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FOR PUNJAB CLASS 12 PREPARATION

PSEB 12th Class Syllabus 2027 Fundamental Of E-Business

EXAM	YEAR	TYPE
Punjab Class 12	2027	Syllabus

FUNDAMENTALS OF E-BUSINESS

Session: 2026-27

Class-XII

Time: 3 Hrs

Theory: 80 Marks
Practical: 15 Marks
INA: 05 Marks
Total: 100 Marks

SYLLABUS (Theory)

UNIT I: Fundamentals of Computer:

Computers: Introduction, Meaning and Definition of Computer, Working of Computer System, Future of Computers, Advantages and Limitations of Computers.
Multimedia: Meaning, Definition, Scope of Multimedia (Brief Description) Multimedia Devices and Multimedia Software (Brief Description)
Educational, Recreational and Commercial Use of Multimedia.

UNIT II: Fundamentals of Internet and Working with Internet:

Concept, Use and requirements of Internet, Internet Service Providers, Components of Internet, Advantages and Limitations of Internet.
E-mail: Definition and Procedure of opening an e-mail account.
Advantages and Limitations of E-mail.
Working of internet, Internet Protocols, WWW, Website, Web page, Web address (Uniform Resource Locator-URL), Web Browsers, Search Engine, Navigation, Surfing, Downloading.

UNIT III: Concepts and Scope of Information Technology:

Information Technology: Meaning, definition, Scope, Advantages and Limitations of Information Technology.
Recent Trends in Information Technology: Artificial Intelligence, Cloud Computing, Quantum Computing, Green Computing, Robotics (Brief description of all these with Concept and definitions only).

UNIT IV: E-Governance:

E-Governance: Meaning, Types, Stages, Pillars of e-governance, Advantages and Limitations of e-governance.
Cyber Security and Cyber Laws: Meaning, Types, Sources, Threats of Cyber Security, Cyber Laws in India.
DigiLocker: Meaning, Functioning and Advantages of DigiLocker, Precautions in use of DigiLocker.

UNIT V: Introduction to E- Business and E- Business in India:

Introduction to E- Business: Meaning, Features, Functions, Benefits and Elements of E-Business, Basic Types/ Models of E- Business - B2C, B2B, C2C, G2B, G2C, C2B, B2G, & P2P etc. Meaning and Concept of E-Commerce, Difference between E-Business and E-Commerce. Guidelines for secure E-Business.

E-Business in India: Status, Opportunities and problems of E- Business in India, Legal issues involved in E- Business in India.

Futurology of E-Business: Basic Indicators/ trends leading to futurology of E-Business worldwide.

UNIT VI: Digital Currency and Digital Payments:

Digital Currency: Meaning, Characteristics, Types of Digital Currency, Advantages and Limitations of Digital Currency.

Digital Payments: Meaning, Definition and Types of Digital Payments, Advantages and Limitations of Digital Payments.

UNIT VII: E-Banking:

E-Banking: Meaning, Importance and Types of E-Banking Services. Traditional Versus E-Banking, Process of E-Banking, Advantages and Limitations of E-Banking. Status and Scope of E-Banking in India.

UNIT VIII: E-Marketing and E-Retailing:

E-Marketing: Concept of E- Marketing, 5 Ps of E-Marketing, Traditional Marketing Versus E-Marketing, Advantages and Limitations of E-Marketing, Status and Scope of E-Marketing in India.

E-Retailing: E-Retailing: Meaning, Definition, Types of E- Retailing. How E- Retailing works? Challenges of E-Retailing, Advantages and Limitations of E-Retailing.

E-Customer Relationship Management (E-CRM): Meaning, Definition, Features and Advantages of E-CRM.

UNIT IX: E-Tourism:

E-Tourism: Meaning, Definition, Components, Features of E-Tourism. Emerging trends in E-Tourism.

UNIT X: E-Trading Securities:

E- Trading Securities: Meaning and Importance of E- Trading Securities, Traditional Trading Securities Versus E-Trading Securities, Operational Aspects, working and security issues in E-Trading Securities, Advantages and Limitations of E- Trading Securities, Status and Scope of E-Trading Securities in India.

STRUCTURE OF PRACTICAL QUESTION PAPER

(PRACTICAL)

Time: 1½ Hours Max. Marks: 15

1. Practical Note Book 3 marks
2. Total five questions (two from part-I and three from Part-II) of 3 marks each will be set out of list prescribed for practical. The students are required to perform three practicals selecting at least one from each part. (3×3) =9 marks
3. Viva Voce 3 marks

Division of Marks for internal assessment (INA): **Max Marks: 05**

As per instructions issued by Punjab School Education Board.

Syllabus (Practical)

List of Practicals

Part-I

Internet and It's applications:

1. Log into internet & open/play music in window media player
2. Create a meeting link on Zoom.
3. Create a meeting link on Google meet.
4. Create an e-mail address.
5. Create a message in email.
6. Send a message from your email to your friend.
7. Create an address book.
8. Check messages in your email Account.
9. Delete a message from your email account.
10. Delete your e-mail account permanently.
11. Navigate, surf and download the required information from a website.
12. Search/Surf the internet and write down various E-governance initiatives taken

by Punjab Govt.

13. Search/Surf on e-district.punjabgovt.gov.in and List various services being provided by the E-District sewa (at least ten).

Part-II

1. Surf the internet and write down the steps to register/create DigiLocker Account, with required documents.
2. Create ABC ID in DigiLocker.
3. Download your Matriculation Certificate from your DigiLocker.
4. Upload any of your personal document to DigiLocker.
5. Buy an article through online website.
6. Search/Surf www.mastercard.co.in and list the various cards being offered by Mastercard for small, medium and large business.
7. Surf the internet and list the various digital payment modes available for customers on Amazon.com, Flipkart.com etc.
8. Search/Surf the internet and list web addresses of some famous online retailers.
9. Visit the website of State Bank of India and find out the customer care toll free number and email address.
10. Suppose you are going to New Delhi from Amritsar. For a particular date, find out various trains and their timings between the two stations, for sleeper class.
11. How to find out a Hotel Room at MakeMyTrip.
12. Open the NSE website and write name of any ten stocks, which are the part of "Nifty 50" indices.

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