GOVERNMENT OF KARNATAKA

KARNATAKA SCHOOL EXAMINATION AND ASSESSMENT BOARD

SUBJECT: 62 – RETAILS **2026-27 II PUC BLUE PRINT** **Max. Marks - 60**

UNIT NUMBER	UNIT NAME	TEACHING HOURS	NUMBER OF MARKS	Part - A	Part - B	Part – C/E	Part - D
				1 MARK X 10 Q = 10 MARKS	2MARKS 10/13 Q = 20/26 MARKS	3MARKS X 06/10 Q = 18/30 MARKS	6 MARKS X 02/04 Q = 12/24 MARKS
1	EMPLOYABILITYSKILLS	16	12	2	2	2	0
2	RESOLVE CUSTOMERS CONCERNS	18	15	4	1	1	1
3	DELIVERY OF RELIABLE SERVICES	32	24	2	2	2	2
4	CUSTOMER RELATIONSHIP MANAGEMENT	22	15	2	2	2	1
5	CONTINUOUS IMPROVEMENT IN SERVICE	16	12	0	3	1	0
6	WORK IN TEAM & ORGANISATION	16	12	0	3	2	0
TOTAL	NO. OF QUESTIONS	120	90	20/20	03/05	08/15	04/06
	MARKS			20/20	06/10	24/45	20/30