



INDIAN SCHOOL DARSAIT

DEPARTMENT OF COMMERCE



Subject : Business Studies Topic : Business Services Date of Worksheet : 10/09/2018

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Date of submission: 12/09/2018

Name of the Student : _____ Class & Division : XI _____ Roll Number : _____

Q. No.	Question	Mark
1.	Define services.	1
2.	What is meant by 'e-banking'?	2
3.	What is meant by 'RTGS'?	2
4.	List the names of 4 public sector enterprises.	2
5.	What is meant by NEFT?	2
6.	Why are characteristics of services?	3
7.	<p>'Dhanvan Bank' is a popular private bank offering various types of bank accounts to its customers. Farhan, being a businessman chose the type of account in which deposits are the most liquid and no limits for the number of transactions or the amount of transaction per day. His father has opened an account and deposited ₹ 500000 for a period of one year. His mother has opened an account where she can deposit the money she saves. Farhan's brother Sohail has opened an account wherein he can deposit ₹ 5000 every month for the next two years.</p> <p>In the context of the above case:</p> <p>(a) Identify various types of bank accounts being used by Farhan and his family members.</p> <p>(b) What are the other services provided by banks?.</p>	4



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8.	<p>Jay owns an event management company in Jaisalmar which provides customized facilities to meet the needs of customers and ensure a memorable event for them. He has staff of 50 persons. Earlier the salary of the staff was paid through cheques. The employees had to deposit their cheque in the bank and had to wait for a few days for cheques to be cleared. But now the salary reaches their account on the same day itself with the help of a particular banking service.</p> <p>In the context of the above case:</p> <p>(a) What is a cheque?</p> <p>(b) How is a cheque different from a bank draft?</p> <p>Name the banking service which facilitates the transfer of the salary to the employees account on the same day?</p>	4
9.	<p>Gauri took an insurance policy for her home without disclosing that the home is being used to house a catering business. After a few months, a gas cylinder explosion caused major damage to her property. She filed for a claim with the insurance company for compensation. On investigation the insurance company discovered about the commercial use of the home and denied any claim..</p> <p>In the context of the above case:</p> <p>(a) Which principle of insurance is violated in the above case. Explain</p>	4
10.	<p>Mahesh's factory catches fire due to a short circuit. But he does not take any steps to stop the fire, neither does not call up the fire station. Instead he remains inactive and watch his factory burn thinking that why should he be worried when he has taken a fire insurance for the factory. Later, the insurance company denied the claim for compensation.</p> <p>In the context of the above case:</p> <p>(a) Which principle of insurance is violated in the above case. Explain</p>	4
11	<p>Sunil takes a fire insurance policy for his office. In a fire accident his factory is damaged. Insurance company paid the full policy value to him. Now Sunil cannot sell the scrap to realize money from it, instead the insurance company has the right to own it.</p> <p>In the context of the above case:</p> <p>(a) Which principle of insurance is violated in the above case. Explain</p>	4
12.	<p>Explain the services of banks.</p>	5
13.	<p>Compare life, health, fire and marine insurance.</p>	6