TYBMS SEMESTER 5

BMS COURSE STRUCTURE 2024-25

SNo.	Name of the subject	Credits
	Core Course (CC)	
1.	Business Ethics & Corporate Governance	4
2.	Logistics & Supply Chain Management	4
3.	Operations Research	4
	Elective Course (EC)	
	Marketing elective	
4.	E-Commerce & Digital Marketing	3
5.	Services Marketing	3
6.	Consumer Behaviour	3
	Finance elective	
7.	Corporate Finance	3
8.	Wealth Management	3
9.	Commodity & Derivatives Market	3
	Total credits	21

CORE SUBJECTS

Business Ethics & Corporate Governance
Logistics & Supply Chain Management
Operations Research

Program: Bachelor of Management Studies					Semester V			
Course: Business Ethics and Corporate Governance				nce	nce Code :			
Teaching Scheme Eval			Evaluatio	on Scheme				
Lecture	Practical	Tutorial	Credits	Theory		Practical		
				Internal	External	Internal	External	
60	Nil	Nil	4	2575MarksMarks		Nil	Nil	
Internal C	Component							
Class Tes	st Duration 20	Mins	Assignment/	Presentations Class Participation			pation	
10 Marks			15 Marks]	Nil		
			<u> </u>					
Learning	Objectives							

- To understand significance of ethics and ethical practices in businesses which are indispensable for progress of a country
- To learn the applicability of ethics in functional areas like marketing, finance, and human resource management
- To understand the emerging need and growing importance of good governance and CSR by organizations
- To study the ethical business practices, CSR and Corporate Governance practiced by various organizations

Learning Outcomes

- The learner will be able to identify the difference between ethical and unethical practices business practices.
- The learner will be able to compare between CSR activities between companies.
- The learner will be able to apply good governance techniques at his/her workplace.
- The learner will be able to take decisions on Governance, Ethics and CSR.
- The learner will be able to realize the significance of ethical business and transform into a person of integrity.

Pedagogy

• PPTs, Case studies, Group discussions, Classroom Activity, Videos, Research papers, News articles etc.

	TYBMS SEM V SYLLABUS								
	Detailed Syllabus	s Plan							
<u>Module</u>	Module Content	<u>Module wise</u> <u>Pedagogy</u> <u>Used</u>	<u>Duration</u> of <u>Module</u>	<u>Reference</u> <u>Book</u>					
I	 Introduction to Ethics and Business Ethics Ethics: Concept of Ethics, Evolution of Ethics, Branches of Ethics, Nature of Ethics, Personal, Professional, Managerial Importance of Ethics, Objectives, Scope, Types – Transactional, Participatory and Recognition Business Ethics: Meaning, Objectives, Purpose and Scope of Business Ethics Towards Society and Stakeholders, Role of Government in Ensuring Business Ethics Principles of Business Ethics, 3 Cs of Business Ethics – Compliance, Contribution and Consequences Myths about Business Ethics, Ethical Performance in Businesses in India 	PPTs, Group discussions, Videos, Case studies, Activity	15	Laura P. Hartman, Joe DesJardins, Business Ethics, Mcgraw Hill, 2 nd Edition C. Fernando, Business Ethics – An Indian Perspective, Pearson, 2010 Joseph DesJardins, An Introduction to Business Ethics, Tata McGraw Hill, 2 nd Edition					
Π	 Ethics in Marketing, Finance and HRM Ethics in Marketing: Ethical issues in Marketing Mix, Unethical Marketing Practices in India, Ethical Dilemmas in Marketing, Ethics in Advertising and Types of Unethical Advertisements Ethics In Finance: Scope of Ethics in Financial Services, Ethics of a Financial Manager – Legal Issues, Ethics in Taxation, Corporate Crime - White Collar Crime and Organized Crime, Insider Trading, Major Corporate Scams in India, Ethics in Human Resource Management: Importance of Workplace Ethics, Guidelines to Promote Workplace Ethics, Workplace Discrimination - Types 	PPTs, Group discussions, Videos, Case studies, Activity	15	Richard T DeGeorge, Business Ethics, Pearson, 7 th Edition Dr.A.K. Gavai, Business Ethics, Himalaya Publishing House, 2008					

	Importance of Employee Code of Conduct, Ethical Leadership			
	 Corporate Governance Concept, History of Corporate Governance in India, Need for Corporate Governance, Corporate Governance Framework, Significance of Ethics in Corporate Governance, Principles of Corporate Governance, Benefits of Good Governance, Issues in Corporate Governance Theories- Agency Theory, Shareholder Theory, Stakeholder Theory and Stewardship Theory Corporate Governance in India, Emerging Trends in Corporate Governance, Models of Corporate Governance, Role of SEBI in Ensuring Corporate Governance, Cadbury Committee Report, 1992 Corruption, Causes & Effects, Types Balancing Act and Whistle Blowing Policy Case Studies on Good and Bad Corporate Governance Role of Securities exchange commission (SEC) Sarbanes-Oxley Compliances (SOC) 	PPTs, Group discussions, Videos, Case studies, Activity	15	S.K. Mandal, Ethics is Business and Corporate Governance, McGraw Hill, 2010 Laura Pincus Hartman, Perspectives in Business Ethics, McGraw Hill International Editions, 1998
IV	 Corporate Social Responsibility (CSR) Meaning of CSR, Evolution of CSR, Types of Social Responsibility, Aspects of CSR- Responsibility, Accountability, Sustainability and Social Contract Need for CSR CSR Principles and Strategies Issues in CSR Social Acccounting Ethical Issues in International Business Practices 	PPTs, Group discussions, Videos, Case studies, Activity	15	S.K. Mandal, Ethics is Business and Corporate Governance, McGraw Hill, 2010 https://www.cs r.gov.in/

•	Recent Guidelines in CSR		
•	Society's Changing Expectations of		
	Business with Respect to Globalization		
•	Future of CSR		
•	Concept of Corporate Citizenship,		
	Corporate Sustainability		
	ESG Framework		
•	CSR Initiatives - Case Studies		

Prepared by

Approved b

Signature (Concerned Faculty/HOD) Signature (Principal)

EVALUATION PATTERN

The performance of the learner will be evaluated in two components. The first component will be a Continuous Assessment with a weightage of 25% of total marks per course. The second component will be a Semester end Examination with a weightage of 75% of the total marks per course. The allocation of marks for the Continuous Assessment and Semester end Examinations is as shown below:

i) Details of Continuous Assessment (CA): 25% of the total marks per course

Continuous Assessment	Details	Marks
Component 1 (CA-1) –	Presentations/Project Work//Field visit &its	s 15 marks
Theory subjects	presentations/Research Paper Report &	
	Viva/building Models Etc.	
Component 1 (CA-1) - (Practical/Numerical Subjects)	Assignment/Presentations Etc.	15 marks
Component 2 (CA-2) -	Online Test/Quiz	10 marks

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

QUESTION PAPER FORMAT (For Theory Subjects)

All	Questions	are	compulsory
	2 ·····		<i>comp.moo.j</i>

Question	Description	Marks	Total Marks
Number			
Q1.	Answer any 2 from the following (Module I) a. b. c.	2*8 marks each	16
Q2.	Answer any 2 from the following: (Module II) a. b. c.	2*8 marks each	16
Q3.	Answer any 2 from the following: (Module III) a. b. c.	2*8 marks each	16
Q4.	Answer any 2 from the following: (Module IV) a. b. c.	2*8 marks each	16
Q5.	Case Study/Application based Questions: (Module I to IV)	2*5.5 marks each Or 2*4 marks each and 1*3 marks Or 1*6 marks and 1*5 marks	11
TOTAL MARKS			75

Program	ne : BMS				Semester: V			
Course :	Logistics & S	upply Chai	n Management	t	Code :			
Teaching	Scheme			Evaluation	Schem	e		
Lecture	Practical	Tutorial	Credits	Theory			Practical	
				Internal	Extern	al	Internal	Externa
60	nil	nil	04	25	75 Ma	rks	nil	nil
				Marks				
Internal (Component (T	heory Brea	k un)					
	st Duration 20		Assignments			Class F	Participati	ion
10 Marks		1011115	15 Marks			NIL	unterput	
10 Marke	,		10 Marks			TTL		
Learning	Objectives							
	*	e with basic	understanding	of concents	of logist		ly choin	
-			e & demand for	-	of logist	ics, supp	ny cham	
	•		core logistical f	•	woraho	using tr	oncortat	ion
	ntory managen		÷	unctions like,	, wateno	using, u	ansportat	1011,
	• •		cs Costing, Peri	formanaa Ma	nocomo	nt and I	oristical	Natural
• To p Anal	•	s on Logisti	es cosung, ren	ionnance Ma	inageme		ogistical	Network
	•	vomina tha	global trends in	logistics on	d aunalu	ahain m		nt
			giobal trends in	i logistics and	u suppry		lanageme	111.
0	Outcomes ents should be a	abla to:						
			ma (a a faciliti	an invantant	and the	e ce cetat	ion) immo	at the
			ons (e.g., faciliti ll as the entire s		, and tra	iisportat	lon) mpa	ict the
-			g multiple mean		tation u	archous	ing and n	aalzaaina
	hance supply	-	· ·	is of transpor	tation, w	arenous	ang and p	ackaging
		-	taken to manag	a invantarias	includ	na daoid	ling the ti	mina and
			thout hurting th					
-	* I		s within the sup	1		•	·	
	tability.	nu uynanne	s wrunn me su	ppry chain to	opuniz	e periori	mance and	1
-	•	t tranda in I	ogistics and Su	upply Chain M	Annagor	nont wh	ilo molin	a thair
	ness decisions.		logistics and St	ipply Cham r	viallagei	nent win		g then
Pedagogy								
			••• ••••• ••	1	h da		a 1:4 a mod	
	-	-	ns, business ga					re review
		es, news ar	ticles, blogs et	c.), brain sto	rming a	na other	group	
assignme	nts.							
Detailed	Syllabus Plan							
Module	Module C			Module w	vise D	uration	Refere	nce Bool
	_			Pedagogy				
				Used	-	lodule		
T	Overview of	Logistics a	nd Supply	Lectures	14		David	Simchi

		Used	Module	
Ι	Overview of Logistics and Supply	Lectures	15	David Simchi
	Chain Management	Case study	lectures	Levi, Philip
	a) Introduction to Logistics	Group		Kaminshy,
	Management: Meaning, Logistical	Assignments		Edith
	Performance Cycle, Inbound Logistics,	C		Simchi Levi,
	In-process Logistics, Outbound			Designing &
	Logistics, Logistical Competency,			

	e) Retailer- Supplier partnerships			the Supply
	(RSP), Supplier evaluation and			Chain
	selection, Vendor Management.			
	Recent case study on transportation function.			Ronald H
III	Inventory Management, Logistics	Lectures	15	Ballou
111	Costing, Performance Management	Case study	lectures	& Samir K
	and Logistical Network Analysis	Group	lectures	Srivastava, Business
	a) Inventory Management: Meaning,	Assignments		Logistics/
	Objectives, Functions, Importance,	r issignitiones		Supply
	Techniques of Inventory Management			Chain
	(Numerical - EOQ and Reorder levels)			Management-
	b) Logistics Costing: Meaning, Total			Pearson
	Cost Approach, Activity Based Costing,			1 curson
	Mission Based Costing			
	c) Performance Measurement in Supply			Donald J
	Chain: Meaning, Objectives of			Bowersox,
	Performance Measurement, Types of Performance Measurement, Dimensions			David J
	of Performance Measurement,			Closs & M
	Characteristics of Ideal Measurement			Bixby
	System			Cooper, Supply
	d) Logistical Network Analysis:			Chain Logistics
	Meaning, Objectives, Importance,			Management-
	Scope, RORO/LASH			The
	Case discussion: Mumbai-Alibaug			McGraw Hill
	RORO Service			Companies
IV	Recent Trends in Logistics and Supply	Lectures		
	Chain Management	Case study	15	Supply Chain
	a) Information Technology in Logistics:	Group	lectures	Management
	Introduction, Objectives, Role of Information Technology in Logistics	Assignments		Text and
	and Supply Chain Management,	Class		Cases – Janat
	Logistical Information System,			Shah,
	Principles of Logistical Information			Pearson
	System, Types of Logistical			
	Information System, Logistical			
	Information Functionality, Information			
	Technology Infrastructure application in			
	logistical operations -ERP, RFID, EDI,			
	GPS etc. Introduction to supply chain			
	automation and use of block chain			
	technology. b) Modern Logistics Infrastructure:			
	b) Modern Logistics Infrastructure: Golden Quadrilateral, Logistics Parks,			
	Deep Water Ports, Dedicated Freight			
	Corridor, Inland Container			
	Depots/Container Freight Stations,			
	Maritime Logistics, Double Stack			
	Containers/Unit Trains			
	c) Logistics Outsourcing: Meaning,			
	Objectives, Benefits/Advantages of			
	Outsourcing, Third Party Logistics			

Provider, Fourth Party Logistics	
Provider, Drawbacks of Outsourcing,	
Selection of Logistics Service Provider,	
Outsourcing-Value Proposition	
d) Logistics in the Global Environment:	
Managing the Global Supply Chain,	
Impact of Globalization on Logistics	
and Supply Chain Management, Global	
Logistics Trends, Global Issues and	
Challenges in Logistics and Supply	
Chain Management	
Case study on recent trends.	

(Programme Chairperson & Vice Principal)

(Principal)

EVALUATION PATTERN

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Theory subjects	its presentations/Research Paper Report &	
	Viva/building Models Etc.	
Component 1 (CA-1) -	Assignment/Presentations Etc.	15 marks
(Practical/Numerical Subjects)		
Component 2 (CA-2) -	Online Test/Quiz	10 marks

i) Details of Continuous Assessment (CA): 25% of the total marks per course

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

QUESTION PAPER FORMAT (For Theory Subjects)

All Questions are compulsory

Question	Description	Marks	Total Marks
Number			
Q1.	Answer any 2 from the following (Module I) a. b. c.	2*8 marks each	16
Q2.	Answer any 2 from the following: (Module II) a. b. c.	2*8 marks each	16
Q3.	Answer any 2 from the following: (Module III) a. b. c.	2*8 marks each	16
Q4.	Answer any 2 from the following: (Module IV) a. b. c.	2*8 marks each	16
Q5.	Case Study/Application based Questions: (Module I to IV)	2*5.5 marks each Or 2*4 marks each and 1*3 marks Or 1*6 marks and 1*5 marks	11
TOTAL MARKS			75

Program : Bachelor of Management Studies		Semester :					
Course : Operations Research				Code : NMUBMS			
Teaching	g Scheme			Evaluatio	on Schem	ie	
Lecture	Practical	Tutorial	Credits	Theory		Practical	l
				Internal	Externa	al Internal	External
60	Nil	Nil	04	25 75 Marks Marks		Nil	Nil
Internal	Component						
Class Te	st Duration (20) Mins)	Assignment			Class Parti	cipation
10 Mark	s		15 marks			Nil	
						I	
Learning	g Objectives						
	o help studer		lerstand opera	tions resea	arch met	thodologies	with various
	onstraints in re		e various pro	blems prac	ctically i	nvolved in	logistics and
	ssignment of ta			ues with va	rious nar	ameters form	ing networks
i	n deterministic	and probab	oilistic situation	18.	_		_
	o enable stude long with ratio						d sequencing
	g Outcomes				055 51000		
	The learner ad						lologies and
	echniques using			-		-	11
	tudents will b				-		bus problems
-	practically involved in logistics and assignment of tasks to workforce.3. Learner will be able to assess various issues based on multiple parameters in projects in						
	eterministic an				-	-	1 0
		arner will be able to apply the concepts of game theory and sequencing along with ional decision making in various business situations.					
Pedagog		- musing II					
• (Class lectures, c	ase studies	, group discuss	sions			

Module	Module Content	Module	Duration	Reference Book
iniouule		wise	of	
		Pedagogy	Module	
		Used		
I	IntroductiontoOperationsResearch and Linear Programming:	Class lectures,	15	• Taha H.A. Operations
	a) Introduction To Operations	case studies,		Research - An
	Research	group		Introduction, 6th
	Operations Research - Definition,	discussions		Edition , Hall o India
	Characteristics of OR, OR			• Kapoor V.K.
	Techniques, Areas of Application,			Operations
	Limitations of OR.			Research
	b) Linear Programming Problems:			Techniques for
	Introduction and Formulation			Management, 7th Edition, Sultar
	• Introduction to Linear			Chand & Sons
	Programming			• Kantiswarup,
	• Applications of LP			Gupta P.K. &
	• Components of LP			Manmohan,
	• Requirements for			<i>Operations</i>
	Formulation of LP Problem			Research 9th Edition, Sultar
	• Assumptions Underlying			Chand & Sons
	Linear Programming			• Sharma
	• Steps in Solving LP			S.D., Operations
	Problems			Research, 8th
	• LPP Formulation (Decision			Edition, Kedarnath,
	Variables, Objective			Ramnath&
	Function, Constraints, Non			Company
	Negativity Constraints)			• Bronson R
	c) Linear Programming Problems:			Operations
	Graphical Method			Research, 2nd
	Maximization &			Edition, Shaum's Outline Series
	Minimization Type			• Vora N.D
	Problems. (Max. Z & Min.			Quantitative
	Z)			Techniques ir
	Two Decision Variables and Maximum Three Constraints			Management, 3rd
	Maximum Three Constraints Problem			Edition, Tate
				McGraw Hill co. • Shreenath L.S
	• Constraints can be "less than			• Shreenain L.S Principles &
	or equal to", "greater than or equal to" or a combination of			Application 3rd

 both the types i.e. mixed constraints. Concepts: Feasible Region of Solution, Unbounded 	Ed,., PERT & CPM, Affiliated East-West Press Pvt. Ltd.
Solution, Redundant Constraint, Infeasible Solution, Alternative Optima.	Wagener H.M.,Principles of Operations Research 2nd Edition, Prentice -
d) Linear Programming Problems:	Hall of India
Simplex Method	• Sasieni M, Yaspan
-	A & John Wiley &
• Only Maximization Type	Sons Friedman L,
Problems. (<u>Only Max. Z</u>).	Operations
No Minimization problems.	Research -
(No Min. Z) Numericals	Methods &
on Degeneracy in	Problems 1st
Maximization Simplex	Edition NatrajanBalasubr
Problems.	amani, Tamilarasi,
• Two or Three Decision	<i>Operations</i>
Variables and Maximum	Research, Pearson
Three Constraints Problem.	Education
(Up to Maximum Two	• G. Hadley, Linear
Iterations)	Programming,
• All Constraints to be "less	Narosa Book
than or equal to" Constraints.	Distributors Driverte Ltd
("Greater than or Equal to"	Private Ltd • L.C. Jhamb,
Constraints not included.)	<i>Quantitative</i>
• Concepts : Slack Variables,	Techniques (For
Surplus Variables, Artificial	Managerial
Variables, Duality, Product	Decisions VOL I),
Mix and Profit, Feasible and	Everest Publishing
Infeasible Solution, Unique	House, Pune.
or Alternate Optimal	• Paul Loomba,
Solution, Degeneracy, Non	Linear Programming,
Degenerate, Shadow Prices	Tata McGraw Hill
of Resources, Scarce and	Publishing Co. Ltd.
Abundant Resources,	• Aditham B. Rao,
Utilized and Unutilized	Operations
Capacity of Resources,	Research Edition
Percentage Utilization of	2008, Jaico
Resources, Decision for	Publishing House, Mumbai
Introduction of a New	Mumbai
Product.	
Note:	

1. Surplus Variable, Artificial Variable and Duality to be covered only at Conceptual level for Theory Questions only and not included in Numerical. Sensitivity Analysis including Profit Range and Capacity Range is not included.			be ual nly al. ing e is	Variable and Duality to be covered only at <u>Conceptua</u> level for Theory Questions only and not included in Numerical. ensitivity Analysis including rofit Range and Capacity Range is ot included.	
II Assignment and Transportation Models: Class 15 a) Assignment Problem – Hungarian Method group discussions • Maximization & group • Maximization & group • Maximization Type group • Balanced and Unbalanced Problems. • • Balanced and Unbalanced Problems. • • Prohibited Assignment Problems. • Prohibited Assignment Problems. • Prohibited Assignment Problems. • Simple Formulation of Assignment Problems. • • Maximum Two Iterations after Row and Column Minimization. • Note: 1. Travelling Salesman Assignment Problem is not included. • b) Transportation Problems • Maximization & • Maximization % Minimization Forblems. • Balanced and Unbalanced problems. • Problems.	13	lectures, case studies, group discussions	- & ced ent or is. of Up ons min ot & ced is	 Iodels: Assignment Problem – Hungarian Method Maximization & Minimization Type Problems. Balanced and Unbalanced Problems. Brohibited Assignment Problems, Unique on Multiple Optimal Solutions. Simple Formulation of Assignment Problems. Maximum 5 x 5 Matrix. Up to Maximum Two Iterations after Row and Column Minimization. ote: Travelling Salesmar Assignment Problem is no included. Transportation Problems Maximization & Minimization Type Problems. Balanced and Unbalanced problems. Prohibited Transportation Problems. Prohibited Transportation Problems. Simple Formulation of Multiple Optimal Solutions. Simple Formulation of 	Π

	• Initial Feasible Solution			
	(IFS) by: a. North West Corner Rule (NWCR)			
	b. Least Cost Method (LCM)			
	 c. Vogel's Approximation Method (VAM) Maximum 5 x 5 			
	 Transportation Matrix. Finding Optimal Solution by <u>Modified Distribution</u> (<u>MODI</u>) <u>Method</u>. (u, v and Δ) <u>Maximum Two Iterations</u> 			
	(i.e. Maximum Two Loops) after IFS. Note:			
	1. Production Scheduling Problem is not included.			
	 Time Minimization Problem is not included. Degeneracy Concept to be 			
	covered only at Conceptual Level. Not to be included in Numerical.			
III	Network Analysis:	Class	15	
	a) Critical Path Method (CPM)	lectures,		
	• Concepts: Activity, Event,	case studies,		
	Network Diagram, Merge Event, Burst Event,	group discussions		
	Event, Burst Event, Concurrent and Burst	415-45510115		
	Activity,			
	• Construction of a Network			
	Diagram. Node			
	Relationship and			
	Precedence Relationship.			
	Principles of Constructing Network Diagram.			
	Use of Dummy Activity			
	• Numerical Consisting of Maximum Ten (10)			
	Activities.			

Critical Path, Sub-critica	1	
Path, Critical and Non	-	
critical Activities, Project	t	
Completion Time.		
• Forward Pass and	1	
Backward Pass Methods.		
Calculation of EST, EFT		
LST, LFT, Head Even		
Slack, Tail Event Slack		
Total Float, Free Float	, i i i i i i i i i i i i i i i i i i i	
Independent Float and		
Interfering Float		
b) Project Crashing		
Meaning of Project	t	
Crashing.		
Concepts: Normal Time	,	
Normal Cost, Crash Time	,	
Crash Cost of Activities		
Cost Slope of an Activity.		
• Costs involved in Project	t	
Crashing: Numericals with	1	
Direct, Indirect, Penalty	,	
crash cost and Total Costs.		
• Time – Cost Trade off in	1	
Project Crashing.		
Optimal (Minimum) Project	t	
Cost and Optimal Project	t	
Completion Time.		
Process of Project Crashing		
Numerical Consisting of	f	
Maximum Ten (10		
Activities.		
Numerical based of	1	
Maximum Four (04		
Iterations of Crashing		
c) Program Evaluation and		
Review Technique (PERT)		
• Three Time Estimates o	f	
PERT: Optimistic Time (a)		
Most Likely Time (m) and	1	
Pessimistic Time (b).		
• Expected Time (te) of an	1	
Activity Using Three Tim		
Estimates.		

	D:00 1 0			
	• Difference between CPM and PERT.			
	• Numerical Consisting of			
	Maximum Ten (10)			
	Activities.			
	Construction of PERT			
	Network using tevalues of			
	all Activities.			
	• Mean (Expected) Project			
	Completion Time.			
	• Standard Deviation and			
	Variance of Activities.			
	• Project Variance and			
	Project Standard Deviation.			
	• 'Prob. Z' Formula.			
	• Standard Normal			
	Probability Table.			
	Calculation of Probability			
	from the Probability Table			
	using 'Z' Value and Simple			
	Questions related to PERT			
	Technique.			
	• Meaning, Objectives,			
	Importance, Scope,			
	RORO/LASH			
IV	Decision Theory, Job Sequencing	Class	15	
	and Theory of Games:	lectures,		
	a) Decision Theory	case studies,		
	1) decision environments - Risk	group		
	and uncertainty. Payoff table,	discussions		
	Regret table			
	2) decision making under certainty			
	• optimistic and pessimistic			
	approach of decision making			
	minimax Regret Criterion			
	Laplace criterion			
	Hurwicz Criterion			
	• Expected Monetary Value			
	Criterion.			
	• Expected Value of Perfect			
	Information (E. V. P. I)			
	. , ,			
	• Expected Opportunity Loss			

b)Job Sequencing Problem	
Processing Maximum 9 Jobs	
through Two Machines only.	
Processing Maximum 6 Jobs	
through Three Machines	
only.	
• Calculations of Idle Time,	
Elapsed Time etc.	
c) Theory of Games	
Introduction	
Terminology of Game	
Theory: Players, Strategies,	
Play, Payoff, Payoff matrix,	
Maximin, Maximax, Saddle	
Point.	
• Types of Games.	
Numericals based on:	
 Two Person Zero Sum 	
Games including strictly	
determinable and Fair	
Game	
Pure Strategy Games	
(Saddle Point available).	
Principles of Dominance	
method.	

EVALUATION PATTERN

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Component 2 (CA-2) -	Online Test/Quiz	10 marks

i) Details of Continuous Assessment (CA): 25% of the total marks per course

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

Question Number	-			
Q1.	Practical/Numerical (Compulsory Question)	15	15	
Q2 to Q5	Practical / Numerical Questions (Attempt any 3 out of 4 Questions) **(Each question carries 15 marks each – sub-questions can be: a. 1*15 marks or b. 2*7.5 marks or c. 3*5 marks or d. 1*10 marks and 1*5 marks or e. 1*8 marks and 1*7 marks)	15*3	45	
Q6.	Write notes on the following: (Any 3 out of 4): a. b. c. d.	5 5 5 5	15	
	TOTAL MARKS		75	

QUESTION PAPER FORMAT (For Numerical/Practical Subjects)

Elective Course (EC)

MARKETING ELECTIVE

- E-Commerce & Digital Marketing
 - Services Marketing
 - Consumer Behaviour

Course : E-Commerce and Digital Marketing Code : Teaching Scheme Evaluation Scheme Lecture Practical Tutorial Credits Theory 45 Nil Nil 03 25 Marks 75 Marks Internal Component Class Class Test Duration 20 Mins Assignments Class 10 Marks 15 Marks Nil Nil Learning Objectives • To understand increasing significance of E-Commerce and its application Various Sectors • To understand Latest Trends and Practices in E-Commerce and Digital M with its Challenges and Opportunities for an Organization • • To understand e-commerce payment methods, security, privacy, and lega considerations. • • To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learners will be able to: • Apply the knowledge of E-commerce in handling various business a various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an various	-Programme : BMS Semester V					
Lecture Practical Tutorial Credits Theory 45 Nil Nil 03 25 Marks 75 Marks Internal Component Class Test Duration 20 Mins Assignments Class 10 Marks 15 Marks Nil Nil Learning Objectives 15 Marks Nil • To understand increasing significance of E-Commerce and its application Various Sectors • To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization • To understand e-commerce payment methods, security, privacy, and lega considerations. • To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learners will be able to: • • Apply the knowledge of E-commerce in handling various business a various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an order to making and legal compliance. • Develop a comprehensive knowledge of these aspects for informed or making and legal compliance. • Demonstrate expertise in deploying various digital marketing strateg content creation, SEO, social media advertising, and online re	Code :					
45 Nil Nil 03 25 Marks 75 Marks Internal Component Class Test Duration 20 Mins Assignments Class Class Test Duration 20 Mins Assignments Class 10 Marks 15 Marks Nil Learning Objectives Nil Nil • To understand increasing significance of E-Commerce and its application Various Sectors Nil • To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization • To understand e-commerce payment methods, security, privacy, and lega considerations. • To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes Learners will be able to: • Apply the knowledge of E-commerce in handling various business a various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Organization and practices in E-Commerce Marketing and legal compliance. • Dewolop a comprehensive knowledge of these aspects for informed of making and legal compliance. • Demonstrate expertise in deploying various digital marketing strateg content creation, SEO, social media advertising, and online reputation	Evaluation Scheme					
45 Nil Nil 03 25 Marks 75 Marks Internal Component Class Test Duration 20 Mins Assignments Class 10 Marks 15 Marks Nil Learning Objectives Nil Nil • To understand increasing significance of E-Commerce and its application Various Sectors Nil • To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization • To understand e-commerce payment methods, security, privacy, and lega considerations. • To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes Learners will be able to: • Apply the knowledge of E-commerce in handling various business a various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Organization order to handle challenges and grab opportunities for an Organization order to handle challenges and grab opportunities for an Organization order to handle challenges and grab opportunities for an Organization order to handle challenges and grab opportunities for an Organization order to handle challenges and grab opportunities for an Organization order to handle challenges and grab opportunities for an Organization order to handle challenges and grab opportunities for an Organization order to handle challenges of these aspects for informed of making and lega	Practica	Practical				
Internal Component Class Test Duration 20 Mins Assignments Class 10 Marks 15 Marks Nil Learning Objectives Nil • To understand increasing significance of E-Commerce and its application Various Sectors • To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization • To understand e-commerce payment methods, security, privacy, and lega considerations. • To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes Learners will be able to: • Apply the knowledge of E-commerce in handling various business a various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Organize for an Or	Internal	ternal External				
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Class Test Duration 20 Mins Assignments Class 10 Marks 15 Marks Nil Learning Objectives Nil • To understand increasing significance of E-Commerce and its application Various Sectors • To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization • To understand e-commerce payment methods, security, privacy, and lega considerations. • To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes • Apply the knowledge of E-commerce in handling various business a various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Organization order to proficiency in spectrum of digital marketing strategies in the provide the marketing strategies in the spectrum of the sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Organization order to provide the spects for informed of making and legal compliance. • Develop a comprehensive knowledge of these aspects for informed of making and legal compliance. • Demonstrate expertise in deploying various digital marketing strategic content creation, SEO, social media advertising, and online reputation						
10 Marks 15 Marks Nil Learning Objectives • Nil • To understand increasing significance of E-Commerce and its application Various Sectors • To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization • To understand e-commerce payment methods, security, privacy, and lega considerations. • To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes • • Learners will be able to: • • • Apply the knowledge of E-commerce in handling various business a various sectors. • Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an order to handle challenges and grab opportunities for an order to making and legal compliance. • Demonstrate expertise in deploying various digital marketing strategi content creation, SEO, social media advertising, and online reputation						
 Learning Objectives To understand increasing significance of E-Commerce and its application Various Sectors To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization To understand e-commerce payment methods, security, privacy, and lega considerations. To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes Learners will be able to: Apply the knowledge of E-commerce in handling various business a various sectors. Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Develop a comprehensive knowledge of these aspects for informed of making and legal compliance. Demonstrate expertise in deploying various digital marketing strategies content creation, SEO, social media advertising, and online reputation 	s Participat	ticipation				
 To understand increasing significance of E-Commerce and its application Various Sectors To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization To understand e-commerce payment methods, security, privacy, and lega considerations. To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes Learners will be able to: Apply the knowledge of E-commerce in handling various business a various sectors. Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Organization and legal compliance. Demonstrate expertise in deploying various digital marketing strateg content creation, SEO, social media advertising, and online reputation 						
 Various Sectors To understand Latest Trends and Practices in E-Commerce and Digital N with its Challenges and Opportunities for an Organization To understand e-commerce payment methods, security, privacy, and lega considerations. To master the spectrum of digital marketing strategies, tools, and platfor proficiency in online brand management and customer engagement. Learning Outcomes Learners will be able to: Apply the knowledge of E-commerce in handling various business a various sectors. Equip themselves with the latest trends and practices in E-Commerce Marketing in order to handle challenges and grab opportunities for an Develop a comprehensive knowledge of these aspects for informed of making and legal compliance. Demonstrate expertise in deploying various digital marketing strateg content creation, SEO, social media advertising, and online reputation 						
management, to effectively engage target audiences. Pedagogy	 Learning Objectives To understand increasing significance of E-Commerce and its applications in Business and Various Sectors To understand Latest Trends and Practices in E-Commerce and Digital Marketing, along with its Challenges and Opportunities for an Organization To understand e-commerce payment methods, security, privacy, and legal considerations. To master the spectrum of digital marketing strategies, tools, and platforms, enhancing proficiency in online brand management and customer engagement. Learning Outcomes Learners will be able to: Apply the knowledge of E-commerce in handling various business activities across various sectors. Equip themselves with the latest trends and practices in E-Commerce and Digital Marketing in order to handle challenges and grab opportunities for an organization Develop a comprehensive knowledge of these aspects for informed decision-making and legal compliance. Demonstrate expertise in deploying various digital marketing strategies, including content creation, SEO, social media advertising, and online reputation 					

Module	yllabus Plan Module Content	Module wise	Duration	Reference Book
		Pedagogy Used	of Module	
I	 Introduction to E-commerce Ecommerce- Meaning, Features of E-commerce, Categories of E-commerce, Advantages &Limitations of E-Commerce, Traditional Commerce &E-Commerce Factors Responsible for Growth of E-Commerce, Issues in Implementing E- Commerce, Myths of E- Commerce Trends in E-Commerce in Various Sectors: Retail, Banking, Tourism, Government, Education Meaning of M-Commerce, Benefits of M-Commerce, Trends in M-Commerce Use of Data Analytics, Artificial Intelligence and Machine Learning. 	Lecture, Audio-video clips, E- campaign analysis, development of social	10 lectures	 D Nidhi ,E- Commerce Concepts and Applications, ,Edn 2011, International Book house P.ltd Bajaj Kamlesh K,E-Commerce- The cutting edge of Business
ΙΙ	 E-Business & Applications E-Business: Meaning, Launching an E-Business, Different phases of Launching an E-Business Bricks and Clicks business models in E-Business: Brick and Mortar, Pure Online, Bricks and Clicks, Advantages of Bricks & Clicks Business Model, Superiority of Bricks and Clicks E-Business Electronic Data Interchange (EDI) in E-Business: Meaning of EDI, Benefits of EDI, Drawbacks of EDI, Applications of EDI. Website as Digital Marketing Tool, Web Analytics Promoting Web Traffic 	Lecture, Audio-video clips, E- campaign analysis, development of social media marketing messages etc.	10 lectures	 Whiteley David, E-Commerce Technologies and Apllications-2013 E-Business & E-Commerce Management 3rd Ed, Pearson Education

III	Issues in E-	Lecture,	10 lectures	
111	Commerce, Payment and	Audio-video	10 lectures	
	Introduction to Digital	clips, E-		
	Marketing	campaign		
	Warketing	analysis,		• Kalokota &
	• Issues Relating to Privacy and	development		Robinson,E-
	Security in E-Business	of social		Business 2.0 Road
	• E-Commerce Laws: Need for	media		
				map for Success,
	E-Commerce laws, E- Commerce laws in India,	marketing		Pearson Education
		messages etc.		
	Legal Issues in E-commerce in			
	India			
	• Electronic Payment Systems:			• Elias M. Awad
	Features, Different Payment			,Electronic
	Systems :Debit Card, Credit			Commerce, 3rd
	Card ,Smart Card, E-cash, E-			Edition, Pearson
	Cheque, E-wallet, Electronic			Education
	Fund Transfer.			
	• Payment Gateway:			
	Introduction, Payment			
	Gateway Process, Payment			
	Gateway Types,			
	• Advantages and			
	Disadvantages of Payment			
	Gateway.			
	• UPI Based Payment, Digital			
	Rupee and other modern day			
	payments			
	Digital Marketing			
	• Introduction to Digital			
	Marketing, Advantages and			
	Limitations of Digital			
	Marketing.			
	•			
IV	Trends in Digital Marketing	Lecture,	15 lectures	• Erfan Turban et.al
		Audio-video		,Electronic
	Various Activities of Digital	clips, E-		Commerce - A
	Marketing: Search Engine	campaign		Managerial
	Optimization, Search Engine	analysis,		Perspective,
	Marketing, Content	development		Pearson
	Marketing & Content	of social		Education
	Influencer Marketing,	media		
	Campaign Marketing, Email	marketing		
	Marketing, Display	messages etc.		

Advertising, Blog Marketing,	• R. Kalokota,
Viral Marketing, Podcasts &	Andrew V.
Vodcasts.	Winston,
Social Media Advertising.	Electronic
•Online ReputationManagement,	Commerce - A
Social Listening tools and	Manger's Guide,
Social media analytics	Pearson Education
• Latest developments and	
Strategies in Digital	• Tripathi, E-
Marketing.	Commerce, Jaico
	Publishing House,
	Mumbai, Edn.
	2010.

Prepared by Signature (Concerned Faculty/ HOD) Approved by Signature (Principal)

EVALUATION PATTERN

The performance of the learner will be evaluated in two components. The first component willbe a Continuous Assessment with a weightage of 25% of total marks per course. The second component will be a Semester end Examination with a weightage of 75% of the total marks per course. The allocation of marks for the Continuous Assessment and Semester end Examinations is as shown below:

i) Details of Continuous Assessment (CA): 25% of the total marks per course

Continuous Assessment	Details	Marks
Component 1 (CA-1) –	Presentations/Project Work/Book Review/Field visit &	15 marks
Theory subjects	its presentations/Research Paper Report &	
	Viva/building Models Etc.	
	Assignment/Presentations Etc.	15 marks
(Practical/Numerical		
Subjects)		
Component 2 (CA-2) -	Online Test/Quiz	10 marks

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

QUESTION PAPER FORMAT (For Theory Subjects)

A11	Questions	are	comnu	Isory
ЛЦ	Unesituns	ure	compu	ι_{SUIV}

Question	Description	Marks	Total Marks
Number			
Q1.	Answer any 2 from the following (Module I) a. b. c.	2*8 marks each	16
Q2.	Answer any 2 from the following: (Module II) a. b. c.	2*8 marks each	16
Q3.	Answer any 2 from the following: (Module III) a. b. c.	2*8 marks each	16
Q4.	Answer any 2 from the following: (Module IV) a. b. c.	2*8 marks each	16
Q5.	Case Study/Application based Questions: (Module I to IV)	2*5.5 marks each Or 2*4 marks each and 1*3 marks Or 1*6 marks and 1*5 marks	11
TOTAL MARKS			75

Programn					Semes			
	Services Mark	eting		1		NMU	BMS	
			Evaluation	Schem	e	1		
Lecture	Practical	Tutorial	Credits	Theory			Practical	
				Internal	Extern		Internal	External
45	Nil	Nil	03	25 Marks	75 Ma	ırks	Nil	Nil
	Component		Γ			I		
	t Duration 20	Mins	Assignments				Participati	ion
10 Marks			15 Marks			Nil		
Learning	Objectives							
• To u	nderstand dist	inctive feat	ures of service	s and kev ele	ements i	in servi	ces marke	ting
			of services an	•				-
	•	iketing im/	t of services an	u appry n ap	propria		impiove se	
quali	•							
• To ex	xamine servic	e gaps, serv	vice complaints	and momen	t of trut	h and o	offer soluti	ons
• To p	rovide insight	into ways	to improve serv	vice quality a	and prod	luctivit	V	
-	-	•	ifferent service		-		5	
		-		s in mulan c	omext			
• To ev	valuate the ess	sentials of a	a good service					
Learning	Outcomes							
U		he course t	the learner sho	ould be able	to:			
	-		ce marketing a			g.		
	0		the quality of	-		0	Indian ser	vice
indus		to improve	the quality of			inentis. (maran ser	vice
• Cont	ribute to servi	ce industry	in various form	ns. (Designi	ng marl	ceting c	campaigns	for
comp	panies offering	g services,	establish a serv	ice firm etc.))			
• Make	e decision for	service cor	nplaints and re	covery.				
<u> </u>								
Pedagogy								
L actura c	vaca study car	vice comp	ion analysis r	search nane	re andi	o_vieus	le groun	

Lecture, case study, service campaign analysis, research papers, audio-visuals, group discussions, class activity, etc.

Detailed	Syllabus Plan			
Module	Module Content	Module wise Pedagogy Used	Duration of Module	Reference Book
I	 Introduction of Services Marketing Services Marketing Concept, Distinctive Characteristics of Services, Services Marketing Triangle, Purchase Process for Services, Marketing Challenges of Services, Service Innovation and designs Role of Services in Modern Economy, Services Marketing Environment Goods vs Services Marketing, Goods Services Continuum Consumer Behaviour, Positioning a Service in the Market Place Variations in Customer Involvement, Impact of Service Recovery Efforts on Consumer Loyalty Type of Contact: High Contact Services Sensitivity to Customers' Reluctance to Change Customer defined Service standards- Meaning & Types 	Lecture, case study, service campaign analysis, research papers, audio- visuals, group discussions, class activity, etc.	12 lectures	 Valarie A. Zeuhaml &Mary Jo Bitner, Service Marketing, Tata McgrawHill, 6th Edition Christoper Lovelock, JochenWirtz, Jayanta Chatterjee, Service Marketing People, Technology, Strategy – A South Asian Perspective , Pearson Education, 7th Edition
Π	 Key Elements of Services Marketing Mix The Services Marketing Mix The Service Product, Pricing Mix, Promotion & Communication Mix, Place/Distribution of Service, People, Physical Evidence, Process-Service Mapping- Flowcharting 	Lecture, case study, service campaign analysis, research papers, audio- visuals, group discussions, class	11 lectures	• Ramneek Kapoor, Justin Paul &Biplab Halder, Services Marketing-Concepts And Practices, McgrawHill, 2011

	TYBMS SEM V	SYLLABUS		
	 Branding of Services – Problems and Solutions Options for Service Delivery Employees' and Customers' role in Service Delivery IMC for services- meaning and Role 	activity, etc.		• Harsh V.Verma, Services Marketing Text &Cases, Pearson Education, 2nd Edition
III	 Managing Quality Aspects of Services Marketing Improving Service Quality and Productivity Service Quality – GAP Model, Benchmarking, Measuring Service Quality -Zone of Tolerance and Improving Service Quality Closing the Service Gaps- Offering solutions The SERVQUAL Model Defining Productivity – Improving Productivity Demand and Capacity Alignment 	Lecture, case study, service campaign analysis, research papers, audio- visuals, group discussions, class activity, etc.	11 lectures	 K. Ram Mohan Rao, Services Marketing, Pearson Education, 2nd Edition, 2011 C. Bhattacharjee, Service Sector Management, Jaico Publishing House, Mumbai, 2008
IV	 Marketing of Services International and Global Strategies in Services Marketing: Services in the Global Economy- Moving from Domestic to Transnational Marketing Local vs Global Services Recent Trends in Marketing of Services in: Tourism, Hospitality, Healthcare, Banking, Insurance, Education, IT and Entertainment Industry Ethics in Services Marketing: Meaning, Importance, Unethical Practices in Service Sector. 	Lecture, case study, service campaign analysis, research papers, audio- visuals, group discussions, class activity, etc.	11 lectures	• Govind Apte, Services Marketing, Oxford Press, 2004

Prepared by

Approved by

Signature (Concerned Faculty/ HOD) Signature (Principal)

EVALUATION PATTERN

The performance of the learner will be evaluated in two components. The first component willbe a Continuous Assessment with a weightage of 25% of total marks per course. The second component will be a Semester end Examination with a weightage of 75% of the total marks per course. The allocation of marks for the Continuous Assessment and Semester end Examinations is as shown below:

i) Details of Continuous Assessment (CA): 25% of the total marks per course

Continuous Assessment	Details	Marks
Component 1 (CA-1) –	Presentations/Project Work/Book Review/Field visit &	15 marks
Theory subjects	its presentations/Research Paper Report &	
	Viva/building Models Etc.	
Component 1 (CA-1) -	Assignment/Presentations Etc.	15 marks
(Practical/Numerical Subjects)		
Component 2 (CA-2) -	Online Test/Quiz	10 marks

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

QUESTION PAPER FORMAT (For Theory Subjects)

All Questions	are	comnui	corv
Au Ouesnons	ure	compu	SULV

Question	Description	Marks	Total Marks
Number			
Q1.	Answer any 2 from the following (Module I) a. b. c.	2*8 marks each	16
Q2.	Answer any 2 from the following: (Module II) a. b. c.	2*8 marks each	16
Q3.	Answer any 2 from the following: (Module III) a. b. c.	2*8 marks each	16
Q4.	Answer any 2 from the following: (Module IV) a. b. c.	2*8 marks each	16
Q5.	Case Study/Application based Questions: (Module I to IV)	2*5.5 marks each Or 2*4 marks each and 1*3 marks Or 1*6 marks and 1*5 marks	11
TOTAL MARKS			75

Programme : BMS			Semester					
Course : Consumer Behaviour			Code :					
Teaching Scheme Evaluation			on Scheme					
Lecture	Practical	Tutorial	Credits	Theory		Practical		
				Internal	Exter	nal	Internal	External
45	Nil	Nil	03	25	75 M	arks		
				Marks				
Internal	Component	(Theory Br	eak up)					
Class Test Duration Assignments		Class Participation			ation			
10 Marks 15 Marks		Nil						
Learning Objectives								
• To understand & analyse the types of consumers (Institutional/ individual buyer), types of Consumer buying Behaviour and factors determining their buying								

- behaviour.
- To acquaint learners with the concept of needs, perception, personality, attitude, selfconcepts and its application in understanding and influencing consumer buying behaviour.
- To highlight the role of family, social class, groups & culture in influencing buyer behaviour.
- To introduce the various Consumer Decision making models and examine the New Trends.

Learning Outcomes

- Learners will be able to understand the factors determining consumer buying behaviour and also examine the importance of studying consumer behaviour (Institutional & individual) from marketer's perspective.
- Learners will develop the skill of understanding and analysing consumer information (needs, perception, personality, attitude, self-concept) and using it to create consumer centric marketing strategies.
- Knowledge about the role of family, social class, groups & culture in influencing buyer behaviour will facilitate learners / practitioners to make decisions on information to be shared, use of appeal, selection of endorser and other factors while designing marketing mix.
- Learners will be able to apply the insights of Consumer Decision making models and New Trends in developing their pre-purchase, purchase & post purchase customer centric strategies.

Pedagogy

Case analysis, skits, advertisement development, role playing, Lectures, literature review (Research papers/articles, news articles, blogs etc.), brain storming, group assignments etc.

TYBMS SEM V SYLLABUS						
Detailed Syllabus Plan						
Module	Module Content	Module wise Pedagogy Used	Duration of Module	Reference Book		
Ι	 <u>Introduction To Consumer</u> <u>Behaviour:</u> Meaning of Consumer Behaviour, Features and Importance Types of Consumer (Institutional & Retail) Consumer Involvement Diversity of consumers and their behaviour- Types of Consumer buying Behaviour Consumer profiling. Psychoanalytical targeting employed by 	Lectures, Class Discussions , Debate, Case Studies, Video Presentation s, News & Articles reading	11 Lectures	 S H H Kazmi & Jamal Akhtar (2013). Consumer Behaviour Hawkins, D.I., Best, R. 		
	 social media sites. Application of Consumer Behaviour knowledge in Marketing Consumer Decision Making Process Determinants of Buyer Behaviour, Factors affecting each stage, and Need recognition. 			J., Coney, K.A., & Mookerjee, A. (2007). Consumer Behaviour – Building Marketing Strategy. (9th ed.). Tata McGraw		
II	 Individual- Determinants of Consumer Behaviour Consumer Needs &Motivation (Theories - Maslow, Mc Cleland). Personality – Concept, Nature of personality, Freudian, non - Freudian 	Lectures, Class Discussions , Debate, Case Studies, Video Presentation s, News & Articles reading	12 Lectures	 Hill. Kotler, P. & Keller, K. L. (2012). 		

and Trait theories,		Marketing
Personality Traits and		Management (Global
its Marketing		Edition) (14th ed.).
significance, Product		Pearson
personality and brand	•	Schiffman, L.G.,
personification.		Kanuk, L.L., &
Self Concept		Kumar, S.R. (2011).
Consumer Perception		Consumer
• Learning – Theories		Behaviour. (10th
Attitude - Concept		ed.). Pearson.
of attitude &	•	Solomon, M.R.
consumer attitude,		(2009). Consumer
Formation &		Behaviour –
Change.		

TYBMS SEM V SYLLABUS					
IIIEnvironmental Determinants of Consumer Behaviour•Family Influences on Buyer Behaviour,•Roles of different members, needs perceived and evaluation rules.•Factors affecting the need of the family, family life cycle stage and size.•Social Class and Influences•Group Dynamics & Consumer Reference Groups, Social Class & Consumer Behaviour - Reference Groups, Types of influence: Informational, Normative & comparative influence•Opinion Leaders and Social Influences In- group versus out- group influences, role of opinion leaders in diffusion of innovation and in purchase process.•Cultural Influences on Consumer Behaviour	NS SEM V SYLLA Lectures, Class Discussions, Debate, Case Studies, Video Presentations , News & Articles reading	BUS 12 Lectures	Buying, Having, and Being. (8th ed.) New Delhi: Pearson Blackwell, R.D., Miniard, P.W., & Engel, J. F. (2009). Consumer Behaviour. New Delhi: Cengage Learning.		

IV	Understanding cultural and sub- cultural influences on individual, norms and their role, customs, traditions and value system. <u>Consumer Decision</u>	Lectures,	10	
	 making models and New Trends Consumer decision making model. Consumer behavior & AI Diffusion of innovations Process of Diffusion and Adoption, Innovator profiles E-Buying behaviour, The E-buyer vis-a vis the Brick and Mortar buyer, Influences on E-buying 	Class Discussions, Debate, Case Studies, Video Presentations , News & Articles reading	Lectures	 Nair, Suja R- Consumer Behaviour in Indian Perspective Loudan, David L and Bitta, A.J. Della Consumer Behaviour Suggested Article- What AI-Driven Decision Making Looks Like by Eric Colson https://hbr.org/2019/07/w hat-ai-driven-decision- making-looks-like

Prepared by

Signature BMS Coordinator

Approved by

Signature (Principal)

The performance of the learner will be evaluated in two components. The first component willbe a Continuous Assessment with a weightage of 25% of total marks per course. The second component will be a Semester end Examination with a weightage of 75% of the total marks per course. The allocation of marks for the Continuous Assessment and Semester end Examinations is as shown below:

i) Details of Continuous Assessment (CA): 25% of the total marks per course

Continuous Assessment	Details	Marks
Component 1 (CA-1) –	Presentations/Project Work/Book Review/Field	15 marks
Theory subjects	visit &its presentations/Research Paper Report &	
	Viva/building Models Etc.	
Component 1 (CA-1) -	Assignment/Presentations Etc.	15 marks
(Practical/Numerical		
Subjects)		
Component 2 (CA-2) -	Online Test/Quiz	10 marks

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

QUESTION PAPER FORMAT (For Theory Subjects)

All Questions are compulsory

Question	Description	Marks	Total Marks
Number			
Q1.	Answer any 2 from the following (Module I) a. b. c.	2*8 marks each	16
Q2.	Answer any 2 from the following: (Module II) a. b. c.	2*8 marks each	16
Q3.	Answer any 2 from the following: (Module III) a. b. c.	2*8 marks each	16
Q4.	Answer any 2 from the following: (Module IV) a. b. c.	2*8 marks each	16
Q5.	Case Study/Application based Questions: (Module I to IV)	2*5.5 marks each Or 2*4 marks each and 1*3 marks Or 1*6 marks and 1*5 marks	11
TOTAL MARKS			75

Elective Course (EC)

FINANCE ELECTIVE

- Corporate Finance
- Wealth Management
- Commodity & Derivatives Market

TYBMS SEM V SYLLABUS

Program: Bachelor of Management Studies			Semester:						
Course:	Corporate Fina	nce			Code:	Code: NMUBMS			
Teaching	Scheme			Evaluation Scheme					
Lecture	Practical	Tutorial	Credits	Theory			Practical	Practical	
				Internal			Internal	External	
45	Nil	Nil	03	25 Marks	75 Marks		Nil	Nil	
Internal	Component								
Class Te	st Duration (20	Mins)	Assignment	t		Cla	ass Particip	oation	
10 Marks	;		15 marks			Nil			
Learning	Objectives								
2. T br 3. T an v: 4. T co Learning	 with the tools, techniques and process of financial management in the realm of financial decision making 2. To understand the core concepts of corporate finance and its importance in managing a business in terms of cost of acquisition of funds and leverages. 3. To provide the understanding of nature, importance, structure of corporate finance related areas and to impart knowledge regarding source of finance for a business along with time value techniques related to evaluation of projects. 4. To understand the emerging trends in finance along with working capital management for companies. Learning Outcomes 1. The learner gains knowledge and is able to develop a conceptual frame work of financial functions along with developing strategies for profit and wealth 								
 maximization for various stakeholders. 2. The learner is able to assess cost of acquisition of funds by various methods and assess the operating & financial leverages for financial decision making. 3. Students understand the nature, importance, structure of corporate finance related areas and is able to evaluate the sources of finance for a business along with time value techniques related to evaluation of projects. 4. The learner assesses various new financial trends and is able to affectively evaluate working capital of companies. 									
	lass lectures ar ewspaper articl			udies, Researc	ch papers	s, Ex	cel exercis	ses and	

Module	Proposed Module Content	Pedagog yUsed	No. of Lecture s	Reference Books
1	Introduction to Corporate Finance: i. Meaning, Principles of Corporate Finance, Significance of Corporate Finance, ii. Stakeholders and impact on corporate objectives	Class lectures, case studiesand Research papers	6	 CFA Level 1- Corporate Finance M.Y. Khan and P.K. Jain - Financia Management - Tata McGraw Hil Education Indi
	iii. Profit & Wealth Maximizationiv. Financial Decision making , Functions of Financial manager , Significance of Financial management, Sources of Finance in brief			a Pvt.Ltd., Noida Uttar Pradesh. 3. Principles of Corporate Finance Brealey, Myers , Allen, Mohanty Tata - McGraw Hil Education India Pvt.Ltd, Noida, Utta Pradesh.
2	Capital structure and leverages i. Cost of Capital – Cost of Debt,Cost of Preference Shares, Cost ofEquity Shares, Cost of Retained Earnings and Calculation of Weighted Cost of Capital. ii. Capitalisation- Over, Balancedand Under Capitalisation , CapitalStructure- Theories, EBIT – EPS analysis for capital structure decision. iii. Concept of Leverage - Operating Leverage, FinancialLeverage and Combined Leverage.	Class lectures, case studies, Research papers, Excel exercises	13	 4. CFA- Level 1- Corporate Finance 5. Principles of Corporate Finance- Brealey, Myers, Allen, Mohanty, Tata McGraw Hill Education India Pvt.Ltd, Noida, Uttar Pradesh. 6.Damodaran, A (2008). Damodaran on Valuation, Security Analysis for Investment and Corporate Finance (2nd ed.). Wiley India

3.	Capital Budgeting	Class	13	7. CFA-Level 1
	 i. Introduction to Time Value of Money – compounding and discounting ii. Introduction to basics of Capital Budgeting techniques (time value of money based methods) – Traditional and Modern methods: Accounting Rate of Return, Payback period, Payback profitability, NPV and IRR (Net Present Value and Internal Rate of Return) 	lectures, case studies, Research Papers, Excel exercises	13	 7. CFA-Level 1 Corporate Finance 8. M.Y. Khanand P.K. Jain - Financial Management - Tata - McGraw Hill Publishing Co. Ltd., Noida, UttarPradesh 9. Inter CA book onFinancial Management andEconomics for Finance
4	 Working capital, dividend policy and emerging trends in finance. i. Introduction to Working Capital Management, Factors and Methods of assessing working capital ii. Emerging trends in finance: Sustainable finance, Green finance, Socially Responsible Investing, ESG and Impact Investing. 	Class lectures, Case studies, Research Papers and Excel exercises, Newspaper article discussion	13	 10. CFA-Level 1 Corporate Finance 11.Prasanna Chandra -Financial Management - Tata - McGraw HillEducation India Pvt. Ltd, Noida, UttarPradesh. 12.Principles of Corporate Finance- Brealey, Myers, Allen, Mohanty, Tata McGraw Hill Education India Pvt. Ltd, Noida, Uttar Pradesh.

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Continuous Assessment	Details	Marks
Component 1 (CA-1) – Theory subjects	Presentations/Project Work/Book Review/Field visit & its presentations/Research Paper Report & Viva/building Models Etc.	15 marks
Component 1 (CA-1) - (Practical/Numerical Subjects)	Assignment/Presentations Etc.	15 marks
Component 2 (CA-2) -	Online Test/Quiz	10 marks

i) Details of Continuous Assessment (CA): 25% of the total marks per course

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

QUESTION PAPER FORMAT (For Numerical/Practical Subjects)

Question Number	Description	Marks	Total Marks
Q1.	Practical/Numerical (Compulsory Question)	15	15
Q2 to Q5	Practical / Numerical Questions (Attempt any 3 out of 4 Questions) **(Each question carries 15 marks each – sub-questions can be: a. 1*15 marks or b. 2*7.5 marks or c. 3*5 marks or d. 1*10 marks and 1*5 marks or e. 1*8 marks and 1*7 marks)	15*3	45
Q6.	Write notes on the following: (Any 3 out of 4): a. b. c. d.	5 5 5 5	15
	TOTAL MARKS		75

Program : BMS				Semester				
Course : Wealth Management				Code : NMUBMS				
Teaching Scheme				Evaluatio	n Schen	ne		
Lecture	Practical	Tutorial	Credits	Theory			Practical	
				Internal	Extern	nal	Internal	External
45	Nil	Nil	03	25	75 Ma	rks	Nil	Nil
				Marks				
Internal C	Component							
Class Tes	st Duration 20) Mins	Assignments		Class Participation			tion
10 Marks	5		15 Marks			Nil		
Learning	Objectives							
1 T	ounderstand	various as	pects related t	o wealth m	anagem	ent		
			id importance				anagemen	t.
	•		with issues rel				0	
	-		omponents of r					
			L	. 1	0			
	Outcomes							
At the co	mpletion of c	course the	learner should	be able to:				
1. Learners will be able to specify and assess various components of wealth								

- management.Learners will understand the importance of insurance in wealth management and compare products offered by various insurance companies.
- 3. Learners will be able to examine and tackle the issues related to taxation in wealth management and develop strategies for the same.
- 4. Learners will be able to successfully create retirement plans for oneself & others (family members & clients).

Pedagogy

Practical problem solving and lectures

Detailed Syllabus Plan						
Module	Module Content	Module wise Pedagogy Used	Duration of Module	Reference Book		
Ι	Introduction a) Introduction To Wealth Management: Meaning of WM, Scope of WM, Components of WM, Process of WM, WM Needs & Expectation of Clients, Code of Ethics for Wealth Manager b) Behavioral Finance – Overview, Components – Self	Practical problem solving and lectures	12 Lectures	• Harold Evensky, Wealth Management, McGraw Hill Publication		
	Deception, Heuristic simplification, social influence and emotion (brief overview), Loss Aversion, Herd V/S self c) Wealth Management Industry – Overview, challenges, concept of Family offices			• NCFM, CFP, IIBF, etc, Wealth Management modules		
Π	Insurance Planning and Investment Planning a) Insurance Planning: Meaning, Basic Principles of Insurance, Functions and Characteristics of Insurance, Rights and Responsibilities of Insurer and Insured, Types of life Insurer and Insured, Types of life Insurance Policies, Types of General Insurance Policies, Health Insurance – Mediclaim – Calculation of Human Life Value - Belth Method/CPT b) Investment Planning: Types of Investment Risk, Risk Profiling of Investors & Asset Allocation (Life Cycle Model), Asset Allocation	Practical problem solving and lectures	11 Lectures	• Harold Evensky, The new wealth Management, CFA Institute Investment Series Publication		

	Strategies(Strategic, Tactical, Life-Cycle based), Goal-based Financial Planning, Active & Passive Investment Strategies			
ш	Financial Mathematics/ Tax and Estate Planning a) Financial Mathematics: Calculation of Returns (CAGR ,Post-tax Returns etc.), Total Assets, Net Worth Calculations b) Tax and Estate Planning: Tax Planning Concepts, Assessment Year, Financial Year, Income Tax Slabs, TDS, Advance Tax, LTCG, STCG, Carry Forward & Set-off, Estate Planning Concepts –Types of Will – Requirements of a Valid Will– Trust – Deductions – Exemptions	Practical problem solving and lectures	11 Lectures	
IV	Retirement Planning/ Income Streams & Tax Savings Schemes & Loan Mathematics a) Retirement Planning: Understanding of different Salary Components, Introduction to Retirement Planning, Purpose & Need, Life Cycle Planning, Financial Objectives in Retirement Planning, Wealth Creation (Factors and Principles), Retirement (Evaluation & Planning), Pre & Post-Retirement Strategies - Tax Treatment b) Income Streams & Tax	Practical problem solving and lectures	11 Lectures	 Harold Evensky, Wealth Management, McGraw Hill Publication NCFM, CFP, IIBF, etc, Wealth Management modules
	Savings Schemes: Pension Schemes, Annuities- Types of Annuities, Various Income Tax Savings Schemes c) Loan Mathematics – Ioan amortisation and its types, amortisation V/S depreciation			• Harold Evensky, The new wealth Management, CFA Institute Investment Series Publication

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i) Details of Continuous Assessment (CA): 25% of the total marks per course

Continuous Assessment	Details	Marks
Component 1 (CA-1) –	Presentations/Project Work/Book Review/Field visit &	15 marks
Theory subjects	its presentations/Research Paper Report &	
	Viva/building Models Etc.	
	Assignment/Presentations Etc.	15 marks
(Practical/Numerical		
Subjects)		
Component 2 (CA-2) -	Online Test/Quiz	10 marks

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

QUESTION PAPER FORMAT (For Theory Subjects)

All Questions are compulsory

Question Number	Description	Marks	Total Marks
Q1.	Answer any 2 from the following (Module I) a. b. c.	2*8 marks each	16
Q2.	Answer any 2 from the following: (Module II) a. b. c.	2*8 marks each	16
Q3.	Answer any 2 from the following: (Module III) a. b. c.	2*8 marks each	16
Q4.	Answer any 2 from the following: (Module IV) a. b. c.	2*8 marks each	16
Q5.	Case Study/Application based Questions: (Module I to IV)	2*5.5 marks each Or 2*4 marks each and 1*3 marks Or 1*6 marks and 1*5 marks	11
TOTAL MARKS			75

Programme : BMS	Semester VI					
Course : Commodity & Derivatives Market				Code :		
Teaching Scheme			Evaluation Scheme			
Lecture Practical Tuto	rial	Credits	Theory Practical			l
			Internal	External	Internal	External
45 Nil Nil		03	25 Marks	75 Marks	Nil	Nil
Internal Component						
Class Test Duration 20 Mins	s As	signments	Class Participation			ation
10 Marks	15	Marks		Ni	1	
Learning Objectives						
 Learning Objectives To understand the concepts related to Commodities and Derivatives market To study the various aspects related to futures and Hedging To study the various aspects related to Options and options pricing models To acquaint learners with the trading, clearing and settlement mechanism in derivates market. Learners will be able to understand the concepts related to Commodities and Derivatives market Learners will gain in-depth knowledge on the various aspects related to futures and hedging Learners will gain in-depth knowledge on the various aspects related to options and various options pricing models Learners will be acquainted with the trading, clearing and settlement mechanisms of derivate market. 						

Detailed S	yllabus Plan			
Module	Module Content	Module wise Pedagogy Used	Duration of Module	Reference Book
I	Commodities Market :	practical problem solving, case analysis etc.		 John C. Hull & Basu -Futures, options & other derivatives Robert McDonald,

	Trading in Commodities in			Derivatives market,
	India(Cash & Derivative			Pearson education
	Segment), Commodity			
	Exchanges in India &			
	Abroad, Reasons for			
	Investing in Commodities			
				• John Hull,
	b. Introduction to Derivatives Market:			
	Meaning, History & Origin,			futures & options
	Elements of a Derivative			
	Contract, Factors Driving			
	Growth of Derivatives Market,			
	Types of Derivatives, Types of			
	Underlying Assets, Participants			
	in Derivatives Market,			
	Advantages & Disadvantages of			
	Trading in Derivatives Market,			
	Current Volumes of Derivative			
	Trade in India, Difference			
	between Forwards & Futures.			
II	Futures and Hedging	Lectures,	11 lectures	
	a. Futures:	practical		
	• Futures Contract	problem		
		solving, case		
	Terminologies, Concept of	analysis etc.		
	Convergence, Relationship	-		
	between Futures Price &			
	Expected Spot Price, Basis			
	& Basis Risk, Pricing of			
	Futures Contract, Cost of			
	Carry Model			
	5			• Ankit Gala &
	6 6			Jitendra Gala, Guide
	Speculation & Arbitrage using			,
	Futures, Long Hedge – Short			to Indian Commodity
	Hedge, Cash & Carry			market, Buzzingstock
	Arbitrage, Reverse Cash &			publishing house
	Carry Arbitrage, Payoff Charts			
	& Diagrams for Futures			
	Contract, Perfect & Imperfect			
	Hedge			
III	Options and Option Pricing		11 lectures	• K.Sasidharan
	Models	practical		& Alex K. Mathews,
	1	problem		Option trading – bull
		solving, case		market strategies,
	Specifications,	analysis etc.		McGraw Hill
	Terminologies, Call Option,			publication
	Put Option, Difference			
	between Futures & Options,			
	Trading of Options,			
L		1		

TYBMS SEM V SYLLABUS

	Valuation of Options Contract, Factors affecting Option Premium, Payoff Charts & Diagrams for Options Contract, Basic Understanding of Option Strategies		
	b. Options Pricing Models: Binomial Option Pricing Model, Black - Scholes Option Pricing Model		
IV	Trading, Clearing & Settlement Lectures,In Derivatives Market and Types practicalof Riska.Trading,Clearing& solving, caseSettlementInDerivatives analysis etc.	11 lectures	• Niti Chatnani, Commodity markets, McGraw Hill Publication
	Market: • Meaning and Concept, SEBI Guidelines, Trading Mechanism – Types of Orders, Clearing Mechanism – NSCCL – its Objectives & Functions, Settlement Mechanism – Types of Settlement b. Types of Risk:		• S.Kevin, Commodities & financial derivatives, PHI learning Pvt ltd Suni K Parmeswaran, Futures & options, McGraw Hill
	Value at Risk, Methods of calculating VaR, Risk Management Measures, Types of Margins, SPAN Margin		

Prepared by Approved by

Signature BMS Coordinator Signature (Principal)

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Theory subjects	its presentations/Research Paper Report &	
	Viva/building Models Etc.	
Component 1 (CA-1) -	Assignment/Presentations Etc.	15 marks
(Practical/Numerical Subjects)		
Component 2 (CA-2) -	Online Test/Quiz	10 marks

ii) Details of Semester End Examination: 75% of the total marks per course. Duration of examination will be two and half hours

Question	Description	Marks	Total Marks
Number			
Q1.	Answer any 2 from the following (Module I) a. b. c.	2*8 marks each	16
Q2.	Answer any 2 from the following: (Module II) a. b. c.	2*8 marks each	16
Q3.	Answer any 2 from the following: (Module III) a. b. c.	2*8 marks each	16
Q4.	Answer any 2 from the following: (Module IV) a. b. c.	2*8 marks each	16
Q5.	Case Study/Application based Questions: (Module I to IV)	2*5.5 marks each Or 2*4 marks each and 1*3 marks Or 1*6 marks and 1*5 marks	11
TOTAL MARKS			75

QUESTION PAPER FORMAT (For Theory Subjects) All Questions are compulsory