Q.P. Code : 62203

First Semester M.B.A. (Day/Evening) Degree Examination, February/March 2020

(CBCS Scheme)

Management

Paper 1.3 — BUSINESS PLANNING AND REGULATIONS

Time : 3 Hours] *[Max. Marks : 70*

SECTION – A

Answer any **FIVE** questions. Each question carries **5** marks : **(5 × 5 = 25)**

1. Explain the components of business planning.

2. Differentiate between agreement and contract.

3. What are the salient features of IT Act?

4. Explain the salient features of Environmental Protection Act 1986.

5. Explain the labour compliances in India.

6. Define (a) Trade Marks (b) Geographical Indications.

7. Explain make in India initiative and its implication on Indian Economy.

SECTION – B

Answer any **THREE** questions. Each question carries **10** marks : **(3 × 10 = 30)**

8. Explain the importance of Memorandum of Association and Articles of Association.

9. Explain the mechanisms involved in redressal of consumer disputes.

10. Explain the salient features of The Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal Act 2013).

11. Write short notes on :

    (a) Healthcare

    (b) Travel and Tourism

SECTION – C

(Compulsory)

12. Case Study : **(1 × 15 = 15)**

Ms. Chua visited a beauty salon for an eyelash extensions service. She was informed by the beautician that if she purchased 30 facial sessions at $1,600, the eyelash extensions would be complimentary. She would also be given another two free sessions of eyelash extensions valued at $100 each. Two months later, she visited the salon for the complimentary eyelash extensions. The beautician accidentally glued her right eye shut causing her much pain. Ms. Chua visited a doctor and was diagnosed with cornea inflammation. She lost confidence in the salon and requested for a refund of the facial package and reimbursement for her medical bills.

Questions :

(a) What kind of behaviour is exhibited by the beautician here?

(b) Explain if there is any breach of contract and trust in this case? Is Ms. Chua eligible for compensation?

(c) What advice can you give Ms. Chua? How would this advice be supportive as per Consumer Regulations Act 2019?
