

THANJAVUR DISTRICT

A. VENNILA  
KumbakonamTJQ  
XII - StdQUARTERLY EXAMINATION - 2022  
COMMERCE

Time : 3.00 Hrs

PART - I

Marks : 90

20 X 1 = 20

Answer all the questions :-

- Scientific Management is developed by .....  
a) Fayol                      b) Taylor                      c) Mayo                      d) Jacob
- Which is the primary function of Management?  
a) Innovating                      b) controlling                      c) Planning                      d) Decision - Making
- Which is the First step in process of MBO?  
a) Fixing key Result area                      b) Appraisal of Activities  
c) Matching Resources with Activities                      d) Defining Organisational Objectives
- How many times a security can be sold in a secondary market?  
a) Only one time                      b) Two time                      c) Three time                      d) Multiple time
- Participants in the capital market includes  
a) Individuals                      b) Corporate                      c) Financial Institutions                      d) All of the above
- Government Securities are issued by agencies such as .....  
a) Central Government                      b) State Government                      c) Semi - Government Authorities                      d) All of the above
- ..... means the price at which securities are bought and sold are recorded and made public  
a) Market Quotations                      b) Trade Quotations                      c) Business Quotations                      d) Buyers Quotations
- ..... enables small investors to participate in the investment on share capital of large companies  
a) Mutual Funds                      b) Shares                      c) Debentures                      d) Fixed Deposits
- Human resource management determines the ..... relationship  
a) Internal, external                      b) Employer, employee                      c) Owner, Servant                      d) Principle, Agent
- Advertisement is a ..... source of recruitment  
a) Internal                      b) External                      c) Agent                      d) Outsourcing
- The process of placing the right man on the right job is called .....  
a) Training                      b) Placement                      c) Promotion                      d) Transfer
- Training methods can be classified into training ..... training.  
a) Job rotation and job enrichment                      b) On the job and OFF the job  
c) Job analysis and job design.                      d) Physical and Mental
- Match the following :-  
1. The Sale of Goods Act                      - i. 1981                      a) 1-(iii) 2-(iv) 3-(ii) 4-(i)  
2. The Essential Commodities Act                      - ii. 1979                      b) 1-(ii) 2-(iii) 3-(iv) 4-(i)  
3. Weights and Measures Act                      - iii. 1930                      c) 1-(iv) 2-(ii) 3-(iii) 4-(i)  
4. The Air (Prevention and Control of Pollution) Act                      - iv. 1955                      d) 1-(ii) 2-(iv) 3-(i) 4-(iii)
- Stock Exchange market is also called .....  
a) Spot Market                      b) Local Market                      c) Security Market                      d) National Market
- Who is Supreme in the market?  
a) Customer                      b) Seller                      c) Wholesaler                      d) Retailer
- Selling goods / services through internet is  
a) Green Marketing                      b) E-business                      c) Social Marketing                      d) Meta Marketing
- Pure play retailers are called  
a) Market creators                      b) Transaction Brokers                      c) Merchants                      d) Agents

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18. Who is the father of consumer movement?  
 a) Mahatma Gandhi      b) Mr. Jhon F. Kennedy      c) Ralph Nader      d) Jawaharlal Nehru
19. .... is the King of Modern Marketing.  
 a) Consumer      b) Wholesaler      c) Producer      d) Retailer
20. Which of the following is not a correct pair?  
 a) Bull      -      Tejiwala  
 b) Bear      -      Mandiwala  
 c) Stag      -      Premium hunter  
 d) Lane Duck      -      Cautious Speculators

## PART - II

Answer any 7 questions. No. 30 is compulsory :-

7 X 2 = 14

21. What is meant by Motivation?  
 22. Who are the participants in a Capital Market?  
 23. What is Government Securities Market?  
 24. State two benefits of internal source of recruitment.  
 25. What is intelligence test?  
 26. State e-learning method?  
 27. What is meant by commodity market?  
 28. What is standardization  
 29. What is green marketing?  
 30. What is caveat venditor?

## PART - III

Answer any 7 questions. Question No. 40 is compulsory :-

7 X 3 = 21

31. What are the principles of Taylor?  
 32. Bring out the Scope of Financial market in India.  
 33. Explain about Factoring and Venture Capital Institutions.  
 34. What are the features of certificate of Deposit?  
 35. Explain National stock Exchange. (NSE)  
 36. State the functions of Human Resource Management.  
 37. What is structured Interview?  
 38. Write down various steps in a training programme.  
 39. What are the objectives of marketing?  
 40. What are the important legislations related to consumerism in India?

## PART - IV

Answer all the questions :-

7 X 5 = 35

41. a) Explain the Principles of Modern Management. (OR)  
 b) What are the advantages of MBE?
42. a) Explain the various functions of management. (OR)  
 b) Explain the features and types of Commercial Bills?
43. a) Distinguish between stock exchange and commodity exchange. (OR)  
 b) What are the benefits of Dematerialisation?
44. a) Describe the significance of External Source of Recruitment (any 5) (OR)  
 b) What are the difference between on the job training and off the job training? (any 5 points)
45. a) Briefly explain the various types of tests. (OR)  
 b) How the market can be classified?
46. a) Describe the various strategies pursued in recent day's marketers. (OR)  
 b) Write about five important consumer legislations.
47. a) Explain the role of business in consumer protection. (OR)  
 b) What are the rights of consumers? (any 5 points)

**QUARTERLY EXAMINATION – ANSWER KEY – 2022-2023****XII STANDARD – COMMERCE – ENGLISH MEDIUM****DR.A.VENNILA****PRINCIPAL**MYDEEN MATRIC. HR.SEC. SCHOOL  
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Time Allowed : 2.30 Hours

Maximum Marks : 90

**I. Choose the most suitable from the given four alternatives and write the option code and the corresponding answer**

**20 x 1 = 20**

1	B	Taylor	11	B	Placement
2	C	Planning	12	B	On the Job and Off the Job
3	D	Defining Organisational Objectives	13	A	1-(iii) 2-(iv) 3-(ii) 4-(i)
4	D	Multiple times	14	C	Security Market
5	D	All of the above	15	A	Customer
6	D	All of the above	16	B	E-Business
7	A	Market Quotations	17	B	Transaction brokers
8	A	Mutual Funds	18	C	Ralph Nader
9	B	Employer, Employee	19	A	Consumer
10	B	External	20	D	Lane Duck – Cautions Speculators

**II. Answer any seven questions. Question No.30 is compulsory.****7 x 2 = 14****21. Motivation – Meaning:**

- It is the process of stimulating people to actions to accomplish the goal.
- Motivation includes increasing the speed of performance of a work and developing a willingness on the part of workers.

**22. Participants in a Capital Market :**

- Individuals,
- Corporate sectors,
- Govt.,
- Banks and
- Other financial institutions.

**23. Government Securities Market:**

- A market whereby the Government or gilt-edged securities can be bought and sold is called 'Government Securities Market'.

**24. Two benefits of Internal Source of Recruitment:**

1. Organisations recruit unskilled and manual labourers through Labour contractors.
2. Using internet job portals organisations can easily screen for the prospective candidates and fill up their vacancies.

**25. Intelligence Test – Meaning:**

- Intelligence tests are one of the psychological tests, that is designed to measure a variety of mental ability, individual capacity of a candidate.
- The main aim of these tests is to obtain an idea of the person's intellectual potential.

**26. E-Learning Method:**

- ✓ E-learning is also often referred to as online learning or web based training.
- ✓ E-learning training courses can save money to an organization as they no longer have to pay for costly seminar to improve employees skills.
- ✓ Under this type of web based training is anywhere and any time information can pass over the internet.

**27. Commodity Market**

- ✎ A commodity market is a place where produced goods or consumption goods are bought and sold.
- ✎ Commodity markets are sub-divided into:
  - i. Produce Exchange Market
  - ii. Manufactured Goods Market
  - iii. Bullion Market

**28. Standardization:**

- ✓ Standardization means establishment of certain standards based on intrinsic qualities of a commodity.
- ✓ The quality may be determined on the basis of various factors like size, colors, taste, appearance etc.

**29. Green Marketing – Meaning:**

- ✓ Green marketing involves developing and promoting products and services which satisfy customers' wants and needs for quality, performance, affordable pricing and convenience – all without causing a detrimental impact on the environment.

**30. Caveat Vendor- Meaning:**

- \* The principle of caveat vendor, which means "let the seller beware," by which goods are covered by an implied warranty of merchantability.
- \* Sellers assume much more responsibility for the integrity of their goods in the present day.

**III. Answer any seven questions. Question No.40 is compulsory.****7 x 3 = 21****31. Principles of Taylor**

1. Science, Not Rule of Thumb
2. Harmony, Not Discord
3. Mental Revolution
4. Cooperation, Not Individualism
5. Development of each and every person to his or her greatest efficiency and prosperity

**32. Scope of financial market in India**

- \* The financial market provides financial assistance to individuals, agricultural sectors, industrial sectors, service sectors, financial institutions like banks, insurance sectors, provident funds and the government as a whole.
- \* With the help of the financial market all the above stated individuals, institutions and the Government can get their required funds in time.
- \* Through the financial market the institutions get their short term as well as long term financial assistance.
- \* It leads to the overall economic development.

**33. Factoring and Venture Capital Institutions:****(i) Factoring Institutions:**

“Factoring” is an arrangement whereby a financial institution provides financial accommodation on the basis of assignment/ sale of account receivables. The factoring institutions collect the book debts for and on behalf of its clients.

**(ii) Venture Fund Institutions:**

- Venture capital financing is a form of equity financing designed especially for funding new and innovative project ideas.
- Venture capital funds bring into force the hi-technology projects which are converted into commercial production.

**34. Features of Certificate of Deposit**

1. Document of title to time deposit
2. It is unsecured negotiable instruments.
3. It is freely transferable by endorsement and delivery.
4. It is issued at discount to face value.

**35. National Stock Exchange. (NSE)**

- ❖ NSE was incorporated in November, 1992. It is a country wide, screen based, online and order driven trading system.
- ❖ It uses satellite link to spread trading throughout the country thereby connecting members scattered all over the India.

- ❖ Through computer network, member's orders for buying and selling within prescribed price are matched by central computer with each other and instantly communicate to the trading member.
- ❖ NSE has two segments, i.e., Debt segment and Capital segment. It has ushered in transparent, screen based and user friendly trading of global standards. It has revolutionized stock trading in India.

**36. The functions of human resource management may be classified as under :**

**1. Managerial function –**

- a) Planning,
- b) Organising,
- c) Directing,
- d) Controlling

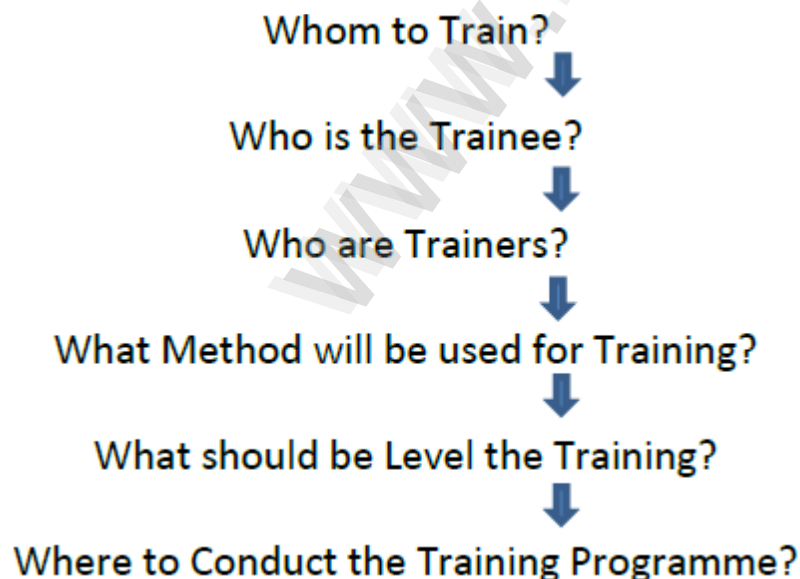
**2. Operative function –**

- a) Procurement,
- b) Development,
- c) Compensation,
- d) Retention,
- e) Integration,
- f) Maintenance

**37. Structured Interview – Meaning:**

- ✎ Under this method, a series of question to be asked by the interviewer are pre-prepared by the interviewer and only these questions are asked in the interview.
- ✎ Ultimately interviewees are ranked on the basis of score earned by the candidate in the interview.

**38. Various steps in a training programme**



**39. Objectives of Marketing:**

- To develop the marketing field.
- To develop guiding policies and their implementation for a good result.
- To suggest solutions by studying the problems relating to marketing.

**40. Important Legislations related to Consumerism in India:**

1. **The Indian Contract Act, 1982** - was passed to bind the people on the promise made in the contract.
2. **The Trademark Act, 1999** - prevents the use of fraudulent marks on the product.
3. **The Competition Act, 2002** - protects the consumers against unhealthy competition.
4. The Sale of Goods Act, 1930
5. The Essential Commodities Act, 1955
6. The Drugs and Cosmetics Act, 1940
7. The Food Safety Standard Act, 2006

**IV. Answer any seven questions. Question No.30 is compulsory.****7 x 5 = 35****41. .a. Principles of Modern Management (Five):**

1. Division of Work
2. Authority and Responsibility
3. Unity of Command
4. Remuneration
5. The degree of centralization

**1. Division of Work**

- \* According to the principle the whole work is divided into small tasks.
- \* The specialization of the workforce according to the skills of a person, creating specific personal and professional development within the labour force and therefore increasing productivity.

**2. Authority and Responsibility**

- \* Authority means the right of a superior to give the order to his subordinates whereas responsibility means obligation for performance.

**3. Unity of Command**

- \* This principle states that each sub-ordinate should receive orders and be accountable to one and only one superior.

**4. Remuneration**

- \* Workers must be paid sufficiently as this is a chief motivation of employees and therefore greatly influence productivity.

### 5. The degree of centralization

- \* The amount of power wielded with the central management depends on company size.

**[OR]**

### 41. b. Advantages of MBE:

1. It saves the time of managers because they deal only with exceptional matters.
2. Routine problems are left to subordinates.
3. It focuses managerial attention on major problems.
4. As a result, there is better utilisation of managerial talents and energy
5. It facilitates delegation of authority.
6. Top management concentrates on strategic decisions and operational decisions are left to the lower levels.
7. It is a technique of separating important information from unimportant one.
8. It can avoid uninformed and impulsive action.
9. Management by exception provides better yardsticks for judging results.
10. It is helpful in objective performance appraisal.

### 42. a. Functions of Management:

#### I. Planning:

- ✓ Planning is the primary function of management.
- ✓ Nothing can be performed without planning.
- ✓ Planning refers to deciding in advance.
- ✓ Planning should take place before doing.

#### II. Organising:

- ✓ Organising is the process of establishing harmonious relationship among the members of an organisation and the creation of network of relationship among them.

#### III. Staffing:

- ✓ Staffing refers to placement of right persons in the right jobs.
- ✓ The success of any enterprise depends upon the successful performance of staffing function

#### IV. Directing:

- ✓ Directing denotes motivating, leading, guiding and communicating with subordinates on an ongoing basis in order to accomplish pre-set goals.

#### V. Motivating:

- ✓ It is the process of stimulating people to actions to accomplish the goal.
- ✓ Motivation includes increasing the speed of performance of a work and developing a willingness on the part of workers.

[OR]

**42.b. Features and Types of Commercial Bills****Features**

The features of the Commercial Bills are as follows:

1. Drawer
2. Acceptor
3. Payee
4. Discounter
5. Endorser
6. Assessment
7. Maturity
8. Credit Rating

**Types****a. Demand Bills**

- ♣ A demand bill is one wherein no specific time of payment is mentioned.
- ♣ So, demand bills are payable immediately when they are presented to the drawee.

**b. Clean bills and documentary Bills**

- ♣ Bills that are accompanied by documents of title to goods are called documentary bills.
- ♣ Clean bills are drawn without accompanying any document.
- ♣ E.g. Railway Receipt and Lorry Receipt

**c. Inland bills and Foreign Bills**

- ♣ Bills that are drawn and payable in India on a person who is resident in India are called inland bills.
- ♣ Bills that are drawn outside India and are payable either in India or outside India are called foreign bills.

**d. Indigeneous Bills**

- ♣ The drawing and acceptance of indigenous bills are governed by native custom or usage of trade.

**e. Accommodation Bills**

- ♣ Accommodation bills are those which do not arise out of genuine trade of transactions.

**43. a. Difference between Stock Exchange and Commodity Exchange:**

FEATURE	STOCK EXCHANGE	COMMODITY EXCHANGE
Function	Providing easy marketability	Offering hedging or price insurance services and liquidity to securities.
object	Object is facilitating capital formation and making best use of capital resources	Object is facilitating goods flow through risk reduction
Participants	Investors and Speculators	Producers, dealers, traders and a body of speculators.

Articles Traded	Industrial securities such as stocks and bonds and government securities.	Only durable, graded and goods having large volume of trade, price uncertainty and uncontrolled supply
Period of dealings	Cash, ready delivery and dealings for account for a fortnight	Instant cash dealings and a settlement period of 2 or 3 months for Future Market dealings

**[OR]**

**43.b. Advantages / Benefits of Dematerialization:**

- 1) The risks pertaining to physical certificates like loss, theft, forgery and damage are eliminated completely with a DEMAT account.
- 2) The lack of paperwork enables quicker transactions and higher efficiency in trading.
- 3) Trading has become more convenient as one can trade through computers at any location, without the need of visiting a broker.
- 4) The shares that are created through mergers and consolidation of companies are credited automatically in the DEMAT account.
- 5) As all the transactions occur through the depository participant, a trader does not have to communicate individually with each and every company.

**44. a. External Sources of Recruitment**

**i. Direct:**

1. **Advertisements-** The employer can advertise in dailies, journals, magazines etc. about the vacancies in the organization.
2. **Unsolicited applicants-** job seekers who voluntarily apply for the vacancies not yet notified by the organisations.
3. **Walk ins-** Walk-in applicants with suitable qualification and requirement can be another source of requirement.
4. **Campus Recruitment-** The organisations visit the educational institutions to identify and recruit suitable candidates

**ii. Indirect:**

1. **Employee referral-** The existing employees of the organisation may recommend some of their relatives
2. **Government/ Public Employment Exchanges-** These are exchanges established by Government which facilitates recruitment throughout the country.
3. **Private Employment Agencies-** These are similar to Public employment exchanges except that the ownership is the hands of Private parties.
4. **Employment Consultancies-** These types of firms facilitate recruitment on behalf of client companies at cost.

[OR]

**44.b. Difference between on the job training and off the job training (Any 5):**

Basic of comparison	On the Job Training	Off the Job Training
Meaning	The employee learns the job in the actual work environment.	Off the job training involves the training of employees outside the actual work location.
Location	At the work place	Away from the work place
Approach	Practical approach	Theoretical approach
Principle	Learning by performing	Learning by acquiring knowledge
Carried out	It is carried out the experienced employee	Training which is provided by the experts.

**45. a. Various Types of Tests:****A) Ability Test**

✓ A test designed to measure an individual's cognitive function in a specific area, such as variety of skills, mental aptitude, problem solving, knowledge of particular field, reasoning ability, intelligence etc. This test is used to find the suitability of a candidate for a given job role.

**1. Aptitude test**

- \* Aptitude test is a test to measure suitability of the candidates for the post/role. It actually measures whether the candidate possess a set of skills required to perform a given job.
- \* It can be measured by the following ways:

**i) Numerical Reasoning Test**

- This test measures the candidate's ability to make correct decision from numerical data.

**ii) Verbal Reasoning Test**

- It measures the candidate's ability to comprehend the written text and ability to arrive at factual conclusion from the written text.

**iii) Inductive Reasoning Test**

- It's a psychometric tests conducted in the selection process to measure the problem solving abilities and ability to apply logical reasoning.

**iv) Mechanical Reasoning Test**

- This test measures the engineering student's ability to apply engineering concepts in actual practice.

**v) Diagrammatic Reasoning Test**

- This test measures the candidate's ability to understand the shapes, abstract ideas and ability to observe and extract values from illustrations and apply them to new samples.

**2. Achievement Test**

- ♣ This test measures a candidate's capacity to achieve in a particular field.
- ♣ The regular examination conducted in educational institution represents achievement test.
- ♣ It is also called proficiency test.

♣ Example,

- a) A driver may be asked to drive a vehicle to test his driving efficiency
- b) Teacher candidate may be asked to give a demonstration

### **3. Intelligence Tests**

- ♣ Intelligence tests are one of the psychological tests, that is designed to measure a variety of mental ability, individual capacity of a candidate.
- ♣ The main aim of these tests is to obtain an idea of the person's intellectual potential.

### **4. Judgment Test**

- This test is conducted to test the presence of mind and reasoning capacity of the candidates

### **B. Personality test**

- Personality test refers to the test conducted to find out the non-intellectual traits of a candidate namely temperament, emotional response, capability and stability.
- There is no right or wrong answer in the test.
- It comprises of following tests.

**1. Interest Test**

**2. Personality Inventory Test**

**3. Projective Test / Thematic Appreciation Test**

**4. Attitude Test**

**[OR]**

### **45.b. Classification of Markets:**

#### **Market can be classified**

##### **I. On the Basis of Geographical Area**

###### **a. Family Market:**

✎ When exchanges of goods or services are confined within a family or close members of the family, it's called as family market.

###### **b. Local Market:**

✎ Participation of both the buyers and sellers belonging to a local area or areas, may be a town or village, is called as local market. The demands are limited in this type of market.

✎ For example, perishable goods like fruits, fish, vegetables etc.

###### **c. National Market:**

✎ Certain type of commodities has demand throughout the country. Hence it is called as a national market.

###### **d. International Market or World Market:**

✎ World or international market is one where the buyers and sellers of goods are from different countries i.e., involvement of buyers and sellers beyond the boundaries of a nation.

##### **II. On the Basis of Commodities/Goods**

###### **a. Commodity Market:**

✎ A commodity market is a place where produced goods or consumption goods are bought and sold.

✎ Commodity markets are sub-divided into:

- i. Produce Exchange Market
- ii. Manufactured Goods Market
- iii. Bullion Market

### **b. Capital Markets:**

- ✎ New or going concerns need finance at every stage. Their financial needs are met by capital markets.
- ✎ They are of three types:
  - i. Money Market
  - ii. Foreign Exchange Market
  - iii. The Stock Market

## **III. On the Basis of Economics**

### **a. Perfect Market:**

- ✎ A market is said to be a perfect market, if it satisfies the following conditions:
  - i. Large number of buyers and sellers are there.
  - ii. Prices should be uniform throughout the market.etc.,

### **b. Imperfect Market:**

- ✎ A market is said to be imperfect when
  - i. Products are similar but not identical.
  - ii. Prices are not uniform.
  - iii. There is lack of communication etc.,

## **IV. On the Basis of Transaction**

### **i. Spot Market:**

- ✎ In such markets, goods are exchanged and the physical delivery of goods takes place immediately.

### **ii. Future Market:**

- ✎ In such markets, contracts are made over the price for future delivery. The dealing and settlement take place on different dates.

## **V. On the Basis of Regulation**

### **i. Regulated Market:**

- ✎ These are types of markets which are organised, controlled and regulated by statutory measures.

### **ii. Unregulated Market:**

- ✎ A market which is not regulated by statutory measures is called unregulated market.
- ✎ This is a free market, Demand and supply determine the price of goods.

## **46. a. Various strategies pursued in recent day's marketers:**

- a) Electronic Marketing or E-Marketing is the process of marketing of products and services over internet and telecommunication networks.
- b) In simple terms, marketing strategies and techniques which are utilised to access target customers through online mode are referred to E-marketing.
- c) E-marketing includes use of internet for all the activities of advertising, promotion publicity, channel of distribution, marketing research to find out customers' needs and wants.
- d) Electronic marketing is interchangeably used to mean online marketing, web marketing, internet marketing and digital marketing

**[OR]****46.b. Five important consumer legislations:**

- a) **The Indian Contract Act, 1872** was passed to bind the people on the promise made in the contract.
- b) **The Sale of Goods Act, 1930:** This Act protects consumers against sellers not complying with expressed and implied warranties in the sale contract.
- c) **The Agricultural Products Grading and Marketing Act, 1937** ensures the supply of agricultural commodities at high quality.
- d) **The Prevention of Food Adulteration Act, 1954** checks the adulteration of food articles and ensures purity of goods supplied and thus protects the health of consumers.
- e) **Weights and Measures Act, 1976** protects the consumer against malpractices of underweight or under measurement. This Act has been replaced as the Legal Metrology Act, 2009.

**47. a.Role of business in consumer protection****1. Avoidance of Price Hike**

❖ Business enterprises should stop from hiking the price in the context of critical shortage of goods /articles.

**2. Avoidance of Hoarding**

❖ Business enterprises should allow the business to flow normally. It should not indulge in hoarding and black marketing to earn maximum possible profit in the short term at the cost of consumers.

**3. Guarantees for Good Quality**

❖ Business enterprises should not give false warranty for the products. It should ensure supply of good quality.

**4. Product Information**

❖ Business enterprises should disclose correct, complete and accurate information about the product viz. size, quality, quantity, substances, use, side effects, precautions, weight, exchange, mode of application etc.

**5. Truth in advertising**

❖ Business enterprises should not convey false, untrue, bogus information relating to the product through the advertisements in media and thus mislead the consumers.

**[OR]****47.b. Rights of Consumers:****i) Right to Protection of Health and Right of Safety**

- \* There may be few products that are more likely to cause physical danger to consumers' health, lives and property.
- \* They may contain potentially harmful substances which are dangerous from the consumer welfare point of view.

**ii) Right to be Informed**

- \* Consumers should be given all the relevant facts about the product so that they can take intelligent decisions on purchasing the product. Advertising and labelling on the package should provide objective information to buyers.

**iii) Right to choose**

- \* Consumer satisfaction is the ultimate aim of modern marketing and is the philosophy of marketing concept.
- \* A wise trader or dealer or manufacturer is one who maximises his profits by maximising the consumer satisfaction.
- \* Consumer satisfaction can be increased by giving the consumer the widest choice.

**iv) Right to be Heard**

- \* Consumers have every right to ventilate and register his/her dissatisfaction, disagreements and get the complaint heard and aired.
- \* This right is vital. Business enterprises should lend a compassionate ear to complaints or grievances of consumers.

**v) Right to Seek Redressal**

- \* This step is one step ahead of the previous right.
- \* The complaints and protests are not just to be heard: but the aggrieved party is to be granted compensation within a reasonable time period .

\*\*\*\*\* All the Best \*\*\*\*\*