

CLASS-XII
BUSINESS STUDIES – II
(COMMERCE and HUMANITIES GROUP)

Following Topics are Deleted from the syllabus for March 2020-21 Examination

S. No	Units	Topics deleted
1	Unit-3 BUSINESS ENVIRONMENT	<ul style="list-style-type: none"> • Demonetization concept • Impact of government policy changes on business with special reference to liberalization, privatization and globalization in India
2	Unit-4 PLANNING	<ul style="list-style-type: none"> • Single use and standing plans. • Objectives, strategy , Policy, Procedure, methods, rules, budget and programmes.
3	Unit-5 ORAGNISATION	<ul style="list-style-type: none"> • Structure of organization: Formal and Informal organization-concept
4	Unit-6 STAFFING	<ul style="list-style-type: none"> • Staffing as a part of Human Resources Management-concept
5	Unit-7 DIRECTING	<ul style="list-style-type: none"> • Barriers to effective communication, • how to overcome the barriers
6	Unit-8 CONTROLLING	<ul style="list-style-type: none"> • Relationship between Planning and Controlling
7	Unit-12 MARKETING	<ul style="list-style-type: none"> • Physical distribution- concept, components and channels of distribution
8	Unit-13 CONSUMER PROTECTION	<ul style="list-style-type: none"> • Consumer protection importance • Role of consumer organizations and Non-Governmental Organizations (NGO's)