

Sree Chaitanya Mahavidyalaya

Internal Examination 2021-22

B. Com. (Honours) Semester III

Paper name: **Business Communication and E-Commerce**

Paper Code: **FACHGECO3T**

Time allowed : 1 hour

Full marks: 20

Group A
Answer all questions

(1 x 10)

1. What is the full form of NEFT?
2. Which service is provided by National Payments Corporation of India (NPCI)?
3. What is 'noise' in the communication process?
4. What is meant by 'conflict resolution'?
5. What do you mean by 'feedback' in the process of communication?
6. What is meant by 'decoding'?
7. What do you mean by Grapevine Communication.
8. What is FAX?
9. What do you mean by PBX and PABX?
10. What is teleconferencing?

Group B
Answer any two questions

(5 x 2)

11. (a) State the relation between E-Commerce and E-Business.
(b) Explain the role of internet in e-commerce. (2+3)
12. Explain the following terms in brief: (1 x 5)
 - a. B2C model of e-commerce
 - b. B2B model of e-commerce
 - c. C2C model of e-commerce
 - d. E-Governance
 - e. M-Commerce
13. Draft a Notice with Agenda, convening the first Board Meeting of a company. (5)
14. Write a letter to M/s Dhar Brothers, 41, Camac Street, Kolkata 700017, requesting payment of their outstanding bill no. 521/21 dated 19.03.21 for Rs. 50000 without a delay. (5)

OR

Draft a circular notifying the increase in selling price of your product due to rise in cost and seeking continuous patronage of the customers. (5)

Send your answers in a single PDF to
scmcommerceas@gmail.com