

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

B.A. (Vocational Studies) Office Management & Secretarial Practice Three-Year (6-Semester) CBCS Programme:

Basic Structure: Distribution of Courses

1	Ability Enhancement Compulsory course	2 Papers of 2 Credit Hrs. each (Total Credit Hrs. 2X2)	04
2	Skill Enhancement Course	4 Papers of 4 Credit Hrs. each (Total Credit Hrs. 4X4) (4 Lectures and 1 Tutorial)	16
3	Core Discipline	12 Papers of 6 Credit Hrs. each (Total Credit Hrs. 12X6) (5 Lectures and 1 Tutorial)	72
4	Elective Courses (Core Discipline)	3 Papers of 6 Credit Hrs. each (Total Credit Hrs. 3X6) (5 Lectures and 1 Tutorial)	18
5	Elective Courses (Inter Disciplinary)	3 Papers of 6 Credit Hrs. each (Total Credit Hrs. 3X6) (5 Lectures and 1 Tutorial)	18
	Total Credit Hrs		128

B.A. (Vocational Studies) Office Management & Secretarial Practice: Three-Year (6-Semester)

CBCS Programme

Course Structure

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<u>Semester – I</u>		
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
<u>Semester – II</u>		
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
<u>Semester – III</u>		
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)
<u>Semester – IV</u>		
4.1	MIL / English II	Core Discipline
4.2	Secretarial Practice and Basic Phonography-II	Core Discipline
4.3	Corporate Laws	Core Discipline
4.4	Business Communications	Skill Enhancement Course (SEC)
<u>Semester – V</u>		
5.1	Advanced Phonography (Practical) – I	Elective Core – Discipline Based
5.2	Internship Project / Project	Core Discipline

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5.3	Indian Polity And Governance Making of Indian Nation	Elective Core – Generic
5.4	MIS	Skill Enhancement Course (SEC)
<u>Semester – VI</u>		
6.1	Advanced Phonography (Practical) – II	Elective Core – Discipline Based
6.2	Computing Basics and its Applications – II	Elective Core – Discipline Based
6.3	Administration and Public Policy Conservation and Preservation of Nature and Culture	Elective Core – Generic
6.4	E-Commerce	Skill Enhancement Course (SEC)

B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester I

Paper 1.3 Office Management and Methods

Duration: 3 hours

Marks: 100

lectures: 65

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

Office and office Management – meaning of office, function of office, primary and administrative functions, importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager.

Unit II

10

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

10

Office Machines and equipments – Importance, objectives of office machines. Office Safety and Security – Meaning, importance of office Safety, safety hazards and steps to improve office safety. Security hazards and steps to improve office security.

Unit V

15

Measurement of Office Work – Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards. Techniques of setting standards. Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.

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Suggested Readings

- Chhabra, T.N., Modern Business Organisation, New Delhi, DhanpatRai& Sons.
- Duggal, Balraj, Office Management and Commercial Correspondence, KitabMahal, New Delhi.
- P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
- R.K. Chopra, Office Management, Himalaya Publishing House

B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester I

Paper 1.4 Financial Accounting

Duration: 3 hours

Marks: 100

lectures: 65

Objectives:

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

Unit- I

15

Financial Accounting: Nature and scope, Limitations of Financial Accounting. Basic Concepts and Conventions, Accounting Standards: Meaning, Significance, Generally Accepted Accounting Principles (GAAP). Accounting Process: From recording of transactions to preparation of final accounts. Rectification of errors and Bank Reconciliation statement.

Unit- II

15

(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

10

Depreciation Accounting: Meaning of depreciation, causes, objects of providing depreciation, factors affecting depreciation, accounting treatment including provision for depreciation accounting. Methods of depreciation: straight line method and diminishing balance method. Accounting for Hire Purchase Transactions, Journal entries and ledger accounts in the books of Hire Vendors and Hire Purchaser for large value items including Default and repossession.

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Unit- IV

10

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
- P.C. Tulsian, Financial Accounting, Tata McGraw Hill, New Delhi
- Ashok Sehgal and Deepak Sehgal, Fundamentals of Financial Accounting, Taxmann, New Delhi
- R. NarayanaSwarmy, "Financial Accounting" PHI Pvt., 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
- Naseem Ahmed, Nawab Ali Khan, M.L. Gupta, Financial Accounting, Ane Books Pvt. Ltd. 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: 65

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

10

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

Unit III

15

Letters of enquires and replies. Letters of status and credit enquiries. Letters placing orders. Confirmation, modification and non-acceptance of orders. Letters of complaints and adjustments. Circular letters.

Unit IV

10

Dunning Letter. Banking correspondence. Insurance letters. Employment related letters. Correspondence with public bodies/authorities.

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.
- P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
- Chawla, Shailesh K. Essential Business Communication, Mayur Paper Back.
- Campbell, Jeremy, Grammatical Man. Simon & Schuster.

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Semester II

Paper 2.4 Business Law

Duration: 3 hours

Marks: 100

lectures: 65

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 **20**

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 **10**

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

Unit III: The Sale of Goods Act, 1930 **10**

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 **15**

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 **10**

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

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Suggested Readings

- Kuchhal, M.C. and Vivek Kuchhal, *Business Law*, Vikas Publishing House, New Delhi.
- Dagar Inderjeet & AgnihotriAnurag "Business Law" Galgotia Publishing Company, New Delhi
- Singh, Avtar, *Business Law*, Eastern Book Company, Lucknow.
- Maheshwari & Maheshwari, *Business Law*, National Publishing House, New Delhi.
- Goyal Bhushan Kumar and Jain Kinneri, *Business Laws*, International Book House

Note: Latest edition of text books may be used.

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Paper 3.2 Secretarial Practice and Basic Phonography-I

Duration: 3 hours

Marks: 100

lectures: 65

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

10

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:

10

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.

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

Alternative Forms of Strokes: Upward and Downward 'R', Upward and downward 'H', Diphthongs and Triphones, Phraseography, Abbreviated 'W' and Tick 'The'.

Unit –V

15

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 looks 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

- Office Management, B.R. Duggal, KitabMahal, New Delhi.
- Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, New Delhi-110002
- Office Organisation and Management, S.P. Arora, Vikas Publishing House.
- Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
- Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.
- Pitman Shorthand Instructor, New Era Edition (Old Course Book), A.H. Wheeler Publications.
- Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
- Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications

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Paper 3.3 Computing Basics and its Applications I

Duration: 3 hours Marks: 100 lectures: 50

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

Unit I 5

World of Computers: Characteristics of Computers, Evolution and Generation of Computers, Hardware and Software Components, Operating System: types, functions and characteristics. Examples: Windows etc., Networking basics and Internet Concepts.

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

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typewriting, Method of speed calculation, The minimum accurate speed to be attained is 30 words per minute.

Unit V

10

Word Processing: Meaning of Word Processor, Need and Uses of Word Processing, Advantages and Limitations of Word Processing, Software used for Word Processing, Why MS-Word and which version? Starting Word: MS-Word interface, opening a blank document, hiding and showing toolbars, templates. Working in Word: selecting text, editing text, finding and replacing text, formatting text, checking and correcting spellings, Justification 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

- Absolute Beginner's Guide to Computer Basics, Michael Miller.
- Fundamental of Computers, AkashSaxena, Kratika Gupta.
- Fundamentals of Information Technology, Alexis and Mathew.
- Computer Fundamentals, P.K. Sinha.
- Principles of Typewriting, D.P. Bhatia and S.S. Sangal.
- 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

Practical 20

Time: 35 Minutes (Excluding Viva Voce)

Maximum Marks: 50

Ques. No.	Description of Question	No. of Words	Marks	Time Allowed
1	E-typewriting	300	20	05 minutes
2	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.	150	20	30 minutes
	Total		40	35 minutes
	Viva-Voce		10	
	Total Marks		50	

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.

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Paper 3.4 Banking and Insurance

Duration: 3 hours

Marks: 100

lectures: 50

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

Unit I

10

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

10

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

10

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

Unit IV

10

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

10

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
- Arthur, C. and C. William Jr., *Risk Management and Insurance*, McGraw Hill
- 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.

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Paper 4.2 Secretarial Practice and Basic Phonography-II

Duration: 3 hours

Marks: 100

lectures: 65

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

10

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

Unit –III

10

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

The Asperate: Tick 'H', Dot 'H', Additional Rules for Upward and Downward 'R', Upward and Downward 'L', Upward and Downward 'SH', Compound Consonants.

Halving Principle: Halving of strokes for 'T' or 'D', Half length 'H', Exceptions to the use of Halving Principle, Halving and Thickening of Strokes 'M', 'N', 'L', 'R', signs

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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

15

Doubling Principle: Doubling of straight and curved strokes, Doubling of Strokes 'MP/MB', alternative forms of 'MPR/MBR', Stroke 'NG', alternative forms of 'NG-KR and 'NG-GR', Doubling of Stroke 'L', Exceptions to the use of Doubling Principle, use of Doubling Principle in Phraseography.

Diphones: Use of Diphones, Medial Semi-Circle, Left Semi-Circle, Right Semi-circle. **Prefixes.Suffixes&Terminations.Contracts:** omission of consonants. **Figures:** Numerals in Shorthand, round numbers, monetary units.

Suggested Readings

- Office Organisation and Management, S.P. Arora, Vikas Publishing House.
- Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
- Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.
- Office Management, B.R. Duggal, KitabMahal Distributors, 28 NetajiSubhashMarg, New Delhi-110002.
- 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
- Pitman Shorthand Instructor, New Era Edition (Old Course Book), A.H.Wheeler Publications.
- Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
- Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications
- Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
- Modern Phrase Book, N.V. Krishna Murty.
- 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: 65

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

13

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.

13

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

13

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

16

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.

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Unit V

10

Depositories Act 1996: Definitions, Rights and Obligations of Depositories, Participants Issuers and Beneficial Owners, Inquiry and Inspections, Penalty.

Suggested Readings:

- MC Kuchhal *Corporate Laws*, ShriMahaveer Book Depot. (Publishers).
- DagarInderjeet and AgnihotriAnurag "Corporate laws" Galgotia publishing company, New Delhi
- GK Kapoor& Sanjay Dhamija, *Company Law*, Bharat Law House.
- Sharma J. P, "*An Easy Approach to Corporate Laws*", Ane Books Pvt Ltd, New Delhi.
- Bharat Law House, New Delhi, "*Manual of Companies Act, Corporate Laws and SEBI Guidelines*".
- Kannal, S., & V.S. Sowrirajan, "*Company Law Procedure*", Taxman"s Allied Services (P) Ltd., New Delhi (Latest Edn)
- Charlesworth& Morse, "*Company Law*", Sweet & Maxwell", London, U.K.
- Gowar, LCB, "*Principles of Modern Company Law*", Stevens & Sons, London.

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Paper 4.4 Business Communication

Duration: 3 hours

Marks: 100

lectures: 50

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

10

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

10

Report Writing Business reports, Types, Characteristics, Importance, Elements of structure, Process of writing, Order of writing, the final draft, check lists for reports.

Unit IV

10

Vocabulary Words often confused, Words often misspelt, Common errors in English.

Unit V

10

Oral Presentation Importance, Characteristics, Presentation Plan, Power point presentation, Visual aids.

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Suggested Readings:

1. Lesikar, R.V. & Flatley, M.E.; *Basic Business Communication Skills for Empowering the Internet Generation*, Tata McGraw Hill Publishing Company Ltd. New Delhi.
2. Bovee, and Thill, *Business Communication Today*, Pearson Education
3. Shirley Taylor, *Communication for Business*, Pearson Education
4. Locker and Kaczmarek, *Business Communication: Building Critical Skills*, TMH
5. Sinha, K.K., *Business Communication*, Galgotia and Sons, New Delhi.

B.A. (Vocational Studies) Office Management & Secretarial Practice - Semester V

Paper 5.1 Advanced Phonography (Practical) – I

Duration: 3 hours

Marks: 100

lectures: 65

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

15

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

Unit -II

15

Advanced Phraseography (Section 1 to Section 7).

Unit -III

25

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

10

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

Suggested Readings

- Way to High Speed Writing, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
- Principles of Modern Phraseography, Edgar E. Thorpe, Pitman S.S. Publications, New Delhi.
- Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
- Modern Phrase Book, N.V. Krishna Murty, Pitman S.S. Publications, New Delhi.
- Shorthand Magazines.

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Paper 5.2 Internship Project/ Project

Marks: 100

lectures: 20

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: 65

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

Unit I

10

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

Unit I I

10

Indian Constitution : basic features, debates on Fundamental Rights and Directive Principles.

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

Comparing Regimes: Authoritarian and Democratic, Classifications of political systems: Parliamentary and Presidential: UK, USA, India. Electoral Systems: First past the post, proportional representation, mixed systems. Party Systems: one-party, two-party and multi-party systems.

Suggested Readings

- Abbas, H., Kumar, R. & Alam, M. A. (2011) Indian Government and Politics. New Delhi: Pearson, 2011.
- Chandhoke, N. & Priyadarshi, P. (eds.) (2009) Contemporary India: Economy, Society, Politics. New Delhi: Pearson.

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- Chakravarty, B. & Pandey, K. P. (2006) Indian Government and Politics. New Delhi: Sage.
- Chandra, B., Mukherjee, A. & Mukherjee, M. (2010) India After Independence. New Delhi: Penguin.
- Singh, M.P. & Saxena, R. (2008) Indian Politics: Contemporary Issues and Concerns. New Delhi: PHI Learning.
- Vanaik, A. & Bhargava, R. (eds.) (2010) Understanding Contemporary India: Critical Perspectives. New Delhi: Orient Blackswan.
- Austin, G. (1999) Indian Constitution: Corner Stone of a Nation. New Delhi: Oxford University Press.
- Austin, G. (2004) Working of a Democratic Constitution of India. New Delhi: Oxford University Press.
- Jayal, N. G. & Maheta, P. B. (eds.) (2010) Oxford Companion to Indian Politics. New Delhi: Oxford University Press.
- Bara, J & Pennington, M. (eds.). (2009) Comparative Politics. New Delhi: Sage.
- Caramani, D. (ed.). (2008) Comparative Politics. Oxford: Oxford University Press.
- Hague, R. and Harrop, M. (2010) Comparative Government and Politics: An Introduction. (Eight Edition). London: Palgrave MacMillan.
- Ishiyama, J.T. and Breuning, M. (eds.). (2011) 21st Century Political Science: A Reference Book. Los Angeles: Sage.

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Paper 5.3 Making of Indian Nation

Duration: 3 hours

Marks: 100

lectures: 65

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

Issues of Social Reform and Thinkers: Religious Reforms, Growth of Education, The 'Womens' Question, JyotibaPhule, Rammohan Roy, DayanandSaraswati, Ambedkar and the Caste question, Dalit. Peasant. Tribal Movements, Hindu Code Bill

UNIT II

10

Nationalist Politics, 1858 – 1947: Phases of National Movement, Economic Nationalism and Cultural Nationalism, Mahatma Gandhi and Mass Nationalism: Gandhian thought, techniques and movements ,Growth of Communal Politics,Partition of India

UNIT III

20

Independent India: Economy and Polity: Constituent Assembly and Establishment of the Republic, Economic and Social Change 1950 – 2000, Planned Economy Industrialization, Models of Growth, Land Reform and the Structures of Dominations in Rural India, Foreign Policy: Non-Alignment Panchsheel, Federalism and the Linguistic States, Politics Parties and Indian Politics 1950 – 2000.

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:

- Sugata Bose and Ayesha Jalal: Modern South Asia: History, Culture, Political Economy, New Delhi, 1998.
- SekharBandyopadhyayFromPlassey to Partition.
- C.A. Bayly, An Illustrated History of Modern India 1600 – 1947, London 1990.
- SumitSarkar, Modern India 1885 – 1947, Macmillan, 1983 Thomas Metcalf Ideologies of the Raj
- 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
- Lloyd and Susan Rudolph In Pursuit of Laxmi: the Political Economy of the Indian State, Chicago, 1987.
- Bipan Chandra, Aditya Mukherjee, Mridula Mukherjee India After Independence, Viking, 1999.
- Gail Omvedt, Dalits and Democratic Revolution
- RamachandraGuha, The Fissured Land
- K.G. Subrahmanyam, The Living Tradition: Perspectives on Modern Indian Art
- WimalDissanayake and K. MotiGokulsingh. Indian Popular Cinema: A Narrative of Change
- Sunil Khilnani, The Idea of India.

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Paper 5.4 Management Information System

Duration: 3 hours

Marks: 100

lectures: 50

Objective: To provide the understanding and use of management information systems in an office and organization.

Unit I

10

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

10

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

10

Tools – Object Oriented Systems (Only introduction to these tools & techniques), Decision Support Systems - Group Decision Support Systems - Executive Information Systems - Executive Support Systems - Expert Systems and Knowledge Based Expert Systems - Artificial Intelligence.

Unit IV

10

Management Issues in MIS - Information Security and Control - Quality Assurance - Ethical and Social Dimensions - Intellectual Property Rights as related to IT Services / IT Products - Managing Global Information Systems .

Unit V

10

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:

1. Management Information Systems, Laudon and Laudon, 7th Edition, Pearson Education Asia
2. Management Information Systems, Jawadekar, Tata McGraw Hill
3. Management Information Systems, Davis and Olson, Tata McGraw Hill
4. Analysis and Design of Information Systems, Rajaraman, Prentice Hall
5. Decision Support Systems and Intelligent Systems, Turban and Aronson, Pearson Education Asia
6. Management Information Systems, Schulthesis, Tata McGraw Hill
7. Management Information Systems - Sadagopan, Prentice Hall
8. Management Information Systems - JayantOke

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Paper 6.1 Advanced Phonography (Practical) - II

Duration: 3 hours

Marks: 100

lectures: 65

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 **15**

Intersections, Business Phrases, Political Phrases, Banking Phrases.

Unit -II **15**

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

Unit -III **20**

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

Unit IV **15**

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

Suggested Readings

- 2000 Common Words Reading and Dictation Exercises, Edgar Thorpe, Pitman S.S. Publications, New Delhi.
- 700 Common Words Reading and Dictation Exercises, A.H. Wheeler Publications.
- Shorthand Magazines.

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Paper 6.2 Computing Basics and its Applications – II

Duration: 3 hours

Marks: 100

lectures: 65

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

20

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.

Working with Excel: creating a series, use of basic formulae in Excel, use of functions in Excel, formatting different types of data in Excel, using cell references in a formula, copying/moving a formula, sorting data. Creating simple charts: Pie, Line, Bar-chart, using chart wizard.

Unit IV

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

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Unit V

15

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

- Absolute Beginner's Guide to Computer Basics, Michael Miller.
- 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.

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Paper 6. 3 Administration and Public Policy

Duration: 3 hours

Marks: 100

lectures: 65

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

Unit I **10**

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 **10**

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.

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Suggested Readings:

- Awasthi, A. and Maheshwari, S. (2003) Public Administration. Agra: Laxmi Narain
- Agarwal, pp. 3-12.
- Henry, N. (2003) Public Administration and Public Affairs. New Delhi: Prentice Hall, pp. 1-52.
- Bhattacharya, M. and Chakrabarty, B. (2005) 'Introduction: Public Administration: Theory and Practice', in Bhattacharya, M. and Chakrabarty, B. (eds.) Public Administration: A Reader. Delhi: Oxford University Press, pp. 1-50.
- Henry, N. (2003) Public Administration and Public Affairs. New Delhi: Prentice Hall, pp. 53-74.
- Mouzelis, N.P. (2005) 'The Ideal Type of Bureaucracy', in Bhattacharya, M. and Chakrabarty, B. (eds.) Public Administration: A Reader. Delhi: Oxford University Press, pp. 88-100.
- Hyderbrand, W. (1980) 'A Marxist Critique of Organization Theory', in Evan, W (ed.) Frontiers in Organization & Management. New York: Praeger, pp. 123-150.
- Hyderbrand, W. (1977) 'Organizational Contradictions in Public Bureaucracies: Towards a Marxian Theory of Organizations', in Benson, J. K. (ed.) Organizational Analysis: Critique and Innovation. Beverly Hills: Sage, pp. 85-109.
- Bhattacharya, M. (1999) Restructuring Public Administration: Essays in Rehabilitation. New Delhi: Jawahar, pp. 29-70, 85-98.
- Bhattacharya, M. (2001) New Horizons in Public Administration. New Delhi: Jawahar, pp. 248-272, 301-323.
- Dye, T.R. (1975) Understanding Public Policy. New Jersey: Prentice Hall, pp. 1-38, 265-299.
- Dror, Y. (1983) Public Policy Making Reexamined. Oxford: Transaction Publication, pp. 129-216.
- Wiedner, E. (ed.) (1970) Development Administration in Asia. Durham: Duke University Press.

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Paper 6.3 Conservation and Preservation of Nature and Culture

Duration: 3 hours

Marks: 100

lectures: 65

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

10

Tangible and intangible Cultural Heritage, Role of Individual, Government and Private Institutions in Heritage Maintenance, Conservation and Preservation, World Heritage movement.

UNIT V

10

Intellectual Property Rights and Human Right, Development of International Environmental Law, Indian Environment laws.

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Suggested Readings:

- Arnold, David and RamachandraGuha, eds. Nature, Culture and Imperialism: Essays on the Environmental History of South Asia. New Delhi: Oxford University Press, 2001.
- Mahesh Rangarajan&K.Sivaramakrishanan, eds.India's Environmental History vol.I&II. Prmanent Black 2012.
- Burke III, Edmund, and Kenneth Pomeranz, eds. The Environment and World History. Berkeley: University of California Press, 2009.
- Grove, Richard and Vinita Damodaran. 'Historiography of Environmental History.' In Does Environmental History Matter: Shikar, Subsistence, Sustenance and the Sciences, ed. by RanjanChakrabarti. Kolkata: Readers Service, 2006
- Geertz, Clifford.. The Interpretation of Cultures. New York,197
- Barbara T. Hoffman, Art and cultural heritage: law, policy, and practice, Cambridge University Press, 2006

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Paper 6.4 E - Commerce

Duration: 3 hours

Marks: 100

lectures: 50

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: **10**

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 **10**

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 **15**

Security and encryption: Need and concepts, The E commerce security environment:(dimension, definition and scope of E-security), security threats in the E-commerce environment(security intrusions and breaches, attacking methods like hacking, sniffing, cybervandalismetc.), technology solutions (Encryption, security channels of communication, protecting networks and protecting servers and clients), IT Act 2000 (meaning and provisions)

Unit IV **10**

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 **5**

Online business transactions: meaning, purpose, advantages and disadvantages of transacting online, E-commerce applications in various industries like {banking, insurance,

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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: AmritTiwana
- 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