National Education Policy-2020

Common Minimum Syllabus for all U.P. State Universities

Proposed Structure of Syllabus of

Bachelor of Arts in
"Office Management & Secretarial Practice"
(OM & SP)

National Education Policy-2020
Common Minimum Syllabus for all U.P. State Universities
BA Syllabus
Subject: "Office Management & Secretarial Practice" (OM & SP)

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Syllabus Developed by:

S.N.	Name	Designation	Department	College
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Bachelor of Art in
"Office Management & Secretarial Practice"
(OM & SP)

The Course is designed for the students pursuing graduation with Office Management & Secretarial Practice in regular mode. The programme aim to enhance Office Management skills and secretarial skills amongst the learners along with ability to manage the official administration in an effective and efficient way. It aims to develop various attributes among the students about inter and intra official transactions. The objective is to nurture among student a view point of understanding, analyzing and exploring files management. A candidate will be trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. This under graduate programme will have 13 courses in 6 Semesters in 3 years In the Fifth and Sixth Semester it is proposed to have Dissertation/Project keeping in the spirit of the New Education Policy 2020 to introduce research at the graduation level. The structure of syllabus is based on the template of UGC proposed for the CBCS for undergraduates in Office Management & Secretarial Practice (Regular).

Programme Specific Outcomes (PSOs)- Student after completing graduation will be able to learn-

PSO 1:	understand office Management, office automation, space management, workplace Environment
PSO 2:	understand the procedures of mailing as well as record management
PSO 3:	understand the budgets and audit system in the Office
PSO 4:	understand and acquire the skills for secretarial functions and proceedings of official meetings.
PSO 5:	acquire the knowledge of banking system and official terms to be used in Office
PSO 6:	understand the fundamentals of computer for office management.
PSO 7:	get the proficiency of Typing on Computer through Touch methods
PSO 8:	prepare letters etc. with proper formatting and styles
PSO 9:	prepare pay-roll and employee data base etc.
PSO 10:	get dictation of unseen passages and also be eligible to compete in the job market for secretarial jobs of personal secretary, office executives and office managers.
PSO 11:	get proficiency in Office Management and Secretarial Practice skills using IT in their jobs.
PSO 12:	use practical approach in understanding of office systems and procedures with industry interface.
PSO 13:	discharge secretarial jobs with industry interface and improve their writing, reading and translation of shorthand scripts through Office Management and Secretarial Practices.
PSO 14:	learn to write business communication instruments like memorandum, minutes etc.
PSO 15:	write business reports and make presentations

List of all Papers in all Six semesters

Semester-wise Titles of the Papers in Office Management & Secretarial Practice

Year	Sem-ester	Course Code	Paper Title	Theory/ Practical	Credits	Award		
1	I	A350101T	**Office Management**	Theory	6	Certificate in Office Management	Diploma in Office Management & Secretarial Practice	Bachelor of Arts
	II	A350201T	**Principles of Management**	Theory	6			
2	III	A350301T	**Computer Applications and Information Technology**	Theory	4			
		A350302P	**Computer Lab Work**	Practical	2			
	IV	A350401T	**Secretarial Practice and Business Communication**	Theory	4			
		A350402P	**Computer Aided Official Writing**	Practical	2			
3	V	A350501T	**Shorthand and Stenography**	Theory	4			
		A350502T	**Book-Keeping and Accountancy**	Theory	4			
		A350503P	**Shorthand and Typewriting**	Practical	2			
		A350504R	**Project Work**	Project	3			
	VI	A350601T	**Mercantile Law**	Theory	5			
		A350602T	**Public Relation**	Theory	5			
		A350603R	**Dissertation / Project**	Project	3			

Syllabus is developed by:

Sl. No.	Name of Experts	Designation	Department	College/University
01.	**Dr. K. K. Agarwal**	Professor & Former Director, Dean & Head	Faculty of Commerce & Management Studies	Mahatma Gandhi Kashi Vidyapith, Varanasi (U P) 221002
02.	**Ayush Kumar**	Assistant Professor	Faculty of Commerce & Management Studies	Mahatma Gandhi Kashi Vidyapith, Varanasi (U P) 221002

BA 1ˢᵗ Year (1ˢᵗ Semester)
Theory

Programme /Class: **Certificate/ BA**	Year: **First**	Semester: **First**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350101T**	Course Title: **OFFICE MANAGEMENT**

After completing the course, the student shall be able to:
- CO1: understand office Management, office automation, space management, workplace environment
- CO2: understand the procedures of mailing as well as record management
- CO3: understand the budgets and audit system in the Office
- CO4: understand and acquire the skills for secretarial functions and proceedings of official meetings
- CO5: acquire the knowledge of banking system and official terms to be used in Office

Credits: **6**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=90 (in hours per week): **L- 6/w**

Unit	Topics	Total No. of Lectures
	Part I	
I	**Introduction**: 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.	13
II	**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.	11
III	**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.	10
IV	**Office Record Management:** Meaning, Importance of record keeping management, Principles of Record Management and types of records kept in a Business Organization, Centralization vs Decentralization of record keeping.	12
	Part II	
V	**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.	11
VI	**Modern Office Machines & Equipment:** Introduction, meaning and importance of Office automation, objectives and use of office automation tools	12

	- Printers, Scanner, Fax Machines, Personal Computers, Photocopier, Calling Bell, Telephones, Mobile Phones, Video Conferencing, CCTV Camera, Biometric Attendance Machines.	
VII	**Office Location and Layout:** Tools for planning, Office Layout, concept of Open Office, Back Office, Front Office, use of Modular Office Furniture, Emerging Office concepts (Green Office Building, Work at Home, Flexible Office hours etc.), factors affecting choice of Office Location and working Environment.	11
VIII	**Office Safety and Security:** 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.	10

REFERENCES:
1. Chhabra, T.N., Modern Business Organisation, New Delhi, DhanpatRai& Sons.
2. Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi.
3. P.K. Ghosh, Office Management, Sultan Chand & Sons. New Delhi
4. R.K. Chopra, Office Management, Himalaya Publishing House
5. Bhatia, R.C. Office Management - Galgotia Publishers, New Delhi.
6. Chopra R. K., Office Management, Himalaya Publishing House.
7. Ghosh, P. K. Office Management, Sultan Chand & Sons, New Delhi
8. Krishnamurty S., Office Management, S. Chand Publications.
9. Pillai, R.S.N and Bagavathi, Office Management, S. Chand & Company Ltd, New Delhi
10. Shrama and Gupta, Office Organisation and Management, Kalyani Publications.
11. Jain, Pankaj, Karyalay Prabandh, Sanjay Publication *(Hindi)*
12. Gupta, Sanjay, Karyalay Prabandh, SBPD Publications *(Hindi)*
13. Sahay, I. M., Aadhunik Karyalay Prabandh, Sahitya Bhawan Publication, Agra *(Hindi)*

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 1st Year (2nd Semester)
Theory

Programme /Class: **Certificate/ BA**	Year: **First**	Semester: **Second**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350201T**	Course Title: **PRINCIPLES OF MANAGEMENT**

After completing the course, the student shall be able to:
- CO1: Understand the concepts related to Business.
- CO2: Demonstrate the roles, skills and functions of management.
- CO3: Analyze effective application of management knowledge to diagnose and solve organizational problems and develop optimal managerial decisions.
- CO4: Understand the complexities associated with management of human resources in the organizations and integrate the learning in handling these complexities.
- CO5: Demonstrate the ability to directing, leadership and communicate effectively

Credits: **6**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=90 (in hours per week): **L- 6/w**

Unit	Topics	Total No. of Lectures
	Part I	
I	**Business Organization:** Introduction to business, Forms of business organizations. **Management:** Concept, Management: Art and Science, Management as a Profession, Management Vs. Administration, Management Process, Managerial roles & skills, Levels of management, Ethical and best practices in management	12
II	**Evolution of Management:** *Indian Management System- Vedic Approach*, Taylor and Scientific Management, Fayol's Administrative Management, Bureaucracy, Hawthorne Experiments and Human Relations, Social System Approach, Decision Theory Approach.	10
III	**Planning:** Nature, objectives and purpose of planning, planning process, types of planning, Setting Objectives, Planning premises, Planning Tools and Techniques, Decision making steps and process, MBO.	10
IV	**Organising**: Concept, Nature, Process and Significance: Authority and Responsibility Relationships: Centralization and Decentralization; Departmentation; Organizational Structure- Forms.	12
	Part II	
V	**Staffing:** Concept; Staffing Process - Steps Involved in Staffing, Overview of - Manpower Planning, Job Design, Recruitment & Selection, Training & Development, Performance Appraisal.	11
VI	**Directing**: Nature, Significance, Principles, Techniques- Delegation, Supervision, Order and Instructions. **Motivation:** Concept, Importance Theories-Maslow, Herzberg, McGregor.	12

VII	**Leadership-** Concept and Leadership styles, Likert's Four System of Leadership. **Communication-** Nature, Process and Barriers of Effective Communication. **Management of Change:** Concept, Nature and Process of Planned Change, Resistance to Change.	12
VIII	**Controlling:** Importance, Concept and Process, Effective Control System. Techniques of Control- budgetary and non-budgetary control techniques, use of Computers and IT in Management control.	11

REFERENCES:
1. *Koontz, H, & Weihrich, H*., Essentials of Management: An International Perspective (8th ed.), Tata McGraw Hills, New Delhi.
2. *Ghuman, K & Aswathapa, K.,* Management concepts and cases (10th ed.), Tata McGraw Hills, New Delhi.
3. *Gupta, C.B., Management- Theory and Practices,* S. Chand, New Delhi.
4. *Telsan, M.T.,* Industrial and Business Management, (4th ed.), S. Chand, New Delhi.
5. *Sherlekar, S.A. and Sherlekar, V.S,* "Modern Business Organization & Management Systems Approach Mumbai", Himalaya Publishing House
6. Gupta, R.C., "Vyavasayik Prabandha Ke Siddhant" Sahitya Bhawan Publication, Agra**(Hindi)**
7. Agarwal, R.C., Gupta, Sanjay, "Prabandha Ke Siddhant" SBPD Publication **(Hindi)**
8. Saksena, S. C., Prabandh ke Siddhant, Sahitya Bhawan Publications **(Hindi)**

Suggested Continuous Evaluation Methods:
 Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject.

BA 2nd Year (3rd Semester)
Theory

Programme /Class: **Diploma/ BA**	Year: **Second**	Semester: **Third**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350301T**	Course Title: **COMPUTER APPLICATIONS AND INFORMATION TECHNOLOGY**

After completing the course, the student shall be able to:
- CO1: understand the fundamentals of computer.
- CO2: understand the Internet Technologies
- CO3: learn the latest trends in Information Technology
- CO4: provide an orientation about the increasing role of computer in office management.
- CO5: learn the latest use of e-commerce and payment system.

Credits: **4**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=60 (in hours per week): **L- 4/w**

Unit	Topics	Total No. of Lectures
	Part I	
I	**Computer:** An Introduction- Computer in office, Elements of Computer System Set-up, generations of computers, characteristics and advantages of computers, functions of computers, limitations of computers.	7
II	**Classification of Computers:** Digital computers, classification by size: Mini Computers, Mainframe computers, personal computers, super computers.	5
III	**Hardware:** *(a) Input devices* - keyboard, printing devices, voice speech devices, scanner, MICR, OMR, Bar code reader, digital camera etc. *(b) Output devices* - Visual Display Unit, printers, plotters, scanners etc. *(c) Storage Devices*- Magnetic storage devices, Optical storage devices, Flash Memory etc.	9
IV	**Softwares:** *System software*: Operating systems and its functions, *Application Software*: General purpose packaged software and tailor made software, Introduction to languages, compiler, interpreter and assembler	7
	Part II	
V	**Information Technology:** Meaning and Concept of Information Technology, Communications Channels, Applications of Information Technology. **Computer Networks:** Overview of Computer Network, Types of computer networks (LAN, WAN and MAN), Network topologies.	9
VI	**Internet:** Overview of Internet, Architecture & Functioning of Internet, Basic services over Internet like WWW, FTP, Telnet, Gopher etc., IP addresses, ISPs, URL, Domain names, Web Browsers, Internet Protocols, Search engines, e-mail, Web browsing, searching, downloading & uploading from Internet.	7
VII	**E-Commerce:** Meaning - Advantages & Limitations, Impact of E-Commerce on Business Models, Classification of E-Commerce: B2B - B2C- C2B - C2C - B2G. Applications of E-commerce: E-Commerce Organization Applications –	8

	E-Marketing - E- Advertising - E-Banking - Mobile Commerce - E-Trading - E-Learning – E-Shopping.	
VIII	**Electronic Payment Systems:** Digital Currency - E-Cash & E-Cheque, E-Wallet, Credit Cards, Debit Cards and Other Innovative Payment Modes**.** Payment Gateway - Role and Functions, Electronic Fund Transfer (EFT) - Advantages and Risks, Components of effective Electronic payment systems.	8

REFERENCES:

1. Sanjay Saxena, A First Course in Computers, Vikas Publishing House, New Delhi
2. Pradeep K. Sinha and Preeti Sinha, Foundation of Computing, , BPB, Publication.
3. Arora, Sumita, Computer Applications in Business, Dhanpat Rai & Co., New Delhi.
4. Bharihoka, Deepak, Fundaments of Information Technology, Excel Book,New Delhi
5. Rajaraman, V., Introduction to Information Technology, PHI. New Delhi
6. R. Hunt, J. Shelley, Computers and Commonsense, Prentice Hall of India New Delhi
7. Leon, M. Leon, Fundamentals of Information Technology, Leon Vikas, SoftwareManual
8. P. T. Joseph S. J., E-Commerce: An Indian Perspective, PHI Learning Pvt. Ltd, (2012)
9. Nidhi Dhawan, Introduction to E – Commerce, International Book House Pvt Ltd, (2012)
10. Pandey, Adesh K., "Concepts of E-Eommerce", S.K. Kataria & Sons
11. Jain, Dipali, "Vyawasay Me Computer Ke Anuprayog", Sahitya Bhawan Publication, Agra **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 2nd Year (3rd Semester)
Practical

Programme /Class: **Diploma/ BA**	Year: **Second**	Semester: **Third**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350302P**	Course Title: **COMPUTER LAB WORK**

After completing the course, the student shall be able to:
- CO1: understand the fundamentals of computer.
- CO2: learn the operation of Spreadsheet
- CO3: learn the operation of Word Processing
- CO4: provide an orientation about the increasing role of computer in office management.
- CO5: learn the creation of power point for multimedia designing.

Credits: **2**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lab Period= 30 (60 Hours): **Prac.- 2/w**

Unit	Topics	No. of Lab Period
I	**Word Processing:** Creating Document, Editing, Formatting and Printing Document, opening an existing document/creating a new document. Saving, difference between save and save as, selecting text, editing text, finding and replacing text, formatting text, checking and correcting spellings, justification and alignment, bullets and numbering, boarders, tabs, paragraph formatting, page formatting, mail merge and use of smart art tool.	8
II	**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.	8
III	**E-mail:** Anatomy of e-mail, e-mail address, finding e-mail address, adding signature, attaching files, opening attachments, managing an e-mail account, Web mail, Gmail, yahoo mail.	5
IV	**Working with Spreadsheet Software**: 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. 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 charts: Pie, Line, Bar-chart etc. using chart wizard.	9

REFERENCES:
1. Sanjay Saxena, A First Course in Computers, Vikas Publishing House, New Delhi
2. Pradeep K. Sinha and Preeti Sinha, Foundation of Computing, , BPB, Publication.
3. Arora, Sumita, Computer Applications in Business, Dhanpat Rai & Co., New Delhi.
4. Deepak Bharihoka, Fundaments of Information Technology, Excel Book,New Delhi
5. V. Rajaraman, Introduction to Information Technology, PHI. New Delhi
6. R. Hunt, J. Shelley, Computers and Commonsense, Prentice Hall of India New Delhi
7. Leon, M. Leon, Fundamentals of Information Technology, Leon Vikas, SoftwareManual
8. P. T. Joseph S. J., "E-Commerce: An Indian Perspective", PHI Learning Pvt. Ltd,
9. Nidhi Dhawan, "Introduction to E – Commerce", International Book House Pvt Ltd,
10. Pandey, Adesh K., "Concepts of E-commerce", S.K. Kataria & Sons
11. Jain, Dipali, "Vyawasay Me Computer Ke Anuprayog", Sahitya Bhawan Publication, Agra **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 2nd Year (4th Semester)
Theory

Programme /Class: **Diploma/ BA**	Year: **Second**	Semester: **Fourth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350401T**	Course Title: **SECRETARIAL PRACTICE AND BUSINESS COMMUNICATION**

After completing the course, the student shall be able to:

CO1: Know about companies, their types, how they are formed, what important documents are necessary for companies for their governing and establishment.

CO2: understand and acquire the skills for secretarial functions and proceedings of official Meetings.

CO3: Role of a Company Secretary, Directors and Chairman in Companies, Meeting Procedure.

CO4: understand communication process

CO5: understand the significance of oral communication in business context

CO6: write business reports and make presentations

CO7: learn to write business communication instruments like memorandum, minutes etc.

CO8: learn how to write report writing.

Credits: **4**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=60 (in hours per week): **L- 4/w**

Unit	Topics	Total No. of Lectures
	Part I	
I	**Secretary:** Meaning of Secretary, Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary. **Corporate Organization:** Company-definition, types of companies**,** Formation of company – procedure and role of promoters. Memorandum of association and articles of association, Prospectus	9
II	**Share Capital:** Secretarial practices relating to Issue and allotments of shares, Calls on shares, Forfeiture of shares, Transfer and transmission of shares, Shares certificate and share warrant.	8
III	**Company Management**: *Secretary* – appointment, qualification, functions and positions. *Director* – appointment, retirement, functions and qualifications. *Auditor*– appointment, power and duties / responsibilities.	6
IV	**Company Meeting**: Meaning and types of meeting; duties of Secretary before, during and after a meeting, notice, agenda, quorum, voting, motions, resolutions. Minutes writing, types of minutes, minutes book, contents of minute.	9
	Part II	
V	**Introducing Business Communication**: Types of Communication, Communication Process. Principles of Effective Communication. Development of Positive Personal Attitude. SWOT Analysis.	7
VI	**Corporate Communication**: Formal and Informal Communication, Grapevine. Barriers in Communication. Improving Communication.	6

	Practices in Business Communication: Group discussion, Mock Interviews, Seminars, Oral Presentation, Group Presentations.	
VII	**Writing Skills:** Planning Business Messages, Rewriting and Editing, Business Letters and Memo Formats: Enquiries & Orders, Sales Letters, Collection Letters, Office Memorandum. **Report Writing:** Introduction to a Proposal, Short Report and Formal Report, Report Preparation	8
VIII	**Non-verbal Aspects of Communication:** Body Language, Proxemics, Effective Listening. **Interviewing skills:** Appearing in Interviews, Conducting Interviews, Writing Resume and Application. **Modern Forms of Communicating:** Fax, E-mail, Video Conferencing etc.	7

REFERENCES:

1. P.K.Ghosh & V.Balachandran, Company Secretarial Practice, Sultan Chand & Sons, New Delhi
2. M.C. Kuchhal, Secretarial Practice, Vikas Publications
3. Garg, K.C., Gupta, Vijay & Dhingra, Joy, Company Law & Secretarial Practices (Revised as per Companies Act 2013), Kalyani Publishers
4. N.D. Kapoor, Elements of Company Law, Sultan Chand & Sons, New Delhi
5. Bovee & Thill, "Business Communication Essentials A Skill – Based Approach to Vital Business English", Pearson.
6. Kulbhushan Kumar & R.S. Salaria, "Effective Communication Skills", Khanna Publishing House, Delhi
7. Bisen & Priya, "Business Communication" (New Age International Publication)
8. Arora, V.N. & Chandra, Lakshmi, "Improve your writing"
9. Kaul, A., "Business Communications", PHI
10. Pandey, K.D., Vyavasayik Sanchar, Sahitya Bhavan Publication **(Hindi)**
11. Sahay, I. M., "Karyalay Prabandh evam Sachiviya Paddhiti", Sahitya Bhavan Publication, **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 2nd Year (4th Semester)
Practical

Programme /Class: **Diploma/ BA**	Year: **Second**	Semester: **Fourth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350402P**	Course Title: **COMPUTER AIDED OFFICIAL WRITING**

After completing the course, the student shall be able to:
- CO1: write business reports and make presentations.
- CO2: learn to write summary and precise.
- CO3: learn to write business communication instruments like memorandum, minutes etc.
- CO4: learn how to write report writing.

Credits: **2**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lab Period= 30 (60 Hours): **Prac.- 2/w**

Unit	Topics	No. of Lab Period
I	**Commercial Writing:** Rewriting and Editing, different types of Business Letters and Memo, Enquiries report & Orders, Sales Letters, Collection Letters, Office Memorandum.	8
II	**Report Preparation:** Proposal, Summary Report and Formal Report, . Formal or Informal Reports, Short or Long Reports, Informational or Analytical Reports, Proposal Report, Internal or External Reports, Periodic Reports.	8
III	**Creative Writing:** Press Release writing, Blogging, Video Creation and recording, website content writing, Handling organisation website.	8
IV	**Using Modern Forms of Communication:** Fax, E-mail, Video Conferencing-Zoom. Webex, Google Meet, Teams, Skype etc.	6

REFERENCES:
1. Bovee & Thill, "Business Communication Essentials A Skill – Based Approach to Vital Business English", Pearson.
2. Kulbhushan Kumar & R.S. Salaria, "Effective Communication Skills", Khanna Publishing House, Delhi
3. Bisen & Priya, "Business Communication" (New Age International Publication)
4. Arora, V.N. & Chandra, Lakshmi, "Improve your writing"
5. Kaul, A., "Business Communications", PHI
6. Pandey, K.D., "Vyavasayik Sanchar", Sahitya Bhavan Publication **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam
Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 3rd Year (5th Semester)

Theory

Programme /Class: **BA**	Year: **Third**	Semester: **Fifth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350501T**	Course Title: **SHORTHAND AND STENOGRAPHY**

After completing the course, the student shall be able to:

- CO1: understand the basic concepts of short hand and stenography with grammalogues and logograms.
- CO2: understand the basic concepts of circles and loops in stenography.
- CO3: understand and practice the use of initial and final hooks.
- CO4: understand and practice the halving and doubling principles in stenography.
- CO5: understand and practice the prefixes and suffixes signs in stenography.

Credits: **4**	Core Compulsory
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=**60** (in hours per week): **L- 4/w**

Unit	Topics	Total No. of Lectures
	Part I	
I	**Consonants:** Definition, types of Consonants, Classification of Consonants, Consonants and Consonant Strokes, Pairs of Consonants, Number, Size and Directions of Consonants, Joining of Strokes. **Vowels:** Definition, long and short Vowels, Vowel signs and their places, Position of outlines according to Vowels, Intervening Vowels, Grammalogues and Punctuation signs.	7
II	**Alternative Forms of Strokes:** Upward and Downward 'R', Upward and downward 'H', Diphthongs and Triphones, Phraseography, Abbreviated 'W' and Tick 'The'.	5
III	**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.	8
IV	**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.	9

	Part II	
V	**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. **The Aspirate:** Tick 'H', Dot 'H', Additional Rules for Upward and Downward 'R', Upward and Downward 'L', Upward and Downward 'SH', Compound Consonants.	8
VI	**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 for 'RT' and 'LT , joining of strokes of unequal length, Use of Halving Principle for Past Tense, use of Halving Principle in Phraseography.	8
VII	**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.	8
VIII	**Diphones**: Use of Diphones, Medial Semi-Circle, Left Semi-Circle, Right Semicircle. **Prefixes. Suffixes & Terminations. Contractions:** omission of consonants. **Figures:** Numerals in Shorthand, round numbers, monetary units.	7

REFERENCES:
1. Bhatia, R.C., Principles of Office Management, Lotus Press, Darya Ganj, New Delhi
2. S.P. Arora, Office Organisation and Management, Vikas Publishing House.
3. R.K. Chopra, Administrative Office Management, Himalaya Publishing House.
4. B.R. Duggal, Office Management and Commercial Correspondence, Kitab Mahal.
5. Pitman Shorthand Instructor, New Era Edition (Old Course Book), A. H. Wheeler Publications.
6. Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
7. Kuthiala, O.P., Pitman S.S, Shorthand Made Easy for Beginners, Publications Hynes James: The Practical Phraser, Wheeler Publications.
8. Kuthiala, O.P., Shorthand Made Easy, Pitman S. S. Publications
9. Shorthand Instructor, A.H. Wheeler Publications.
10. Pitman, Isaac: The New Phonographic : Phrase Book.
11. Thorpe, E and Kuthiala, O.P.: You too can write 200 wpm and above, Pitman SS Publication.
12. Agarwal, G. P., "Shorthand Hindi Sanket Lipi", Sri Vishnu Art Press, Allahabad **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 3rd Year (5th Semester)
Theory

Programme /Class: **BA**	Year: **Third**	Semester: **Fifth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350502T**	Course Title: **BOOK-KEEPING AND ACCOUNTANCY**

After completing the course, the student shall be able to:

CO1: Understand and apply accounting concepts, principles and conventions for the routine monetary transaction

CO2: Recognize circumstances providing for increased exposure to fraud and define preventative internal control measures.

CO3: Create and Prepare financial statements in accordance with Generally Accepted Accounting Principles

CO5: Analyze, interpret and communicate the information contained in basic financial statements

CO6: Understand the use of computer in accounting.

Credits: **4**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=**60** (in hours per week): **L- 4/w**

Unit	Topics	Total No. of Lectures
	Part I	
I	Meaning of Book Keeping, Process of Book Keeping and Accounting, Basic terminology of Accounting, Subsidiary books of Accounts, Difference between Accounting & Book Keeping. Importance & Limitations of Accounting, Various users of Accounting Information,	6
II	Accounting Principles, Concepts & Conventions, Accounting Standards in India, Concept of GAAP (Generally Accepted Accounting Principles).	6
III	Dual Aspect of Accounting, Types of accounting Rules of debit & Credit, Preparation of Journal, Ledger and Trial balance and Preparation of Cash book,	8
IV	Valuation of Stocks, Depreciation- Concept and Causes, types and methods, Concept of Capital and Revenue, Reserves and Provision,	8
	Part II	
V	Preparation of Final Accounts along with Adjustment Entries.	6
VI	Rectification of Errors, Preparation of Bank Reconciliation Statement, Bills of Exchange.	10
VII	Financial Statement of Not for Profit Organisation, Analysis of Financial Statements, Tools for Financial Statement Analysis - Ratio Analysis, Fund Flow and Cash Flow statement.	10
VIII	Computers in Accounting- Accounting Information System {AIS}: Introduction to Computers (elements, capabilities, limitations of computer system) Profit & Loss, Assets and liabilities are to be depicted using a pie chart / bar chart diagram.	6

REFERENCES:

1. Jain and Narang: Financial Accounting, Kalyani Publishers
2. Khan and Jain - Financial Management (Tata McGraw Hill, 7th Ed.)
3. Gupta, R. L. & Radhaswamy, M., Financial Accounting: Sultan Chand and sons.
4. Shukla, M.C., Grewal T.S. & Gupta, S.C., Advanced Accounts: S. Chand &Co.
5. Maheshwari S.N. & Maheshwari S. K, "A text book of Accounting for Management", Vikas Publication, 10th Edition (2013)
6. Shukla, S..M., Financial Accounting, Sahitya Bhawan Publications **(Hindi & English)**
7. Singh, S. K., "Vittiya Lekhankan" SBPD Publication **(Hindi)**
8. Gupta. R.L and Shukla, M.C., "Principles of Accountancy", S. Chand& Company Ltd.,
9. Arulanandam, M.A. & Raman, K.S., "Advanced Accounting", Vikas Publishers

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 3rd Year (5th Semester)
Practical

Programme /Class: **BA**	Year: **Third**	Semester: **Fifth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350503P**	Course Title: **SHORTHAND AND TYPEWRITING**

After completing the course, the student shall be able to:
- CO1: write words and sentences shorthand.
- CO2: taking dictation typing of official Letters, draft etc.
- CO3: learn to expertise Hindi and English typing on computer

Credits: **2**	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lab Period= 30 (60 Hours): **Prac.- 2/w**

Unit	Topics	No. of Lab Period
I	Practice of writing words and sentences of Diphones, Medial Semi-Circle, Essential Vowels, Upward & Downward 'L', Upward & Downward 'SH'. Practice of writing words and sentences of prefixes, Suffixes, Contractions, Figures, and Intersections.	6
II	Practice of writing words and sentence of Advanced Phraseography. Practice of taking Dictation of Seen and Unseen Passages @ 80-85 wpm and their transcription on Computer.	7
III	Practice of taking dictation of Business Letters in Shorthand @ 60 wpm and their transcription on the Computer with proper display. Practice of Unseen Dictation can be done from the Shorthand Magazines and Audio Cassettes available in the Market.	7
IV	Hindi and English E-Typewriting practice on computer	10

REFERENCES:
1. Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
2. Kuthiala, O.P., Pitman S.S, Shorthand Made Easy for Beginners, Publications Hynes James: The Practical Phraser, Wheeler Publications.
3. Kuthiala, O.P., Shorthand Made Easy, Pitman S. S. Publications
4. Shorthand Instructor, A.H. Wheeler Publications.
5. Pitman, Isaac: The New Phonographic : Phrase Book.
6. Thorpe, E and Kuthiala, O.P.: You too can write 200 wpm and above, Pitman SS Publication.
7. Agarwal, G. P., "Shorthand Hindi Sanket Lipi", Sri Vishnu Art Press, Allahabad **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Dictation typing

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 3rd Year (5th Semester)
Project Work

Programme /Class: BA	Year: **Third**	Semester: **Fifth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350504R**	Course Title: **Project Work**

After completing the course, the student shall be able to:
- CO1: provide basic and hand on understanding of official work in the industry.

Credits: 3	**Core Compulsory**
Max. Marks: **100 (60 project report + 40 Viva Voce)**	Min. Passing Marks: **40**

Total No. of Lab Period= 45

	Topics	No. of Lab Period
	Note: Each student of Vocational Courses shall undergo Project preparation during the vacations after fourth semester on a topic assigned to him/ her by the concerned institution. The objective of this project is to make the student acquainted with the official working. The project reports will carry 100 marks. It will be evaluated by two examiners (one internal and one external) and viva voce will be conducted. This project report will also be considered while evaluating the report by examiners.	**45**

Suggested Continuous Evaluation Methods:
It will be evaluated by two examiners (one internal and one external) and viva voce

Course Prerequisites: To study this course, a student must have had cleared the 4th Semester

BA 3rd Year (6th Semester)
Theory

Programme /Class: **BA**	Year: **Third**	Semester: **Sixth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350601T**	Course Title: **MERCANTILE LAW**

After completing the course, the student shall be able to:
CO1. Acquire a sound understanding of the legal aspects of the laws affecting business and office
CO2. Apply basic legal knowledge to business transactions.
CO3. Communicate effectively using standard business and legal terminology.
CO4. Analyse a given business context using basic understanding of the applicable Acts and develop a suitable operational framework.
CO5. Describe current law, rules, and regulations related to settling business disputes.

Credits: 5	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=**75** (in hours per week): **L- 5/w**

Unit	Topics	Total No. of Lectures
	Part I	
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.	10
II	**The Indian Contract Act, 1872: Specific Contracts-** Indemnity and Guarantee, Bailment and Pledge, Agency	9
III	**The Sale of Goods Act, 1930** Contract of sale, meaning, 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.	10
IV	**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, Dishonor of Cheque.	9
	Part II	
V	**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.	10
VI	**The Consumer Protection Act, 1986-** Aims and objectives of the Act Definition, Rights of the consumer, Consumer Protection Councils, Consumer Dispute Redressal Agencies, **The Environmental Act, 1986** Preamble Definition, General Powers of Central Government – Prevention and Control of Environment.	9

VII	**The Right to Information Act, 2005** Salient features of the Act, Designation of Public Information officer, Request for obtaining information, Duties of a PIO, Exemption and Partial disclosure of information, Powers of information commissions, Appellate Authorities, Penalties, Jurisdiction of courts.	10
VIII	**The Information Technology Act, 2000** Definition, Digital Signature, Electronic Governance, Acknowledgment and Dispatch of Electronic Records, Regulation of Certifying Authorities, Digital Signature Certificates, Duties of Subscribers, Penalties and Offences.	8

REFERENCES:
1. Kuchhal, M.C. and Vivek Kuchhal, Business Law, Vikas Publishing House, New Delhi.
2. Dagar Inderjeet & Agnihotri Anurag "Business Law" Galgotia Publishing Company,
3. New Delhi
4. Singh, Avtar, Business Law, Eastern Book Company, Lucknow.
5. Maheshwari & Maheshwari, Business Law, National Publishing House, New Delhi.
6. Kapoor, N.D., "Elements of mercantile law including company law and industrial law", Sultan Chand and Sons (2008)
7. Gulshan S and Kapoor, "Business Law", New Age International (P) Ltd (2006)
8. Gupta, O.P, "Business Regulatory Framework", SBPD Publishing House
9. Agarwal, R.C., Vyavsay Niyamak Dhancha, SBPD Publishing House **(Hindi)**
10. Shukla, S.M. & Sahai, S.P., "Vyaparik Saninnayan" Sahitya Bhawan Publication, Agra **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

BA 3rd Year (6th Semester)
Theory

Programme/Class: **BA**	Year: **Third**	Semester: **Sixth**

Subject: Office Management & Secretarial Practice (OM & SP)

Course Code: **A350602T**	Course Title: **PUBLIC RELATION**

After completing the course, the student shall be able to:
 CO1: define public relation and its function
 CO2: apply tools and techniques for handling public.
 CO3: learn to establish public relation in various organisations.
 CO4: explain the tools of public relation.
 CO5: learn to organize events and meetings.

Credits: 5	**Core Compulsory**
Max. Marks: **25+75**	Min. Passing Marks: **40**

Total No. of Lectures=75 (in hours per week): **L- 5/w**

Unit	Topics	Total No. of Lectures
	Part I	
I	**Public Relations (PR):** Definitions, PR as a Communicating function, History of PR, Growth of PR in India, PR & Publicity, Propaganda of Public opinion-PR as a Management function.	10
II	**Stages of PR-** Planning, Implementation, Research, Evaluation, PR Practitioners and Media relations, Press Conference, other PR tools.	9
III	**Communication with Publics-** Internal and external, Community relations, Employee relations, PR in Public and Private Sector, PR Counseling, PR agencies, PR and advertising.	10
IV	**Shareholder Relations-** dealer relations, PR for hospital, PR for Charitable Institutions, Defense PR, PR for NGOs, PR for Political Parties, Crisis Management, Case Study.	9
	Part II	
V	**PR Research**: techniques, PR and Law, PR and New Technology, Code of Ethics for PR, Professional Organizations of PR, Emerging Trends. **Planning in PR:** Analysing and developing a PR Strategy, managing PR by object, Institutional, Corporate, Advocacy Campaign, Exhibition.	10
VI	**Press Conference**: Type of Press Conference, Checklist for Press Conference, **Special Events** -Planning and Organizing, Corporate Broacher and films. Writing Invitation to the Guest/ Resource Person/ Chief Guest, **Arranging Travel and Accommodation to the Guest:** Flight/ Train Ticket Booking, Booking of the Hotel Room, Booking local transport and Welcoming Guest.	9
VII	**Role of Writing in PR:** Press Release Writing, Feature Writing, Speech Writing for Corporate Executive, how to write a Press Release, Public Affairs and NGO Public Relation Media Relation, Consumer Relation, Community Relation.	10

VIII	Need of Accountability and Ethics in Public Relations management and Advertising, Codes of conduct and professional PR organizations (PRSI, IPRA, etc.)	8

REFERENCES:

1. Black Sam & Melvin L. Sharpe Practical Public Relations, Universal Book Stall, New Delhi
2. Henry, JR and Rene, A., Marketing Public Relations, Surjeet Publications, New Delhi
3. Jefkins Frank, Public Relations Techniques, Butterworth, Heinmann Ltd., Oxford
4. Cutlip S.M and Center A.H. Effective Public Relations, Prentice Hall
5. Kaul J.M. Public Relation in India, Noya Prakash, Calcutta Pvt. Ltd.
6. Bhanawat, Sanjeev, "Jansampark evam Vigyapan", Rajasthan Hindi Granth Academy **(Hindi)**
7. Rajgupta, Baldev, "Bharat Me Jansampark" **(Hindi)**

Suggested Continuous Evaluation Methods:
Assignment / Test / Quiz (MCQ) / Seminar/ Presentations/ Research orientation of students

Suggested equivalent online: Swayam

Course Prerequisites: To study this course, the student's eligibility is 10+2 with any subject

<table>
<tr><td colspan="3" align="center">BA 3rd Year (6th Semester)
Dissertation / Project</td></tr>
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BA 3rd Year (6th Semester) **Dissertation / Project**		
Programme /Class: **BA**	Year: **Third**	Semester: **Sixth**
Subject: Office Management & Secretarial Practice (OM & SP)		
Course Code: **A350603R**	Course Title: **Dissertation / Project**	

After completing the course, the student shall be able to:
- CO1: provide basic and hand on understanding of official work in the industry.

Credits: 3	**Core Compulsory**
Max. Marks: **100 (60 project report + 40 Viva Voce)**	Min. Passing Marks: **40**

Total No. of Lab Period= 45

	Topics	No. of Lab Period
	Note: Each student of Vocational Courses shall undergo Dissertation / Project preparation on a topic assigned to him/ her by the concerned institution. The objective of this project is to make the student acquainted with the official working. The project reports will carry 100 marks. It will be evaluated by two examiners (one internal and one external) and viva voce will be conducted. This project report will also be considered while evaluating the report by examiners.	45

Suggested Continuous Evaluation Methods:
It will be evaluated by two examiners (one internal and one external) and viva voce

Course Prerequisites: To study this course, a student must have had cleared the 5th Semester