
  - It develops global financial system
5. Explain the negative aspects of globalization with example
    - It promotes unethical practices in business dealings
    - It has led to environmental pollution
    - It results in degradation of health and spread diseases
    - It widens the gap between rich and poor
  6. What are the aims of world trade organization?
    - Stimulating economic growth
    - Encouraging good governance
    - Bringing international trade under legal framework
    - Free and independent trade throughout the world
  7. What are the impacts of globalization on traditional food habits?
    - Fast food chains are spreading
    - Increase in consumption of more junk food
    - Degradation of health
    - Spreading of diseases

## UNIT-4 CONSUMER EDUCATION AND PROTECTION

### I Fill in the blanks with suitable answers

1. The other name of consumer is User
2. Person giving goods and services for money is called Seller
3. The consumer Day is observed on March 15th of every year
4. In the case of compensation exceeding 5 lacs the complaint has to be submitted to the district forum

### II Answer the following questions in one word or sentence each

1. Who is called consumer?  
A person who buys goods or hires or avails services for a consideration called price of wages
2. What is the main aim of consumer movement?  
protection of consumer rights is the main aim of consumer
3. What is the right of every consumer ?  
The right of every consumer is getting quality goods and services
4. When did consumer protection act come into force in India?  
In India consumer protection act came into force in 1986
5. Who appoints the president of the district consumer forum?  
State Government appoints the president of the district consumer forum

### III Answer the following questions in two or three sentences each

1. What are the problems faced by consumer?  
The problems faced by consumers are

- Adulteration of goods
  - hike in price
  - loss in weight
  - low quality goods
2. What are causes for consumer exploitation?,
    - Interference of middle men
    - Trade malpractices in market,
    - Ambition of profiteering
  3. Mention importance of consumer protection Council
    - Avoiding production and sale of dangerous goods
    - Prevention of trade malpractices in market
    - Supervision on quality weights measures and prices
    - Importance for consumer safety and quality
  4. What are the major functions of consumer protection councils
    - Right to Information
    - Right to choice
    - Right to heard
    - Right to seek
    - Right to consumer education
    - Right to stop exploitation
  5. Mention the three stages of consumer courts
    - District forum
    - The state Commission
    - The National Commission
  6. What are the methods to follow to file a complaint in consumer court?
    - A handwritten application should submitted to the court
    - It should be clear with address phone number
    - The particular of the goods by which the losses incurred and the amount of loss should be specified clearly
    - The bill/receipts should be enclosed
    - There is no need of lawyers
    - The consumer himself or herself can argue