Discretion: The CBCS syllabus is uploaded as given by the Faculty concerned to the Academic Council. The same has been approved as it is by the Academic Council on 13.7.2015 and Executive Council on 14.7.2015. Any query may kindly be addressed to the concerned Faculty.
Preamble

The University Grants Commission (UGC) has initiated several measures to bring equity, efficiency and excellence in the Higher Education System of country. The important measures taken to enhance academic standards and quality in higher education include innovation and improvements in curriculum, teaching-learning process, examination and evaluation systems, besides governance and other matters.

The UGC has formulated various regulations and guidelines from time to time to improve the higher education system and maintain minimum standards and quality across the Higher Educational Institutions (HEIs) in India. The academic reforms recommended by the UGC in the recent past have led to overall improvement in the higher education system. However, due to lot of diversity in the system of higher education, there are multiple approaches followed by universities towards examination, evaluation and grading system. While the HEIs must have the flexibility and freedom in designing the examination and evaluation methods that best fits the curriculum, syllabi and teaching–learning methods, there is a need to devise a sensible system for awarding the grades based on the performance of students. Presently the performance of the students is reported using the conventional system of marks secured in the examinations or grades or both. The conversion from marks to letter grades and the letter grades used vary widely across the HEIs in the country. This creates difficulty for the academia and the employers to understand and infer the performance of the students graduating from different universities and colleges based on grades.

The grading system is considered to be better than the conventional marks system and hence it has been followed in the top institutions in India and abroad. So it is desirable to introduce uniform grading system. This will facilitate student mobility across institutions within and across countries and also enable potential employers to assess the performance of students. To bring in the desired uniformity, in grading system and method for computing the cumulative grade point average (CGPA) based on the performance of students in the examinations, the UGC has formulated these guidelines.
CHOICE BASED CREDIT SYSTEM (CBCS):
The CBCS provides an opportunity for the students to choose courses from the prescribed courses comprising core, elective/minor or skill based courses. The courses can be evaluated following the grading system, which is considered to be better than the conventional marks system. Therefore, it is necessary to introduce uniform grading system in the entire higher education in India. This will benefit the students to move across institutions within India to begin with and across countries. The uniform grading system will also enable potential employers in assessing the performance of the candidates. In order to bring uniformity in evaluation system and computation of the Cumulative Grade Point Average (CGPA) based on student’s performance in examinations, the UGC has formulated the guidelines to be followed.

Outline of Choice Based Credit System:

1. **Core Course:** A course, which should compulsorily be studied by a candidate as a core requirement is termed as a Core course.

2. **Elective Course:** Generally a course which can be chosen from a pool of courses and which may be very specific or specialized or advanced or supportive to the discipline/subject of study or which provides an extended scope or which enables an exposure to some other discipline/subject/domain or nurtures the candidate’s proficiency/skill is called an Elective Course.
   2.1 **Discipline Specific Elective (DSE) Course:** Elective courses may be offered by the main discipline/subject of study is referred to as Discipline Specific Elective. The University/Institute may also offer discipline related Elective courses of interdisciplinary nature (to be offered by main discipline/subject of study).
   2.2 **Dissertation/Project:** An elective course designed to acquire special/advanced knowledge, such as supplement study/support study to a project work, and a candidate studies such a course on his own with an advisory support by a teacher/faculty member is called dissertation/project.
   2.3 **Generic Elective (GE) Course:** An elective course chosen generally from an unrelated discipline/subject, with an intention to seek exposure is called a Generic Elective.

   P.S.: A core course offered in a discipline/subject may be treated as an elective by other discipline/subject and vice versa and such electives may also be referred to as Generic Elective.

3. **Ability Enhancement Courses (AEC)/Competency Improvement Courses/Skill Development Courses/Foundation Course:** The Ability Enhancement (AE) Courses may be of two kinds: AE Compulsory Course (AECC) and AE Elective Course (AEEC). “AECC” courses are the courses based upon the content that leads to Knowledge enhancement. They ((i) Environmental Science, (ii) English/MIL Communication) are mandatory for all disciplines. AEEC courses are value-based and/or skill-based and are aimed at providing hands-on-training, competencies, skills, etc.
   3.1 **AE Compulsory Course (AECC):** Environmental Science, English Communication/MIL Communication.
   3.2 **AE Elective Course (AEEC):** These courses may be chosen from a pool of courses designed to provide value-based and/or skill-based instruction.

**Project work/Dissertation** is considered as a special course involving application of knowledge in solving / analyzing / exploring a real life situation / difficult problem. A Project/Dissertation work would be of 6 credits. A Project/Dissertation work may be given in lieu of a discipline specific elective paper.
Details of Courses Under Undergraduate Programme (B.A./ B.Com.)

<table>
<thead>
<tr>
<th>Course</th>
<th>*Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Paper+ Practical</td>
</tr>
<tr>
<td>I. Core Course</td>
<td></td>
</tr>
<tr>
<td>(12 Papers)</td>
<td></td>
</tr>
<tr>
<td>Two papers – English</td>
<td>12X4= 48</td>
</tr>
<tr>
<td>Two papers – MIL</td>
<td></td>
</tr>
<tr>
<td>Four papers – Discipline 1.</td>
<td>12X=24</td>
</tr>
<tr>
<td>Four papers – Discipline 2.</td>
<td>6X4=24</td>
</tr>
<tr>
<td>Core Course Practical / Tutorial*</td>
<td>6X2=12</td>
</tr>
<tr>
<td>(12 Practicals)</td>
<td></td>
</tr>
<tr>
<td>II. Elective Course</td>
<td></td>
</tr>
<tr>
<td>(6 Papers)</td>
<td></td>
</tr>
<tr>
<td>Two papers- Discipline 1 specific</td>
<td>2 X 2=4</td>
</tr>
<tr>
<td>Two papers- Discipline 2 specific</td>
<td>2 X 2=4</td>
</tr>
<tr>
<td>Two papers- Inter disciplinary</td>
<td>2 X 2=4</td>
</tr>
<tr>
<td>Two papers from each discipline of choice</td>
<td>6X4=24</td>
</tr>
<tr>
<td>and two papers of interdisciplinary nature.</td>
<td>6X1=6</td>
</tr>
<tr>
<td>Elective Course Practical / Tutorials*</td>
<td>6 X 2=12</td>
</tr>
<tr>
<td>(6 Practical/ Tutorials*)</td>
<td></td>
</tr>
<tr>
<td>Two papers- Discipline 1 specific</td>
<td></td>
</tr>
<tr>
<td>Two papers- Discipline 2 specific</td>
<td></td>
</tr>
<tr>
<td>Two papers- Generic (Inter disciplinary)</td>
<td></td>
</tr>
<tr>
<td>Two papers from each discipline of choice</td>
<td></td>
</tr>
<tr>
<td>and two papers of interdisciplinary nature.</td>
<td></td>
</tr>
<tr>
<td>• Optional Dissertation or project work in</td>
<td></td>
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<tr>
<td>place of one elective paper (6 credits) in</td>
<td></td>
</tr>
<tr>
<td>6th Semester</td>
<td></td>
</tr>
<tr>
<td>III. Ability Enhancement Courses</td>
<td></td>
</tr>
<tr>
<td>1. Ability Enhancement Compulsory</td>
<td>2 X 2=4</td>
</tr>
<tr>
<td>(2 Papers of 2 credits each)</td>
<td></td>
</tr>
<tr>
<td>Environmental Science</td>
<td></td>
</tr>
<tr>
<td>English Communication/MIL</td>
<td></td>
</tr>
<tr>
<td>2. Ability Enhancement Elective</td>
<td>4 X 2=8</td>
</tr>
<tr>
<td>(Skill Based)</td>
<td></td>
</tr>
<tr>
<td>(4 Papers of 2 credits each)</td>
<td></td>
</tr>
</tbody>
</table>

Total credit= 120                             Total = 120

Institute should evolve a system/policy about ECA/ General Interest/Hobby/Sports/NCC/NSS/related courses on its own.

*wherever there is a practical there will be no tutorial and vice-versa.
# B.A. (Vocational Studies) Office Management & Secretarial Practice: Three-Year (6-Semester) CBCS Programme

## Course Structure

| Semester – I          |  
|-----------------------|---|
| 1.1 Environmental Studies/ Language: English/Hindi/Modern Indian Language | Ability Enhancement Compulsory Course (AECC) |
| 1.2 English/ MIL I    | Core Discipline |
| 1.3 Office Management and Methods | Core Discipline |
| 1.4 Financial Accounting | Core Discipline |

| Semester – II         |  
|-----------------------|---|
| 2.1 Language: English/Hindi/Modern Indian Language/ Environmental Studies | Ability Enhancement Compulsory Course (AECC) |
| 2.2 MIL / English I   | Core Discipline |
| 2.3 Communication & Business Correspondence | Core Discipline |
| 2.4 Business Law      | Core Discipline |

| Semester – III        |  
|-----------------------|---|
| 3.1 English/ MIL II   | Core Discipline |
| 3.2 Secretarial Practice and Basic Phonography-I | Core Discipline |
| 3.3 Computing Basics and its Applications – I | Core Discipline |
| 3.4 Banking and Insurance Operations | Skill Enhancement Course (SEC) |

| Semester – IV         |  
|-----------------------|---|
| 4.1 MIL / English II  | Core Discipline |
### Semester – V

<table>
<thead>
<tr>
<th></th>
<th>Course Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Advanced Phonography (Practical) – I</td>
<td>Elective Core – Discipline Based</td>
</tr>
<tr>
<td>5.2</td>
<td>Internship Project / Project</td>
<td>Elective Core – Generic</td>
</tr>
<tr>
<td>5.3</td>
<td>Indian Polity And Governance</td>
<td>Elective Core – Generic</td>
</tr>
<tr>
<td>5.4</td>
<td>MIS</td>
<td>Skill Enhancement Course (SEC)</td>
</tr>
</tbody>
</table>

### Semester – VI

<table>
<thead>
<tr>
<th></th>
<th>Course Title</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Advanced Phonography (Practical) – II</td>
<td>Elective Core – Discipline Based</td>
</tr>
<tr>
<td>6.2</td>
<td>Computing Basics and its Applications – II</td>
<td>Elective Core – Discipline Based</td>
</tr>
<tr>
<td>6.3</td>
<td>Administration and Public Policy</td>
<td>Elective Core – Generic</td>
</tr>
<tr>
<td>6.4</td>
<td>E-Commerce</td>
<td>Skill Enhancement Course (SEC)</td>
</tr>
</tbody>
</table>
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester I

Paper 1.3 Office Management and Methods

Duration: 3 hours  Marks: 100  lectures: 75

Objectives: To familiarize students with the activities in a modern office. Smooth functioning of any organization depends upon the way various activities are organized, the facilities provided to the staff working in the office, the working environment, tools and equipments used in office.

Unit I  15


Unit II  15

Filing and Indexing – Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization.

Unit III  15

Office forms – Meaning and types of forms used in business organization, advantages, forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

Unit IV  15


Unit V  15

Suggested Readings

- Duggal, Balraj, Office Management and Commercial Correspondence, KitabMahal, New Delhi.
- R.K. Chopra, Office Management, Himalaya Publishing House
Objective:

To make the student familiar with generally accepted accounting principles of financial accounting and their applications in business organizations excluding corporate entities.

**Unit-I**


**Unit-II**

(i) Consignments: Features, Accounts treatment in the books of the consignor and consignee.

(ii) Joint Ventures: Accounting procedures: Joint Bank Account, Records Maintained by co-venturer of (a) all transactions (b) only his own transactions. (Memorandum joint venture account).

(iii) Inland Branches: Dependent branches only and Ascertainment of Profit by Debtors method and Stock and Debtors method.

**Unit-III**

Unit- IV 15
Partnership: Admission, Retirement, Dissolution of Partnership Firms: Legal Position, Accounting for simple dissolution.

Unit- V 15
Analysis of financial statements, Common size balance sheet, Ratio analysis, Cash Flow statement.

Suggested Readings

- J.R. Monga, Basic Financial Accounting, Mayur Paper backs, Darya Gang, New Delhi
- S.N. Maheshwari, Financial Accounting, Vikas Publication, New Delhi
- Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi
- S.P. Jain and K.L. Narang, Advanced Accounting, Kalyani Publishers New Delhi
- Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi

Note: Latest edition of text book may be used.
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester II

Paper 2.3 Communication and Business Correspondence

Duration: 3 hours    Marks: 100    lectures: 75

Objectives: This paper will help students to develop verbal and non-verbal communication skills placing emphasis on the practical applications of both.

Unit I   15

Communication – Meaning, importance, process, of communication, objectives of effective communication. Forms of communication – oral, written, visual and audio-visual. Types of office communication internal and external. Barrier to communication and overcoming the barriers.

Unit II   15

Business Correspondence – Meaning, importance, qualities of good business correspondence. Structure and layout of business letters and types of business letters.

Unit III   15


Unit IV   15


Unit V   15

Office meetings – Notice, Agenda, Resolutions, Minutes and confirmation of the Minutes. Abbreviations and terms used in Business Correspondence.

Suggested Readings

- Sinha, K.K., Business Communication, Galgotia and Sons, New Delhi.
B.A. (Vocational Studies) Office Management & Secretarial Practice

Semester II

Paper 2.4 Business Law

Duration: 3 hours   Marks: 100   lectures: 75

Objectives: The objective of the course is to impart basic knowledge of the important business laws along with relevant case law.

Unit I: The Indian Contract Act, 1872

Contract – meaning, characteristics and kinds, Essentials of valid contract - Offer and acceptance, consideration, contractual capacity, free consent, legality of objects, Void agreements, Discharge of contract – modes of discharge including breach and its remedies, Contingent contracts, Quasi contracts

Unit II: The Indian Contract Act, 1872: Specific Contracts

Contract of Indemnity and Guarantee, Contract of Bailment, Contract of Agency

Unit III: The Sale of Goods Act, 1930

Contract of sale, meaning and difference between sale and agreement to sell, Conditions and warranties, Transfer of ownership in goods including sale by non-owners, Performance of contract of sale, Unpaid seller – meaning and rights of an unpaid seller against the goods and the buyer.

Unit IV: Partnership Law

The Partnership Act, 1932: Nature and Characteristics of Partnership, Registration of Firms, Types of Partners, Rights and Duties of Partners, Implied Authority of a Partner, Incoming and outgoing Partners, Mode of Dissolution of Partnership

The Limited Liability Partnership Act, 2008: Salient Features of LLP, Difference between LLP and Partnership, LLP and Company, LLP Agreement, Partners and Designated Partners, Incorporation Document, Incorporation by Registration, Partners and their Relations, winding up

Unit V: The Negotiable Instruments Act, 1881

Meaning and Characteristics of Negotiable Instruments : Promissory Note, Bill of Exchange, Cheque, Holder and Holder in due Course, Privileges of Holder in Due Course, Negotiation: Types of Endorsements, Crossing of Cheque, Bouncing of Cheques
Suggested Readings


**Note:** Latest edition of text books may be used.
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester III

Paper 3.2 Secretarial Practice and Basic Phonography-I

Duration: 3 hours    Marks: 100    lectures: 75

Objectives: The main objective is to familiarize the students with the activities of a modern office, role of a Private Secretary in an office besides gaining essential skills in handling of various office operations. As it is very important for an Executive Assistant to write rapidly and accurately, the knowledge of art of writing spoken sounds with the help of principles of Sir Isaac Pitman would help the students to take notes and carry out office work speedily.

Unit –I 15

Secretary: Meaning of Secretary, Types/Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of Secretary, changing profile of the Secretary.

Organizational Structure: Definition, meaning and process, level and functions (Operational Functions- Office, Production, Financial, Marketing, Personnel etc. and Managerial Functions- Planning, Organizing, Staffing, Directing, Coordinating, Controlling. Delegation and Decentralization of Authority.

Unit –II 15

Meetings: Meaning and purpose of meetings, types of meetings, preparation for meetings: Notice, Agenda, Quorum, Role of Chairman, Minutes of meetings, duties of Secretary before, during and after a meeting, additional terms used in meetings.

Unit-III: 15

Handling of Mail: Meaning of Mail, Need for establishing inward and outward mail routines, Nature of Mail – E mail and Physical Mail, Types of Mail – Inward Mail, Outward Mail and Inter-departmental Mail, Handling of Inward and Outward Mail, Mechanizing of Mail Services, Services provided by Courier Companies.

Part- B - Basic Phonography

Unit –IV 15

Phonography: Meaning and importance.

Consonants: Definition, types of Consonants, Classification of Consonants, Consonants and consonant strokes, pairs of Consonants, number, size and directions of consonants, joining of strokes.
B.A. (VS) Office Management & Secretarial Practice CBCS

Vowels: Definition, long and short vowels, Vowel signs and their places, Position of outlines according to vowels, Intervening Vowels, Grammologues and Punctuation signs.


Unit –V

Circles and Loops: Circle ‘S’ & ‘Z’, use of small circles with straight and curved strokes, exceptions to the use of Circle ‘S’/‘Z’, Large Circles ‘SW’, ‘SS or ‘SZ’, use of large circles with straight and curved strokes, Use of large circles in Phraseography, Loops ‘ST’ and ‘STR’, use of small and big loops with straight and curved strokes, medial use of loops, exceptions to the use of loops.

Initial and Final Hooks: Initial Hooks ‘R’ and ‘L, use of initial hooks with straight and curved strokes, alternative forms for ‘Fr’, ‘Vr’ etc., use of circles and loops preceding initial hooks.

Small Final Hooks ‘N’, ‘F/V’, use of final hooks with straight and curved strokes, medial use of small final hooks, use of small final hooks in Phraseography, Exceptions to the use of small final hooks, circles and loops to final hooks.

Large Final Hook ‘Shun Hook’, use of Shun Hook with straight and curved strokes, medial use of Shun Hook, Use of Shun Hook after Circle ‘S’ and ‘NS’, Use of Shun Hook in Phraseography

Suggested Readings

- Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, New Delhi-110002
- Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.
- Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester III

Paper 3.3 Computing Basics and its Applications I

Marks: 100  lectures: 50

Theory: 50  Practical: 40  Viva-Voce: 10 (Internal Assessment in Theory component only)

Unit I 5


Unit II 15

Advanced Concepts of Networks and Internet: Keywords: URL, IP address, Hyperlinks, Web pages, Home page, web sites, WWW, Dial-up, Broadband, Dedicated, ISP, Browser, DSL, DNS, Gateways, Chat rooms, Downloading and Uploading, Wifi.

Working with Microsoft Internet Explorer: Opening a web page, opening multiple browser windows, opening multiple tabs in a single browser windows and their management, working offline, deleting temporary files, exploring Internet Options. Net Etiquettes, Searching the Web: Meaning of Search Engines, Keywords,

Unit III 10

Database Management System (DBMS): Meaning and need of a database, Advantages, Limitations of databases, Applications of Database, Meaning and need of DBMS, Database Components: Tables, Rows, Columns, Attributes, Queries, Record, Primary Key, Foreign Key, Relationship between tables.

Unit IV 10

E-Typewriting: Meaning and uses of Touch Method, The student is required to achieve proficiency in e-typewriting with touch method of typewriting, Method of speed calculation, The minimum accurate speed to be attained is 30 words per minute.

Unit V 10

and Alignment, Bullets and Numbering, Tabs, Paragraph formatting, Indent, Page Formatting, Header and Footer & Word Count. Working with a Document: Page Setup of a document, viewing a document, switching between documents, saving a document, print preview, printing a document. Finishing Touch to a document: Inserting date and time, Special effects such as Bold, Scripts, etc., Inserting and deleting a comment, Inserting Clip Arts.

Note: The relevant short cut keys of MS Word to be discussed.

Suggested Readings

- Fundamentals of Information Technology, Alexis and Mathew.
- Computer Fundamentals, P.K. Sinha.
- Microsoft Word 2010 Step by Step (Microsoft) by Joyce Cox and Joan Lambert.
- MS Word 2000 Thumb Rules and Details, Snigdha Banerjee.
- Word 2010 All-in-One For Dummies, Doug Lowe and Ryan C. Williams.

GUIDELINES FOR THE CONDUCT OF PRACTICAL EXAMINATION

Computing Basics & Its Applications - I

Practicals 25

Time: 35 Minutes (Excluding Viva Voce)  Maximum Marks: 50

<table>
<thead>
<tr>
<th>Ques. No.</th>
<th>Description of Question</th>
<th>No. of Words</th>
<th>Marks</th>
<th>Time Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>E-typewriting</td>
<td>300</td>
<td>20</td>
<td>05 minutes</td>
</tr>
<tr>
<td>2</td>
<td>A question on MS-Word comprising of simple formatting of passage/letter e.g. bold, italics, etc. Generate mail merge for the letter so created to send it to multiple recipients at the same time.</td>
<td>160</td>
<td>20</td>
<td>30 minutes</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>40</td>
<td></td>
<td>35 minutes</td>
</tr>
<tr>
<td></td>
<td>Viva-Voce</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Marks</td>
<td>50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NOTE: 1. There will be no Internal Assessment in the Practical component of this Paper.

2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of above questions for evaluation.
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester III

Paper 3.4 Banking and Insurance

Duration: 3 hours  Marks: 100  lectures: 60

Objectives: To impart knowledge about the basic principles of the banking and insurance

Unit I
Introduction: Origin of banking: definition, banker and customer relationship, General and special types of customers, Types of deposits, Origin and growth of commercial banks in India.

Unit II
Cheques: Crossing and endorsement - meaning, definitions, types and rules of crossing.
Paying Banker: Duties, Statutory protection in due course, collecting bankers: duties, statutory protection for holder in due course, Concept of negligence.

Unit III
Banking Lending: Principles of sound lending, Secured vs. unsecured advances, Types of advances, Advances against various securities.

Unit IV
E- Banking: Meaning, Benefits, Internet Banking, Home banking, Mobile banking, Virtual banking, E payments, ATM Card/ Biometric card, Debit/Credit card, Smart card, EFT, ECS (credit/debit) E-money, Electronic purse, Digital cash. White level ATM.

Unit V
Insurance: Basic concept of risk, Types of business risk, Assessment and transfer, Basic principles of utmost good faith, Indemnity, Economic function, Proximate cause, Subrogation and contribution, Types of insurance: Life and Non-life, Re-insurance, Risk and return relationship, Need for coordination. Underwriting, process of claim settlement.

Suggested readings
- Agarwal, O.P., Banking and Insurance, Himalaya Publishing House
- Satyadevi, C., Financial Services Banking and Insurance, S.Chand
- Suneja, H.R., Practical and Law of Banking, Himalya Publishing House
- Chabra, T.N., Elements of Banking Law, DhanpatRai and Sons
- Saxena, G.S; Legal Aspects of Banking Operations, Sultan Chand and Sons
- Varshney, P.N., Banking Law and Practice, Sultan Chand and Sons

Note: Latest edition of text books may be used.
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester IV

Paper 4.2 Secretarial Practice and Basic Phonography-II

Duration: 3 hours     Marks: 100     lectures: 75

Objectives: The aim of the course is to impart knowledge about various operations of an office. The knowledge of latest office equipments is essential for a Secretary. Office Stationery is very important aspect in an organization. As it is very important for an Executive Assistant to write rapidly and accurately, the knowledge of art of writing spoken sounds with the help of principles of Sir Isaac Pitman would help the students to take notes and carry out office work speedily.

PART-A   - Secretarial Practice-II

Unit –I  15
Office Automation: Meaning of Mechanization, factors for selection of office machines, advantages and disadvantages of mechanization, Types of Machines – Communication Equipment, Copying Machines, Accounting, Tabulating and Computing Machines and Miscellaneous Machines.

Stationery: Need and importance of stationery, purchase of stationery, storage of stationery, issue and control of stationery.

Unit –II  15
Behavioural Skills: Personality development, importance of good human relations, understanding organizational culture, management of time and stress, importance of ethics and values.

Unit –III  15
Appointments and Travel Arrangements: Scheduling appointments, duties of Secretary before, during and after appointment. Preparation of itinerary, role and selection of travel agency, reservations.

Part-B   - Basic Phonography -II

Unit –IV  15

B.A. (VS) Office Management & Secretarial Practice CBCS

for ‘RT’ and ‘LT’, joining of strokes of unequal length, Use of Halving Principle for Past Tense, use of Halving Principle in Phraseography.

Unit –V


Figures: Numerals in Shorthand, round numbers, monetary units.

Suggested Readings

- Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.
- Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, 4263/3, Ansari Road. Darya Ganj, New Delhi-110002
- Secretarial Services by Evelyn Anstin, Macdonald &Evavs.
- Personality Development by R.K. Mishra, Rupa Publications
- Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications
- Way to High Speed Writing, O.P. Kuthiala.
- Principles of Modern Phraseography, Edgar E. Thorpe.
- Personality Development by S.K.P. Selvam, APH Publication Corporation
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester IV

Paper 4. 3 Corporate Laws

Duration: 3 hours     Marks: 100     lectures: 75

Objectives: The objective of the course is to impart basic knowledge of the provisions of the Companies Laws and the Depository Laws along with relevant case law.

Unit I

Introduction: Characteristics of a company, concept of lifting of corporate veil, Types of companies, association not for profit, illegal association, Formation of company – Promoters, their legal position, pre-incorporation contract and provisional contracts. Documents – Memorandum of Association, Articles of Association, Doctrine of Constructive Notice and Indoor Management, Prospectus and Book Building process

Unit II

Share Capital – issue, allotment and forfeiture of share, demat of share, transmission of shares, buyback, share certificate and share warrant, Members and shareholder – their rights and duties. shareholders meetings, kinds, convening and conduct of meetings, AGM, EGM, Class meetings.

Unit III

Management – Directors, classification of directors, dis-qualifications, appointment, legal position, powers and duties, disclosures of interest, removal of directors, board meetings, Key managerial personnel and remuneration, Dividend Provisions and issue of bonus shares. Investigations. Audit and accounts

Unit IV

Winding up – concept and modes of winding up

Emerging issues in company law: One Person Company (OPC), Small Company, Postal Ballot, Small Shareholders on Board, Director Identity Number (DIN), Corporate Identity Number (CIN), MCA-21, Online Filing of Documents, Online Registration of Company, National Company Law Tribunal (NCLT), Limited Liability Partnership (LLP), Insider Trading, Rating Agencies, Producer Company – concept and formation.
Depositories Act 1996: Definitions, Rights and Obligations of Depositories, Participants Issuers and Beneficial Owners, Inquiry and Inspections, Penalty.

Suggested Readings:

- Dagar Inderjeet and Agnihotri Anurag “Corporate laws” Galgotia publishing company, New Delhi
- Bharat Law House, New Delhi, "Manual of Companies Act, Corporate Laws and SEBI Guidelines”.
B.A. (Vocational Studies) Office Management 
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Paper 4.4 Business Communication and Personality Development

Duration: 3 hours Marks: 100 lectures: 60

Objectives

To equip students of the B.A(VS) course to effectively acquire skills in reading, writing, comprehension and communication, as also to use electronic media for business communication.

Unit I 5

Nature of Communication Process of Communication, Types of Communication (verbal & Non Verbal), Importance of Communication, Different forms of Communication, Barriers to Communication Causes, Linguistic Barriers, Psychological Barriers, Interpersonal Barriers, Cultural Barriers, Physical Barriers, Organizational Barriers

Unit II 10

Business Correspondence: Letter Writing, presentation, Inviting quotations, Sending quotations, Placing orders, Inviting tenders, Sales letters, claim & adjustment letters and social correspondence, Memorandum, Inter-office Memo, Notices, Agenda, Minutes, Job application letter, preparing the Resume.

Unit III 5

Report Writing Business reports, Types, Characteristics, Importance, Elements of structure, Process of writing, Order of writing, the final draft, check lists for reports. Vocabulary Words often confused, Words often misspelt, common errors in English.

Unit IV 15

Business Etiquettes, Business manners. Body language gestures, Etiquette of the written word, Etiquette of the telephone, Handling business meetings, Role play on selected topics with case analysis and real life experiences. Aids to correct Business writing, Practical Grammar (basic Fundamentals), Sentence errors-Punctuation, Vocabulary building.

Unit V 25

Oral Presentation, Importance, Characteristics, Presentation Plan, Power point presentation, Visual aids. How to make a presentation, the various presentation tools, along with guidelines of effective presentation, boredom factors in presentation and how to overcome them, interactive presentation & presentation as part of a job interview, art of effective
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listening. Leadership – quality of a leader, leadership quiz with case study, knowing your skills and abilities. Introduction to group discussion techniques with debate and extempore, increase your professionalism. Audio Video recording and dialogue sessions on current topics, economy, education system, environment, politics.

Suggested Readings:


2. Bovee, and Thill, *Business Communication Today*, *Pearson Education*

3. Shirley Taylor, *Communication for Business*, *Pearson Education*


5. Sinha, K.K., Business Communication, Galgotia and Sons, New Delhi.


8. Stephen R. Covey; *The seven habits of highly effective people*

Note: Latest edition of text books may be used.
Objectives: Once the basic principles of Phonography are learnt by the students, it is essential that the students build up speed-writing by practicing exercises and learning advanced phraseography from Pitman Shorthand Instructor. The practice of these exercises will strengthen the knowledge of phonography rules and help in gaining speed in writing. The speedy and accurate transcription of the shorthand notes is the ultimate aim of learning phonographic communication.

Unit –I
Note Taking, Transcription etc., Revision of Grammalogues and Simple Phrases, Special Contractions (Section 1 to Section 5).

Unit -II
Advanced Phraseography (Section 1 to Section 7).

Unit -III
Practice of seen dictation exercises (from Exercise nos. 121 to 183 of the Old Course Book) at the speed of 80 words per minute.

Unit -IV
Practice of unseen dictation exercises from other shorthand books and shorthand magazines at the speed of 60 words per minute.

Suggested Readings
- Shorthand Magazines.
## Guidelines for the conduct of Practical Examination

### Advanced Phonography- Practical-I

**Time:** 60 Minutes (Excluding Viva)  
**Marks:** 100

<table>
<thead>
<tr>
<th>Question No.</th>
<th>Description of Question</th>
<th>No. of Words</th>
<th>Marks</th>
<th>Time Allowed</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Seen Dictation from Pitman Shorthand Instructor (Old Course Book) from Exercise Numbers 121 to 183 @ 80 wpm.</td>
<td>240 words</td>
<td>40</td>
<td>30 Minutes</td>
</tr>
<tr>
<td>2</td>
<td>Unseen Dictation @ 60 wpm</td>
<td>180 words</td>
<td>20</td>
<td>20 Minutes</td>
</tr>
<tr>
<td>3</td>
<td>Outline of words consisting of Grammalogues, Special Contractions and Advanced Phraseography</td>
<td>30 words</td>
<td>30</td>
<td>10 Minutes</td>
</tr>
</tbody>
</table>

The Examinees will have to write the Shorthand Outlines of the words on the Printed Sheet which would be the Question Paper as well as the Answer Sheet.

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<tbody>
<tr>
<td>Viva-Voce</td>
<td></td>
<td>450 words</td>
<td>10</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
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<td></td>
<td>100</td>
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</tbody>
</table>

**Note:**

1. There will be no Internal Assessment in this paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation.
Objectives: to provide basic and hand on understanding of the industry.

Note:

Each student of Vocational Courses shall undergo Practical Internship of four weeks during the vacations after fourth semester in an approved Business/Industrial/Govt./Service organization. The objective of this training is to make the student acquainted with the industrial / business working environment. After completion of the training they will have to submit a training report. The internship/project reports will carry 100 marks. It will be evaluated by two examiners (one internal and one external). The training report is part of the fifth semester. It is to be submitted by the date fixed by the College.

The students will also have to submit a performance certificate from the company where he/she undertook the training. This report will also be considered while evaluating the training report by examiners.

Alternatively, if it is not possible to do industrial internship the students will prepare a project report on a topic assigned to him/her by the college. The project report will be evaluated as above.
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Paper 5.3 Indian Polity And Governance

Duration: 3 hours  Marks: 100  lectures: 75

Objectives: To familiarize the students with Indian government system and political system.

Unit I  15
Approaches to the Study of Indian Politics and Nature of the State in India: Liberal, Marxist and Gandhian.

Unit I I  15

Unit I II  15
Institutional Functioning: Prime Minister, Parliament and Judiciary, Power Structure in India: Caste, class and patriarchy, Religion and Politics: debates on secularism and communalism, Parties and Party systems in India.

Unit I V  15
Strategies of Development in India since Independence: Planned Economy and Neo-liberalism. Social Movements: Workers, Peasants, Environmental and Women’s Movement

Unit V  15

Suggested Readings

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Paper 5.3 Making of Indian Nation

Duration: 3 hours Marks: 100 lectures: 75

Objective: The course examines the historiographical questions and themes that have been central to the study of modern Indian Nation. It is organized thematically as well as chronologically. This course covers the period from the late eighteenth century to the present. It pays special attention to an understanding of the nature of British colonialism, its legacy, Ideology, reform movements, struggle for independence and the challenges faced by postcolonial India. Themes to be covered include nationalism, communalism, independence and partition, religious nationalism.

UNIT I 15


UNIT II 15


UNIT III 25


Unit IV 20

Independent India: Culture and Society: Modern Indian Literature, Art and Films, Scientific and Technological Developments, Dalit and Backward Caste Self Assertion, Origins of environmentalism, Peasant and Labour Movements
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Suggested Reading:

- Sekhar Bandyopadhyay: From Plassey to Partition.
- R. Jeffery, J Masseloss, P Reeves (ed) From Rebellion to the Republic
- Francine Frankel, India’s Political Economy 1947-1977
- Parul Brass, The Politics of India since Independence
- Gail Omvedt, Dalits and Democratic Revolution
- Ramachandra Guha, The Fissured Land
- K.G. Subrahmanyam, The Living Tradition: Perspectives on Modern Indian Art
- Wimal Dissanayake and K. Moti Gokulsingh: Indian Popular Cinema: A Narrative of Change
- Sunil Khilnani, The Idea of India.
Objective: To provide the understanding and use of management information systems in an office and organization.

Unit I 12
Management Information Systems - Need, Purpose and Objectives - Contemporary Approaches to MIS - Information as a strategic resource - Use of information for competitive advantage - MIS as an instrument for the organizational change

Information, Management and Decision Making - Models of Decision Making Classical, Administrative and Herbert Simon's Models - Attributes of information and its relevance to Decision Making - Types of information

Unit II 12
Information Technology - Definition, IT Capabilities and their organizational impact - Telecommunication and Networks - Types and Topologies of Networks - IT enabled services such as Call Centers, Geographical Information Systems etc.

Data Base Management Systems - Data Warehousing and Data Mining, Systems Analysis and Design - Systems Development Life Cycle - Alternative System Building Approaches - Prototyping - Rapid Development Tools - CASE.

Unit III 12

Unit IV 12

Unit V 12
Applications of MIS in functional areas as well as in the service sector should be covered with the help of minimum 5 case studies. Emphasis should be given on management
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oriented problems and cases as compared to technical problems expected from computer science/ computer management students.

Suggested Readings:

3. Management Information Systems, Davis and Olson, Tata McGraw Hill
5. Decision Support Systems and Intelligent Systems, Turban and Aronson, Pearson Education Asia
7. Management Information Systems - Sadagopan, Prentice Hall
8. Management Information Systems - JayantOke
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester VI

Paper 6.1 Advanced Phonography (Practical) - II

Practical : 90 Marks, Viva-Voce : 10 Marks

(There will be no internal assessment in this paper)

Objectives: The aim of Advanced Phonography – II is to write seen and unseen dictations on varied subject matters and transcribe the same speedily and accurately on computer.

Unit I  
Intersections, Business Phrases, Political Phrases, Banking Phrases.

Unit -II  
Insurance and Shipping Phrases, Technical and Railway Phrases, Special List of Words.

Unit -III  
Practice of seen dictation exercises from Units 1 and 2 of Old Course Book at the speed of 100 words per minute.

Unit IV  
Practice of unseen dictation exercises from shorthand books and magazines at the speed of 80 words per minute.

Suggested Readings

- 700 Common Words Reading and Dictation Exercises, A.H. Wheeler Publications.
- Shorthand Magazines.
### Guidelines for the conduct of Practical Examination

**Advanced Phonography- Practical-II**

**Time:** 70 Minutes (Excluding Viva)  
**Maximum Marks:** 100

<table>
<thead>
<tr>
<th>Question No.</th>
<th>Description of Question</th>
<th>No. of Words</th>
<th>Marks</th>
<th>Time Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Seen Dictation from Pitman Shorthand Instructor from Exercise listed in Unit 1 and 2 of the syllabus (Old Course Book @ 100 wpm.)</td>
<td>300 words</td>
<td>40</td>
<td>40 Minutes</td>
</tr>
<tr>
<td>2</td>
<td>Unseen Dictation @ 80 wpm</td>
<td>160 words</td>
<td>20</td>
<td>20 Minutes</td>
</tr>
<tr>
<td>3</td>
<td>Outline of words consisting of Intersections, Business Phrases, Political Phrases, Insurance and Shipping Phrases, Technical and Railway Phrases and Special List of Words</td>
<td>30 words</td>
<td>30</td>
<td>10 Minutes</td>
</tr>
<tr>
<td></td>
<td>The examinees will have to write the Shorthand Outlines of the words on the Printed Sheet which would be the Question Paper as well as the Answer Sheet.</td>
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</tr>
<tr>
<td>Viva-Voce</td>
<td></td>
<td>490 words</td>
<td>10</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td>100</td>
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</tbody>
</table>

**Note:**

1. There will be no Internal Assessment in this paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation.
B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester VI

Paper 6.2 Computing Basics and its Applications – II

Marks: 100 lectures: 75

There will be no internal assessment in this paper

Objectives: to familiarize students with the different segments of MS Office and internet.

Unit I 15

Advanced Word Processing: Tables: Creating a new table, entering text in a table, adding and inserting rows/columns to a table, deleting rows/column from a table, resizing rows and columns, merging cells, adding borders and shading, deleting a table.

Mail Merge: creating a document with mail-merge, creating database for addresses, generating multiple letters for mail merge.

Unit II 15

Spreadsheet: What is a Spreadsheet?, Need and uses of Spreadsheets, advantages and limitations of using Spreadsheets, software used for working with Spreadsheets. Why MS-Excel and which version?, Keywords: cell, row, column, label, value, cell address, workbook, worksheet, cell range.

Unit III 15

Starting Excel: Excel interface, creating a workbook, saving a workbook, editing a workbook, inserting/deleting worksheets, entering data in a cell, selecting cells, moving data from selected cells, rearranging worksheets, imports to spreadsheets, resizing rows/columns.


Unit IV 15

PowerPoint Presentation: Meaning of PowerPoint presentation, extension of PowerPoint document, Need and use of presentation in office administration, Software available in the market for presentations, Widely used software: PowerPoint by Microsoft and its advantages, PowerPoint interface: title bar, menu bar, toolbars, status bar, task pane., Components of a presentation: slides, outlines, speaker notes, handouts, Creating a simple presentation in PowerPoint, Add-ons to a presentation: images, videos, audio files
Working with Slides in PowerPoint: Power Point formatting basics: Slide layouts, changing the background of the slides, applying design templates, changing the color schemes, font and formatting. Viewing a presentation: Normal view, Slide Sorter view, Notes page view, Slide Show view, Adding transition between slides, and adding animation in a slide, automatic slideshow. Working with Slides: Changing layout, duplicating a slide, hiding a slide, moving a slide, deleting a slide, inserting pictures into a slide, inserting word art into a slide, inserting auto shapes.

Note: The relevant short cut keys for MS Excel and MS Power Point to be discussed.

Suggested Readings

- Microsoft Word 2010 Step by Step (Microsoft) by Curtis Frye.
- Excel 2010 For Dummies, Greg Harvey.
- Teach Yourself VISUALLY Excel 2010, Paul McFedries.
- PowerPoint 2010 All-in-One For Dummies, Peter Weverka.
- Microsoft Office PowerPoint 2010 Step by Step (Microsoft) by Joyce Cox and Joan Preppernau.

Guidelines for the conduct of Practical Examination

Computing Basics and its Applications-II

Time: 120 Minutes (Excluding Viva)                          Maximum
Marks:100

<table>
<thead>
<tr>
<th>Question No.</th>
<th>Description of Question</th>
<th>Marks</th>
<th>Time Allowed</th>
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<tbody>
<tr>
<td>1</td>
<td>A question on MS-Excel to calculate the required quantity using various functions and formulas. Draw a simple chart from the above mentioned content. (One or more question can be given to test the concepts of MS-Excel. However, the total of these questions should not exceed 35 marks)</td>
<td>35</td>
<td>40 Minutes</td>
</tr>
<tr>
<td>2</td>
<td>A Power Point presentation with 5-7 slides. The student should automate the slide show wherein the slide transition timer should be set for 7 seconds.</td>
<td>20</td>
<td>20 Minutes</td>
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<tr>
<td>3</td>
<td>A Power Point presentation with a minimum of 10 slides and a maximum of 15 slides. The presentation should also include animation effects, slide transition effects,</td>
<td>35</td>
<td>60 Minutes</td>
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<td>etc.</td>
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<td>(One or more question can be given to test the concepts of MS-Power Point. However, the total of these questions should not exceed 35 marks)</td>
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<td>Total</td>
<td>90</td>
<td>120 Minutes</td>
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<tr>
<td>Viva-Voce</td>
<td>10</td>
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<td>Total</td>
<td>100</td>
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</tbody>
</table>

**Note:**

1. There will be no Internal Assessment in this paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation. However, in the question(s) of Power Point presentation the examinees may modify Printer properties to a maximum of 4 slides per page.
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Paper 6. 3 Administration and Public Policy

Duration: 3 hours  Marks: 100  lectures: 75

Objectives: To provide basic understanding of Administration and public policy in India

Unit I  15
Public administration as a discipline: Meaning, scope and significance of the subject, public and private administration, brief evolution and major approaches, and comparative approaches to public administration.

Unit II  15
Administrative theories: the classical theory, scientific management, the human relation theory, and rational decision-making.

Unit III  15
Development administration: Elements of development administration. Time and space dimensions in the study of development administration, politics of development administration.

Unit IV  15
Understanding public policy: concept and theories, relevance of policy making in public administration and process of policy formulation and implementation and evaluation.

Unit V  15
Contemporary developments: new public administration, new public management, good governance and development, corporate governance, feminist and ecological perspective on public policy and administration. Democratization, decentralization and social protection: administration functional and fiscal decentralization, in rural and urban context, social welfare administration and social protection for weaker sections.
Suggested Readings:

- Agarwal, pp. 3-12.
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Paper 6.3 Conservation and Preservation of Nature and Culture

Duration: 3 hours  Marks: 100  lectures: 75

Objectives: A crucial course for undergraduates of all streams, this course addresses the contemporary environmental themes and concerns. Important themes of nature are environment history, impact of colonialism on forests and rivers, resource use and conflict, development, vulnerability & disaster. The objective of this course is to develop an understanding and appreciation of culture in South Asia built around diverse regions, languages, religions and traditions.

UNIT I  15
Approaches to environmental history: the emergence of a field and its multi-disciplinary orientations, Asian landscapes, Environmental thought and environmentalism, Colonialism and environmental change

UNIT II  15
The politics of resource control and extraction over forests, Water politics, The city and its environment, Disasters and vulnerability.

UNIT III  15
Defining national and regional culture, Rediscovering Religion, Tradition and Myth, Language, Literature and state, Unity in diversity

UNIT IV  15

UNIT V  15
Suggested Readings:

- Geertz, Clifford.. The Interpretation of Cultures. New York, 197
Objectives: To give on hand knowledge on the issues related to E-Commerce. So that student should become familiar with mechanism for conducting business transactions through electronic means.

Unit I: 12

Introduction: Meaning, nature, concepts, advantages, disadvantages and reasons for transacting online, types of E-Commerce, e-commerce business models (introduction, key elements of a business model and categorizing major E-commerce business models), forces behind e-commerce.

Unit II: 12

Technology: technologies used in E-commerce, The dynamics of world wide web and internet (meaning, evolution and features); Designing, building and launching E-commerce website (A systematic approach involving decisions regarding selection of hardware, software, outsourcing vs. in-house development of a website).

Unit III: 12


Unit IV: 12

E-payments system: Models and methods of E-payments (Debit Card, Credit Card, smart cards, e-money), digital signatures (procedure, working and legal position), payment gateways, online banking (meaning, concepts, importance, electronic fund transfer, automated clearing house, automated ledger posting etc.), risks involved in E-payments.

Unit V: 12

Online business transactions: meaning, purpose, advantages and disadvantages of transacting online, E-commerce applications in various industries like {banking, insurance,
payment of utility bills, online marketing, E-tailing (popularity, benefits, problems and features), online services (financial, travel and career), auctions, online portal, online learning, publishing and entertainment)

Suggested readings

- Management Information System: Jawadekar
- Management Information System: Laudon & Laudon
- The Essential Guide to Knowledge management: Amrit Tiwana
- The GIS Book: George B. Karte.
- Internet (Use of Search Engines Google & yahoo etc)
- E-Commerce: Milind Oka
- E-Commerce: C.V.S. Murty
- Fire Wall and Internet Security: William Cheswick, Stevens, Aviel Rubin
- E-Governance Case Studies – Ashok Agarwal