

**BOARD OF TECHNICAL EDUCATION,
RAJASTHAN, JODHPUR**
RULES AND REGULATION FOR DIPLOMA COURSES IN
NON-ENGINEERING FOR THE YEAR 2005-2006 AND
ONWARDS

1. DEFINITIONS :

- Board** : Means, Board of Technical Education, Rajasthan, Jodhpur constituted by Government of Rajasthan.
- Chairman** : Means, the Chairman of the Board, Ex - officio Director of Technical Education, Rajasthan, Jodhpur.
- Secretary** : Means, Joint Director Cum-Secretary of Board.
- Registrar** : Means, the Deputy Director (Registrar) of Board.
- Diploma course** : Means, 2 years/3 years (excluding practical training duration) diploma course in branch of non-engineering recognized by the Board.
- Affiliated Institution** : Means, an institution affiliated with Board, running Diploma course, examinations of which are conducted by the Board.
- Principal** : Means, the Principal or the Head of the affiliated Institution.
- Regular Student** : Means, a student who is eligible to pursue a regular course of study i.e. to attend regular classes in a particular year in which he/she wants to appear in the examination in the institution in which he has been enrolled by the Board.
- Ex-Student** : Means, a student who has completed a regular course of study as prescribed by the Board during a year, but fails in the theory and /or practical examination and is eligible to reappear

- in theory and / or practical examination in one or more subjects
- Examination** : Means, any examination conducted by the board.
- Year** : Means, an academic session for example first year means the first academic session of the prescribed course of study. Similarly second year and third year means second and third academic session respectively.

2. ADMISSION QUALIFICATIONS AND ENROLMENT :

- 2.1 The minimum qualification for admission to a Diploma Course in an affiliated institution shall be as prescribed by the Government of Rajasthan from time to time.
- 2.2 No student shall be admitted to any examination of the Board unless he/she has been enrolled with the Board. A student during his enrolment with the Board can not enroll himself with any other Board/ University. If any such case is reported, the enrolment of the student with the Board will be cancelled and he/she will not be allowed to appear in any of the examinations conducted by the Board.

3. DURATION AND COURSE STUDY : Duration of Diploma Course shall extend over the period prescribed by the Board at an affiliated institution for regular students and the course of study shall consist of subjects, prescribed by the Board in the Teaching and Examination Scheme from time to time.

4. EXAMINATION SCHEME : The valuation of the students shall be done by the Board or by the affiliated institution on behalf of the Board as per Teaching and Examination scheme. Theory and practical Examination will be conducted by the Board at the end of each year in accordance with the prescribed Teaching and Examination Scheme at such centres and on such dates as may be notified by the Board.

- 4.1 THEORY EXAMINATION (TH): These shall be conducted by the Board at the end of each year in the subjects listed under "TH" in the Teaching and Examination Scheme.
- 4.2 PRACTICAL EXAMINATION (PR): These shall be conducted at the institution on behalf of the Board at the end of each year in the subjects listed under "PR". The mode of such examination will be as per the Teaching and Examination Scheme
- 4.3 SESSIONAL ASSESSMENT : This will be done by the affiliated institution on behalf of Board on the basis of day to day work consisting of class tests listed under "CT" and regular Practical work done during the course of study listed under "PR(S)" in Teaching and Examination Scheme. Three class tests will be conducted by the institution for each subject in a year on behalf of the Board but marks for best two tests will be counted.
- 4.4 PRACTICAL TRAINING ASSESSMENT: On completion of training the assessment will be done by a committee constituted by the institution as per directives of the Board.
- 4.5 PROJECT ASSESSMENT: Diploma course students have to complete a project, wherever applicable, after final year examination as per Teaching & Examination Scheme. The assessment of the project will be done as per directives of the Board.
- 4.6 PRACTICAL TRAINING & PROJECT ASSESSMENT: On completion of "Practical Training & project" the assessment will be done by a committee constituted by the institution as per directives of the Board.

5. ELIGIBILITY FOR EXAMINATION :-

- 5.1 For eligibility to appear in the Examination a student must have attended at least 75% of the lectures delivered in each subject during the year and must also have attended at least 75% of the practicals conducted in each subject during the year. The deficiency in attendance in theory classes to the extent of 5% may be condoned by the Principal and an additional 5% by the Chairman for specific reason.
- 5.2 A student who does not fulfill the prescribed condition as mentioned in 5.1 shall not be allowed to appear in the examination. The detention orders shall be issued by the Head of the Institution on behalf of the Board.
- 5.3 A student who is not eligible to appear in the examination under regulation 5.1 shall repeat the course of study as a regular student. Such students shall not be permitted, where applicable, to keep term in the next higher class.

5.4 CHECK POINT:

- 5.4.1 A two/three year Diploma course student has to pass Diploma course by the end of four/six academic years respectively from the year of enrolment failing which his/her enrolment with the Board will automatically be cancelled.
- 5.4.2 Three Year Diploma: A student has to pass all the subjects of first year and Second year by the end of fourth academic year except under rule 6.7 from the year of enrolment failing which his/ her enrolment with the Board will automatically be cancelled.
- 5.4.3 Two Year Diploma : A student has to pass all the subjects of first year by the end of second academic year except under rule 6.7 from the year of enrolment failing which his/ her enrolment with the Board will automatically be cancelled.

5.5 Time limit to pass all subjects of Diploma course will not be extended for any punishment by the institution and for the punishment awarded by the Board for the use of unfair means in the examination.

6. PASSING STANDARDS:-

- 6.1 33% marks in each theory examination in the subjects listed under "TH" in the Teaching and Examination Scheme.
- 6.2 45% marks in each practical examination in the subjects listed under "PR" in the Teaching & Examination Scheme.
- 6.3 45% marks in consolidated sessionals [PR(S) + CT] of all subjects listed under "PR(S)" and "CT" in the Teaching and Examination Scheme.
- 6.4 Deficiency to the extent of 5 marks in a subject (TH, PR and consolidated sessionals) and up to 10 marks in a year may be condoned by the chairman. Deficiency will not be condoned in more than two subjects in a year. The student whose deficiency in a subject has been condoned will be deemed to have passed the subject. Condonation will be given first in consolidated sessionals then in practical and lastly in theory subject/ subjects. Condonation marks will be awarded to a student in the eligible subject/ subjects only after he/she has passed all the remaining subjects of the concerned year.
- 6.5 A Diploma student who passes in all subjects in first/ second year shall be promoted to second/ third year respectively.
- 6.6 A Diploma student, who fails in consolidated sessional of any year will not be promoted to higher class. Such student will be declared failed and he/she will have to repeat the year in which he/she fails in consolidated sessionals as a regular student.

- 6.7 A Diploma student who passes in consolidated sessionals but fails in Theory/ Practical examination in first/ second year in not more than two subjects, (Theory and Practical of a subject will be treated as one subject) will be allowed to keep term in second/ third year respectively He/she will be allowed to reappear as Ex student in these subjects in the next year examination as and when held.
- 6.8 A Diploma student who passes in consolidated sessionals of final year but fails in Theory/ Practical Examination of final year will be allowed to reappear in a special examination for final year to be conducted after suitable interval.
- 6.9 Only those diploma students who have passed all Theory/ Practical subjects other than final year shall be allowed in the special examination for final year.
- 6.10 The special examination will be treated as part of the regular examination.
- 6.11 A Diploma student who passes in consolidated sessionals but fails in more than two subjects of first /second year Theory /Practical examination, is not eligible to keep term in the next higher class but may reappear in TH/PR or both as Ex-student in the subject/ subjects in which he/she fails in next year examination as and when held.
- 6.12 A Diploma student who reappear in Theory / Practical examination as Ex-student will retain full credit of consolidated sessional marks and marks of Theory / Practical examination for subject/Subjects in which he/she does not reappear.
- 6.13 A Diploma student can not be given the benefit of condonation for the purpose of deciding promotion under regulation. Only the student

failing in one or two subjects in any year examination can be given the benefit of condonation.

7. AWARD OF DIPLOMA :

7.1 A student will become eligible for award of a Diploma after passing in all subjects of Diploma Course.

7.2 FINAL AGGREGATE FOR DIPLOMA COURSE FOR AWARD OF DIVISION.

7.2.1 FOR 3 YEAR DIPLOMA COURSE -

- (i) 40% of the aggregate marks of I Year.
- (ii) 60% of the aggregate marks of II Year,
- (iii) 100% of the aggregate marks of III Year.

7.2.2 FOR 2 YEAR DIPLOMA COURSE :-

- (i) 50% of the aggregate marks of I Year,
- (ii) 100% marks of the aggregate marks of II Year.

7.3 **AWARD OF DIVISION:** The division will be awarded to successful Diploma students on the basis of final percentage of marks as given below.

- i) 75% or more : I Division with Honours
- (ii) 60% or more but less than 75% : I Division.
- (iii) 45% or more but less than 60% : II Division.
- (iv) Less than 45% but more than the: Pass Class passing standards as stated in Rule 6.0

7.4 **MERCY GRACE MARK:**

- (i) Only 1 mercy grace mark will be awarded to those students whose Division is changed with the help of this mercy grace mark
- (ii) Mercy grace mark will be awarded to those students only who have passed all the subjects of Diploma Course.
- (iii) Mercy grace mark will be added in the grand total of the details of marks to award division and not in the marks of any particular semester or subject.

8. **MERIT:** Students who pass all subjects of a Diploma course in single attempt without any condonation and within prescribed duration of the course will be considered for the merit as per rules of the Board.

9. IMPROVEMENT :

9.1 A student who passes in all subjects of Diploma may be allowed one chance for improvement of his/her performance.

9.2 Such students will be permitted to reappear only in Theory papers of one or more subjects of final year, as ex-student only in the next examination.

9.3 The student who avails of chance for improvement of his/her performance will retain full credits of marks except the theory marks of subjects in which he/she reappears. If the student scores lesser aggregate marks or fails in one or more subjects during his chance for improvement, the aggregate marks and division scored by him/her in the previous examination will stand and no further chance for improvement would be allowed to him/her.

9.4 Such improvement of marks will be counted only for the purpose of division and not for Merit.

10. Any student debarred or rusticated by the competent authority will not be eligible to appear in any examination from the date of issue of such orders.

11. These Rules and Regulation shall come into force for student admitted from the year 2005-2006 and onwards.

12. Students pursuing a Diploma Course of recognized state Board of Tech Education or University may be permitted to migrate to this Board in accordance with rules of the Board.

13. A student who completes a course of study in a branch and become eligible for award of a Diploma may be permitted to study and appear in the second Diploma examination in accordance with rules of the Board.
14. If a student is unable to pass regularly the course of study prevailing at the time of admission then he/ she is liable to be shifted in the consecutive new scheme, if any, introduced by the Board at any time.
15. The power of addition and alteration of rules shall remain with the Board of Technical Education Rajasthan, Jodhpur.
16. In case of any dispute the jurisdiction will be courts situated at JODHPUR only.

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PRINCIPLES OF MANAGEMENT

CODE MO 101

L T P
3 -- 1

RATIONALE

The study of Principles of Management will be very useful for the students of this diploma course in understanding the concepts and different functions of management. It shall include the elementary knowledge of concepts of management viz. planning, staffing, directing and control. The basic knowledge of various function of management will enable the students to take effective decision for performing office duties.

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1.1 Meaning of Management	
1.2 Nature and Scope of Management.	
1.3 Importance of Management.	
1.4 Principles of Management.	
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2.1 Planning	
2.2 Organizing	
2.3 Staffing	
2.4 Directing	
2.5 Controlling	
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3.1 Objectives and Importance of Planning	
3.2 Steps in Planning	
3.3 Types of Planning.	
3.4 Strategies, Policies and Procedures.	
3.5 Decision-Making.	
3.6 Criteria of effective Planning.	
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4.1 Nature and Purpose of Organization.	
4.2 Types of Organization-Line and Staff, Functional and Committee etc.	
4.3 Delegation of Authority-Responsibility and Accountability.	
4.4 Centralization and Decentralization of Authority.	

5. Directing :	7
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6. Co-Ordination :	11
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6.4 Techniques of Co-ordination.	
7. Communication :	7
7.1 Meaning	
7.2 Importance	
7.3 Types of Communication.	
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PRACTICALS

	P
1. Preparation of Organization Charts for Commercial and Industrial Organization.	15
2. Preparation of Small Case Studies after Visiting Industries and Organization.	15

Note:- Both 01 and 02 will carry equal weightage.

REFERENCE BOOKS :

1. Principles of Management	Koontz & O'Donnell
2. Principles of Management	Mathur

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COMPUTER APPLICATIONS -I

CODE MO 102

L T P
3 -- 6

RATIONALE

The course has been designed to provide an introduction to information Technology and IT Tools. The student will understand the basic IT terminology. The students will be able to understand the role of information Technology and more specifically computers, Communication technology and software in the present social and economic scenario.

The course has focus on the following:

- * Overview of information Technology.
- * Computer organization.
- * Computer Operating System and Software
- * Ms Windows, word Processing and Spreadsheet tools.
- * Multimedia and Presentation Packages.

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1. Computer Appreciation :	8	--
1.1 Characteristic of Computers.		
1.2 Input, Output, Storage units.		
1.3 CPU, Computer System.		
1.4 Number System.		
1.4.1 Binary Number System.		
1.4.2 Binary to Decimal Conversion.		
1.4.3 Decimal to Binary Conversion.		
1.4.4 ASCII Code.		
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2.1 Central Processing Unit		
2.1.1 Control Unit		
2.1.2 Arithmetic Unit		
2.1.3 Instruction Set		
2.1.4 Register.		
2.1.5 Processor Speed		
2.2 Memory		
2.2.1 Main Memory		
2.2.2 Storage Evaluation Criteria		
2.2.3 Memory Organization		

2.2.4	Memory Capacity.
2.2.5	Random Access Memories.
2.2.6	Read Only Memories.
2.2.7	Secondary Storage Devices.
2.2.7.1	Magnetic Disk.
2.2.7.2	Floppy and Hard Disk.
2.2.7.3	Optical Disks CD-ROM.
2.2.7.4	Mass Storages Devices.
2.3	Input Devices
2.3.1	Keyboard.
2.3.2	Mouse.
2.3.3	Trackball.
2.3.4	Joystick.
2.3.5	Scanner.
2.3.6	Optical Mark Reader
2.3.7	Bar-code Reader
2.3.8	Magnetic Ink Character Reader
2.3.9	Digitizer.
2.3.10	Card Reader
2.3.11	Voice Recognition
2.3.12	Web Camera
2.3.13	Video Cameras
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2.4.2	Printers
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2.4.2.2	Inkjet Printers.
2.4.2.3	Laser Printers.
2.4.3.	Plotters.
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2.4.5	Multimedia Projector.
2.5	Multimedia
2.5.1	What is Multimedia?
2.5.2	Text and Graphics.
2.5.3	Animation, Audio, Images and Video.
2.5.4	Multimedia Application in Education and Entertainments.
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2.6.1	Relationship between Hardware and Software.

2.6.2	System Software, Application Software, Compiler. Interpreter, Names of some high level language.		
3.	Operating System :	10	40
3.1	Disk Operating System		
3.1.1	Simple DOS internal and External Commands		
3.1.2	Basic File Operation		
3.1.3	Difference between Internal & External Commands		
3.2	Microsoft Windows		
3.2.1	An overview of different version of Windows.		
3.2.2	Basic Windows Elements		
3.2.3	File Management through Windows		
3.2.4	Using Essential Accessories: systems tools-Disk Cleanup. Disk Defragmenter, Entertainment, Games, Calculator Imaging- Fax, Notepad, Paint, Word Pad.		
4.	Word Processing :	20	45
4.1	Word Processing Concepts.		
4.2	Saving, Closing, Opening an Existing Document.		
4.3	Selecting Text, Editing Text.		
4.4	Finding and Replacing Text.		
4.5	Printing Documents.		
4.6	Creating and Printing Merged Documents.		
4.7	Character and Paragraph Formatting, Page Design and Layout.		
4.8	Editing and Proofing Tools; Checking and Correcting Spellings.		
4.9	Handling Graphics.		
4.10	Creating Tables and Charts.		
4.11	Document Templates and Wizards.		
5.	Spreadsheet Package :	20	45
5.1	Spreadsheet Concepts		
5.2	Creating, Saving and Editing a Work Book		
5.3	Inserting, Deleting Work Sheets		
5.4	Entering Data in a Cell / Formula		
5.5	Copying and Moving Data from Selected Cells		
5.6	Handling Operators in Formulas		

5.7	Functions; Mathematical, Logical, Statistical Text, Financial. Date and Time Functions, using Function Wizard.		
5.8	Formatting a Worksheet: Formatting Cells changing data Alignment, Changing Date, Number, Character, or Currency Format, Changing Font, Adding Borders and Colors.		
5.9	Printing Worksheet.		
5.10	Charts and Graphs- Creating, Previewing, Modifying Charts.		
5.11	Integrating Word Processor, Spread Sheets, Web Pages.		
6.	Presentation Package :	15	30
6.1	Creating. Opening and Saving Presentations		
6.2	Creating the look of your Presentation		
6.3	Working in Different Views, Working with Slides		
6.4	Adding and Formatting Text, Formatting Paragraphs		
6.5	Checking Spelling and Correcting Typing Mistakes		
6.6	Making Notes Pages and Handouts		
6.7	Drawing and Working with Objects		
6.8	Adding Clip Art and Other Pictures		
6.9	Designing Slides Shows		
6.10	Running and Controlling a Slide Show		
6.11	Printing Presentations.		
7.	Information Technology :	5	10
7.1	Concept of Information Technology and Society.		
7.2	Simple Application of Information Technology.		

NOTE: Above concept may be illustrated using MS-Office Packages.

REFERENCE BOOKS :

1	Foundations of Computing First Edition, 2002	P.K. Sinha and P. Sinha BPB publication.
2.	Microsoft office 2000 for Windows Second Indian print, 2001	S. Sagman, Pearson education.
3.	Information Technology and Management", Second Edition, 2001	Turban, Mclean& Wetherbe John Wiley & sons.

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COMMUNICATION SKILL - I**CODE MO 103**

L	T	P
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RATIONALE

For business purposes at every level of performance, language remains the most common and important means of communication. A diploma holder who wants to join an industry or organization needs to possess adequate knowledge and skills in language, its usage and presentation. Proficiency both in written and spoken language is required to be developed among the diploma holders.

The first year syllabus aims at developing among students the basic knowledge and skills related to syntax and semantics of English Language.

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1.2 Role of Language in Communication	
1.3 Essentials of Good Communication	
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2.1. Parts of Speech: Noun; Pronoun; Adjectives (Articles); Verb; Adverb; Preposition; Conjunction; Interjection.	
2.2 Common errors in usage of parts of speech.	
2.3 Tenses.	
2.4 Subject verb concord.	
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7. Use of Phrasal Verbs.	5
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8.1 Translation from Regional Language to English.	
9. Paragraph Writing.	10
(Approximately 150 words)	
PRACTICAL	
	P
1. Critically Analyse the given Piece of Communication	12
2. Exercises on Various Topics of Grammar.	12
3. Translation of the given Passages from Hindi to English.	12
4. Paragraph Writing of Approximately 150 words on topics of General Interest and topics related to Students life.	12
5. Presentation of a Written Piece of Composition or Paragraph and its Critical Analysis.	12

REFERENCE BOOKS :

1. Intermediate English Grammar	Raymond Murphy, Cambridge Uni. Press
2. Practical English Grammar	E.L.B.S
3. Communication Skill	P.K Tyagi
4. Effective Communication	Pan Pub.
5. Comprehensive High School English Grammar & Composition	H. S. Bhatia Book Palace, Delhi.

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SHORT HAND AND TYPE IN HINDI - I**CODE MO 104**

L	T	P
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RATIONALE**टाइपिंग**

इस कोर्स का मुख्य उद्देश्य विद्यार्थियों को टाइपिंग मशीन से और उसके विभिन्न उपकरणों से अवगत कराना है।

स्टेनोग्राफी

इस कोर्स का मुख्य उद्देश्य विद्यार्थियों को आशुलिपि से परिचित करवा कुशल स्टेनोग्राफर बनाना है ताकि वे निजी सचिव के रूप में कुशलता पूर्वक कार्य कर सकें।

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1.8 कम्प्यूटर/वर्ड प्रोसेसर	
1.9 पाठ सारांश ।	
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1.11 टाइप तथा कुंजी पटल भाग— कुंजियां, सेगमेंट, टाइप छड, स्पर्श समंजन यंत्र, टाइप निर्देशक, टंकण बिन्दु, टाइप, पीछे हटाव बटन, अवरोधक, सारणीकार, अन्तर छड, शिफ्ट कुंजी, शिफ्ट रोक, पंक्ति नियोजक, सूचना घंटी आदि :	
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4.4 कुंजी पटल संचालन विधि — उर्ध्वमुखी एवं समतल विधि	
4.5 कुंजी पटल कुशलता, टंकण लय अस्तर	
4.6 वर्तमान कुंजी पटल की कमियाँ	
4.7 पाठ सारांश	
5. कुंजी पटल संचालन :	6
5.1 आधार पंक्ति का अभ्यास	
5.2 शिफ्ट कुंजियों का अभ्यास	
5.3 तृतीय पंक्ति का संचालन एवं अभ्यास	
5.4 प्रथम पंक्ति का संचालन एवं अभ्यास	
5.5 चौथी पंक्ति या अंकों का संचालन व अभ्यास	
5.6 पाठ सारांश	
6. टंकण कुंजी वाक्य एवं गति बढ़ाना :	6
6.1 कुंजी पटल में अनुपलब्ध चिन्हों को टाइप करने की विधि	
6.2 टंकणों के लिए वर्तनी संबंधी निर्देश या संयुक्ताक्षर टाइप करना	
6.3 पाठ सारांश	
7. गति गणना और अशुद्धियों का अंकन :	6
7.1 गति गणना, निवल गति या शुद्ध गति, सकल गति,	
7.2 कुंजी प्रहारों की गणना	
7.3 अशुद्धियों को आंकना	
7.4 अंक पद्धति	
7.5 टंकण गति गणना का विशिष्ट सूत्र	

7.6	अंक पद्धति का विशिष्ट सूत्र	
7.7	पाठ सारांश।	
8.	सुन्दर टाइप करने के नियम :	8
8.1	व्याकरणिक चिन्हों का प्रयोग, पूर्ण विराम, प्रश्नवाचक, विस्मयादिबोधक, अल्प-विराम, अर्द्ध-विराम, विसर्ग या कॉलन, कोटेशन मार्क या उद्धरण चिन्ह, योजक व हाइफन/विभाजक, कोष्ठक	
8.2	व्याकरणिक चिन्हों के पूर्व और पश्चात् दिये जाने वाले स्पेश	
8.3	शब्द-विभाजन नियम	
8.4	पाद-टिप्पणियाँ टाइप करना	
8.5	परिच्छेद बनाना – इंडेन्टेड या हाशिया छोड, ब्लॉक या सिमांकित, हैंगिंग या ढालू परिच्छेद	
8.6	पाठ सारांश।	
9.	ऐतिहासिक पृष्ठभूमि :	2
9.1	आशुलिपि का उद्देश्य एवं महत्व	
9.2	विश्व में आशुलिपि का उदय और विकास	
9.3	आधुनिक आशुलिपि	
9.4	ध्वनि लेखन सिद्धान्त	
9.5	हिन्दी आशुलिपि का विकास	
9.6	कार्यशाला उपकरण	
9.7	प्रशिक्षण तकनीक एवं आदर्श आशु लेखक के गुण	
10.	आशुलिपि परिचय :	5
10.1	परिभाषाएँ	
10.2	व्यंजन माला	
10.3	आकार-प्रकार	
10.4	व्यंजन रेखाएं एवं दिशाएं	
11.	स्वर विधान :	5
11.1	दीर्घ एवं लघु स्वर	
11.2	अग्र बिन्दुद्ध एवं पश्च डैश स्वरद्ध	
11.3	स्वरों के स्थान	
11.4	व्यंजन रेखाओं पर माध्यमिक स्वर प्रयोग	
12.	संक्षिप्त रूप :	6
12.1	शब्द-चिन्ह	
12.2	शब्दाक्षर एवं संक्षिप्ताक्षर	
12.3	बहुवचन विधान एवं व्याकरणिक चिन्ह	

13.	द्वस्वर एवं त्रिस्वर के चिन्ह एवं उनके अनुनासिक्य प्रयोग।	2
14.	वाक्यांश निर्माण :	4
14.1	नियम एवं रूप	
14.2	क्रिया विभक्ति एवं धातु प्रयोग	
15.	तवर्ग व्यंजनों के दाएं चापों के नियम: समानार्थी शब्दों में अन्तर।	2
16.	व्यंजन य, र, ल, व के वैकल्पिक रूप :	2
16.1	व्यंजन र, ल के अधोमुखी रूप एवं अर्द्धसवर अर्थात् अर्द्धवृत व के प्रयोग	
17.	व्यंजन ह औरश के वैकल्पिक रूप :	2
17.1	टिक एवं बिन्दु ह: श रेखा के उर्ध्वमुखी प्रयोग	
18.	वृत स, श/ष तथा ज के प्रयोग :	3
18.1	वृत स के साथ व्यंजन ल एवं ह के प्रयोग	
18.2	स वृत एवं व्यंजन रेखा के नियम	
19.	बडे वृत का प्रयोग :	4
19.1	आरंभिक वृत स्व	
19.2	माध्यमिक एवं अंतिम बडे वृत के प्रयोग	
20.	छोटे एवं बडे लूप के प्रयोग :	3
20.1	'स्त', 'स्ट' स्तर/स्टर एवं लूप	
21.	अनुनासिक्य विधान एवं अनुस्वार प्रयोग :	2
21.1	क वर्ग एवं प वर्ग व्यंजनों के पूर्व अनुस्वार के विशिष्ट प्रयोग	
22.	व्यंजन रेखाओं पर प्रारंभिक छोटा हुक (अकुंश) :	2
22.1	हुक र तथा ल के प्रयोग	
23.	'र' तथा 'ल' हुक युक्त वक व्यंजनों के वैकल्पिक चाप :	4
23.1	हुक पूर्व वृत	
23.2	हुक एवं मध्यवर्ती स्वर	
23.3	शब्दों की पुनरावृत्ति विधि	
24.	संयुक्त व्यंजन :	4

- 24.1 आरंभिक बड़े हुकों, मोटी रेखाओं एवं अर्द्धवृत्त य से बनने वाले संयुक्त व्यंजन
25. अंतिम छोटा हुक – न/ण तथा य/व/फ हुक : 4
 25.1 हुक एवं वृत्त
 25.2 सर्वनामों के रूप एवं वाक्यांश प्रयोग
26. अंतिम बड़ा हुक : 5
 26.1 शन/षण के प्रयोग
 26.2 वृत्त युक्त अंतिम हुक
27. अर्द्धकरण सिद्धान्त : 6
 27.1 हल्के तथा गहरे व्यंजनों का अर्द्धकरण
 27.2 दो रेखाओं/हुकों वाली रेखाओं का अर्द्धकरण
 27.3 अर्द्धकरण निषेध
 27.4 कुछ रेखाओं को मोटा और आधा करने की विधि
 27.5 स्वर लोप
28. द्विगुणन सिद्धान्त : 6
 28.1 व्यंजन रेखाओं को दुगुना करना
 28.2 द्विगुणन निषेध तथा रेखाओं के स्थान
 28.3 वाक्यांशों में द्विगुणन सिद्धान्त

परीक्षा योजना :

1. टंकण :
 1.1 25 शब्द प्रति मिनट की गति से पैराग्राफ टंकित करना। (10 मिनट)
 1.2 कम से कम 150 शब्द का एक व्यावसायिक / सरकारी पत्र टंकित करना। (6 मिनट)
 1.3 साधारण सारणीयन। (25 मिनट)
2. आशुलिपि :
 1.1 60 शब्द प्रति मिनट की गति से 5 मिनट तक का एक पैराग्राफ जो कि पाठ्यक्रम पर आधारित हो जो आशुलेखन में लिखना तथा उसका पूर्णलेखन कर प्रिन्ट आउट लेना। (25 मिनट)।

- 1.2 150 शब्दों का एक व्यावसायिक/ सरकारी पत्र आशुलेखन लिखकर हिन्दी भाषा लिप्यांतरण करना (25 मिनट)

संदर्भित पुस्तकें :

1. आशुलिपि एवं हिन्दी कोष।
2. हिन्दी टाइपराइटिंग प्रशिक्षक एवं कार्यालय सहायक
3. टंकण गति अभ्यास
4. आशुलिपि प्रशोत्तरी (सैद्धांतिक प्रश्न उत्तर)।

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SHORTHAND AND TYPE IN ENGLISH - I
CODE MO 105 L T P
 -- -- 4

RATIONALE

Shorthand: For the performance of a private secretary's work it is necessary to have proficiency in stenography as she has to take dictation quite often on matters of confidential nature. The object of this paper is to enable the students to acquire a basic understanding and a feel of this subject.

Typewriting: The objective of this course is to introduce the students with the typewriting machine, its parts, maintenance etc. After the completion of this course the students should not only be conversant with typewriting but also achieve certain comfort level with the machine.

CONTENTS

		P
1.	Introduction to Typewriter :	3
	1.1 Origin & Development	
	1.2 Importance and utility	
	1.3 Classification- Standard Manual, Portable, Noiseless, Varytyper,	
	1.4 Electric/Electronic	
	1.5 Word Processors / Computers.	
2.	Composition & Mechanism of Typewriter :	3
	2.1 Carriage (Paper Control) Section;	
	2.2 Key Board (Type) Section;	
	2.3 Ribbon (Inking) Section;	
3.	Maintenance & Upkeep of Typewriter :	2

3.1	Self care	
3.2	Oiling	
3.3	Servicing & Overhauling	
	3.3.1 Repairs & maintenance	
	3.3.2 Change and economy of ribbon.	
4.	Preparation for Typing :	4
4.1	Equipments	
4.2	Table & Chair	
4.3	Sitting Posture	
4.4	Insertion & removal of paper	
4.5	Setting margins	
4.6	Indenting	
4.7	Line spacing	
4.8	Warning bell etc.	
5.	Key Board Operation :	3
5.1	Methods of typing; Sight & Touch methods;	
5.2	Key Board skills;	
5.3	Division of keys between fingers;	
5.4	Vertical & Horizontal approach;	
5.5	Typing rhythm;	
5.6	Backing sheet etc.	
6.	Practical Typing :	8
6.1	Practicing Home Row; Upper Row; Bottom and Number Rows;	
6.2	Learning keyboard operation.	
7.	Shift Key Operation :	2
7.1	Shift Keys and Adjustment Keys;	
7.2	Spacebar;	
7.3	Tab Clr;	
7.4	Tab Set;	
7.5	MR Key; Back Spacer.	
8.	Calculating Speed and Counting of Errors :	2
8.1	Gross & Net Speed	
8.2	Marking System	
8.3	Speed typing.	
9.	Practicing Special Symbols/Signs :	1
9.1	Typing symbols not available in the key board;	
9.2	Spacing between punctuation signs etc.	

10.	Capitalizing; Syllabification; Paragraphing & Numbering :	2
10.1	Indented, Blocked & Hanging Paragraphs	
10.2	Use of figures and Roman numbers etc.	
11.	Display in Typing :	2
11.1	Centering on all sides	
11.2	Tabulation; Open, Ruled & Box style	
11.3	Borders & Tail pie pieces;	
11.4	Typing as an art	
12.	Introduction to Stenography :	2
12.1	Brief history of shorthand.	
12.2	Origin & development of modern systems.	
12.3	Entry of English shorthand in India .	
12.4	Use of shorthand in the legislatures.	
12.5	Shorthand writing equipments.	
12.6	Ideal teacher.	
12.7	Valuable tips for shorthand writers.	
13.	Consonants :	10
13.1	Definition.	
13.2	Classification.	
13.3	Arrangement and direction.	
13.4	Table of consonants (strokes)	
13.5	Joining of strokes.	
14.	Vowels :	8
14.1	Long & short vowels	
14.2	Dot and dash vowel	
14.3	Places of vowels	
14.4	Following & preceding vowels	
14.5	Intermediate vowels	
14.6	Places of joined strokes and vowels	
15.	Short Forms :	4
15.1	Logograms.	
15.2	Grammalogues & contractions.	
15.3	Use of thick "the" in phrasing.	
15.4	Punctuation marks.	
16.	Diphthongs (Two Vowel Sounds) :	4

16.1	Definition and places of diphthongs.	
16.2	Trip thongs (three vowel sounds) etc.	
17.	Alternative/ Downward Forms of R & L Strokes :	2
17.1	Derivatives or thickened LR & RR strokes.	
18.	Alternative Forms of Semi-Vowels W and Y :	4
18.1	Semi-circle or abbreviated W.	
18.2	Semi-circle of Y or Diaphone U.	
18.3	Trip hone and its use.	
19.	Alternative Forms of Aspirate H & Sh :	4
19.1	Downward h stroke.	
19.2	Tick and dot h.	
19.3	Upward sh stroke.	
20.	Phraseography (Joining of Words) :	2
20.1	Formation of important phrases from short-forms and strokes	
21.	The Circle :	6
21.1	Small circle of s & z.	
21.2	Circle and the stroke.	
21.3	Circle s with stroke h.	
21.4	Stroke l and circle s.	
22.	Large Circle :	4
22.1	Large initial circle sw.	
22.2	Use of large/big circle medially and finally.	
22.3	Circle and vowel places.	
23.	The Loops :	4
23.1	Small loops of ST/SD.	
23.2	Large Loop of STR.	
24.	Initial Small Hooks (Double Consonants) :	6
24.1	R & l hooks	
24.2	Shr & shl hooked strokes.	
24.3	Vowel and double consonants.	
25.	Alternative Forms of Curved Hooked Strokes :	6
25.1	Left & right curves of f/v/th/TH.	
25.2	Upward sh with hooked strokes.	

25.3	Intervening vowels.	
25.4	Circles and hooks etc.	
26.	Compound Consonants :	2
26.1	Initial large hooks of WH, WHL, KY, GY, KW/GW, MP/MB strokes.	
27.	Final Hooks :	6
27.1	N and F/V small hooks.	
27.2	Hooks and vowels.	
27.3	Circles and loops with finally hooked strokes.	
28.	Large Final (Shun) Hook :	4
28.1	Use of shun after circle.	
28.2	Use of shun hook after certain strokes.	
29.	Halving Principle :	6
29.1	Halving of strokes for T or D.	
29.2	Halving of M, N, L, R for D.	
29.3	Halving of MP/MB/NG hooked etc.	
30.	Doubling Principle :	4
30.1	Doubling of strokes for TR and DR.	
30.2	Doubling of MP/MB/NG and L stroke etc.	

PRACTICAL

NOTE: The above concept of Shorthand & Type Writing may be illustrated by appropriate methods on Machines.

Practical Examination Scheme :

- 1. Typing :**
 - 1.1 Typing Speed Test @ 25 WPM for 10 Minutes.
 - 1.2 Typing of Business / Govt. Letters not less than 150 words in 6 minutes.
 - 1.3 Typing of Simple tabulation contains 150 words in 25 minutes.
- 2. Shorthand :**
 - 2.1 Dictation of passage @ 60 WPM for 5 minutes & Transcription in language with in 25 minutes.

2.2 Diction of business / Govt. Letters @ 60 WPM contains 150 words & Transcription of the same in language in 25 minutes.

REFERENCE BOOKS :

- 1. Pitman Shorthand
- 2. Simple Shorthand (Theory & Key) Dr. G.D. Bist
- 3. Typing Test Guide Dr. G.D. Bist
- 4. Typewriting (Theory & Practice) R.C. Bhatia
- 5. Speedography Dr. G.D. Bist

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OFFICE MANAGEMENT & SECRETARIAL PRACTICE

CODE MO 106 **L T P**
3 -- 2

RATIONALE

The main objective of the course in modern office management is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing office operations. This paper aims at making the students well conversant with the services provided by a modern office and enables them to perform the same using modern methods and equipments.

CONTENTS

1. Modern Office and Office Management :	8
1.1 Meaning of office, functions, importance.	
1.2 Relation of office with other departments.	
1.3 Function of office mgt.	
1.4 Future Office	
2. Office Services :	4
2.1 Meaning.	
2.2 Different types of services provided by office.	
3. Office Organization :	8
3.1 The organizing process,-organizational arrangements for administrative mgt.	
3.2 Position of office manager.	
3.3 Techniques of organizational analysis	
3.3.1 Organization charts	
3.3.2 Work distribution charts & steps, job analysis, analysis of informal organization.	

3.3.3 Designing Individual Jobs-(individual job content, work redesign, patterns of work subdivision).

4. Office System Design & Integration :	6
4.1 Office system-(meaning, characteristics).	
4.2 Office routines or procedures & methods (meaning, methods improvement steps)	
4.2.1 Phases in design of a system.	
4.2.2 Systems Integration.	
5. Office Accommodation, Layout & Environment :	14
5.1 Office Accommodation -(Meaning & Important)	
5.2 Factors affecting office locations.	
5.3 Office layout -(meaning, importance, objectives, principles).	
5.4 Office Environment:	
5.4.1 Importance	
5.4.2 Lighting	
5.4.3 Interior Decoration	
5.4.4 Ventilation	
5.4.5 Temperature	
5.4.6 Safety & Sanitary arrangements	
5.4.7 Cleanliness	
5.4.8 Noise & Dust control	
5.4.9 Furniture fitting	
5.4.10 Security & Secrecy	
6. Forms Management & Records Management :	7
6.1 Nature of Forms, Forms design, Forms control.	
6.2 Filling	
6.2.1 Meaning	
6.2.2 Importance	
6.2.3 Methods	
6.3 Indexing	
6.3.1 Meaning	
6.3.2 Types of Indexing	
7. Controlling Office Operations :	4
7.1 Work measurement techniques.	
7.2 Production Control.	
8. Important Office Documents :	5
8.1 Bills	

8.2	Invoices	
8.3	Statements	
8.4	Credit Notes	
8.5	Debit Notes, etc.	
9.	Using The Bank :	10
9.1	Types of Accounts	
9.2	Cheques	
9.3	Stopping Payments	
9.4	Overdraft	
9.5	Making Deposit	
9.6	Bank Statement	
9.7	Note and Drafts	
9.8	Credit	
10.	Purchasing and Purchase Procedure :	12
10.1	Organization of Purchase Dept.	
10.2	Duties, Function of Purchase Dept.	
10.3	Techniques of Purchasing	
10.4	Bill of Material	
10.5	Method of Purchasing	
10.6	Procedure of Selection of Suppliers	
10.7	Contract Purchasing (Rate Control)	
10.8	Procedure of Purchasing Running Contract	
11.	Store and Store Keeping :	12
11.1	Categories of Stores	
11.2	Organization of Store Dept.	
11.3	Function and Duties of Store Dept.	
11.4	Principal of Storing	
11.5	Types of Records Maintained by Store Keeper	
11.6	Methods of Storing	
11.7	Procedure for receipt store and issue of store	
11.8	Stock taking or verification	

PRACTICALS

		P
1.	Handling of mail.	12
2.	Practice in filing and indexing	12
3.	Practice in preparing tour programs & T.A. bills	12
4.	Practice in recording appointments in diaries	12
5.	Handling telephone calls & bills	12

REFERENCE BOOKS :

1.	Management of Office Operations	C.L. Littlefield, Rachel, Caruth, Holmes
2.	Office Methods and Practices	R.K. Chopra
3.	Office Organisation & Management	S.P. Arora

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HANDLING OF OFFICE EQUIPMENTS

CODE MO 107	L	T	P
	2	--	1

RATIONALE

The basic thrust of the course is to generate efficiency, effectiveness and excellence in the work and performance of office to achieve optimum productivity in the office operations. An emphasis is laid in this course to inculcate practice amongst the students to use “Time & Labour Saving Devices “ as well as different system and procedures and to keep them abreast with the latest and modern techniques and machines.

CONTENTS

1.	Needs and Importance of Office Machines :	L	P
	1.1 Meaning, Advantages and their scope	7	3
	1.2 Selection of appropriate machines for an office.		
2.	Office Machines-I (Uses and their Operations) :	20	10
	2.1 Duplicator (Types), Photocopier, Document printer		
	2.2 Telephone – Basic telephone, P.B.X. , E.P.A.B.X., Cordless telephone, Telephone answering machine, cell phone, etc.		
	2.3 Calculator- Electronic calculator, banking calculator		
	2.4 Dictaphone, tape recorder		
3.	Office Machines-II :	18	9
	3.1 Mailing Equipments		
	3.1.1 Paper folding machine		
	3.1.2 Paper insertion machine		
	3.1.3 Envelope opening machine		
	3.1.4 Envelope sealing machine		
	3.1.5 Addressograph		
	3.1.6 Franking machine		
	3.2 Binding Machine		
	3.3 Lamination		

- 3.4 Telex or teleprinter
- 3.5 Computer, printer and scanner

4.	Modern Office Machines :	15	8
4.1	ATM's		
4.2	Electronic Billing Machine		
4.3	Electronic Cash Register		
4.4	Electronic Weighing Machine		
4.5	Electronic Ledger System		
4.6	Coin Sorter		
4.7	Electronic clearing system		
4.8	E-Mail, E-Net		
4.9	V-Set		

PRACTICALS

The students will be required to perform practical operations of the equipments.

NOTE: Above concepts are illustrated on Equipment's.

REFERENCE BOOK :

1. Secretarial Duties	John Harrison
2. Office Management	Ghosh & Agarwal
3. Office Management & Secretarial Practice	Y.P.Singh & B. Singh
4. Office Management	R.C. Agarwal

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MANAGEMENT INFORMATION SYSTEM

CODE MO 108	L	T	P
	2	--	1

RATIONALE

Management Information System has become a very important tool for real time information processing and presentation, necessary ingredients of decision making. Students need to be aware of components if an MIS for different categories of industries as well as different departments of an organization.

CONTENTS

1.	Introduction :	12	--
1.1	MIS concept		
1.2	Definition		
1.3	Role & Impact of MIS Process of management		
1.4	Organization structure		
1.5	Organizational behavior.		

2.	Basics of Management Information System :	14	8
2.1	Decision Making		
2.2	Information concepts		
2.3	System concepts		
2.4	Handling system complexity		
2.5	System development model.		
3.	Development of Management Information System :	16	10
3.1	Requirements of MIS		
3.2	Implementation of MIS		
3.3	Choice of information Technology for Management Information System.		
4.	Applications of Management Information System :	18	12
4.1	Application in manufacturing sector and services sector		
4.2	Uses for personnel management, Financial management, Production Management, Material Management, Marketing Management, Application in Service Sector.		

REFERENCE BOOKS :

1. Management Information System	Jawadekar.
2. Management Information System	Lucos.
3. Management Information System	Andersen.

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ENVIRONMENT & MARKETING MANAGEMENT		
CODE MO 201	L	T P
	2	-- 1

RATIONALE

Students need to be well accustomed to ecological framework and the effects of pollution on the environment in order to understand environment in a holistic manner. The students should understand that society needs to live in tandem with environment. Also, marketing has become the focal point for the success of any organization. Students need to be aware of most dynamic function of the organization. Therefore, elementary content of marketing discipline is being introduced at this stage.

CONTENTS

	L
1. Environment & Ecology :	8
1.1 Environment & Ecology- An Introduction.	
1.2 Ecology- Aspects	
1.3 Ecosystem	
2. Environmental Pollution :	8
2.1 Introduction	
2.2 Pollutants	
2.3 Sources of Pollution	
2.4 Environmental Protection and Pollution.	
3. Environmental Education :	9
3.1 Introduction	
3.2 Branches of Environmental Education	
3.3 Organization Environmental Education System.	
3.4 Introduction to water Pollution, Air Pollution, and Noise Pollution.	
4. Marketing :	8
4.1 Concept	
4.2 Distinguishing Features.	
4.2.1 Sales and Marketing	
4.2.2 Marketing Functions	
5. Creating & Delivering Customer Value :	9
5.1 Concept of Value	
5.2 Enhancing Value	
5.3 Customer's Mental Process of Judging Value.	
5.4 Importance of value in marketing	

6.	The Marketing Mix :	9
6.1	Introduction	
6.2	The P's of marketing	
6.3	Value through Marketing Mix	
6.4	Marketing Strategy through Marketing Mix	

7.	Marketing Environment :	9
7.1	Macro Environmental Factors	
7.2	Micro Environmental Factors.	
7.3	Effect on Marketing Strategy.	

PRACTICAL

	The Case studies as per above contents.	P
		30

REFERENCE BOOKS

1.	Marketing Management	Philip Kotler
2.	Marketing Management	Namakumari Ramaswami
3.	Environmental Education & Management	Sharma

* * * * *

COMPUTER APPLICATION - II

CODE MO 202	L	T	P
	3	--	6

RATIONAL

The course has been designed to provide an introduction to Data Base Management through Access and Computer Networking. The student will understand the basic Networking terminology. The students will be able to understand the role of Data Base and Communication technology.

The course has focus on the following:

- * Overview of Signal & Media.
- * Computer Networks.
- * Data Base Management.
- * MS Access Packages.

CONTENTS

	L	P
1. Signal and Media :	13	--
1.1 Analog and Digital Signals,		
1.2 Modulations- Amplitude Modulation (AM), Frequency Modulation (FM), Phase Modulation (PM),		
1.3 Communication Process, Direction of Transmissions Flow - Simplex, Half Duplex, Full Duplex, Communication Software,		
1.4 Communication Protocols,		
1.5 Communication Channels - Twisted, Coaxial, Fiber Optic, Serial and Parallel Communication,		
2. Computer Networking :	13	20
2.1 Modem - Working and Characteristics,		
2.2 Types of Connections - Dialup, Leased Lines, ISDN,		
2.3 Types of Network - LAN, WAN, MAN etc.,		
2.4 Topologies of LAN - Ring, Bus, Star, Mesh and Tree topologies,		
2.5 Components of LAN -Media, NIC, NOS, Bridges, HUB, Routers, Repeater and Gateways,		
3. Tracking Data with MS-ACCESS :	16	38
3.1. MS Access- Introduction,		
3.2. Understanding Databases		
3.3. Creating a Database and Tables		
3.4. Creating and Customizing a Form,		
4. Manipulation of Data :	17	44
4.1. Adding		
4.2. Editing		
4.3. Sorting		
4.4. Searching of Records		
4.5. Creating and Printing Reports		
4.6. Queries		
5. Database Application :	16	40
5.1. Creating a Database and Application		
5.2. Linking		
5.3. Importing and Exporting Data		
5.4. Form		

6.	Producing Reports and Charts :	15	38
	6.1. Creating Reports		
	6.2. Creating Charts		
	6.3. Pivot Tables.		

NOTE : Above concept of data base may be illustrated using MS-Office Packages (MS-Access).

REFERENCE BOOKS :

- | | |
|----------------------|---|
| 1. MS-Office | Gini Courter and Annette Marquies BPB Publication |
| 2. Computer Networks | A. S. Tanunbaum, PHI |

* * * * *

COMMUNICATION SKILL - II

CODE MO 203	L	T	P
	2	--	2

RATIONAL

In the modern time the whole world has become accessible through one language i.e. English. To meet the demand of present age communication is essential for everybody. Through this syllabus all the latest trends of language and technology are introduced so that students would be benefited from it to meet the challenges of recent global demand of communication skills.

CONTENTS

1.	Grammar :	L	20
	1.1 Synonyms & Antonyms		
	1.2 Words Liable to be Confused		
	1.3 Words Frequently Misspelt		
	1.4 Prefixes & Suffixes		
2.	Comprehension from the play by Henrik Ibsen :		15
	2.1 "A Doll's House"		
3.	Letter Witting :		10
	3.1 Personal Letters		
	3.2 Business Letters		
	3.3 Letters of Application		

4.	Précis Writing :	8
	4.1. Passages Related to Office Management	
	4.2. General Passages	
	4.3. Articles on Various Topics	

5.	Translation from English to Hindi.	7
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PRACTICALS

1.	Group Discussion :	P	15
	1.1. Topics Related with Daily routine		
	1.2. General Topics		
	1.3. Case Study: Group Discussion		

2.	Oral Presentation & Extempore.	20
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3.	Telephone Calls and Informal & Formal Meetings.	10
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4.	Writing Essence of Live Speeches :	10
	4.1. Speeches by Communication Skill Experts.	
	4.2. Speeches on Life Histories of Good Orators.	
	4.3. Speeches on Communication Techniques.	
	4.4. Speeches on how to Improve Vocabulary and Speech.	

5.	Symposium :	5
	5.1. Discussion on Topics Related to Modern Office Management.	
	5.2. Current Affairs and would be Suggestion and Solutions.	

Note: Assignments should be submitted through video presentation.

REFRENECE BOOKS:

- | | |
|---|-------------------|
| 1. English Conversation for all occasions | Lalit M. Khungar. |
| 2. Public speaking | Dale Carnegie. |
| 3. Effective Communication | Pan Publication. |
| 4. A Doll's House | Henrik Ibsen |
| 5. Intermediate English Grammar | Remond Murphy |

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SHORTHAND & TYPE IN HINDI - II

CODE MO 204

L	T	P
-	-	4

RATIONAL**आशुलिपि**

इस कोर्स का मुख्य उद्देश्य विद्यार्थियों को आशुलिपि से परिचित करवा कुशल स्टेनोग्राफर बनाना है ताकि वे निजी सचिव के रूप में कुशलता पूर्वक कार्य कर सकें।

टाइपिंग

इस कोर्स का मुख्य उद्देश्य विद्यार्थियों को टाइपिंग मशीन से और उसके विभिन्न उपकरणों से अवगत कराना है।

CONTENTS

	P
1. सारणीयन विधि – सारणी टाइप करना, पीछे हटाव बटन विधि, सारणीयन का लेखा जोखा करना, पाठ सारांश ।	7
2. व्यावसायिक पत्र-व्यवहार – विभिन्न प्रकार के पत्र, पत्र शीर्षक का आकार, पत्र शीर्षको पर हाशिए छोड़ना, इंडेन्टेड रीति के पत्र, टाइप करना, – पदनाम, संलग्नक आदि। ब्लॉक, विधि के पत्र, इंडेन्टेड और ब्लॉक विधि में अंतर, अर्द्धब्लॉक विधि।	5
3. सही विधि का चुनाव , निजी या व्यक्तिगत पत्र टाइप करने की विधि, लिफाफे के रूप एवं उन पर पते टाइप करना, खिडकीदार लिफाफे, पाठ सारांश ।	5
4. शासकीय पत्र-व्यवहार – शासकीय पत्र, उसके भाग, शासकीय पत्र टाइप करने के निर्देश, संदर्भ, नाम, प्रेषक, पाने वाला, स्थान का नाम व तारीख, विषय शीर्षक, अभिवादन, पत्र की सामग्री, धन्यवाद ज्ञापन, अधिकारी का पद और नाम, संलग्नक, टाइपिस्ट का नाम-संकेत, शासकीय पत्रों के नमूने, पाठ सारांश आदि।	5
5. पाण्डुलिपि या संशोधित सामग्री टाइप करना – संशोधित सामग्री टाइप करने के लिए प्रयुक्त चिन्ह, संशोधित सामग्री टाइप करने के पाठ ।	6
6. कार्बनीकरण एवं डुप्लीकेटिंग/ फोटोकॉपी – कार्बन प्रतियों टाइप करना, विभिन्न प्रकार के कार्बन, पेसिल कार्बन, टाइप कार्बन, कार्बनीकरण की विधियाँ, मशीन ऐसेंवली विधि, डेस्क ऐसेंवली विधि,	6

कार्बन निकालना, कार्बन प्रतियों में सुधार करने की विधियाँ, डुप्लीकेटींग एवं साइक्लोस्टाइलिंगविधि, स्टेंसिल काटना एवं उससे साइक्लोस्टाइल करके प्रतियाँ निकालना, फोटोकॉपी मशीन या रिप्रोग्राफी तथा कम्प्यूटर स्कैनिंग विधि द्वारा।

7. पत्र व्यवहार – अनौपचारिक एवं औपचारिक पत्र।	18
7.1 सरकारी पत्र एवं उनके प्रकार।	
7.2 निमंत्रण पत्र एवं व्यावसायिक पत्र।	
7.3 बधाई पत्र आदि।	
8. सारणी टाइप करने के अभ्यास।	6
9. हस्तलिखित सामग्री/ पाण्डुलिपि या शोधित सामग्री टाइप करने के अभ्यास।	5
10. गति गणना तथा अंक मूल्यांकन पद्धति।	5
11. टंकण गति अभ्यास परीक्षा तैयारी हेतु।	5

आशुलिपि

12. गति लेखन एवं पत्र-व्यवहार —गति बढ़ाना, पन्ने पलटना, अभ्यास की विधि, अनुलिपिकरण, विभिन्न प्रकार के पत्र-लेखन।	5
13. उपसर्ग – परिभाषा: विपरीतार्थक उपसर्ग 'अ' प्रतिनिधि रेखाएं	5
14. प्रत्यय – परिभाषा एवं प्रतिनिधि रेखाएं उपसर्ग-प्रत्यय शब्द	6
15. पदनाम वाक्यांश – व्यंजन रेखाओं पर काट संख्याएं एवं मुद्राएं	5
16. विशिष्ट संक्षिप्ताक्षर – व्यंजनों का लोप सामासिक जुट शब्द विलोम शब्द अवधारण, पुनरुक्ति, राज्य एवं केन्द्र शासित प्रदेश, ग्रह नक्षत्र एवं मास, द्विगुणन वाक्यांश, विभागीय शब्दावलियां	5
17. सैद्धान्तिक पुनरीक्षण – त वर्ग/ प/ वर्ग/ श/ ह/ र/ ल व्यंजनों के वैकल्पिक चाप / रूप वृत्त व रेखा सः अनुस्वारः सर्वनामः क्रियायेंः विशेषशब्द-सूचीः शब्दाक्षरों से शब्द रचनाः उपसर्ग-प्रत्यय रचनाः आदि	5
18. वाक्यांश निर्माण – उच्च गतिलेखन वाक्यांशः सरल वाक्यांश अर्द्धकरण वाक्यांशः द्विगुणन वाक्यांश	8

19 गतिलेखन—पठन अभ्यास—80 श.प्र.मि. 4

20 आशुपठन, लेखन 4

परीक्षा योजना :

1. टंकण :
 - 1.1 30 शब्द प्रति मिनट की गति से पैराग्राफ टंकित करना। (10 मिनट)
 - 1.2 कम से कम 150 से 200 शब्द का एक व्यावसायिक / सरकारी पत्र टंकित करना। (15 मिनट)
 - 1.3 साधारण सारणीयन। (15 मिनट)
 - 1.4 पाण्डुलिपि टंकित करना। (10 मिनट)
2. आशुलिपि :
 - 1.1 80 शब्द प्रति मिनट की गति से 5 मिनट तक का एक पैराग्राफ जो कि पाठ्यक्रम पर आधारित हो जो आशुलेखन में लिखना तथा उसका पूर्णलेखन कर प्रिन्ट आउट लेना। (35 मिनट)।
 - 1.2 150 शब्दों का एक व्यावसायिक / सरकारी पत्र आशुलेखन लिखकर हिन्दी भाषा लिप्यांतरण करना (20 मिनट)

संदर्भित पुस्तकें :

1. विशिष्ट गतिलेखन निर्देशिका डॉ. जी. डी. विष्ट
2. 2000 सरल वाक्यांश एवं गति अभ्यास डॉ. जी. डी. विष्ट
3. शब्द चिन्ह कोष एवं गति लेखन अभ्यास डॉ. जी. डी. विष्ट
66, सी -4 बी, जनकपुरी,
नई दिल्ली

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SHORTHAND & TYPE IN ENGLISH - II

CODE MO 205

L T P
- - 4

RATIONAL

The objective of course is to attain high speed in shorthand through practice on different topics. As shorthand is a highly specialized subject of linguistics, various topics are covered to enhance the shorthand speed for passing different exams conducted by SSC / UPSC / Technical Education / Banking Services / Public and Private Sectors.

CONTENTS

	P
1. Typing Practice of Personal & Business Correspondence :	6
1.1 Formal & Informal Letters.	
1.2 Personal Correspondence.	
1.3 Business Correspondence.	
1.4 Public Notice – Tender, Advertisements etc.	
2. Official Correspondence :	8
2.1 Simple Official Letters	
2.2 Circulars	
2.3 Demi Official	
2.4 Memorandum	
2.5 Notification.	
2.6 Press Release	
2.7 Office Order	
2.8 Endorsement.	
2.9 Footnote.	
3. Carbon Many Folding & Duplicating :	7
3.1 Use of Carbons, Types of Carbons	
3.2 Methods of Carbon Assembly	
3.3 Making Corrections on Original & Carbon Copies.	
3.4 Use of Eraser/ Eraser Shield.	
3.5 Kind of Stencils – Ordinary, Fax, DMP	
3.6 Method of Cyclostyling / Duplicating	
3.7 Use of Photocopying / Document Printer/ Scanner Machine	
4. Speed Typing Exercises (with counted strokes/words).	4
5. Letter Typing/Drafting Exercises with Different Types of Paragraphs/Letters	4
6. Tabular Statements & Display Typing.	4
7. Typing Corrected Proofs and Manuscripts.	4
8. Question/Test Papers (Type writing Theory & Practical).	3

SHORT HAND

- | | | |
|------|--|----|
| 1. | Note Taking, Dictation & Correspondence- Note Taking Techniques, Method of Practice; Simple Letter Writing etc. | 4 |
| 2. | Prefixes- Part Words of Prefixes; Definition, Use and their Representative Signs /Strokes. | 4 |
| 3. | Suffixes- Definition; Use and the Representative Signs / Strokes of Part Words (Suffixes). | 4 |
| 4. | Intersections- Representation of Official Phrases; Round Numbers & Monetary Units by Intersecting or Disjoining of Strokes. | 4 |
| 5. | Special Contractions; their Formation and use in Taking Dictations & Speed Writing. | 4 |
| 6. | Special Phrases & Words- Verbal Phrases (Idioms); Parliamentary, Executive & Foreign Phrases/words. | 4 |
| 7. | Transcription Aids & Accurate Writing- Positions of Similar Outlines (Homonyms); Essential Vowels; Proper Nouns; Nasalised Vowels; Days & Months, States, Union Territories & Religions etc. | 4 |
| 8. | Directions to Write Geometrical (Shorthand) Letters; Practice & Text Exercise. | 5 |
| 9. | Simple Letter Writing & Dictation, Practice & Test Exercises on Prefix, Suffix, Intersections, Contractions & Proper Nouns etc. | 4 |
| 10. | Business Correspondence- Personal & Business Letters, Dictation & Test Exercises on Different Styles. | 4 |
| 11. | Official Correspondence- Letter Writing on Official Matters. | 4 |
| 12. | Dictation from various fields : | 35 |
| 12.1 | Agriculture & Irrigation, Intext Words, Phrases & Short Forms, Shorthand Readings Exercises with Dictation Exercises, | |

- | | |
|-------|--|
| 12.2 | Model Dictation Exercises on Agriculture, Irrigation, Power, General Budget, Appropriation & Finance etc. |
| 12.3. | Education Policy- Intext Words / Phrases, Reading & Dictation Exercises and Transcription Text Exercises. |
| 12.4. | Essential Commodities - Intext Words, Phrases & Short Forms, Shorthand Readings Exercises, Transcription keys / Dictation Exercises. |
| 12.5. | International Affairs - Intext words / Phrases, Reading & Dictation Exercises and Transcription Text Exercises. |

REFERENCE BOOKS :

- | | | |
|----|---|----------------|
| 1. | Simple Shorthand (Theory & Key) | Dr. G. D. Bist |
| 2. | Practical Workbook for Shorthand Dictation & Correspondence | Dr. G. D. Bist |
| 3. | Simple Speed Guide & Dictation Exercises Vol – I & II. | Dr. G. D. Bist |
| 4. | Typing Test Guide | Dr. G. D. Bist |
| 5. | Speedography | Dr. G. D. Bist |

Examination Scheme:

- | | |
|-----------|--|
| 1. | English Typing : |
| (a) | Typing speed test @ 30 WPM for 10 minutes. |
| (b) | Typing of business / Govt. letters not less than 200 words in 10 minutes. |
| (c) | Typing of simple tabulation contains 250 words in 25 minutes. |
| (d) | Correct typing of a manuscript (Correction drafts by using proof correction sign) 150 words in 15 minutes. |
| 2. | English Shorthand : |
| (a) | Dictation of passage @ 80 WPM for 5 minutes & Transcription in language with in 30 minutes. |
| (b) | Dictation of business / Govt. letters @ 80 WPM contains 150-200 words & Transcription of the same in language in 15 minutes. |

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BUSINESS CORESPONDANCE - I

CODE MO 206

L	T	P
1	--	3

RATIONAL

The diploma holder of this course has to work as private secretary to the executive and an office executive in an organization. To handle jobs, knowledge of correspondence is must. In fact he/she has to acquire the skill of effective correspondence as he/she has to control the office and has to provide help to his/ her executive.

CONTENTS

1. Correspondence :	L
1.1 Meaning and Importance	2
1.2 Process	
2. Essentials of a Good Business Letter :	4
2.1 Parts of a Letter.	
2.2 Formats/Styles of a Business Letter	
2.3 Qualities of a Good Business Letter	
3. Enquiry Letters :	5
3.1. Meaning and Importance of Enquiries	
3.2. Quotations.	
3.3. Catalogues.	
3.4. Replies of Enquiries.	
3.5. Special Terms used in Offers and Quotations.	
4. Order Letters :	5
4.1. Placing of an Order	
4.2. Execution of an Order	
4.3. Defective Order	
4.4. Acceptance and Refusal of an Order	
4.5. Cancellation of an Order.	
4.6. Substitute Offer	
5. Sales Letter :	5
5.1. Meaning and Importance	
5.2. Functions of Sales Letter	
5.3. Effectiveness of Opening and Closing Paragraphs in Sales Letter	2
5.4. Three P's that Sales Correspondent Should know	2
5.5. Sales Letter Regarding	4
5.5.1 Introduction of a new product.	
5.5.2 Promotion of a product.	
5.5.3 Publicity of a business.	
5.5.4 Special Offers/Discount etc.	
6. Circulars :	3
6.1. Meaning and Importance	
6.2. Situations that need Circular Letters	
6.2.1. Change of Address	
6.2.2. Opening of New Branches.	
6.2.3. Introduction of a Partner.	
6.2.4. Retirement of a Partner.	

7. Claims, Complaints and Adjustments :	3
7.1. Meaning	
7.2. Causes of Complaints	
7.3. Adjustment Policy	
7.4. Party at Fault	
8. Collection Letters :	3
8.1. Meaning and Importance	
8.2. Collection Series	

PRACTICALS

	P
1. Enquiry Letter.	15
2. Order Letter	15
3. Sales Letter	15
4. Circular Letter	15
5. Claim, Complaints & Adjustment Letter	15
6. Collection Letter	15

REFERENCE BOOKS:

1. Business Communication	Rajendra Pal
2. Letters	Prof. S. K. Puri
3. Business Communication Vishal Guide (Hindi)	Arun Jain
4. A Guide to Business Correspondence	A. N. Kapoor
5. Business Correspondence & Report Writing	R.C.Sharma & Krishan Mohan

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HUMAN RELATION & ORGANISATION BEHAVIOUR

CODE MO 207	L	T	P
	2	--	2

RATIONAL

Organizational growth and success are a result of utilization of individual talent and potential and mobilize group efforts. The study and practice of personality and human relations development approaches will develop leadership skills and personality of the students. There commitment. Motivation and enthusiasm for excelling in jobs will be aroused. Thus, the students will develop sensitivity to their own strengths and weaknesses. They will also experience and gain insight into the process of self development, team building and utilizing individual strengths through improved human relations.

The course will also benefit the students through identification of their own leadership behavior and learn to modify when necessary for individual and organizational growth.

CONTENTS

1 . Introduction :	L 8
1.1 Foundation for Studying Human Behaviour.	
1.2 Human Relation Movement.	
1.3 Importance of Human Relations.	
2. Personality :	8
2.1 Various Theories of Personality, Major Determinants of Personality.	
2.2 Individual Difference, Improvement of Personality.	
2.3 Self Development	
3. Group Behaviour :	6
3.1 Forms of Groups	
3.2 Relevance of Group Dynamics in Organizational setting	
3.3 Group Conflicts	
3.3.1 Inter and Intra Group Conflicts	
3.3.2 Causes of Conflicts.	
3.3.3 Effects of Conflicts on Groups	
3.4 Interpersonal Relations at Work.	
4. Transactional Analysis :	8
4.1 Basic Life Positions	
4.2 Life Scripts.	
4.3 Analysis of Ego-States.	
4.4 Types of Transactions	
5. Motivation :	7
5.1 Definition	
5.2 Importance	
5.3 Types of Motivation.	
5.4 Theories of Motivation (Theory x and y, Maslow's Theory and Herzberg's Two Factor Theory)	

6. Leadership :	7
6.1 Meaning & definitions	
6.2 Importance of Leadership	
6.3 Leadership Styles	
6.4 Theories of Leadership	
6.5 Influence Process.	
7. Organisational Culture :	5
7.1 Meaning .	
7.2 Origins of Organizational Culture.	
7.3 Importance	
7.4 Managing Organizational Culture	
7.5 Ethics and Organizational Culture.	
8. Stress Management :	7
8.1 Meaning of Stress.	
8.2 Causes of Stress.	
8.3 Effects of Stress	
8.4 How to Manage Stress.	
9. Time Management :	4
9.1 Meaning	
9.2 Elements or Components of Time Management	

PRACTICALS

	P
1. Case Studies Relating to Topics of Syllabus.	20
2. Role Play Exercises.	20
3. Exercises Related to Personality, Self Diagnosis, etc.	20

REFERENCE BOOKS :

1 Organisational Behaviour	Stephen Robbins
2. Organisational Behaviour	Fred Luthans
3. Organisational Behaviour	Jit Chandan
4. Organisational Behaviour	Rao & Naraynan

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INFORMATION TECHNOLOGY

CODE MO 208

L T P
1 -- 3

RATIONAL

The course has been designed to provide an introduction to Information Technology, Internet and Internet Accesses, Internet Security, Electronic mailing system, e-governance etc. The student will understand the concept of Information Technology, E-governance at National Level, State Level and various projects of E-governance in Rajasthan.

The course has focus on the following:

- * Concept of IT
- * Overview of Internet.
- * Email Systems.
- * WWW terminology & Search Engines.
- * Internet Security.
- * National E-Governance Action Plan (2003-2007)
- * E-Governance in Rajasthan And its Projects.

CONTENTS

	L	T	P
1. Basics of IT :	5		12
1.1 Concept of Information Technology.			
1.2 Simple Applications of Information Technology.			
1.2.1 Railways			
1.2.2 Inventory Control			
1.2.3 Hotel Management			
1.2.4 Mobile Phone			
1.2.5 Information Kiosk			
1.3 Blue Tooth / Infrared Technology			
1.3.1 Concept of Bluetooth Technology and its Applications.			
1.3.2 Concept of Infrared Technology and its Applications.			
1.4 Devices used in Modern Offices			
1.4.1 Flash Memory			
1.4.2 Pan Scanner			
1.4.3 PC Notes Taker			
1.4.4 LCD / DLP Multimedia Data Projector			
1.4.5 Microphones			

2. Internet Basic :	4	18
2.1 Evolution.		
2.2 Protocols.		
2.3 Interface Concepts.		
2.4 Internet Vs Intranet.		
2.5 Growth of Internet.		
2.6 Internet Service Provider.		
2.7 Connectivity - Dial-up, Leased Line, VSAT etc.		
2.8 URLs and Domain Names.		
2.9 Portals and Applications.		
3. Electronic Mail (Email) :	3	15
3.1 Concepts		
3.2 POP and WEB Based E-mail		
3.3 Merits.		
3.4 Address.		
3.5 Basics of Sending & Receiving.		
3.6 E-mail Protocols.		
3.7 Mailing List.		
3.8 Free Email Services.		
4. World Wide Web (WWW) :	3	15
4.1 History and Working.		
4.2 Web Browsers and its Functions.		
4.3 Concept of Search Engines.		
4.4 Searching the Web.		
4.5 Web Servers.		
4.6 Web Protocols.		
5. Internet Security :	6	12
5.1 Introduction		
5.2 Secure Networks		
5.2.1 Secrecy		
5.2.2 Authentication		
5.2.3 Integrity		
5.3 Attacks on Security		
5.3.1. Passive Attack		
5.3.1.1. Leakage of Message		
5.3.1.2. Analysis of Traffic		
5.3.2. Active Attack		
5.3.2.1. Mask Red		
5.3.2.2. Replay		

- 5.3.2.3. Conversion of Message
- 5.3.2.4. Blocking a Facility
- 5.3.3. Technical Attack
 - 5.3.3.1. Trojan Horse
 - 5.3.3.2. Breaking Password
 - 5.3.3.3. Virus & Worm
- 5.3.4. Security Methods
 - 5.3.4.1. Encryption
 - 5.3.4.2. Cryptography
 - 5.3.4.3. Digital signature

6.	E-Governance :	7	18
6.1.	Need of E-Governance.		
6.2.	National E-Governance Action Plan (2003-2007).		
6.3.	National Database on E-Governance Projects.		
6.4.	E-Governance in Rajasthan		
6.5.	E-Governance Projects		
6.5.1.	Janmitra.		
6.5.2.	Lokmitra.		
6.5.3.	Aarakshi.		
6.5.4.	The CIMS.		
6.5.5.	Raj Crest.		
6.5.6.	SED.		

7.	IT Act 2000 (Awareness only).	2	--
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NOTE: Above concept may be illustrated using internet. Student practice on internet for needful searching, text & voice chatting, study of E-Governance, its projects-Specially running in Rajasthan etc.

REFERENCE BOOKS :

1. O level Module - M 1.2 - Internet & web page designing	V.K.Jain, BPB Publications.
2. Internet for Everyone	Alexis Leon & Mathews Leon., Vikas Publishing House, New Delhi.

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ENTREPRENEURSHIP DEVELOPMENT

CODE MO 301

T P L
2 -- 1

RATIONAL

This course will equip the students with the knowledge regarding options available to them if they opt for starting business of their own. It will also help the students with the wherewithal for choosing to opt the course of becoming an entrepreneur. The students will get the necessary information and motivation to start their own business after completion of this course that is the need of the hour for Indian economy.

CONTENTS

1. Entrepreneurship :	L	5
1.1 Introduction , definition		
1.2 Need & scope		
2. Entrepreneurship in India :	L	10
2.1 Characteristic nature of entrepreneurship ventures in India		
2.2 Indian economic and industrial heritage		
2.3 Entrepreneurial development in India		
2.4 Current economic and industrial environment with special reference to entrepreneurial ventures and economic growth.		
3. Understanding Human Behaviour :	L	10
3.1 Time management, Group dynamics, Conflict and Stress management with specific reference to Entrepreneurial development		
4. Industrial Sectors & Demand Identification :	L	10
4.1 Classification:- Small, medium and large industrial sectors , service sectors		
4.2 Identification of opportunities and demand		
4.2.1 Industrial potential and identification of opportunities,		
4.2.2 Demand and resource based industries		
4.3 Types of entrepreneurship : corporate entrepreneurship, and technocrat entrepreneurship.		
5. Small Scale Industries :	L	10
5.1 Definition and legal planning for small enterprises		
5.2 Major policies, organization of SSI units		

5.3 Role of SIDO, NSIC and other agencies

6. Marketing and Price Distribution Methods :	L	10
6.1 Sales promotion		
6.2 State and central government purchase procedures		
6.3 Promotional and advertising methods		
6.4 Marketing research policies & strategies,		
6.5 Export policies.		
7. Finance Related to SSI :	L	5
7.1 Financing of small scale industries		
7.2 Tax concession to SSI units		
7.3 Machinery on Hire purchases		
7.4 Controlled & Scarce		
7.5 Raw Materials		

PRACTICALS

1. Case studies related to topics of syllabus	L	P	15
2. Visits to SSI units and related agencies. Preparation of visit reports.			15

REFERENCE BOOKS :

1. Organization and management of Small Scale Industries	Desai, J.V. Himalaya Bombay,1985
2. Management of small Scale industries	3 rd Himalaya, Bombay, 1986
3. The Story of an Entrepreneurship	M.Nath, IMT Monographs
4. Small industry Entrepreneurship Handbook	Mohan, K.K, Bombay Productivity Services International
5. Handbook of Entrepreneurship	Rao & Pareek, Newdelhi Learning System, 1978

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COMPUTER APPLICATION - III

CODE MO 302 **L T P**
3 -- 6

RATIONALS

The course has been designed to provide an introduction to Web Page Publishing. The student will understand the basic Web terminology, and she/he will also be able to design Web Pages using standard tools.

The course has focus on the following:

1. Overview of Web Publishing
2. Web site creating and maintaining
3. HTML

4. Design tools: Micro Soft Front Page.

CONTENTS

	L	P
1. Web Publishing :	15	24
1.1 Concepts.		
1.2 Elements of the Web		
1.3 Web browser		
1.4 Viewing pages with a browser		
1.5 News and Chat		
1.6 Domain name Registration.		
1.7 Space on Host Server for Web site.		
1.8 Using a browser for Mail		
1.9 Security and Privacy issues(cookies, firewalls, applets)		
1.10 Netscape navigator and communicate and their features.		
2. Creating & Maintaining Web Sites :	20	52
2.1 Planning		
2.2 Navigation and themes.		
2.3 Elements of a Web Page		
2.4 Steps of creating a site		
2.5 Publishing and Publishing Site		
2.6 Structuring Website		
2.7 Sorting a Web Page		
2.8 Formatting Text		
2.9 Adding pictures and links		
2.10 Gathering information in forms		
2.11 Formatting page in frames		
2.12 Issues in Web site creations & maintenance		
3. HTML Fundamentals :	15	30
3.1 Introduction to HTML		
3.2 Concepts of Hypertext		
3.3 Versions of HTML		
3.4 Elements of HTML syntax		
3.5 Head & Body Sections		
3.6 Building HTML documents		
3.7 Inserting texts, Images, Hyperlinks, Backgrounds and Color controls		
3.8 Different HTML tags		
3.9 Creating HTML Pages		
3.10 Incorporating Horizontal Rules and Graphics Elements		

4. HTML :	25	54
4.1 Hyperlinks		
4.2 Creating HTML Tables		
4.3 Creating HTML forms		
4.4 HTML Image Techniques		
4.5 HTML and Page Accessibility		
4.6 HTML editors and Image editors		
4.7 Use of font size and Attributes		
4.8 List types and its tags		
4.9 Use of Frames in web pages		
4.10 Use of Forms in web pages		
4.11 View HTML document using a variety of web browsers		
4.12 Organize information using lists		
4.13 Use HTML frames and tables for page layout		
5. Web Editors :	15	30
5.1 Creating Web Pages		
5.2 Using Web Page Editors		
5.3 Netscape composer		
5.4 FrontPage		

NOTE : Above concept may be illustrated using MS-Front Page and HTML Student may design the website, able to host and modify.

REFERENCE BOOKS :

1. O level Module – M 1.2 – Internet & Web Page designing	V.K. Jain BPB Publications
2. Internet for Everyone	Alexis Leon & Mathews Leon, Vikas Publishing House, New Delhi
3. Internet Millennium Edition	M.L.Young. Tata Mcgaw Hill.
4. Effective Web Design	Ann Navarro, Second Edition, BPB

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COMMUNICATION SKILL - III**CODE MO 303**

L	T	P
2	--	2

RATIONALE

For business purposes at every level of performance, language remains the most common and important means of communication. A diploma holder who wants to join an industry or organization needs to possess adequate knowledge and efficiency in language, its usage and presentation. Proficiency both in written and spoken language is required to be developed among the diploma holders.

This syllabus aims at developing the basic knowledge and skills related to syntax and semantics of English language.

CONTENTS

1. Ways of Effective Communication :	L
	5
1.1 Importance	
1.2 Types	
1.3 Essentials of effective communication	
2. Grammar	8
2.1 Errors and how to avoid them.	
2.2 Notions in conversational usage.	
2.3 Sentence completion	
2.4 Word usage.	
3. Critical Analysis of short poems :	7
3.1 Night of The Scorpion -Nissim Ezekiel	
3.2 The World Is Too Much With Us -Wordsworth	
3.3 Seven Ages of Men -Shakespeare	
3.4 Death Be Not Proud -John Donne	
3.5 A Song From Gitanjali -Tagore	
4. Play – Theme Development :	5
4.1 'The Guide' by R. K. Narayan	
5. Comprehension	7
6. Essay Writing	10
6.1 Current Affairs	
6.2 General Studies	

7. Dialogue Writing	8
8. Report Writing :	10
8.1 Progress	
8.2 Accident	
8.3 Interview	
8.4 Comparative report	

PRACTICALS

1. Listening :	P
For improving listening skills the following steps are recommended,	10
1.1 Listen to the prerecorded tapes	
1.2 Reproduce vocally what has been heard	
1.3 Reproduce in written form	
1.4 Summarize the text	
2. Speaking :	10
2.1 Introducing English consonants sounds and vowel sounds	
2.2 Remedial exercises where necessary	
3. Paper Presentation on topics Related to :	10
3.1 Current affairs	
3.2 Role of language	
3.3 Official correspondence	
3.4 General Studies	
3.5 Role of Modern office	
4. Participation in Informal meetings and Interviews.	10
5. Group Discussions.	10
6. Delivering short discourses :	10
6.1 About oneself	
6.2 Describing a place, person etc.	
6.3 Describing a picture	

REFERENCE BOOKS:

1. Effective communication	Pan publication.
2. Intermediate English Grammar	Raymond Murphy
3. Competitive English Grammar and usage	R.K. Bhatnagar , Dr. Rajul Bhargav
4. Practical English Grammar	E.L.B.S.
5. The Guide	R.K. Narayan

SHORTHAND & TYPE IN HINDI – III

CODE MO 304

L	T	P
--	--	4

RATIONALS**आशुलिपि**

उक्त पाठ्यक्रम के अन्तर्गत उच्च लेखन पद्धतियों तथा उनसे संबंधित अभ्यास से उच्च आशुलेखक कार्य, कार्यपालिका, न्याय पालिका तथा सामान्य प्रशासन एवं निजी क्षेत्रों में आशुलेखक के कार्यों आदि को सम्मिलित किया गया है।

टाइपिंग

उक्त पाठ्यक्रम का उद्देश्य प्रशिक्षणार्थियों को साधारण टाइपिंग के अतिरिक्त कलात्मक टंकण सिखाना है। इसके अन्तर्गत विभिन्न प्रकार के कार्यालय पत्रों के अलावा, परिच्छेद टाइप करना, विभिन्न प्रकार की सारणियां टंकित करना आदि सम्मिलित है।

CONTENTS**(आशुलिपि)**

	P
1. अतिरिक्त सरल शब्द चिन्ह, साधारण संक्षिप्त संकेत, सरल वाक्यांश अभ्यास	10
2. पत्र व्यवहार व्यक्तिगत, निजी, व्यापारिक और सरकारी पत्र	10
3. विभागीय शब्द :	
3.1 कृषि विभाग	4
3.2 वित्त विभाग	4
3.3 पार्लियामेंट विभाग, लोक सभा, राज्य सभा	4
3.4 श्रम कल्याण विभाग	4
3.5 न्याय विभाग	4
3.6 शिक्षा विभाग	4
3.7 आवश्यक वस्तुएँ	4
3.8 अन्तर्राष्ट्रीय	4
3.9 पद व पदाधिकारी मंत्री	4
3.10 पोस्ट ऑफिस विभाग	4
3.11 स्टॉक एक्सचेंज	4
3.12 बैंक और कम्पनी	4
3.13 रेल्वे विभाग	4
3.14 राज्य शासन के पदाधिकारी	4

उपरोक्त के अतिरिक्त आशुलिपि अभ्यास फोन पर व्यक्तिगत आवाजों में अभ्यास कराया जाये साथ ही विभिन्न पत्र पत्रिकाओं तथा सम्पादकीय लेखों का भी आशुलिपि में अभ्यास कराया जाये ताकि प्रशिक्षणार्थी पूर्ण रूप से आशुलेखन के 85 शब्द प्रति मिनट की गति से आशुलिपि में प्रवीण हो जाये।

(टाइपिंग)

1. परिच्छेद टाइप करना	16
2. पत्र टाइप करना	14
3. सारणी टाइप करना	10

परीक्षा योजना :

पाठ्यक्रम के अन्त में प्रायोगिक परीक्षायें कम्प्यूटर पर निम्न प्रकार से आयोजित की जाये।

1. आशुलिपि:	
1. 85 शब्द प्रति की गति से 5 मिनट तक का एक पैराग्राफ जो कि पाठ्यक्रम पर आधारित हो को आशुलेखन में लिखना तथा उसका पुनर्लेखन कर प्रिन्टआउट लेना।	(35मिनट)
2. 250शब्दों का एक व्यावसायिक व सरकारी पत्र आशुलेखन में लिखकर हिन्दी भाषा में लिपान्तरण करना।	(20मिनट)
2. टंकण	
1. 40 शब्द प्रतिमिनट की गति से पैराग्राफ टंकित करना	(10मिनट)
2. 250 से 300 शब्द का एक व्यावसायिक, सरकारी पत्र टंकित करना	(20मिनट)
3. साधारण टेबुलेशन	(15मिनट)

संदर्भित पुस्तकें :

1. विशिष्ट डिक्टेसन (80-100शब्द प्रति मिनट)	डा. जी. डी. विश्व
2. उच्च गति लेखन	स्टेनोग्राफी
3. ओडियो डिक्टेसन कैसेट	

SHORTHAND & TYPE IN ENGLISH – III

CODE MO 305	L	T	P
	--	--	4

RATIONALS

The objective of the course is to attain speed in shorthand through practice on different topics. As shorthand is a highly specialized subject of linguistics, various topics are to covered to enhance the shorthand speed for passing different exams conducted by SSC / UPSC / Technical / Education /Banking Services / Public and Private Sectors.

**CONTENTS
(Shorthand)**

		P
1.	Practice of Advanced Phraseography and Contractions	8
2.	Letter Writing –Personal/Private/Business and Official correspondence.	9
3.	Dictation in various field :	
3.1	Agriculture & Irrigation	8
3.2	General Budget /Finance	8
3.3	Political & Business Phrases	8
3.4	Banking & Stock Brocking Phrases	8
3.5	Insurance and shipping phrases	9
3.6	Technical & Railway Phrases	7
3.7	Legal Phrases	8
3.8	Labour welfare/Labour Relation	7
	(Type Writing)	
1.	Paragraph Typing	16
2.	Letter Typing	14
3.	Tabulation	10

Examination Scheme:

Transcription will be done on computer through following scheme.

1. **English Shorthand Practical :**
 - (a) Dictation of passage @ 85 W.P.M. for 5minutes & Transcription in language within 35 minutes.
 - (b) Dictation of Business /Govt letters 250 words & Transcription of the same in language within 20 minutes.
2. **English Typing Practical**
 - (a) Typing speed test @ 40WPM for 10 min..
 - (b) Typing of business/government letters not less than 250-300 words in 20 min.

(c) Tabulation 15 min.

REFERENCE BOOKS :

- | | |
|--|----------------------------|
| 1. Typewriting Theory & Practice | Dr. G.D.Bist (Stenography) |
| 2. Practical Workbook for Shorthand Dictation & Correspondence | Dr. G.D.Bist (Stenography) |
| 3. Speedography | Dr. G.D.Bist (Stenography) |
| 4. Practical workbook for shorthand & Dictation. | |

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BUSINESS CORRESPONDENCE - II

CODE MO 306	L	T	P
	2	--	2

RATIONALS

Effective correspondence is the key to successful salesmanship, which is the bedrock of all business relationships and success depends upon one's capacity to attract, convince and persuade one's Clients/Customers. No doubt, science and technology has brought into use numerous ways of communication, yet the importance of written expression in business is evident. Businessmen get along with one another and with the public through letters. Letters have come to occupy an indispensable position in any program of pubic relations. While business letter-writing is almost universal, young men working in the offices are often accused of slipshod thinking and careless writing, / therefore, one needs to learn to convey information accurately, effectively and convincingly.

It is hope that this course in its present form would prove more helpful to the students and enable them to cope with the demands of salesmanship in the highly competitive market of today.

CONTENTS

		L
1.	Job Application Letters :	8
1.1	Introduction	
1.2	The form and contents of application letters	
1.3	Bio-data	
2.	Government Correspondence :	10
2.1	Meaning and definition	
2.2	Parts of official Letters	
2.3	Demi-official Letters	
2.4	Office Orders	
2.5	Memorandum	
2.6	Notification	

2.7 Endorsement

3.	Bank Correspondence :	8
3.1	Classification of Bank Correspondence	
3.2	Types of Bank Accounts & the procedure of Opening a Bank Account	
3.3	Bank Forms	
3.4	Bank Correspondence regarding	
3.4.1	Inquiring Regarding Opening of an account	
3.4.2	Overdraft Facilities	
3.4.3	Loss of Cheque book	
3.4.4	Dishonour cheque, reasons letters from customers	
4.	Telegrams :	5
4.1	Meaning.	
4.2	Classification of telegrams	
4.3	Contents of telegrams	
4.4	Hints for drafting telegrams	
5	Notice, Agenda, And Minutes of Routine Meetings :	10
5.1	Notice- meaning , content of notice, hints for drafting notice	
5.2	Agenda -meaning ,contents of agenda, hints for drafting agenda	
5.3	Minutes- meaning, types, contents of minutes, hints for drafting minutes.	
5.4	Proxy	
5.5	Quorum	
5.6	Adjournment	
5.7	Resolution	
6.	Credit Letters :	5
6.1	Meaning	
6.2	4C's of credit policy	
6.3	Types of credit letters	
7.	Trade Reference Letters :	5
7.1	Meaning, hints for drafting	
7.2	Making status enquiries	
7.3	Replying to status enquiries	
8.	Interviews :	9
8.1	Meaning and definition	
8.2	Types of interviews	
8.3	Interviewee's preparation for the selection interview	

8.4 Interview letters

PRACTICALS

1	Job Application Letters.	P
2	Government Correspondence.	8
3	Bank Correspondence.	10
4	Telegrams.	8
5	Notices, Agenda, And Minutes Of Routine Meetings.	5
6	Credit Letters.	10
7	Trade Reference Letters.	5
8	Interviews.	5
9	Interviews.	9
Note : The students will be required to draft letters from each unit during the practical period & may be asked to correct the given letters with reference to layout, format, style & drafting & may be given other appropriate & related assignments.		

REFERENCE BOOKS :

- | | |
|----------------------------------|----------------|
| 1. Business communication | Rajendra pal |
| 2. Letters | Prof. S.K.Puri |
| 3. Business communication(Hindi) | Vikas guide |
| 4. Business correspondence | A.N. Kapoor |

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BUSINESS LAW AND ENVIRONMENT

CODE MO 307	L	T	P
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RATIONALE

The government (central and state) has formulated various laws acts, rules and procedures for smooth running of business, keeping in view the national and international priorities. These laws/acts affect the business in more than one way. The student of the present course must be aware of all the major rules/laws/ procedures/acts etc to carry out his job of assisting a senior manager affectively and efficiently. Since the subject is top vast to handle the emphasis is on the major provision of the laws and not on the detailed meanings and interpretation.

Students need to have awareness regarding the components of economy and aspects concerning business environment that is essential for carrying out their jobs effectively.

CONTENTS

1.	Income Tax Act (Limited to Salaried Class) :	L	T
	1.1 Concept, Meaning of Income.	10	3

1.2	Understanding various types of income		
1.3	Calculation/Assessment		
1.4	Knowledge about filing of returns		
2.	Labour Laws :	10	3
	Meaning and main provision of following Acts :		
2.1	Employees' Provident Fund Act		
2.2	Factories Act		
2.3	Workmen's compensation Act		
3.	Commercial Laws :	8	3
3.1	Contract Act		
3.1.1	Meaning		
3.1.2	Definition		
3.1.3	Essential Elements		
3.1.4	Proposal		
3.1.5	Acceptance		
3.1.6	Types of contracts		
3.2	Sale of goods Act		
3.2.1	An introductory study		
3.2.2	Conditions and warranties		
3.2.3	Transfer of title		
4.	Business and Business Environment :	8	3
4.1	Nature and Objectives of Business		
4.2	Concept and Significance of Business Environment		
4.3	Nature of environment economic, social, political and technological affecting business operations and growth		
5	Indian Economy :	10	3
5.1	Basic Characteristic of Indian Economy		
5.2	Economic Growth		
5.3	Monetary Flow		
6	Role of Business Sector in the Development of Indian Economy :	12	5
6.1	Contribution of Private Sector		
6.2	Contribution of Public Sector		
7	Chambers of Commerce and Trade Associations :	16	5
7.1	Meaning and definition		
7.2	Functions and Importance		
8	Banks :	16	5
8.1	Meaning and definition		
8.2	Main Functions		
8.3	Role in regards to the development of Indian economy		

REFERENCE BOOKS :

1. Income Tax	Lakhotia
2. Business Laws	Nawalkha
3. Mercantile Laws	N.D. Kapoor
4. Indian Economy	Mishra & Puri
5. Business Organization	Mathew, Sharma & Mehta
6. Business Organisation & Management	Singh & Chabra
7. Environmental Studies	B.L. Ahuja

HUMAN RESOURCE MANAGEMENT

CODE MO 308	L	T	P
	3	--	1

RATIONALS

One of the major aspects of success in the corporate world is the comprehensive understanding of Human relations (both formal & informal). Human Resource activity is increasingly being seen as a part of central office work.

This course equips the students with the most important function of Organisations. Human Resource management. The students should have a clear understanding of processes of recruitment, training & development, performance appraisal, compensation schemes etc. in order to be successful.

This course essentially aims to do so.

CONTENTS

1.	Introduction :	L
		15
1.1	Introduction	
1.2	Definition	
1.3	Need of HRM for organizations	
1.4	Difference between Traditional Personnel Management Function & HRM	
2	Recruitment :	15
2.1	Recruitment definition	
2.2	Job description	
2.3	Job specification	
2.4	Man power planning process	
2.5	Recruitment, selection and introduction	

3.	Performance Appraisal :	20
3.1	Performance appraisal	
3.2	Criteria	
3.3	Methods of performance appraisal	
3.4	Counseling	
3.5	Evaluation of performance appraisal system	
4.	Training and Development :	20
4.1	Training and development	
4.2	Objective type	
4.3	Difference between training and development	
4.4	Development methods	
5.	Employee Compensation :	20
5.1	Employee compensation	
5.2	Requisites of a primary compensation system	
5.3	Factor affecting wages	
5.4	Job evaluation incentive plan	

PRACTICALS

		P
1.	Case study on topics of syllabus	15
2.	Visit to organizations to find out about H.R. practice.	15

REFERENCE BOOKS :

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|----|---------------------------|------------|
| 1. | H.R.M. | Ashavthapa |
| 2. | Human Resource Management | Tripathi |

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PRACTICAL TRAINING & PROJECT (6 WEEKS DURATION)

The students of Diploma in Modern Office Management will be required to undergo on the job training for a period of six weeks in an office, which will be arranged by the institutions to the end of the second year examination or third year examinations.

The purpose of this training is to expose the students in the world' of work. The students are expected to become well acquainted with the work in various department of a modern office.

The training will be supervised by a polytechnic teacher/Training and placement Office and Officer of the enterprise / seestablishment imparting the training. A systematic plan of action will be prepared well in advance by the polytechnic in consultation with the enterprises/ establishments, where the training is arranged. It will be in the interest of students, if practical training is given by assigning specific task/ projects of interest to industrial establishment.

The student shall have to maintain a diary of his daily activities, which will be got certified by the responsible officer of the establishment.

After the completion of the training, the students shall prepare a "Report" on the work experience gained during the practical training and shall get the same certified/ authenticated by the internal/ external supervisors.

The marks will be awarded for this practical training by examiners and these marks will be added in the mark sheet of III year examination.

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