

परीक्षार्थियों के लिए आवश्यक निर्देश

1. समस्त प्रश्नों का हल निर्धारित शब्द सीमा में इसी उत्तर पुस्तिका में करना है। विशेष परिस्थिति में अतिरिक्त उत्तर पृथक से उत्तर पुस्तिका भरी हुई होने पर पर्यवेक्षक एवं वीक्षक की अनुशंसा पर ही उपलब्ध कराई जायेगा।
2. प्रश्न-पत्र पर निर्धारित स्थान पर अपना नामांक लिखें।
3. प्रश्न-पत्र हल करने के पश्चात् जिस पृष्ठ पर हल समाप्त होता है, उस पर अन्त में "समाप्त" लिखकर सभी रिक्त पृष्ठों को तिरछी लाईन से काटें।
4. निम्न बातों का विशेष ध्यान रखें अन्यथा अनुचित साधनों की रोकथाम अधिनियम के तहत कार्यवाही की जायेगी।
 - (i) उत्तर पुस्तिका के ऊपर/अन्दर तथा प्रश्नोत्तर के किसी भी भाग में चाही गई सूचना के अलावा अपना नाम, पता, फोन नम्बर अथवा पहचान की कोई अन्य प्रकार की सूचना आदि अंकित नहीं करें अन्यथा साधनों के प्रयोग के अन्तर्गत कार्यवाही की जावेगी।
 - (ii) उत्तर पुस्तिका के पृष्ठों को फाड़ें नहीं। उत्तर-पुस्तिका के मुख पृष्ठ पर अंकित संख्या के अनुसार होने चाहिये। परीक्षार्थी उत्तरपुस्तिका प्राप्त करते ही पृष्ठ संख्या की जांच कर लें यदि पृष्ठ कम/अधिक होने का क्रम में नहीं हैं तो वीक्षक से तुरन्त बदलवा लें।
 - (iii) परीक्षा केंद्रों पर पुस्तक, लेख, कागज, केलक्यूलेटर, मोबाईल, पेजर आदि किसी भी प्रकार का इलेक्ट्रॉनिक उपकरण तथा किसी भी प्रकार का हथियार आदि ले जाना निषेध है।
 - (iv) वस्त्र, स्कूल, ज्योमेट्री बॉक्स पर कुछ न लिखकर लावें। टेबुल के आस-पास कोई अवैध सामग्री न लावें।
 - (v) अपनी उत्तर पुस्तिका/ग्राफ/मानचित्र आदि परीक्षा भवन से बाहर ले जाना दण्डनीय अपराध है, अतः समाप्ति पर उत्तर पुस्तिका वीक्षक को विना साँपे परीक्षा कक्ष नहीं छोड़ें।
5. उत्तरों को क्रमानुसार एक ही स्थान पर लिखें। प्रश्न क्रमांक भी सही अंकित करें, अन्यथा दण्ड स्वरूप परीक्षा कक्ष में 1 अंक कम करने का अधिकार है। बीच में उत्तर पुस्तिका के पृष्ठ रिक्त न छोड़ें। गणित विषय के लिए उत्तर पुस्तिका के अंतिम पृष्ठों पर करें तथा तिरछी रेखा से काटें।
6. जहाँ तक हो सके प्रश्न के सभी भाग के उत्तर, उत्तर पुस्तिका में एक ही स्थान पर अंकित करें।
7. भाषा विषयों को छोड़कर शेष सभी विषयों के प्रश्न-पत्र हिन्दी-अंग्रेजी दोनों भाषा में मुद्रित है। किसी भी प्रश्न में त्रुटि/अन्तर/विरोधाभास होने पर हिन्दी भाषा के प्रश्न को ही सही माना जाये।



Section - A

- 1) Henry Fayol
- 2) The end of economic man (1939) and management in turbulent times (1980) of the books written by Peter Drucker
- 3) motivation is that process in which leader accomplishes goals through motivation and accomplishment of goals increase the morale
- 4) Fraud :- Fraud is a false representation of concealment of the fact to intended to deceive the party into contract
- 5) "sound health is essential for leader" because a sound mind is lives only in the sound health. It is helpful to accomplish objectives



- 6) Proposal :- The expression of person's willingness, according to the terms expressed a party to an agreement is called proposal.
- 7) The main object of marketing management is to provide valuable information about the product which increase the knowledge of customers.
- 8) "Yagyshem" word is used for insurance in Rig-veda.
- 9) Advertisement makes the advertising of product in such a way that the product proves good and able to attract new customers.
- 10) social security :- social security is that security which is provided for the weaker sections of society who don't ^{able to} pay the premium of insurance.



section - B

11) Entrepreneurship is a professional activity because an entrepreneur guides, advice to others by obtaining special knowledge in the entrepreneurship. Entrepreneurship is the profession which influence entrepreneurs to accomplish goals efficiently and effectively and establish new enterprises in the society. Entrepreneurs borne risk to achieve goals.

12) Spokesperson Role :- Under the spokesperson role of management, managers establishes and maintain such relation within outside and inside of organisation to disclose valuable information about the product which is related to buying trends and consumer classification. It is a important role of management.



13) Entrepreneurship is helpful in capital formation because due to the entrepreneurship a lot of enterprises are established in the country and make innovative products for the consumers which is exported out of country and entrepreneurs earn capital from the enterprises which is used further for the requirement of capital formation of the economy of a country. Thus entrepreneurship is helpful in capital formation.

14) Life time employment :- It is a most important technique of motivation is to motivate subordinates to do work. Because life time employment makes confidence in the employees and confident and motivate employees work according to the plan to determination and accomplishment of objects. Through this techniques subordinates want.



to work better for the organisation.

15)	S.No	Basis	Assurance	Insurance
(1)		meaning	The word "Assurance" is used for only life insurance	The word "Insurance" is used for all types of insurance i.e. vehicle, marine insurance etc.
(2)		Certainty	Assurance provided certainty either on maturity or on death	Insurance is only provided certainty on the happening of actual losses

16) G.S.T :- GST is an indirect tax which is applicable on every purchase and sale of goods which is comes on the place of three taxes - central excise tax, service tax and state vat.

According to constitution amendment Bill " GST



is the only tax which is levied on purchase and sale excluding motor spirit, high turbine diesel and alcohol liquor for human consumption.

17) Document required for application of registration

(a) In case of partnership, partnership deed and in social institution, social certificate and in case of company MCA21 is required for registration.

(b) copy of bank statement

18) Universality of management means the management is universal accepted in all types of organisations such as large, medium and small enterprise or in public, private and government enterprise. The management is universality.



Presented in all areas of the world
It is applicable in all types of organisation

section - c

- 19) management is a Invisibile Power :- management is a Invisibile power because it cannot be seen or touched. It does not have any physical existence in the environment but it can feel on the executions of results, achievement and accomplishment of goals of the organisation. It is belived to be important factors of Bussiness i.e. land, labour, capital, management and entrepreneurship besides management all the factors of Bussiness can easily be seen or touched but management is a Invisibile power which cannot be seen or touched the traits of best management is that organisation can easily fulfill



The objectives of the organization
A management is seen on the
basis of executions and results.
Thus, management is an invisible
power.

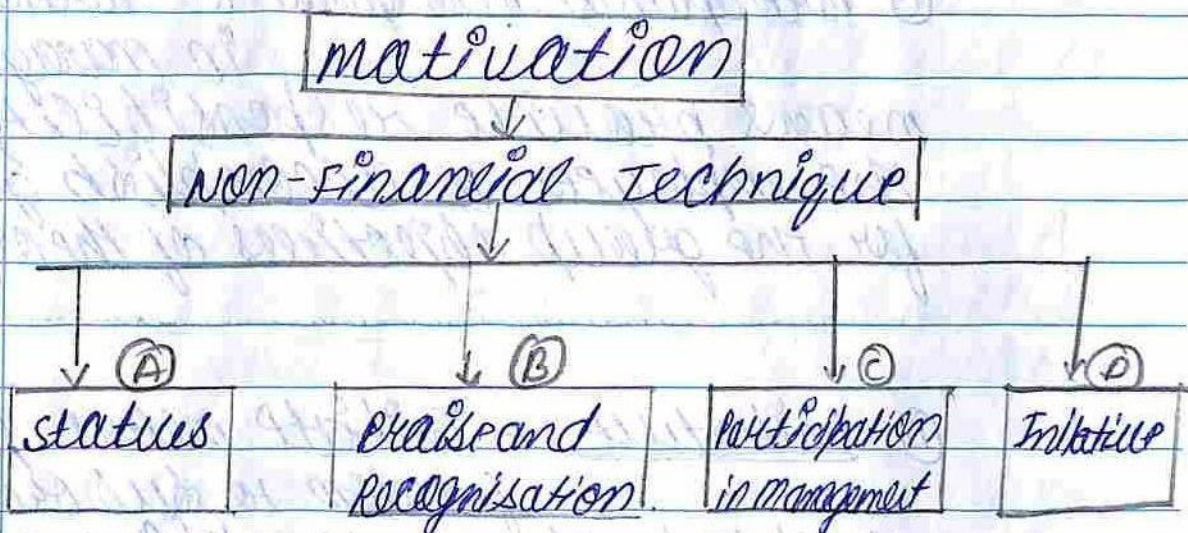
20)

i) void Agreement :- An Agreement which is not enforceable by law, is called void agreement. A agreement is void due to some reasons such as breach of contract, lapse of time.

ii) void contract :- A contract which ceases to be enforceable by law. A void contract has no legal effects due to being unenforceable. For the void contract there is a lack of essential elements of a contract.



21)



(A) status :- status is an important technique of motivation in which leader gives respects to his subordinates in order to motivate employees for group objectives of the management.

(B) praise and recognition :- praise and recognition means provide identity to the subordinates in the organisation by which confidence of subordinates becomes high and can easily accomplish goals.



① Participation in management :- Participation in management means provide responsibility to the employees to accomplish goals for the group objectives of the organization.

② Initiative :- Initiative means provide freedom to subordinates to speak about the plans and proposes new ideas in the management

22)	S.NO	Basis	Agent	servant
(1)	meaning	An agent is a person employed to do any act for another person		A servant is the slave of his master who work according to the master
(2)	Remuneration	An Agent receives remuneration in form of commission		An servant receives remuneration in form of salary



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	③ orders	An Agent is bound with the principles order. A servant is bound with the orders of master.
	④ rights	An Agent is right to receive payment from third party in behalf of principal. A servant have not this type of rights.
	⑤ maybe	An Agent is not servant. A servant may be agent for specific purpose.

23) Entrepreneurship is a practice :- Yes, Entrepreneurship is a practice because a certain types of works for entrepreneurs is assigned right from the beginning of entrepreneurship. The following points makes clear that entrepreneurship is a practice —

(a) Risk-bearing practice :- Right from the beginning of the



entrepreneurship, there is lot of risk with the entrepreneurs. The practice of risk-bearing makes the entrepreneur successful

(b) Decision-making practice :- Decision making practice is a important practice of entrepreneurship in which entrepreneurs can accomplish goals by selecting various alternatives in the organisation

(c) Innovation practice :- Entrepreneurship is a innovation practice because innovation is the specific instrument of entrepreneurship. The innovation in the product makes enterprise successful

(d) Forecasting practice :- Entrepreneurship is a forecasting practice also because many risk are forecasted before the happening.



24)

social responsibility of management

1) low level :- low level is that level in which employees fulfill works in order to achieve objectives according to the plan. It includes all the employees such as accountants, clerks, engineers etc.

SRM towards low-level

- (a) To provide freedom to propose new ideas and objectives
- (b) To provide better incentive to the employees
- (c) To provide better wages
- (d) To make low-level employees motivated to work and provide better opportunity

2) medium level :- medium level is that level which exists between the high level and middle low level management is called medium level.



It includes all types of managers such as ~~plant~~, ~~divisional~~, ~~marketing~~, sales manager etc.

SRM towards medium level

(a) To make ~~equitable~~ balance among the various departments of the organisation.

(b) To provide ~~promotional~~ opportunities.

(c) To provide incentive wage system.

(d) To provide ~~life time~~ employment opportunities.

25)

Insurance

Primary objectives

(A)

To provide ~~certainty~~

(B)

To create ~~awareness~~



(A) To provide Certainty :- The main primary objective of management is to provide certainty against the probable risk which can or happen in future. It provides claims on happening of contingencies in day-to-day. A person fully secured after taking insurance.

(B) To create Awareness :- It is also a main objective of insurance is to create awareness towards insurance because insurance is method by which happening contingencies are made good. These persons who have a insurance feels himself fully secured from happening of contingencies in the future in daily life. Insurance provide certainty on happening of risk.



26) Trusteeship management :- with the new emphasizes on management, the concept of trusteeship was emerged under this trusteeship management managers behaves in socially responsible ways towards the society. They did not think about their profits and losses and do social needs for the upliftment of society. there are so many person who claims needs from the organisation which may be inside or outside in the management. there are so many SRM towards own, investors, owners, entrepreneur-holder, customers, other business local community and public etc. under this management some of corporate money expand on society without thinking of the profits work in such a way that all the SRM towards society.



They felt that "what was good for Voluntary was good for nation."

27) calculation of due G.S.T is done on the following ways :-

For the calculation of due G.S.T, there must be paid ~~power~~ types of input tax such as - I.G.T input tax, S.G.T input tax and C.G.T input tax will be paid for the calculation of G.S.T

For example :- If Ramman stores purchased goods of 14000 from Rom stores and the C.G.T rate will be 10% and S.G.T will be 5%. Then, calculation of I.G.T

Particular	Amount
Purchase Price	14000
Add C.G.T @ 10%	1400
Add S.G.T @ 5%	700
Total.	16,100

परीक्षक द्वारा
प्रदत्त अंकप्रश्न
संख्या

परीक्षार्थी उत्तर

After that, Raman stores sells the goods for 20,000 and CGST will be 10% and SGST will be 5%. Then calculation of GST

Particular	Amt
Selling price	20,000
Add CGST @ 10%	2,000
Add SGST @ 5%	1,000
Total	23,000

calculation of due GST will be made by the following way →

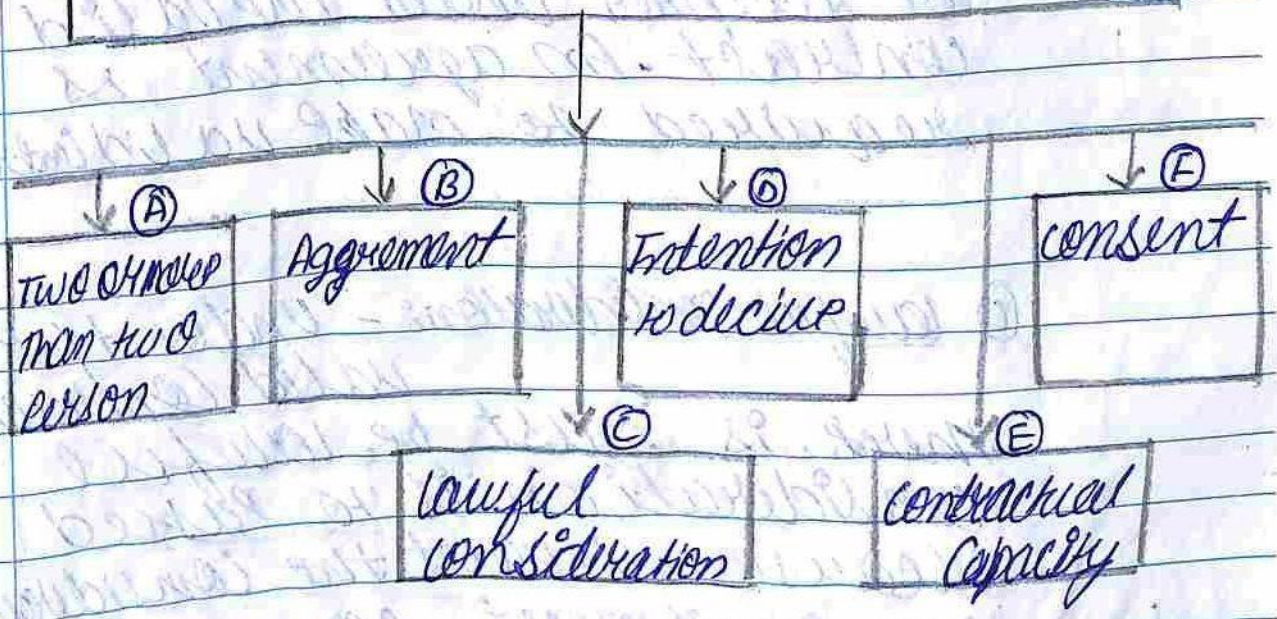
Particular	CGST Amt	SGST
Selling price	2000	1000
less purchase price	1400	700
Total amt of due GST	600	300

thus, it is clear that due GST is calculated on the basis of purchase and selling price



Section - D

28) Essential elements of valid contract



(A) Two or more than two parties :- Under the valid contract there must be two or more than two parties because a one person cannot make the contract enforceable. It has required to two or more than two parties.



(B) Agreement :- In the valid contract there is must be agreement between the ~~promisor~~ and the ~~acceptor~~ because the agreement cannot be enforceable without ~~promisor~~ or ~~acceptor~~ under the valid contract. An agreement is required to make valid contract.

(C) lawful consideration :- Under the valid contract there is must be lawful consideration is to passed because without the consideration an agreement cannot be enforced by law without the lawful consideration.

(D) Intention to create legal relations :- There is also the parties a essential element of valid contract in which there is must be made with the intention to create legal relations.



between the parties of the contract to make valid.

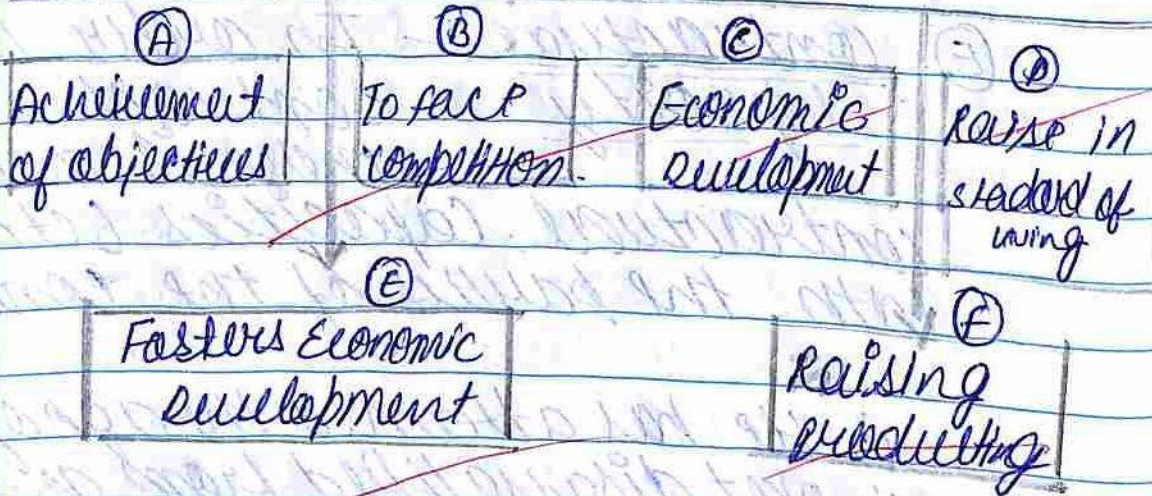
(E) Contractual Capacity :- In order to make contract valid there is must of contractual capacities between both the parties of the contract

- (i) He has attained the age of majority
- (ii) Not disqualified from any other law
- (iii) Person of sound mind.

(F) Consent :- Consent is also necessary for valid contract. Here consent means both the parties are consent or agree upon the same thing on the same sense to make contract valid in the eyes of law. When consent is made then contract is said to be valid.



29)

Importance of management

(A) Achievement of objectives :- It is the main importance of management is to achievement of a objectives through the process of management, the objectives of the organisation can easily to be fulfilled efficiently and effectively in the organisation.

(B) To Face Competition :- The main importance of management is face competition in the organisation. Now the



days there is threat-cut competition exists in the market which can be easily on the techniques of management are applied then to solve threat-cut competition.

① Economic development :- management makes economic development of country because many managerial activities are done on daily basis and this is very much contributed in economic development of the nation.

② Raise in standard of living :- management make increase in the standard of living because various product are innovative and provide to the consumers which is helpful for the community and more increase in raise of standard of living.

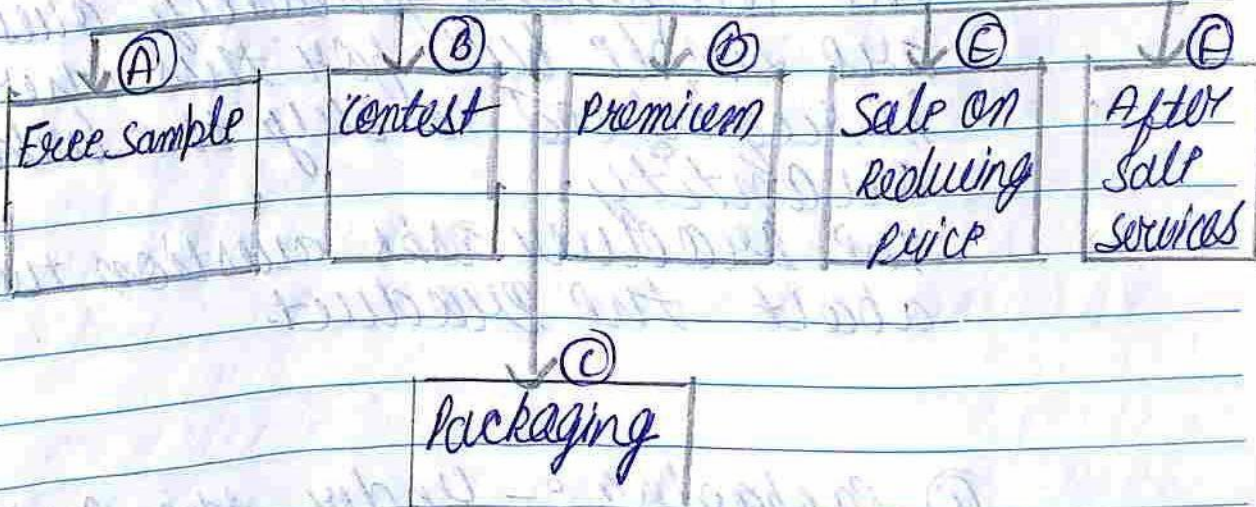


(E) Faster Economic Development :- management makes the faster economic development of the nation because the goods produced in the country by the innovation of the management are regularly exported to other countries which makes and builds the faster economic development of the nation.

(F) Raising Productivity :- management is that process by which ~~people~~ organization can increase the productivity in the organization management accomplishes goals in such a way that the production of the goods is to be increased and can make the raising in productivity.



30)

Consumer promotion methods

(A) Free Samples :- Under consumer promotion methods, producers sales promotion by giving free samples to the customer. It has mail door-to-door, attached on the other other product with given the free samples.

Under this free sample goods the quantity of goods must be small and quantity will be less and on it written the "specimen copy".



③ Contest :- Under the contest, the questions are asked to customer to give answers. The questions generally are simple but for this there is required to buy the certain quantity. The producer asks question that about the product.

④ Packaging :- Under the packaging, the goods are wrapped in some paper through goods can easily be everywhere with safety. This can make easily important to product.

⑤ Premium :- Premium means the extra goods given to customers on added value of other goods such as biscuit is free with as packets. Such types of premium is given to consumers of premium promote products.



(E) sale on Reducing price :- sale on reducing price means the sale of goods on reducing price. In order to get the increase in sale they provided heavy discount to its customers such as 10%, 20% discount on the goods

(F) After-sale services :- Under the consumer promotion method, after sale services provide valuable contribution in the promotion of product. After sale services means give guarantee to buyer to service the product for specific time

" End "