

**STUDY EVALUATION SCHEME FOR THE PROPOSED  
TWO-YEARS(FOUR SEMESTER) DIPLOMA COURSE IN MODERN OFFICE MANAGEMENT AND SECRETARIAL PRACTICE  
(EFFECTIVE FROM: - )**

**I SEMESTER**

Curriculum						SUBJECT	SCHEME OF EXAMINATION								
Periods Per Week							THEORY				PRACTICAL				
Lecture	Tutorial	Drawing	Lab	Work Shop	Total		EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sessional Marks	Total Marks	Grand Total
						Dur (Hr.)	Marks			Dur	Marks				
5	-	-	3	-	8	1.1 Professional Communication	2:30	50	20	70	3	20	10	30	100
5	3	-	-	-	8	1.2 Modern Office Management & Practices	2:30	50	20	70	-	-	-	-	70
5	3	-	-	-	8	1.3 Computer Typing Theory	2.30	50	20	70	-	-	-	-	70
						<b>PRACTICALS</b>									
2	-	-	4	-	6	1.4 Shorthand (Hindi)-I	-	-	-	-	2:00	50	20	70	70
2	-	-	4	-	6	1.5 Shorthand (English)-I	-	-	-	-	2:00	50	20	70	70
2	-	-	4	-	6	1.6 Computer Typing (Hindi)-I	-	-	-	-	1:30	50	20	70	70
2	-	-	4	-	6	1.7 Computer Typing (English)-	-	-	-	-	1:30	50	20	70	70
23	6	-	19	-	48	<b>TOTAL</b>	-	150	60	210	-	220	90	310	520

Games/NCC/Social & cultural activity /Community development + discipline (15+10)

25

545

**NOTE:**

1. Each session will be of 16 weeks
2. Effective teaching will be at least 14 weeks
3. Remaining periods will be utilized for revision etc.
4. Each period will be of 50 minutes duration.
5. SI systems of units shall be used in each subject.
6. Student centred activities will comprise of various co-curricular activities like Seminar, extension lectures, field visits, NCC, NSS, Hobby clubs, Games and cultural activities.

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7. Field visits and extension lectures shall be organized and managed well in advance at the institute level as per need.

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**II SEMESTER**

Curriculum						SUBJECT	SCHEME OF EXAMINATION								
Periods Per Week							THEORY				PRACTICAL				
Lecture	Tutorial	Drawing	Lab	Work Shop	Total		EXAMINATION		Sess. Marks	Total Marks	EXAMINATION		Sessional Marks	Total Marks	Grand Total
						Dur (Hr.)	Marks			Dur	Marks				
4	2	-	-	-	6	2.1 Elementary Book-Keeping & Accountancy	2:30	50	20	70	-	-	-	-	70
4	2	-	-	-	6	2.2 Shorthand Hindi Theory	2:30	50	20	70	-	-	-	-	70
4	2	-	-	-	6	2.3 Shorthand English Theory	2:30	50	20	70	-	-	-	-	70
						<b>PRACTICALS</b>									
2	-	-	4	-	6	2.4 Shorthand (Hindi)-II	-	-	-	-	2.00	50	20	70	70
2	-	-	4	-	6	2.5 Shorthand (English)-II	-	-	-	-	2.00	50	20	70	70
2	-	-	4	-	6	2.6 Computer Typing (Hindi)-II	-	-	-	-	1.30	50	20	70	70
2	-	-	4	-	6	2.7 Computer Typing (English)-II	-	-	-	-	1.30	50	20	70	70
2	-	-	4	-	6	2.8 Computer Communication Concept	-	-	-	-	2.00	50	20	70	70
22	6	-	20	-	48	<b>TOTAL</b>	-	150	60	210	-	250	100	350	560
														Games/NCC/Social & cultural activity /Community development + discipline (15+10)	25
															585

**NOTE:**

1. Each session will be of 16 weeks
2. Effective teaching will be at least 14 weeks
3. Remaining periods will be utilized for revision etc.
4. Each period will be of 50 minutes duration.

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5. Student centred activities will comprise of various co-curricular activities like Seminar, extension lectures, field visits, NCC, NSS, Hobby clubs, Games and cultural activities.
6. 4 weeks structured & supervised, branch specific, task oriented industrial/field exposure to be organised during summer vacation. Sessional marks of field exposure shall be awarded on the basis of report submitted by student on his return from industry/field exposure after second semester exam and viva will be conducted in IV semester. Students shall submit a report .There shall be 65 marks for this exposure .These marks shall be awarded by the practical examiner of Office Automation Practical in the IV Semester (Examination marks: 50, Sess. marks: 20).

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**III Semester**

Curriculum						SUBJECT	SCHEME OF EXAMINATION								
Periods Per Week							THEORY				PRACTICAL				
Lecture	Tutorial	Drawing	Lab	Work Shop	Total		EXAMINATION Dur (Hr.)	Marks	Sess. Marks	Total Marks	EXAMINATION Dur	Marks	Sessional Marks	Total Marks	Grand Total
4	2	-	6	-	12	3.1 Secretarial practice & office automation	2.5	50	20	70	2.0	50	20	70	140
4	2	-	-	-	6	3.2 Office and Business Correspondence in English	2.5	50	20	70	-	-	-	-	70
						<i>PRACTICALS:</i>									
1	-	-	4	-	5	3.3 Shorthand (Hindi)-III	-	-	-	-	2.0	50	20	70	70
1	-	-	4	-	5	3.4 Shorthand (English)-III	-	-	-	-	2.0	50	20	70	70
1	-	-	4	-	5	3.5 Computer Typing (Hindi)-III	-	-	-	-	1.30	50	20	70	70
1	-	-	4	-	5	3.6 Computer Typing (English)-III	-	-	-	-	1.30	50	20	70	70
2	-	-	8	-	10	3.7 Computer Accountancy	-	-	-	-	2.0	50	20	70	70
14	4	-	30	-	48	TOTAL		100	40	140	-	300	120	420	560
Games/NCC/Social & cultural activity /Community development + discipline (15+10)														25	
Total														585	

- Note (i) Each period will be of 50 minutes duration.  
(ii) Each session will be of 32 weeks.  
(iii) Effective teaching will be atleast 25 weeks.  
(iv) Remaining periods shall be utilised for revision etc.  
(v) Tours and visits of big and Advanced / Modern office / organization and extension Lectures shall be organized and managed well in advance at the institute level as per need.  
(vi) Sessional marks of Field Exposure shall be awarded on the basis of the report, submitted by student on his return from industry / field exposure after first year.

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**IV SEMESTER**

Curriculum						SUBJECT	SCHEME OF EXAMINATION								
Periods Per Week							THEORY				PRACTICAL				
Lecture	Tutorial	Drawing	Lab	Work Shop	Total		EXAMINATION Dur (Hr.)	Marks	Sess. Marks	Total Marks	EXAMINATION Dur	Marks	Sessional Marks	Total Marks	Grand Total
4	2	-	-		6	4.1 Elements of Company Law & Banking Services	2.5	50	20	70	-	-	-	-	70
4	2	-	-		6	4.2 Vocational Hindi and Correspondence	2.5	50	20	70	-	-	-	-	70
4	2	-	4		10	4.3 Personality Development and Behaviour	2.5	50	20	70	-	20	10	30	100
4	-	-	-		4	4.4 Environmental Education and Disaster Management(*)	2.5	50	-	-	-	-	-	-	-
						<i>PRACTICALS:</i>									
1	-	-	4		5	4.5 Shorthand (Hindi)-IV	-	-	-	-	2:00	50	20	70	70
1	-	-	4		5	4.6 Shorthand (English)-IV	-	-	-	-	2.00	50	20	70	70
1	-	-	4		5	4.7 Computer Typing (Hindi)-IV	-	-	-	-	1:30	50	20	70	70
1	-	-	4		5	4.8 Computer Typing (English)-IV	-	-	-	-	1:30	50	20	70	70
-	2	-	-		2	4.9 Field Exposure	-	-	-	-	-	50	20	70	70
20	8	-	20	-	48	TOTAL		150	60	210	-	270	110	380	590

Games/NCC/Social & cultural activity /Community development + discipline (15+10) 25

Total 615

50% Carry over from I & II Semester 565

100% Carry Over From III & IV Sem. 1200

Grand Total 1765

Note (i) Each period will be of 50 minutes duration.

(ii) Each session will be of 32 weeks.

(iii) Effective teaching will be atleast 25 weeks.

(iv) Remaining periods shall be utilised for revision etc.

(vii) Tours and visits of big and Advanced / Modern office / organization and extension

Lectures shall be organized and managed well in advance at the institute level as per need.

(viii) Sessional marks of Field Exposure shall be awarded on the basis of the report, submitted by student on his return from industry / field exposure after first year.

(ix) (\*) It is compulsory to appear and to pass in examination, but awarded marks will not be Included for division and percentage of obtained marks.

## **CONTENTS**

<b>S.NO.</b>	<b>PARTICULARS</b>	<b>PAGE NO.</b>
	Study and Evaluation Scheme.	1 - 4
	List of Contents.	5 - 6
	Main Features of the Curriculum.	7
	List of Experts.	8
	Need Analysis.	9
	Profile Development.	10 - 11
I	Job Potential/Job Opportunity	12 -14
II	Activity Analysis.	15- 21
III	Course Objectives.	22
IV	Deriving Curriculum Areas From Course Objectives.	23
V	Detailed Course Contents.	

### ***I Semester***

1.1	Professional Communication	24 - 28
1.2	Modern Office Practices & Proc.	29 - 31
1.3	Computer Typing Theory	32 - 35
	<b><i>Practicals</i></b>	
1.4	Short Hand (Hindi)-I	36
1.5	Short Hand (English)-I	37
1.6	Computer Typing (Hindi)-I	38
1.7	Computer Typing (English)-I	39

### ***II Semester***

2.1	Elementary Book Keeping and Accountancy	40 - 41
2.1	Short Hand (Hindi)-Theory	42 - 44
2.3	Short Hand (English)-Theory	45 - 46
	<b><i>Practicals</i></b>	
2.4	Short Hand (Hindi)-II	47 - 48
2.5	Short Hand (English)-II	49 - 50
2.6	Computer Typing (Hindi)-II	51
2.7	Computer Typing (English)-II	52
2.8	Computer Communication Concept	53 - 55

### ***III Semester***

3.1	Secretarial Practice & Office Automation	56 - 58
3.2	Office & Business Correspondence in English	59 -61
	<b><i>Practicals</i></b>	
3.3	Short Hand (Hindi)-III	62

3.4	Short Hand (English)-III	63
3.5	Computer Typing (Hindi)-III	64
3.6	Computer Typing (English)-III	65
3.7	Computer Accountancy	66

#### **IV Semester**

4.1	Elements of Company Law & Banking Services	67 - 68
4.2	Vocational Hindi and Correspondence	69 - 70
4.3	Personality Development & Behaviour	71 - 72
4.4	Environmental Education & Disaster Mgt.	73 -76

#### **Practicals**

4.5	Short Hand (Hindi)- IV	77 - 78
4.6	Short Hand (English)- IV	79- 80
4.7	Computer Typing (Hindi)- IV	81
4.8	Computer Typing (English)- IV	82
4.9	Field Exposure	83

X.	Staff Structure.	84
XI.	Space Requirement.	85 - 86
XII.	List of Equipment.	87 - 88
	Learning Resource Material	89
	Annexure-I Questionnaire.	90 - 92
	Annexure-II Summer Training Schedule	93
	Annexure-III	94
	Recommended Books	95 - 98



### ***Main Features of The Curriculum***

Title of The Course	:-	Diploma in Modern Office Management and Secretarial Practice
Duration of The Course	:-	Two Years (Four Semester)
Pattern of The Course	:-	Semester System.
Intake of The Course	:-	60
Type of The Course	:-	Full Time Institutional.
Entry Qualification	:-	10 + 2 or Equivalent with English & Hindi subject either in High School or Intermediate or in both together
Mode of Admission	:-	On the basis of merit of Joint Entrance Examination.

### ***LIST OF EXPERTS (Annual System)***

List of experts who contributed in the revision of the curriculum for Two Year Diploma in Modern Office Management & Secretarial Practice on dated 03.12.14 at I.R.D.T.U.P., Kanpur

1. Shri Vivak Singh Sachan Assistant Professor  
C.S.J.M University., Kanpur
2. Dr. P.K.Awasthi Sr. Lecturer/Principal  
Government Leather Institute, Kanpur
3. Dr. Toolika Saxena Assistant Professor  
Step H.B.T.I., Kanpur
4. Shri Yogesh Kumar Assistant Director  
R.V.T.I., Jaipur
5. Shri S.K.Singh Lecturer  
A.I.T.H., Kanpur
6. Dr. Wajid Ali Janta Polytechnic, Jahangirabad
7. Shri Rakesh Kumar Lecturer,  
A.I.T.H., Kanpur
8. Talat Nasreen Lecturer,  
Ram Devi Ram Dayal Poly., Kanpur
9. Dr. Mohd. Shamim Ansari Lecturer, G.G.P., Gorakhpur
10. Shri Pankaj Yadav Professor  
I.R.D.T, U.P.,  
Kanpur

### ***LIST OF EXPERTS (Semester System)***

List of experts who contributed in the revision and to develop the curriculum in semester system for The Two Year (Four Semester) Diploma in Modern Office Management & Secretarial Practice in the workshop held on 12.08.15 at I.R.D.T.,UP.,KANPUR.

1. Dr. P.K.Awasthi Sr. Lecturer/Principal  
Government Leather Institute, Kanpur
2. Dr. Toolika Saxena Assistant Professor  
Step H.B.T.I., Kanpur
3. Shri Rakesh Kumar Lecturer,  
A.I.T.H., Kanpur
4. Shri S.K.Singh Lecturer  
A.I.T.H., Kanpur
5. Shri Raghvendra Singh Lecturer Govt. Poly. Orai
6. Dr. Mohd. Shamim Ansari Lecturer, G.G.P., Gorakhpur
7. Km. Kalpana Devi Assistant Prof., I.R.D.T., Kanpur

### ***LIST OF EXPERTS (Semester System)***

List of experts who contributed in the revision and to develop the curriculum in semester system for The Two Year (Four Semester) Diploma in Modern Office Management & Secretarial Practice in the workshop held on 22.09.16 at I.R.D.T.,UP.,KANPUR.

1. Dr. Hem Chandra Deputy Director, Board of App. Training, Kanpur
2. Dr. P.K.Awasthi Sr. Lecturer/Principal Government Leather Institute, Kanpur
3. Dr. Wajid Ali Janta Polytechnic, Jahangirabad
4. Dr. Mohd. Shamim Ansari Lecturer, G.G.P., Gorakhpur
5. Shri R. K. Tyagi Janta Polytechnic, Jahangirabad
6. Shri Praveen Singh A.D.K.M.P., Mathura
7. Smt. Rajni Bhatia S.R.D.R.D.M. Polytechnic, Kanpur
8. Shri Vikas Kulshrestha Assistant Prof., I.R.D.T., Kanpur

## **NEED ANALYSIS**

It was considered essential to develop the curriculum of Diploma Course in Modern Office Management & Secretarial Practice to accommodate new areas of technology as well as update the existing course contents of Stenography & Secretarial Practice Curriculum so as to make it more relevant to the need of the world of work.

A number of professionals representing various field organisations, higher technological institutions and Polytechnics of the state were involved to update the curriculum of Stenography & Secretarial Practice into the new curriculum named as Modern Office Management & Secretarial Practice.

Experts from the field and higher educational institutions emphasised the need of making the curriculum more technology oriented and practice based.

Need for inclusion of computer in Office Management & other office automation equipment, entrepreneurship development and linkage of Polytechnics with the world of work was emphasised.

Experts from the field were of the view that the curriculum should be broad based in nature so as to provide larger base of employment flexibility in functioning. The need for developing information collection, communication and problem solving activities were also stressed upon.

It was also suggested by the experts that provision for vertical uplift of students in any field of his choice should be kept open. The dead wood from the course contents be deleted and course should not be stuffed with unnecessary information.

The emphasis should be to make the students more skill oriented to face the challenges of practical life. Keeping in view the above requirements, course objectives were decided and for the achievement of these objectives, the subject areas with necessary knowledge and skill components were analysed.

This Curriculum should be strictly implemented by the Polytechnics in its letter and spirit to make the course more fruitful and employment oriented for students. It will produce the necessary manpower to assist the increased working environment of Modern Offices & business

organisations.

### ***PROFILE DEVELOPMENT:***

The job of development of curriculum in Modern Office Management & Secretarial Practice was undertaken by the Institute of Research Development and Training U.P., Kanpur to make it more job-oriented and need-based. Changes and developments on account of technological upgradation in machine and material have been taken into consideration in the development of curriculum. The input qualification for the course is 12+ with Joint Entrance Examination.

Following steps were taken in the revision of curriculum :

1. An instrument for getting information about job potential/job opportunities manpower assessment both present and projected was designed and sent to various Modern Offices & Secretarial Practice/Personnels/Teaching institutions.
2. The feed back previously received was not satisfactory so it was collected through mutual interaction with entrepreneurs, experts of the field and business organisations.
3. The feed back was analysed in a workshop and course outline was formulated.
4. The detailed course contents were developed in a workshop by mutual interaction among experts of the field and industry.
5. Effort has been made to increase placement potential by introducing new subject areas in the curriculum.

The following logical sequence has been adopted in the revision of curriculum.

- Listing job potential and activities done in various jobs.
- Analysing activities into knowledge and skill.
- Determining the course objectives.
- Deriving subjects of study from course objectives.
- Horizontal and vertical organisation of curriculum.

- Detailing of course content for each subject.
- Formulation of study and evaluation scheme.
- Determination of resource input in terms of human resource (Staff requirement), physical resources (space, equipment) and information resources (Books, Magazines Video films, slides etc.)

It is hoped that this curriculum if implemented in right spirit in polytechnics will produce competent and right type of middle level man power for Modern Office Management & Secretarial Practice and related field.

**I. JOB POTENTIAL/JOB OPPORTUNITIES :**

1. The following are the job opportunities available for diploma holders in Modern Office Management & Secretarial Practice

1.1 Stenographer in various Government/Public Sector/Private Organisations.

1.2 Personal Assistant/Personal Secretary/ Confidential Secretary to executives.

1.3 Typist in various departments or in Pools,

1.4 Office Assistant/ Clerk in various organisation.

1.5 Receptionist/ Telephone and Telex operator in various concerns.

1.6 Accounts Assistant.

1.7 Self Employment.

**2. ACTIVITIES UNDER EACH JOB**

2.1 Activities of a Stenographer in various Government/Public Sector/Private Organisation.

2.1.1 Taking dictation and transcription on T.W./Computer.

2.1.2 Typing letters, manuscripts and reports.

2.1.3 Stenciling, duplicating and reprography.

2.1.4 Arranging and submission of papers,

2.1.5 Drafting of routine nature.

2.1.6 Proof reading.

2.1.7 Maintenance of records

2.1.8 Handling tape recorder for audio-typing.

2.1.9 Handling computer, sending/receiving e-Mail, use of Internet

2.2 Activities of a Personal Assistant

- 2.2.1 All activities as listed under 2.1
- 2.2.2 Assisting the boss in organising his routines and other duties like making travel arrangements, reservations, collection of cheques, preparation of bills, income tax returns, etc.
- 2.2.3 Maintenance of confidential records and personal correspondence.
- 2.2.4 Attending to telephone calls and dealing with visitors.

2.3 Activities of a Typist in various departments or in pools :

- 2.3.1 Typing running matter, letters, tabular statements, telegrams and telex message, certificates and various type for forms on T.W./P.C.
- 2.3.2 Carbon copying.
- 2.3.3 Preparation of desk top offset plate & tracing paper
- 2.3.4 Upkeep and routine maintenance of Computer
- 2.3.5 Arranging and submission of papers.

2.4 Activities of an Office Assistant

- 2.4.1 Noting and drafting
- 2.4.2 Form filling and compiling,
- 2.4.3 Record keeping,
- 2.4.4 Mail handling,
- 2.4.5 Handling office equipment
- 2.4.6 General typing work,
- 2.4.7 Secretarial work in relation to meetings and conferences

2.5 Receptionist/Telephone and Telex Operator in various



concerns;

- 2.5.1 Receiving and attending to visitor,
- 2.5.2 Attending to telephones and communications;
- 2.5.3 Operating P.B.X., Intercoms and Telex,
- 2.5.4 Booking trunk calls and phonograms,
- 2.5.5 Maintaining the visitors dairy and visitors book
- 2.5.6 Maintaining telephone index,
- 2.5.7 Grooming,
- 2.5.8 Handling computer, Use of Internet.

2.6 Accounts Assistant:

- 2.6.1 Book keeping and banking,
- 2.6.2 Processing of bills/vouchers,
- 2.6.3 Handling Computer

2.7 Self Employment :

- 2.7.1 All the activities mentioned under 2.1 to 2.6
- 2.7.2 Establishing/Organising Secretarial and allied service,
- 2.7.3 Dealing effectively with clients and soliciting customers.
- 2.7.4 Use of computer in different work related to above services.

**II****:ACTIVITY ANALYSIS:**

S.No.	Activity	Knowledge Required	Skill Required
3.1.1	Taking dictation and transcription	- English- Vocabulary, pronunciation, grammar, format of transcription. - Shorthand - Typing - Rules of display	- Practice in English oral and written - Practice in shorthand - Practice in Typing
3.1.2	Typing letters, manuscripts and reports.	- Letters Types, formats, parts - Envelope addressing - Proof reading signs/ codes - Typewriting	- Practice in typing letters, manuscripts reports on TW/PC - Practice in proof reading
3.1.3	Duplicating and Reprography	- Duplicating, operation of different duplicating machines with special emphasis to stenciling, duplicating processes, correcting techniques, upkeep and maintenance of machines and matter copies	
3.1.4	Arranging and submission reprography	- Common Sense	- Practice in handling staples, punching machines, various kinds of clips etc.
3.1.5	Drafting of routine nature	- Various types of letters including	- Drafting memo, D.O.& telegraphic message

- letter official correspondence, D.O., reminders, invitations, cables & telegrams, circulars.
- Business terms and abbreviations.
- 3.1.6 Proof reading - Proof reading code - Proof reading and correcting.

S.No.	Activity	Knowledge Required	Skill Required
3.1.7	Maintenance of records.	- Filing-Importance, characteristics, classification, methods, control, equipment, record, retention programme, indexing, centralized/ decentralized filing	- Filing and indexing
3.1.8	Handling tape recorders for audio typing		- Operation of tape recorder and type-writing. - Transcription from tape recorder.
3.1.9	Handling Computers	Working knowledge about system, software, Computer Peripherals Word Processing, Formatting, networking, use of Internet, MS office, etc.	Typeing Hindi/Eng. on PC, Formatting, Taking Printout, Use of Internet
3.2 PERSONAL ASSISTANT:			
3.2.1	All knowledge as mentioned under 2.1 and in addition to the following	-Letter writing techni- - Precise writing	- Precise writing - Preparation of notes and briefs.
3.2.2	Assisting the boss	- Schedules, tariffs	- Preparation of time

in organising his routine work	time tables, directory and tax regulations, travel agencies, tour operations.	schedule for the boss
	- Elements of accounts and banking procedures	- Filing of various types of forms like Railway Reservation, M.O., Postal Order, Bank Slips, Returns, etc.
	- Postal and communication service	
	- General Knowledge/ Current Affairs.	
3.2.3 Maintenance of confidential records and personal correspondence.	- Same as in 2.1.7 - Essentials of good letters.	- Drafting all types of letters - Typing techniques

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<b>S.No.</b>	<b>Activity</b>	<b>Knowledge Required</b>	<b>Skill Required</b>
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3.2.4 Attending to	- D. O. letters. - Formal letters. - Congratulations, acceptance, regret, condolence letters - Confirmation, Memorandum of understanding and discussions - Professional ethics - Human relation	- Preparation of memorandum of understanding and discussion under the guidance of the boss.
3.2.4 Attending to	- Telephone equipment	- Operation of telephone

telephone calls  
and dealing with  
visitors

and service

Switch board & inter-  
coms

- Telephone etiquettes - Conversation.
- Booking, Followup and cancellation of trunkcalls, international and programmes - Keeping record of trunkcalls, international calls for verification of bills
- Telephone assistance and other service - Noting of telephonic messages.
- Use of Telephone Directory - Preparation, keeping and updating of the telephone index
- Communication Techniques - Maintaining an appointment diary
- Manners and Etiquettes.
- Human relations.

**TYPIST:**

- 3.3.1 Typing running matter, letters tabular, statements on T.W./P.C. telegrams, telex messages, certificates and various types of forms
- Manipulation of typewriter Starting/Booting PC, Opening Files and Typing
  - Knowledge of English grammar, composition spelling, punctuation
  - Typing from hand written, printed and typed on PC/TW & Taking Printout
  - Upkeep and maintenance of typewriter

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S.No.	Activity	Knowledge Required	Skill Required
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- |       |                |   |  |
|-------|----------------|---|--|
|       |                | <ul style="list-style-type: none"> <li>- Rules of display spacing, syllabification</li> <li>- Office sundries</li> </ul>  | <ul style="list-style-type: none"> <li>- Typing of various statements and forms.</li> <li>- Special display/artistic typing</li> </ul> |
| 3.3.2 | Carbon copying | <ul style="list-style-type: none"> <li>- Various types of carbons their size and uses</li> <li>- Copying paper</li> <li>- Machine capacity for number of copies.</li> </ul> | <ul style="list-style-type: none"> <li>- Inserting the carbon.</li> <li>- Removing the carbon</li> <li>- Erasing</li> </ul>            |

	- Procedure for carbon Copying	- Arranging copies and making sets.
	- Erasing.	
3.3.3 Stencil cutting	- Same as 3.1.3	- Same as 3.1.3
3.3.5 Arranging and submission of paper	- Office sundries and their use	- Arranging copies and making sets.
	- Methods of presentation	
3.4 OFFICE ASSISTANT:		
3.4.1 Noting & drafting	- Same as 2.1.5	- Same as 2.1.5
	- Types of notings	
3.4.2 Form filling and compiling	- Commerical forms and documents in common use	- Filling forms and documents. (Preparation of work book)
3.4.3 Record keeping	- Same as 2.1.7	- Same as 2.1.7
3.4.4 Mail handling	- Type of mail, procedure of handling incoming and outgoing mail, postal rules raies clearance and delivery schedules, mail room equipment different types	- Making registered parcels, book post, labelling sealing etc.

S.No.	Activity	Knowledge Required	Skill Required
		of stationery envelopes and wrappers.	
3.4.5	Handling office equipment	- Operation of various types of office equipment and machines	- Handling office equipment and machines.
3.4.6	General type work.	- Same as 3.3.1	- Same as 3.3.1
3.4.7	Secretarial work in relation to meeting and conferences	- Meaning of notice agenda, quorum and minutes	- Typing notice, agenda minutes and back ground papers.

- Format of notice agenda and minutes.
- Drafting of minutes

3.5 RECEPTIONIST/TELEPHONE AND TELEX OPERATOR:

- 3.5.1 Receiving and attending to visitors. - Same as 3.2.4 - Same as 3.2.4
- 3.5.2 Attending to telephones and communications - Same as 3.2.4 - Same as 3.2.4
- 3.5.3 Operating P.B.X., Intercoms, Telex - Same as 3.2.4 - Same as 3.2.4  
- Practice in Telex
- 3.5.4 Booking trunk-calls and Phonograms - Same as 3.2.4 - Same as 3.2.4
- 3.5.5 Maintaining the visitors diary and visitors book. - Importance and format of visitor's, diary and visitors book. - --
- 3.5.6 Maintaining telephone index. - Same as 3.2.4 - Same as 3.2.4
- 3.5.7 Grooming - Importance and basic principles of grooming - --
- 3.5.8 Handling PC Same as 3.1.9 Same as 3.1.9

3.6 ACCOUNTS ASSISTANT:

- 3.6.1 Book keeping banking - Elements of book keeping and accounts  
- Cash flow and other transactions. - Journal subsidiary books and ledger.  
- Statement like bank reconciliation statement.  
- Filling of bank forms.

S.No.	Activity	Knowledge Required	Skill Required
3.6.2	Processing of bill/vouchers	- Basic accounting terminology	- Preparation of pay rolls and related scheduled invoices,

			account, sale, debit note, credit note.
3.6.3	Handling Computer Storing & Retrieving Information		Use of Deleted Software
3.7 SELF EMPLOYMENT:			
3.7.1	All the activities mentioned 3.1 to 3.6	- All the activities mentioned under 3.1 to 3.6	- As under 3.1 to 3.6
3.7.2	Establishing/ organising secretarial and allied services	- Sources of finance - Human relation and dealing with customers.	- -- - --
3.7.3	Dealing effectively with soliciting customers	- Communication techniques - Office layout - Furniture and equipment	- -- - -- - --
3.7.4	Use of Computer Diff. work related to above series.	- Same as 3.1.9	- Same as 3.1.9



### **III COURSE OBJECTIVES :**

1. At the end of the course the students should be able to
  - 1.1 attain adequate proficiency in Shorthand and typing (English & Hindi)
  - 1.2 acquire working knowledge of office/commercial practices such as noting and drafting, accounting, maintenance of office records and handling of business correspondence.
  - 1.3 handle and maintain office machines, equipment and Computer.
  - 1.4 communicate effectively in english on matters connected with Secretarial work.
  - 1.5 have an overview of Secretarial and Commerical services.
  - 1.6 acquire fundamentals of human/public relation and general knowledge of current affairs.
  - 1.7 acquire knowledge of Modern Office Management & Secretarial Practice
  - 1.8 use of computer in Office Management.

**IV DERIVING CURRICULUM AREAS FROM COURSE OBJECTIVES:**

<b>OBJECTIVES</b>	<b>AREAS</b>
1. Attain adequate proficiency in taking dictation and typing	1. Shorthand - Practical 2. Typewriting - Practical 3. Professional Comm.
2. Acquire working knowledge of office/commerical practice such as noting and drafting, accounting maintenance of office record and handling of business correspondence	1. Modern office Practice & Procedures 2. El. Book keeping & Accountancy 3. Secretarial Practice & Office Automation 4. Elements of company Law & Banking Services. 5. Office & Business Correspondence
4. Handle and maintain office equipment and machines	1. Secretarial Practices & Office Automation
Communicate effectively on English matters connected with Secretarial work.	1. Professional Comm. 2. Personality Devel. & Behaviour
Have an overview of Secretarial and Commerical services.	1. Secretarial Practice & Office Automation 2. Personality Devel. & Behaviour
Acquire fundamentals of Management Process and	1. Modern Office Management & Practices
5. Acquire working knowledge of computer for use in day to day office working.	1. Computer Application. 2. Computer Accountancy

**:TWO YEAR DIPLOMA COURSE IN  
MODERN OFFICE MANAGEMENT & SECRETARIAL PRACTICE:**

**I SEMESTER**

**1.1 PROFESSIONAL COMMUNICATION**

[ Common to All Engineering/Non Engineering Courses]

L	T	P
5	-	3

**Rationale:**

Communication forms an important activity of diploma holder. It is essential that he/she should be in a position to communicate in writing and orally with superiors, equals and subordinates. This subject aims at providing working knowledge of languages like Hindi and English so as to train the students in the art of communication. It is suggested that maximum attention should be given in developing Communication abilities in the students while imparting instructions by giving maximum emphasis on practice.

Sr.No.	Units	Coverage time		
		L	T	P
1.	Introduction to communication methods meaning, channels & media written and verbal.	5	-	-
2.	Development of comprehension of English & Hindi through study of text material & language exercises.	15	-	-
3.	Development of expression through A. Letters (English & Hindi) B. Report writing (English) Note making and minutes writing	10 10	-	-
4.	Composition	10	-	-
5.	Grammar	20	-	-
		70	-	42

**1. PART I : COMMUNICATION IN ENGLISH**

- 1.1 Concept of communication, importance of effective communication, types of communication, formal, informal, verbal and nonverbal, spoken and written. Techniques of communication, Listening, reading, writing and speaking, Barriers in communication, Modern tools of communication- Fax, e-mail, Telephone, telegram, etc.
- 1.2 Development of comprehension and knowledge of English through the study of text material and language exercises based on the prescribed text book of English.
- 1.3 Development of expression through:
- 1.3.1 Letters :
- Kinds of letters:-  
Official, semi-official, unofficial , for reply or in reply, quotation, tender and order giving letters.  
Application for a job.
- 1.3.2 Report writing and Note making and minutes writing.
- 1.4 Grammar : Transformation of sentences, Preposition, Articles, Idioms and Phrases, One word substitution, Abbreviations.
- 1.5 Composition on narrative, descriptive, imaginative, argumentative, discussion and factual topics.

**2. PART II : COMMUNICATION IN HINDI**

- 2.1 Development of comprehension and knowledge of Hindi usage through rapid reading and language exercises based on prescribed text material developed by IRDT.
- 2.2 Development of expression through ;
- Letter writing in Hindi:  
Kinds of letters:-  
Official, semi-official, unofficial , for reply or in reply, quotation, tender and order giving letters,  
Application for a job.

- (1) Paper should be in two parts, part I - English and part II Hindi.

## **:COMMUNICATION AND PRESENTATION PRACTICES:**

- 1.A. Phonetic transcription
- B. Stress and intonation :  
(At least 10 word for writting and 10 word for pronounciation)

### **2. ASSIGNMENT : (Written Communication)**

Two assignment of approximately 400 word each decided by the teachers.

### **SUGGESTED ASSIGNMENTS :**

1. a picture/photograph
2. an opening sentence or phrase
3. a newspaper/magzine clipping or report
4. factual writting which should be informative or argumentative.

### **3. Oral Conversation:**

1. Short speeches/declamation : Bid farewell, Felicitate somebody, Celebrate a public event, Offer condolences
2. Debate on current problems/topics
3. MockInterview : Preparation, Unfolding of personality and Expressing ideas effectively
4. Group discussion on current topics/problems
5. Role Play/ general conversation : Making polite enquiries at Railway Station, Post Office, Banks and other Public places, Replying to such enquiries, enquiring about various goods sold in the market and discussing their prices. Complaining about service at Hotel, restaurant, Offering apologies in reply to such complaints, complain to a company about a defective product you have brought, reply to such complaints.
6. Presentation skill, Use of OHP and LCD.

### **4. Aural :**

Listening to conversation/talk/reading of short passage and then writting down the relevant or main points in the

specified number of words and answering the given questions

The assignments/project work are to be evaluated by the internal/ external examiner. The distribution of 30 marks e.g.

10 marks for assignment (Given by subject teacher as sessional marks)

10 marks for conversation and viva-voce

10 marks for phonetic transcription

### **STRUCTURE OF COMMUNICATION TECHNIQUE PAPER**

#### Distribution of Marks

Theory Paper : 50 Marks

Sessional : 20 Marks

Practices : 30 Marks

Q1. Question based on the topics prescribed text material will be set to test the candidates ability to understand the content, explain words and phrases, making sentence of given words and ability to summarise will be included. All questions will have to be answered.

A. from English Text Book 10 Marks

B. from Hindi Text Book 5 Marks

Q2. Candidates will be required to write one letter (English) and one letter in (Hindi) from a choice of two -

A. English Letters 5 Marks

B. Hindi Letters 5 Marks

Q3. Report Writting on given outlines 5 Marks

Q4. There will be a number of short answer questions to test the candidates knowledge of functional grammer, structure and usage of the language. All the items in this question will be compulsory. The grammar questions has four parts -

(Total Part: A For 5 Marks, B For 3 Marks, C For 3 Marks and D For 4 Marks)

A. This part of the question has to do with the transformation of sentences. English uses several patterns of sentence formation and the same meaning can

be expressed by several patterns e.g. Active to Passive voice and vice versa, Direct to Indirect and vice versa, Reframing sentences by changing part of speech e.g. Noun to Adjective, Interchanging degree of comparison.

Interchanging Moods - Affirmative to Negative, Assertive to Interrogative or to exclamatory

- B. The second part usually requires blanks in a sentence to be filled in with a suitable preposition and articles.
- C. The third part is usually an exercise on tenses.
- D. The fourth part concerns with one word substitution and abbreviation, uses of idioms and Phrases.

Q5. COMPOSITION : (About 300 Words) (5 marks)

Candidates will be required to select one composition topic from a choice of five. The choice will normally include narrative descriptive, argumentative, discussion and factual topics. The main criteria by which the composition will be marked are as follows

- A. the quality of the language employed, the range and appropriateness of vocabulary and sentence structure the correctness of grammatical construction, punctuation and spelling.
- B. The degrees to which candidate have been successfully in organising both the composition as a whole and the individual paragraphs.

## 1.2 MODERN OFFICE MANAGEMENT AND PRACTICES

L T P  
5 3 -

### **Rationale :**

The purpose of introducing this paper is to equip the student with the office routine for smooth functioning. The student having knowledge about functions of a secretary, concept of office, functions of mailing department, filing and indexing, etc. will certainly be useful in the world of work.

### **:TOPIC WISE DISTRIBUTION OF PERIODS:**

Sl.No.	Units	Coverage Time		
		L	T	P
Part A				
1.	Office	10	7	-
2.	Office Stationery	10	7	-
3.	Mailing Departments	10	7	-
4.	Special Mail & Postal Services	10	7	-
5.	Filing and Indexing	10	7	-
6.	Concepts of Management	20	7	-
		70	42	

### **:DETAILED CONTENTS:**

#### **1. OFFICE:**

- 1.1 Meaning, functions & importance
- 1.2 Office Practice & Secretarial Practice
- 1.3 Modern office and its principal departments and their functions.
- 1.4 Centralisation of Office services Vs Decentralisation.

#### **2. OFFICE STATIONERY :**



- 2.1 Items of office stationery
- 2.2 Economy in stationery, selection, purchase, storage and record of stationery.
- 2.3 Control and use of stationery items.
- 2.4 Office forms and materials.

### **3. MAILING DEPARTMENTS:**

- 3.1 Meaning and importance of mail.
- 3.2 Handling of Inward Mail : Receiving, Sorting Departmentwise and classwise, Opening, Recording, Marking, Distribution.
- 3.3 Handling of Outward Mail : Folding of Letters, Preparation of Envelops, Sorting, Sealing, Weighing, Stamping, Entering in Post book or peon book, Despatching

### **4. SPECIAL MAIL & POSTAL SERVICES:**

- 4.1 Rail parcel service, Transport agencies, Post parcel service and Courier services.
- 4.2 Inland and foreign mail, surface mail & Air mail.
- 4.3 Post card, Inland letters, envelops, business reply card, books and sample packets, literature for blinds, parcels, registered news papers and periodicals.
- 4.4 Postal registration of articles, registered parcels, foreign parcels with custom clearance, VPP Articles, letter containing cheques, drafts, documents etc, insured articles.
- 4.5 EMS (speed post), certificate of posting, post box & post bag, recall of postal articles, franked mail, Acknowledgement card.
- 4.6 Special postal services, T.M.O., M.O, I.P.O., C.R.P.F. (Central Recruitment Postal Fee)

- 4.7 Saving schemes, saving banks, Time deposit, F.D., N.S.C, M.I.S, P.P.F., K.V.P, R.D. Schemes etc.
- 4.8 E-mail: Its importance (E.M.S.- Electronic Mail Services)

**5. FILING AND INDEXING :**

- 5.1 Meaning and importance of Filing.
- 5.2 Essentials of a good filing system.
- 5.3 System of classification.
- 5.4 Methods of filing and filing equipment.
- 5.5 Meaning and need of indexing.
- 5.6 Various types of index.
- 5.7 Record retention rule and Weeding.
- 5.8 Computerised Filing System

**6. CONCEPTS OF MANAGEMENT :**

- 6.1 **Introduction:**  
Meaning of management ,  
Nature and scope of management ,  
Importance of management ,  
Principles of management .  
Function of Management
- 6.2 **Planning:**  
Objectives and Importance of Planning,  
Steps in Planning,  
Types of Planning,
- 6.3 **Motvation:**  
Meaning of motivation,  
Importance of motivation,  
Principles of motivation techniques.  
Types of motivation



### 1.3 COMPUTER TYPING THEORY

L	T	P
5	3	-

#### 1- प्रस्तावना (Introduction)

- (i) कम्प्यूटर का विकास एवं इतिहास  
(Origin & Development of **Computer**)
- (ii) कम्प्यूटर का महत्व एवं उपयोगिता  
(Importance & Utility of **Computer**)
- (iii) कम्प्यूटर का वर्गीकरण  
(Classification of **Computer**)

#### 2. कम्प्यूटर (Computer)/वर्ड प्रोसेसर

- (a) कम्प्यूटर के टाइपिंग सीखने के लाभ एवं उपयोगिता  
(Importance of Learning Computer Typing Skill and scope of job opportunities)
- (b) कम्प्यूटर के सम्मुख बैठने की स्थिति  
(Sitting posture)
- (c) कम्प्यूटर के बाहरी भागों का प्रारम्भिक ज्ञान  
(Basic knowledge of Output devices of Computer i.e. Fixing of cable of mouse, monitor and printer)
- (d) कम्प्यूटर एवं टाइपराइटर के रख रखाव/साफ सफाई की जानकारी  
(Knowledge of essential parts & upkeep of a Computer)
- (e) कम्प्यूटर को खोलना/बन्द करना एवं डॉक्यूमेंट टाइप करना  
(To Type on a blank document and open and shut down the Computer)
- (f) कम्प्यूटर का संचालन  
(Operation of Computer)

#### 3- हाशिया निर्धारण अथवा टाइप करने की तैयारी

(Preparation of Typing & Adjustment of margin)

- (i) हाषिया छोड़ना या लगाना  
(Adjustment of Margin)
- (ii) ऊपरी-नियत हाषिया  
(Top & Bottom Margin)
- (iii) बांया एवं दाहिना हाषिया  
(Left & Right Margin)
- (iv) दांया हाषिया एकसमान निर्धानण  
(Justification)
- (v) कागज का आकार  
(Size of Paper)
- (vi) पंक्ति अन्तरक  
(Line Deference)

#### 4- टाइप करने की प्रणालियां

##### (Method of Typing)

- (i) दृष्य एवं स्पर्ष प्रणाली के लाभ एवं विशेषताएं
- (ii) कुंजी पटल पर उंगलियों का विभाजन
- (iii) विषिष्ट पद्धति, अन्य पद्धति
- (iv) कुंजी पटल संचालन विधि—ऊर्ध्वमुखी एवं समतल विधि
- (v) कुंजी पटल कृषलता, टंकणलय स्तर
- (vi) वर्तमान कुंजी पटल की कमियाँ

#### 5- कुंजी पटल संचालन (Operation of key board)

- (i) आधार पंक्ति का अभ्यास
- (ii) शिफ्ट कुंजियों का अभ्यास
- (iii) तृतीय पंक्ति का संचालन एवं अभ्यास
- (iv) प्रथम पंक्ति का संचालन एवं अभ्यास
- (v) चौथी पंक्ति या अंकों का संचालन व अभ्यास

#### 6- सुन्दर टाइप करना एवं विराम चिन्हों का प्रयोग

##### (Neat & Clean Typing and use of Punctuations marks)

- (i) पूर्ण विराम, अर्द्ध विराम, अल्प विराम, प्रश्नवाचक चिन्ह, योजक चिन्ह, इन्वर्टेड कोमा, विस्मयाधिबोधक चिन्ह, कोष्ठक आदि।
- (ii) कागज नियंत्रण-भाग व्याकरणिक चिन्हों का प्रयोग, पूर्ण विराम, प्रश्नवाचक, विस्मयाधिबोधक, अल्प-विराम, अर्द्ध-विराम, विसर्ग या कॉलन, कोटेशनमार्क या उद्धरण चिन्ह, योजक चिन्ह/विभाजक, कोष्ठक
- (iii) व्याकरणिक चिन्हों के पूर्व और पश्चात् दिये जाने वाले स्पेस
- (iv) षब्द-विभाजन नियम
- (v) पाद-टिप्पणियाँ टाइप करना
- (vi) परिच्छेद बनना-इंडेन्टेड या हाषिया छोड़, ब्लॉक या सीमांकित, हैगिंग या ढालू परिच्छेद

## 7- कम्प्यूटर की- बोर्ड

(World of Computer Keys & Increasing the Typing Speed)

- (i) कुंजी पटल में अनुपलब्ध चिन्हों को टाइप करने की विधि
- (ii) वर्तनी संबंधी निर्देश या संयुक्ताक्षर टाइप करना

## 8- गति गणना और अशुद्धियों का अंकन

(Speed Calculation & Counting of errors)

- (i) गति गणना, निबल गति या शुद्ध गति, सबल गति
- (ii) कुंजी प्रहारों की गणना
- (iii) अशुद्धियों को आंकना
- (iv) अंक पद्धति
- (v) टंकण गति गणना का विषिष्ट सूत्र
- (vi) अंक पद्धति का विषिष्ट सूत्र

## 9- कम्प्यूटर टाइपिंग (Computer Typing)

- (i) डॉक्यूमेन्ट को सेव करना, फॉण्ट (साइज) बदलना
- (ii) फॉण्ट के प्रकार (Kinds of Font)
- (iii) शॉर्ट कट्स कीज़ ऑफ कम्प्यूटर

**10-** अनुच्छेदों का अभ्यास (Practice of Paragraph)

**11-** पत्रों का अभ्यास (Practice of Letters)

- 1- सरकारी पत्र
- 2- व्यापारिक पत्र
- 3- व्यक्तिगत पत्र
- 4- बैंक एवं डाक सम्बन्धी पत्र

**12-** टंकण गति की गणना करने का सूत्र एवं अभ्यास

(Calculation of Formula & Practice of Typing)

1. सारणी अथवा तालिका अंकित करने की विधि एवं अभ्यास
2. हस्तलिपि में विभागीय पत्रों आदि को टंकित करने के अभ्यास
3. प्रूफ संशोधन

#### 1.4 SHORTHAND HINDI-I (Practical)

#### आषुलिपि हिन्दी (प्रयोगात्मक)

	L	T	P
आषुलिपि परिचय	2	-	4

- 1- वर्णमाला चित्र का अभ्यास। "क"वर्ग, "च"वर्ग, "ट"वर्ग, "त" वर्ग, "प"वर्ग, अन्तस्थ, उष्म, नासिक्य, संयुक्त व्यंजन
- 2- व्यंजनों को मिलाकर लिखने का अभ्यास।
- 3- स्वरों का प्रयोग तथा अभ्यास। दीर्घ स्वर (गहरा बिन्दु तथा गहरा डैस) लघु स्वर (हल्का-बिन्दु तथा हल्का डैस), तृतीय स्थान के स्वर का प्रयोग, द्वि-स्वर, त्रि-स्वर,
- 4- दो व्यंजनों के बीच स्वर का प्रयोग।
- 5- विराम चिन्हों का प्रयोग।
- 6- षब्द चिन्हों का अभ्यास, षब्दाक्षरों का अभ्यास।
- 7- तवर्ग के वैकल्पिक रूपों का प्रयोग। (-)दॉयाचाप, (-)बॉयाचाप।
- 8- स, ष, ज वृत्त तथा वृत्त के साथ स्वरों का प्रयोग तथा अभ्यास। ह, ष व्यंजनों के विकसित प्रयोग।

**परीक्षा :VIVA& PROJECT WORK(Mimimum 30 assignments)**



### 1.5 SHORT HAND ENGLISH I (PRACTICAL)

L	T	P
2	-	4

1. Practice of consonants from the workbook on Shorthand.
2. Use and practice of Vowels- Long vowels (Heavy Dot and Dash), Short Vowel (Light Dot and Light Dash), Intervening Vowels.
3. Practice of Diphthongs from exercises of the Text Book and Workbook on Shorthand Diphthong, Triphones.
4. Class work : Dictation & reading : Home work : Reading & copying work daily from Workbook.
5. Practice of phrases from Textbook Grammalogues, Logograms.
6. Dictation and reading from Workbook and Transcription.

Examination : Viva & PROJECT WORK (Minimum 30 assignments)

1.6 COMPUTER TYPING HINDI-I (Practical)  
कम्प्यूटर टाइप (प्रयोगात्मक)

L T P  
2 - 4

- 1- कम्प्यूटर के सम्मुख बैठने की सही दिशा स्थिति व बाहरी पुंजों का प्रारम्भिक ज्ञान।
- 2- प्रिन्टर पर कागज चढ़ाना व उतारना।
- 3- हाषिया निश्चित करना।
- 4- होम कीज व अन्य बटनों पर उंगलिया रखना।
- 5- षब्दोत्तर छड़ का प्रयोग।
- 6- स्पर्ष प्रणाली द्वारा टाइप करना।
- 7- अक्षरों व वाक्यों का टाइप करना।

Note :- Practice on "Mangal" Font

**परीक्षा : VIVA & PROJECT WORK (Minimum 30 assignments)**

### 1.7 CCOMPUTER TYPING ENGLISH I (PRACTICAL)

L	T	P
2	-	4

1. Basic knowledge of computer and its parts.
2. Practical Demonstration and practical with the following acquaintance with computer.
3. Its correct position sitting posture , name of essential parts, and uses , Insertion and removal of paper, Margin adjustment etc.
4. Practice of the keyboard Home row keys, upper row keys and bottom row keys.
5. Practice of words and simple sentence by tough system. Mastory of typing the top row ( Figures and symbols ) and other printing keys.
6. Use of shirt keys and other non printing keys. Typing from exercises.

Examination : Viva Voce and Project work (Mimimum 30 assignments)

## II Semester

### **2.1 ELEMENTARY BOOK-KEEPING & ACCOUNTACY**

L	T	P
4	2	-

#### **Rationale :**

Keeping of records in a systematic way is an art as well as science. A student having systematic knowledge of keeping books and records of accounts in cash books, GPF, TA, Paybills, Budget, Income tax return and different types of ratios will prove an asset for an office.

#### **TOPIC WISE DISTRIBUTION OF PERIODS**

Sl.No.	Units	Coverage Time		
		L	T	P
PART A	BOOK KEEPING			
1.	Intrduction	8	4	-
2.	Entry Procedure	8	5	-
3.	Final Account	12	5	-
4.	Bank Reconciliation Statement	8	4	-
PART B	ACCOUNTANCY			
1.	Account books	8	3	-
2.	Bills	6	3	-
3.	Income Tax	6	4	-
		56	28	-

#### **DETAILED CONTENTS**

##### **PART A:- BOOK KEEPING**

#### 1. INTRODUCTION :

Meaning and Definition of book keeping, Book Keeping is an art of science, meaning and definition of accountancy, Difference between Book Keeping and accountancy, Objects of Book keeping, Advantage of Book Keeping, Difference system of Book Keeping, Characteristics of Ideal System of Book Keeping. Meaning & Definition of Double Entry System, principle of Double Entry System, Features, Advantage and disadvantage, main division.

#### 2. Entry procedure:

Definition and Meaning of Accounts and General and Ledger, Characteristics of Accounts, Types of Accounts, objects of Memorandum book, Rules for Journalising, Limitation of Journal

Introduction, Meaning and definition of trial balance, object, form of trial balance, methods of preparing trial balance, errors detected by trial balance, to prepare a trial balance from a list of balances, effect of errors on final accounts.

3. Final Account :

Introduction, Meaning and definition of final account, Items of trading account, Valuation of closing stock, Form of trading account, Profit and loss account, Kinds of adjustments.

4. Bank Reconciliation Statement :

Meaning of bank reconciliation statement, Definition of bank reconciliation statement, Difference between balance of cash book and pass book, Rules of preparation of bank reconciliation statement, Most important talks.

**B. ACCOUNTANCY :**

1. Account Books :

Cash book, Utilities, advantages or importance of books of original entry, Meaning and definition of cash book, Characteristics of cash book, Necessity of cash book, Rules for entry in cash book, Balancing of cash book, Kinds of cash book, Contra entry, Bank pass book, Few hints for speedy and safe banking, General Provident Fund.

2. Bills :

Salary bill, Special pay, Proforma of increment of salary, Form of salary bill, Inner sheet, travelling allowance, Arrear bill, Contingency bill.

3. Income Tax :

Preparation of Form 16 and filing of Income Tax Returns of salaried persons.

## 2.2 SHORT HAND HINDI (THEORY)

L	T	P
4	2	-

**इकाई-1** आषुलिपिक का उद्देश्य एवं महत्त्व आषुलिपिक का विकास क्रम, विषय की प्रमुख आषुलिपिक सिद्धान्त का भारत में चलन आदि।

आषुलिपिक सम्बन्धी परिभाषाएं—रेखाएं, वृत्त, कोण, डैष, आदि

—अच्छे आषुलिपिक के गुण

—प्रशिक्षण तकनीक आदि, लेखन सामग्री, पेन्सिल, कापी आदि का प्रयोग

**इकाई-2**— आषुलिपि व्यंजनमाला/वर्णमाला, व्यंजन रेखाओं के जोड़े, व्यंजनों के वर्ग ध्वनि के अनुसार गहरी और हल्की रेखायें।

—व्यंजन रेखाओं की दिशाएँ एवं इनका आकार या बनावट।

—व्यंजन रेखाओं को मिलाना

**इकाई-3**— स्वर एवं उनके चिन्ह—अग्र या बिन्दु स्वर पञ्च या डैस स्वर,

—दीर्घ एवं लघु स्वर एवं उनके स्थान

—रेखाओं के पूर्ववर्ती एवं पश्चातवर्ती स्वर रेखाओं के बीच आने वाले या माध्यमिक स्वर

—स्वरों के अनुसार रेखाओं का स्थान

—समतल रेखाओं के स्थान निर्धारण

**इकाई-4**—षब्द चिन्ह एवं षब्दाक्षर, संक्षिप्ताक्षरों का निर्माण, बहुवचन प्रयोग, विराम चिन्ह

—द्विस्वर या दो स्वरों के चिन्ह, द्विस्वर चिन्हों के स्थान, द्विस्वरों पर अनुस्वार

—त्रिस्वर या तीन स्वरों का एक साथ प्रयोग, त्रिस्वर चिन्हों पर अनुस्वार

— षब्द—चिन्ह एवं षब्दाक्षरों से वाक्यांश निर्माण

### इकाई-5— व्यंजन रेखाओं के वैकल्पिक प्रयोग

- त वर्ग, र, ल, ह, ष व्यंजनों की वैकल्पिक रेखाओं का प्रयोग
- अर्द्धस्वर व/य के अर्द्धवृत्त प्रयोग—आरम्भिक माध्यमिक एवं अंतिम
- क्रिया विभक्तियों के विषिष्ट प्रयोग एवं उनके वाक्यांश निर्माण

### इकाई-6— छोटे वृत्तों के प्रयोग

- आरम्भिक वृत्त स, माध्यमिक एवं अंतिम वृत्त स, ष, ष, ज के प्रयोग
- बड़ा वृत्त – आरम्भिक स्व तथा माध्यमिक/अन्तिम सस, सष, सज आदि
- अंडाकार वृत्त या छोटा लूप, स्त, स्थ, स्ट
- बड़ा अंडाकार वृत्त स्तर/स्तर के प्रयोग
- अनुनासिक व्यंजन (अनुस्वार) एवं अनुनासिक स्वर (अनुनासिक्य) का प्रयोग एवं उनमें भेद

### इकाई-7 व्यंजन रेखाओं पर आरम्भिक हुक (अंकुष)

- आरम्भिक र तथा ल हुकों के प्रयोग
- र तथा ल हुकों के साथ छोटे वृत्त का प्रयोग
- अन्तिम हुक न/ण तथा फ/व/य हुकों का प्रयोग
- अन्तिम बड़े हुक या षन, षण का प्रयोग
- संयुक्त व्यंजनों के प्रयोग, व/य व्यंजनों का क वर्ग के साथ तथा य, र, ल, व के साथ प्रयोग, अर्द्धवृत्त य तथा व के संयुक्त व्यंजन

### इकाई-8 अर्द्धकरण सिद्धान्त/द्विगुणन सिद्धान्त

- रेखाओं को आधा करके कुछ व्यंजनों का योग

### इकाई-1— संक्षिप्ताक्षर एवं विषिष्ट संक्षिप्ताक्षरों के नियम तथा पाठों का अभ्यास

**इकाई-2-** उपसर्ग प्रत्यय निर्माण एवं प्रयोग उपसर्गों की प्रतिनिधि रेखाएं प्रत्ययों की प्रतिनिधि रेखाएं एवं पाठों का अभ्यास

**इकाई-3-** व्यंजन रेखाओं को काटने की विधियों, संख्याओं, मुद्राओं को आषुलिपि में लिखने के नियम तथा उनसे बनने वाले पदनाम वाक्यांश

**इकाई-4-** जुट शब्दों – सामासिक, विलोम, अवधारण, पुनरुक्ति एवं पुनरावृत्ति वाले शब्दों एवं वाक्यांशों का निर्माण

**इकाई-5** राज्यों गृह, नक्षत्रों एवं विभागीय शब्दावलियों के वाक्यांश

**इकाई-6-** व्यावसायिक पत्रों का श्रुतिलेख लिखने एवं उन्हें टाइप करने के नियम, प्रारूप आदि का अभ्यास

**इकाई-7-** शब्द चिन्हों, शब्दाक्षरों एवं संक्षिप्ताक्षरों नियमों को दोहराना एवं गति लेखन

**इकाई-8-** श्रुतिलेख से प्रतिलेखन करने के नियम वर्तनी व्याकरण आदि का ज्ञान एवं टाइप मशीन पर प्रतिलेखन कर अशुद्धियों का निराकरण



### 2.3 SHORTHAND (ENGLISH) THEORY

<b>L</b>	<b>T</b>	<b>P</b>
4	2	-

#### Rationale :

The speedy disposal of work- a steno is supposed to take dictation from executive in shorthand and to translate it into long hand. The student having good knowledge of English shorthand will be suitable for most of the offices of Public and Private sectors.

#### TOPIC WISE DISTRIBUTION OF PERIODS

Sl. No.	Units	Coverage Time		
		L	T	P
1.	Shorthand English	56	28	-
TOTAL		56	28	-

#### DETAILED CONTENTS

##### PART - A SHORTHAND ENGLISH

1. Origin and development of English Stenography.
2. Constant in Shorthand and their joining.
3. Vowels, classification and signs-Dot and Dash vowels.
4. Short forms of words - Grammalogues/Logograms and their use.
5. Diphthon/ Diaphones and Triphthongs/ Triphones in shorthand.
6. Pharascography- Joining of words, grammalogues etc.
7. Alternative forms of R & L Strokes, PER/LER etc.
8. Alternative forms of semi- vowels W & Y Strokes. Abbreviated, Semi-circle W, Semi-circle of Y or Diaphone U.
9. Alternative forms of aspirate H, tick and dot H, Upward SH strokes.
10. The small circle of S and Z, their use with straight and curved, strokes S and Z strokes.
11. Large circle SW and its initial, medial and final use.
12. The loop small loop for ST/SD and large loop of str.

Trouble consonants of initial books of R and L with straight and curved strokes, SHR/SHL strokes, Vowels and hooked forms.

Alternative forms of curved hooked strokes-intervening vowels and their use with circle and hooked stroked.

Components consonants initial large hooks of WH/WHL/KY/GY/KW/GW and MP/MB strokes.

Final hooks of N and P/V, use of circles/loops with finally hooked strokes.

Large final hook of SHUN and its use with strokes.

Halving principle-halving of strokes for t/d, use of full strokes.

Doubling principles-doubling of strokes for the addition of tr/dr, doubling or MP/MB/NG strokes of R, doubling of L stroke for tr.

Essential vowels and their use of accurating writing.

Contractions-Definition and use; special contractions.

Prefixes, Suffixes or part words and their use in shorthand.

Intersections cutting of strokes; official phrases and tiggres.

Special/Advance Pharascography for speed writing.

Writing proper nouns; aspirated sounds of Indian language.

## 2.4 SHORTHAND HINDI-II (Practical)

### आषुलिपि हिन्दी (प्रयोगात्मक)

L	T	P
2	-	4

- 1—सर्वनाम का अभ्यास तथ उसका प्रयोग। सरल रेखाओं, वक्र रेखाओं के साथ स वृत्तका प्रयोग, रेखाओं के साथ स,ष का प्रयोग, स्व वृत्त का प्रयोग। स्त,स्ट लूप का प्रयोग।
- 2—अनुस्वार प्रयोग। अनुस्वार में डैष स्वर, बिन्दु स्वर।
- 3—वाक्यांश प्रयोग।
- 4—क्रिया विभक्तियों का प्रयोग।
- 5—“ र ” और “ ल ” आंकडे का प्रयोग तथा अभ्यास। सरल, वक्र रेखाओं में आंकडे के साथ स वृत्त का प्रयोग।
- 6—न/ ण,य/व फ षन/श्षण/हुक का प्रयोग।
- 7—संयुक्त व्यंजनों का प्रयोग।
- 8—लवर्ग के हुक युक्त वैकल्पिक चापों का अभ्यास।
- 9—अर्द्धकरण का प्रयोग एवं अभ्यास। हल्के व्यंजनों, गहरे व्यंजनों के लिए अर्द्धकरण प्रयोग।
- 10—द्विगुणन का प्रयोग एवं अभ्यास।
- 11—उपसर्ग एवं प्रत्ययों का प्रयोग एवं अभ्यास।
- 12—व्यंजन रेखाओं को काटकर वाक्यांश निर्माण।

### परीक्षा

#### समय 2 घंटा

आषुलिपि का एक गद्यांश 05 मिनट में 300 शब्दों से अधिक न होंगे। 60 शब्द प्रति मिनट की गति से डिक्टेसन लेकर हस्तलिपि द्वारा अनुवाद करना। अनुलिपि करना।

#### अथवा

एक व्यावसायिक पत्र जिसमें 250 शब्द से अधिक न होंगे 5 मिनट का। 50 शब्द प्रति मिनट के गति से डिक्टेसन लेकर अनुलिपि करना।

**Instruction of Shorthand Hindi & English (Practical) For First Year**

1. Practical Marks divided by two forms (50 Marks)

- I. 20 Marks for Viva Vice (Project Work, Minimum no. of Assignments- 100 with transcription file, Shorthand Note book etc.)
- II. 30 marks for Dictation - 60 W.P.M. Passage 300 Words & One Letter Business & Official 50 w.p.m. 150-200 Words. And to transcribe them on the typewriter or computer in one hour.
- III. Allotment of dictation & transcription Marks MM 30

$$\frac{\text{Obtain speed} \times 100}{\text{Maximum Speed}} = \text{Speed \%}$$

$$\frac{\text{Speed\% Maximum Marks}}{100} = \text{Obtain marks}$$

For Example : 5% Mistake will be exempt

Total Words 300 @ 60 WPM

Total Mistake 50 Words - 15 Words exempt mistake total mistake 35

Total Words 300 - 35 mistakes = 265

$$\frac{265}{05 M} = \text{Obtain speed 53 wpm}$$

$$\frac{53 \times 100}{60} = 88\% \text{ speed}$$

$$\frac{88 \times 30}{100} = 26.4 \text{ obtain marks}$$

If obtain speed below 60% will be allotted 00% Marks.

## 2.5 SHORT HAND ENGLISH II (PRACTICAL)

L	T	P
2	-	4

1. Transcription from shorthand and on the Typewriter.
2. Practice from exercises of Circles, Loops etc. from workbook & Textbook.
3. Practice of initial hooks and final hooks from Workbook and Textbook.
4. Practice of compound consonants, halving & doubling principle.
5. Practice of prefixes & suffixes from Textbook & Workbook.
6. Practice of intersection of strokes for official Phrases.
7. Practice of special contractions, idioms & writing of proper nouns from Textbook & Workbook.

Five/seven speed tests.

( To develop ability to take notes in neat, accurate style at the rate of 60 W.P.M. )

### **EXAMINATION**

**TIME-2:00 Hrs.**

1. One passage of 5 minutes duration with a speed of 60 words per minute containing 300 words from a simple passage.**or**
2. One personal letter of not more than 250 words of 5 minutes duration. Dictation with a speed of 50 words per minute in Shorthand and transcribing.

### **Instruction of Shorthand Hindi & English (Practical) For First Year**

1. Practical Marks divided by two forms (50 Marks)
  - I. 20 Marks for Viva Vice (Project Work, Assignment No Minimum 100 with transcription file, Shorthand Note book etc.)
  - II. 30 marks for Dictation - 60 W.P.M. Unseen Passage 300 Words & One Letter Business & Official 50 w.p.m. 150-200 Words. And to transcribe them on the typewriter or computer in one hour.
  - III. Allotment of dictation & hand written transcription Marks MM 30

$$\frac{\text{Obtain speed} \times 100}{\text{Maximum Speed}} = \text{Speed } \%$$

$$\frac{\text{Speed\% Maximum Marks}}{100} = \text{Obtain marks}$$

For Example : 5% Mistake will be exempt

Total Words 300 @ 60 WPM

Total Mistake 50 Words - 15 Words exempt mistake total  
mistake 35

Total Words 300 - 35 mistakes = 265

$$\frac{265}{05 M} = \text{Obtain speed 53 wpm}$$

$$\frac{53 \times 100}{60} = 88\% \text{ speed}$$

$$\frac{88 \times 30}{100} = 26.4 \text{ obtain marks}$$

If obtain speed below 60% will be allotted 00% Marks.

2.6 COMPUTER TYPING HINDI-II (Practical)

कम्प्यूटर टाइप (प्रयोगात्मक)

L T P  
2 - 4

- 1- शिफ्ट की का व शिफ्ट लॉक का प्रयोग करना।
- 2- अनुच्छेद बनाने सम्बन्धी पुर्जों का प्रयोग। अनुच्छेद बनाने की विधि- इन्डेन्टड पद्धति, ब्लाक पद्धति, हैंगिंग द्वारा व्याकरण चिन्हों का प्रयोग, एक स्पेस, दो स्पेस, बिना स्पेस।
- 3- षब्द छापने का अभ्यास, गति व लय के साथ टाइप करना, हल्के हाथों से टाइप करना।
- 4- शीर्षक छापने का अभ्यास। चल स्पेस विधि, बैक स्पेस विधि।
- 5- छोटे-बड़े पत्रों/व्यापारिक व सरकारी को छापना। षासकीय पत्र, अषासकीय पत्र, कार्यालय ज्ञापन, अधिसूचना, पृष्ठांकन आदि।
- 6- अषुद्धियों को ठीक करना।
- 7- कम्प्यूटर टाइपिंग

**Note : Practice on "Mangal" Font**

परीक्षा/प्रश्न पत्र हस्तलिखित होगा

समय 1.30 घंटा

एक उद्धरण जिसमें 200 षब्द से अधिक न हो। 10 मिनट में 20 षब्द प्रति मिनट की गति से कम्प्यूटर टाइप करना।

नोट:- पत्र एवं उद्धरण कम्प्यूटर पर टाइप कर प्रिंट किया जायेगा।

**NOTE:** The practical Examination shall be conducted along separately with other practical examiners.

30 Marks on Typeing Speed  
20 Marks viva and Project

## 2.7 COMPUTER TYPING ENGLISH II (PRACTICAL)

L	T	P
2	-	4

1. Typing from easy and difficult exercise-each exercise should be typed at least five times.
2. Practical training of cleaning of computer, syllabification of words.
3. Spacing and punctuation. Single space, Two space, No Space.
4. Speed practice, Speed test for 5/10 Minutes.
5. Centralising heading. Back space, Tabulation methods.
6. Typing of official and business letters.
7. Computer Typing.

NOTE: Computer Typewriting Lab- 04

### **TYPING PRACTICAL EXAM**

**TIME : 1.30 HOUR**

One passage not containing more than 200 words.

Time 30 Minutes.

One commercial or official letter not containing more than 125 words.

Time 15 Minutes.

**NOTE:** The practical Examination shall be conducted along separately with other practical examiners.

30 Marks on Typing Speed

20 Marks viva and Project



## 2.8 COMPUTER COMMUNICATION CONCEPT

L T P  
2 - 4

### Rationale :

The purpose of introducing this paper is to equip the student with the elementary knowledge of computers to enable him to use computer in day today office working.

### TOPIC WISE DISTRIBUTION OF PERIODS

Sl.No.	Units	Coverage Time		
		L	T	P
1.	Fundamentals of Computers	5	-	-
2.	Operating System	5	-	-
3.	Word Processing	6	-	-
4.	Spreadsheet Package (Excel)	6	-	-
5.	Presentation Package	6	-	-
		28	-	56

### DETAILED CONTENTS

#### 1. FUNDAMENTAL OF COMPUTERS :

Introduction, Components of computer, Different types of computers, Setting up a system, Turning on and off, Hardware and Software.

#### 2. Operating System :

##### 2.1 Disk Operating System

2.1.1 Simple DOS internal and External Commands

2.1.2 Basic File Operation

2.1.3. Difference between Internal & External Commands

##### 2.2 Microsoft Windows

2.2.1 An overview of different version of Windows.

2.2.2 Basic Windows elements

2.2.3 File Management through Windows

2.2.4 Using Essential Accessories: system tools - Disk Cleanup.  
Disk Defragmenter, Entertainment, Games, Calculator  
Imaging - Fax, Notepad, Paint, World Pad.

### **3. World Processing :**

3.1 World Processing Concepts.

3.2 Saving, Closing, Opening an Existing Document.

3.3 Selecting Text, Editing Text.

3.4 Finding and Replacing Text.

3.5 Printing Documents.

3.6 Creating and Printing Merged Documents.

3.7 Character and Paragraph Formatting, Page Design and Layout.

3.8 Editing and Proofing Tools; Checking and Correcting Spellings.

3.9 Handling Graphics.

3.10 Creating Tables and Charts.

3.11 Document Templates and Wizards.

### **4. Spreadsheet Package : (EXCEL)**

4.1 Spreadsheet Concept

4.2 Creating, Saving and Editing a Work Book

4.3 Inserting, Deleting Work Sheets

4.4 Entering Data in a Cell/Formula

4.5 Copying and Moving Data from Selected Cells

4.6 Handling Operators in Formulas

4.7 Functions; Mathematical; Logical, Statistical Text, Financial.  
Date and Time Functions, using Function Wizard.

4.8 Formatting a Worksheet: Formatting Cells changing data Alignment,  
Changing Date, Number, Character or Currency Format, Changing  
Font, Adding Borders and Colors.

4.9 Printing Worksheet.

4.10 Charts and Graphs- Creating, Previewing, Modifying Charts.

4.11 Integrating Word Processor, Spread Sheets, Web Pages.

### **5. Presentation Package :**

- 5.1 Creating, Opening and Saving Presentation
- 5.2 Creating the look of your Presentation
- 5.3 Working in Different Views, Working with Slides
- 5.4 Adding and Formatting Text, Formatting Paragraphs
- 5.5 Checking Spelling and Correcting Typing Mistakes
- 5.6 Making Notes Pages and Handouts
- 5.7 Drawing and Working with Objects
- 5.8 Adding Clip Art and Other Pictures
- 5.9 Designing Slides Shows
- 5.10 Running and Controlling a Slide Show
- 5.11 Printing Presentation

#### **LIST OF PRACTICALS**

1. Practice on above Software.
2. Creating E-mail accounts.

#### **NOTE :**

Syllabus of this subject is as per CCC there is no need for the students to pass separately being conducted exam N.I.E.L.T..

### III Semester

#### 3.1 SECRETARIAL PRACTICE & OFFICE AUTOMATION

L	T	P
4	2	-

#### Rationale :

Personal Secretary/Assistant have to do certain functions like handling telephone, Collection of information, public relations. Knowledge of office automation machines will definitely prove an asset to any office for quick disposal of work.

#### TOPIC WISE DISTRIBUTION OF PERIODS

Sl.No.	Units	Coverage Time		
		L	T	P
1.	Secretarial/Official functions of PA/PS,	12	5	-
2.	Sources of Information	15	9	-
3.	Public relations of PA/PS	10	5	-
4.	Office Machines & Equipment	10	5	-
5.	Development of M.I.S.	9	4	-
		56	28	

#### DETAILED CONTENTS

#### 1. SECRETARIAL/OFFICIALS FUNCTIONS OF PA/PS

Secretarial/ Official functions of Personal Assistant/ Personal Secretary, Personal and professional qualities of Personal Assistant/ Personal Secretary and Telephone conduct, Types of secretaries..

#### 2. SOURCES OF INFORMATION:

2.1 Telephone Directories.

2.2 Railway time table.

2.3 Year Books.

2.4 Government reports.

2.5 Encyclopaedia.

2.6 Travel information, Rail, Air, Sea.

**3. PUBLIC RELATIONS OF PA/PS**

Receptionist duties, message book, recording messages, visitors diary.

**4. OFFICE MACHINES & EQUIPMENTS**

Office machines and equipments - need and importance.  
Function and operation of the following office machines and applicances.

A. Electronic calculator,

B. Scanner, Zerox machine.

C. Billing machine, Time recorder, Cash register.

D. Tape recorder, Dictaphone, Intercom, PBX, EPABX.

E. Desktop Computer and Laptop Pc.

F. Functioing of FAX machine

G. Sending and receving E-mail.

**5. Development of M.I.S. (Management Information System)**

A. Meaining, Objectives, Need & Importance.

B. Principle of Management Information System.

## SECRETARIAL PRACTICE & OFFICE AUTOMATION LAB

### 1. COMMUNICATION SYSTEMS:

#### 1.1 Oral Communication & Tele Communication System

Practice on Following

- 1.1.1 Telephone
- 1.1.2 Direct line
- 1.1.3 Direct line with extensions
- 1.1.4 PBX
- 1.1.5 PABX
- 1.1.6 Inter-com
- 1.1.7 Telephone Etiquettes, Voice and Speech.
- 1.1.8 Receiving and Transferring calls.

#### 1.2 Mechanical and Electronics Equipments

Practice operation of followings

- 1.2.1 Photocopying M/C
- 1.2.2 Desktop Computer
- 1.2.3 Cash Resister
- 1.2.4 Punch Card M/C
- 1.2.5 Facssimile Telegraphy
- 1.2.6 CCTV/TV
- 1.2.7 Bells and Buzzers.
- 1.2.8 Lighted signals.
- 1.2.9 FAX Machine
- 1.2.10 E-mail
- 1.2.11 Tape Recorder

(Operation of any five machines available in the Institute.)

- 2. Practice in operating computer - Data handling, Storage and Retrieval of information. Practice on Internet, Opeing E-mail accounts and send/receive E-mails, download and printing.

### 3.2 OFFICE & BUSINESS CORRESPONDENCE IN ENGLISH

L	T	P
4	2	-

#### **Rationale :**

Modern office Management and Secretarial Practice covers very vast areas of multidimensional activities. Its spectrum does envisage voluminous shades of official procedures and the concurrent transactions. Enumerable among them, work being highlighted upon, are - forms and Procedures of communication, Drafting of communication, Issue of drafts and specimen forms of miscellaneous correspondence. The current syllabus so retouched here under stresses, therefore on development of written mode of expression tinged with a sustained effort to keep the students simultaneously exposed to oral conversation and reading practices throughout. It has been designed so as to suit the needs of the working environ and situational exigencies being come across in most of the offices of both the public and the private sectors. The core concept behind the churning up of the whole curriculum has been to ensure the efficacy of the programme in terms of the routine and functions of the world of work.

#### **TOPIC WISE DISTRIBUTION OF PERIODS**

Sl.No.	Units	Coverage Time		
		L	T	P
1.	Topic 1	5	2	-
2.	Topic 2	5	2	-
3.	Topic 3	5	2	-
4.	Topic 4	5	3	-
5.	Topic 5	5	2	-
6.	Topic 6	5	4	-
7.	Topic 7	5	2	-
8.	Topic 8	5	3	-
9.	Topic 9	5	3	-
10.	Topic 10	6	2	-
11.	Topic 11	5	3	-
		56	28	

#### **DETAILED CONTENTS**

#### **1. CORRESPONDENCE :**

Meaning and importance, Process, Uses.

**2. GOVERNMENT CORRESPONDENCE :**

Introduction, Noting on files, Official letters, Demi-official letters, Office orders, Memorandum, Notification, Endorsements, Inter department communication.

**3. CIRCULAR LETTERS :**

Change of address, Opening of new branches, Introduction of a partner, Retirement of partner.

**4. ENQUIRY LETTERS:**

Meaning and importance of enquiries (business), Quotations, Special terms used in business letters.

**5. ORDERS LETTERS :**

Placing of an order, Follow up letters, Acceptance and refusal of an order, cancellation of an order.

**6. BANK CORRESPONDENCE :**

Inquiring regarding opening of account, Regarding payment, Asking the bank to stop payment, Advice of consignment, Overdraft facilities, Loss of cheque book, Standing instructions to bank, Dishonour of cheques, reasons, letter from customers, Bank forms and bank terms.

**7. ESSENTIAL OF A GOOD BUSINESS LETTER :**

Parts of a letter, Formats/Style of a business letter.

**8. SALES LETTERS :**

Introduction of a new product, Promotion of an existing products, Publicity of business, Special offers/discounts, etc.

**9. CLAIMS, COMPLAINTS AND ADJUSTMENT :**

Complaint of late delivery, Complaint of partial delivery, Delivery of defective goods of inferior quality, etc.

**10. REMITTANCE AND COLLECTION LETTER :**

Remittance covering the final settlement of account, Partial remittance, Total series of collection letters.

**NOTE:-**

Oral conversation and reading practice from Newspapers, Books and Journals shall be practised at least once in a



week to develop speech power in the students. 10 marks out of 20 sessional marks in subject shall be reserved for oral conversation and reading practice.

**11. E-MAIL ENGLISH FOR CORRESPONDENCE :**

**Introduction-**

1. Formal or Informal
2. Missing words and abbreviations
3. Key phrases

**Basics-**

1. Opening account and closing
2. Giving news
3. Information, Action & Help
4. Internal messages
5. Attachments
6. Invitations and Directions

**Direct/Indirect-**

1. Being direct and Brief
2. Being indirect and Polite

**Phrase Bank**

To collect, generate, acquire and maintain a phrase bank.

### 3.3 SHORTHAND HINDI - III (PRACTICAL)

#### आशुलिपि हिन्दी (प्रयोगात्मक)

L	T	P
1	-	4

1. विशेष विषयों का अभ्यास।

- (अ) व्यंजन को आधा करने का अभ्यास। त, ट हल्के व्यंजनों के लिये अर्द्धकरण, द, ड, ढ, घ गहरे व्यंजनों के लिये अर्द्धकरण करने के लिये नियम।
- (ब) व्यंजन को दूना करने का अभ्यास। सरल रेखाओं को दूना करना, वक्र रेखाओं को दूना करना, ल व्यंजनों को दूना करने के लिये नियम, क्रिया विभक्ति के लिये द्विगणन, वाक्यों में द्विगणन
- (स) द्विध्वनिक मात्राओं का अभ्यास।
- (द) त्रिध्वनिक मात्राओं का अभ्यास।

परीक्षा :

समय – दो घंटा

1. आशुलिपि का एक गद्यांश 05 मिनट में 350षब्दों से अधिक नहीं होगा। डिक्टेसन लेकर अनुलिपि करना। 70षब्द प्रति मिनट की गति से।
2. एक सरकारी पत्र जिसमें 250षब्द से अधिक न हों 05 मिनट का, 50षब्द प्रति मिनट की दर से डिक्टेसन लेकर अनुलिपि करना।

Note : Transcription only by Computer

### 3.4 SHORTHAND ENGLISH-III (PRACTICAL)

L	T	P
1	-	4

1. Practice from exercises and special construction.
2. Dictation, reading and Transcription
3. Dictation from unseen easy passage with speed of 70 w.p.m.
4. Transcription of on the computer.

#### **EXAMINATIONS :**

**2 Hours**

1. To take dictation at the speed of 60 w.p.m. of 2 letters- one official and one commercial of 5 minutes each and to transcribe them in English on the computer.
2. One passage containing 350 words to be written @ 70 words in 5 minutes and to transcribe them in English on the computer.

Note : Transcription only by Computer

### 3.5 COMPUTER TYPING HINDI – III (PRACTICALS)

#### टंकण हिन्दी (प्रयोगात्मक)

L	T	P
1	-	4

1. प्रतियाँ निकलाने की विधि।
2. तुलनात्मक विवरण तैयार करना।
3. व्यवहारिक पत्र छापने की विधि।
4. सरकारी पत्रों को व व्यापारिक पत्रों को टाइप करना।

NOTE : Practice on “Mangal” Font

परीक्षा / प्रश्नपत्र हस्तलिखित होगा

समय – 1.30 घंटा

- 1 एक उद्धरण जिसमें 250षब्द से अधिक न हों, 10 मिनट में, 25षब्द प्रति मिनट की गति से कम्प्यूटर टाइप करना।
- 2 एक ष्वासकीय पत्र जिसमें 200 षब्द से अधिक न हों को 20 षब्द प्रति मिनट की गति से टाइप करना।

नोट:- पत्र एवं उद्धरण, कम्प्यूटर पर टाइप कर प्रिन्ट किया जायेगा।

NOTE : Practical examination shall be conducted seperatly with other practical papers by practical examiners.

30 Marks on Typeing Speed  
20 Marks viva and Project

### 3.6 COMPUTER TYPING ENGLISH-III (PRACTICAL)

L	T	P
1	-	4

1. Typing multiple copies of correspondance.
2. Typing of comperative statements.
3. Typing practice of various types of official letters, Un-official letter . Correspondance, Memorandum, Notice, Endorsement, etc.
4. Typing practice of tabular statements, balance sheet, bills invoices etc.

**PRACTICAL EXAMINATION :**

**Total time 1.30 hour.**

- (A) One Passage containing not more than 300 words at the speed of 30 w.p.m. 10 Min.
- (B) Type One official containing not more than 250 words at speed of 25 WPM. 10 Min

नोट:- पत्र एवं उद्धरण, कम्प्यूटर पर टाइप कर प्रिन्ट किया जायेगा ।

NOTE : Practical examination shall be conducted seperatly with other practical papers by practical examiners.

30 Marks on Typeing Speed  
20 Marks viva and Project

### 3.7 COMPUTER ACCOUNTANCY

L T P  
2 - 8

**Rationale :**

The purpose of introducing this paper is to equip the student with the elementary knowledge of computerized accounting to enable them to handle accounts on computers in day today office working.

#### **TOPIC WISE DISTRIBUTION OF PERIODS**

Sl.No.	Units	Coverage Time		
		L	T	P
1.	Introduction of Tally	3	-	-
2.	Basic accounts	6	-	-
3.	Traders accounts	5	-	-
4.	Advance accounts	5	-	-
5.	Data colaboration	3	-	-
6.	Basic Inventory	3	-	-
7.	Advance Inventory	3	-	-
		28	-	112

#### DETAILED CONTENTS

- 1. Introduction of Tally:** Meaning and Importance of Tally.
- 2. Basic accounts :** Start Tally, Create Company, Charts of accounts, Account masters, Voucher Entry, Single mode Voucher Entry, Account Master Lists, Account Voucher List, Day Book Summery, Trial Balance, Final Account & Print of Reports.
- 3. Traders accounts :** Customer Supplier Profile, Sales-Purchase Voucher Entry, Bills Register, Sales & Purchase Summery.
- 4. Advance accounts:** Auto Selection of Company, To close company, Account group Balance, Multiple Account Master Entry, Copy Masters of other company etc., Cost Catagories & Cost Center, Voucher Types, T.D.S., Service Tax, Bank Reconciliation.
- 5. Data colaboration :** Security, Export Data, Import of Tally Data.
- 6. Basic Inventory:** Inventory Master, Inventory Voucher, Invoicing, Inventory Reports, Invoice Register, Stock Journal Report.
- 7. Advance Inventory:** Advance Inventory Features, Price List Discount, Sales Tax, VAT, Excise Duty, Service Bills, Godown, Delivery Challans, Orders.

## IV Semester

### 4.1 ELEMENTS OF COMPANY LAW AND BANKING SERVICES

L	T	P
4	2	-

#### **Rationale :**

There are certain routine works almost in every office like Banking transactions, Meetings, Service conduct rules and Secretarial functions which a stenographer/PA/PS comes across in actual working atmosphere. The student should have knowledge about these things also.

#### **TOPIC WISE DISTRIBUTION OF PERIODS**

		L	T	P
1.	Elements of a Company	14	7	-
2.	Shares & Debentures	14	7	-
3.	Meetings	14	7	-
4.	Banking Transactions	14	7	-
		56	28	

#### **DETAILED CONTENTS**

1. **ELEMENTS OF A COMPANY:**
  - 1.1 Concept of Company.
  - 1.2. Formation of Company.
  - 1.3. Public and Private Company.
  - 1.4. Memorandum of Association.
  - 1.5. Articles of Association.
  - 1.6. Prospectus
  - 1.7. Functions and duties of:
    - A. Director
    - B. Manager/Executives.

2. **SHARES AND DEBENTURES :**

- 2.1. Shares, meanings, definition, types, application of shares, allotment, calls, forfeiture, transmission of share.
- 2.2. Debentures and its kinds

3. **MEETINGS:**

Knowledge of procedure and conduct of meetings. Notice Agenda, Physical facilities, Attendance, quorum, minutes of meeting, adjournment, motion, resolution, amendment, casting vote, proxy, point of order, status quo.

4. **BANKING SERVICES:**

- 4.1. Importance and Functions of Banks.
- 4.2. Different types of Bank Account, their opening and operation.
- 4.3. Kinds of Cheques (Bearer and Order Cheques)
- 4.4. Endorsement of Cheques.
- 4.5. Dishonoured Cheques.
- 4.6. Crossing of Cheques.
- 4.7. Draft, Pay order.



#### 4.2 VOCATIONAL HINDI AND CORRESPONDENCE

### व्यावसायिक हिन्दी एवं पत्राचार

L T P

4 2 -

#### उपयोगिता :-

राष्ट्रभाषा हिन्दी के उन्नयन एवं कार्यालयों में बढ़ते प्रयोग एवं प्रसार को दृष्टि में रखते हुए हिन्दी भाषा में कार्यालय में प्रयोग होने वाली षब्दावली का हिन्दी भाषा में प्रयोग एवं पत्रलेखन अब अनिवार्य हो गया है। अतः छात्र/छात्राओं को हिन्दी भाषा में कार्यालय पत्र-व्यवहार में निपुण एवं प्रभावी बनाने हेतु हिन्दी पाठ्यक्रम ही वर्तमान समय की आवश्यकता के अनुरूप बनाया गया है।

पाठ्यक्रम के निर्माण से इस बात का ध्यान रखा गया है कि कार्यालयों में प्रयुक्त होने वाली पत्रावलियों में हिन्दी का न केवल शुद्ध प्रयोग हो एवं हिन्दी सुस्पष्टता भी हो।

#### संज्ञा :-

- केन्द्रीय एवं प्रादेशिक सरकारों तथा विभिन्न कार्यालयों से सम्बन्धित पद संज्ञा का हिन्दी रूपान्तरण
२. कार्यालय नामावली :-  
विभिन्न कार्यालयों के नामों का हिन्दी रूपान्तर।
  ३. सामान्य प्रशासनिक षब्दावली का हिन्दी रूपान्तर।
  ४. पारिभाषिक उप वाक्यों का हिन्दी रूपान्तर।
  ५. संक्षेपण :- संक्षिप्त लेखन तथा इसका कार्य, आदर्श रूप संक्षिप्त लेखन के लिए आवश्यक निर्देश, संक्षिप्त लेखन की उचित विधि एवं लिखित अभ्यास कार्य।
  ६. पत्र लेखन :- पारिवारिक पत्र, सम्बन्धियों को पत्र, निमन्त्रण पत्र, बधाई-पत्र, धन्यवाद पत्र, सम्वेदना पत्र।

७. आलेखन (प्रारूपण) :- सामान्य परिवयव प्रारूप की आदर्ष रूपरेखा ।  
षासकीय पत्र, अर्द्धषासकीय व अषासकीय पत्र, कार्यालय ज्ञापन, ज्ञापन, परिपत्र, मंजूरी पत्र, कार्यालय आदेश, अनुस्मारक पत्र, पृष्ठांकन पत्र, अधिसूचना पत्र, प्रस्ताव, प्रेस विज्ञप्ति/ज्ञापनी तार, तुरन्त पत्र, बचन पत्र, घोषणा पत्र ।
८. व्यापारिक पत्र :- पूछताछ, कोटेशन, आदेश, आदेशपूर्ति, शिकायत तथा शिकायतों के उत्तर ।
९. आवेदन पत्र :- आकस्मिक पत्र, चिकित्सा, नौकरी हेतु प्रार्थना पत्र ।
१०. टिप्पणी :- सामान्य परिचय, टिप्पणी के नियम एवं प्रकार ।

**नोट :-**

कक्षा के छात्र/छात्राओं में प्रति सप्ताह एक बार संवाद/वार्तालाप कराये जाये जिसमें युक्तिपूर्वक अपनी बात कह सकने का अभ्यास हो सके। इस बिन्दु पर विशेष ध्यान रखा जाये कि उनमें न केवल साक्षात्कार के समय आत्मविश्वास पूर्वक अपनी बात प्रकट करने की क्षमता विकसित हो सके। प्रत्योपरान्त अधिकारियों के सम्मुख विचारणीय विषय पर अपना मत व्यक्त करने में भी सहायता मिल सके। अन्तिम वर्ष में 20 सौत्रिक अंकों में से 15 अंक इस बिन्दु पर ही सुरक्षित रखे जायें।

### 4.3 PERSONALITY DEVELOPMENT AND BEHAVIOUR

L T P  
4 2 4

#### TOPIC WISE DISTRIBUTION OF PERIODS

Sl.No.	Units	Coverage Time		
		L	T	Lab
1.	Topic 1	12	6	-
2.	Topic 2	12	5	-
3.	Topic 3	12	5	-
4.	Topic 4	5	3	-
5.	Topic 5	5	3	-
6.	Topic 6	5	3	-
7.	Topic 7	5	3	-
		56	28	56

#### DETAILED CONTENTS

##### 1. ATTITUDE AND PERSONALITY :

Attitude - Introduction, Types, Its significance in personality, Factors determining it, Its correlation with success, Step to build up positive attitude.

Goal Setting - Attitude and goal setting, its significance in personality development, Setting your personalized goals.

Personality - Introduction, Types- Outer and Inner, Its significance in modern world. (Healthy and Sick Personality)

##### 2. ATTITUDE AT WORKPLACE :

Proving to the expectations of seniors, Subordinates, Co-workers, Personal employability skills, Time management, Stress management, Human networking or people skills, Team building, Self-motivation and leadership traits, Negotiation skills.

##### 3. PERSONALITY DEVELOPMENT :

Personal Grooming - Health and Hygiene, Dressing sense, Developing positive habits and character, Body language, Basic manners and etiquettes, Giving personality and professional outlook.

**4. WORKING AT GLOBAL WORKPLACE :**

Self Management - Self-Adaptation with corporate, Behavioral adjustment, Co-ordination ability, Coping job shifts and job rotation.

**5. INTELLIGENCE.I.Q. AND PERSONALITY TESTS :**

Intelligence Tests - Verbal and Non-verbal.  
Personality Tests - Simulation and situation tests,  
Psychological tests, I.Q. and memory based tests.

**6. Leadership :**

Meaning & definition, Qualities of a Leader,  
Importance of Leadership , Leadership styles, Theories of  
Leadership, Influence Process.

**LAB EXCERSISES :**

1. Case studies relating to topics of syllabus.
2. Role play excersises.
3. Excersises related to Personality, Self diagnosis etc.

#### 4.4 ENVIRONMENTAL EDUCATION & DISASTER MANAGEMENT

L T P  
4 - -

##### RATIONALE :

A diploma student must have the knowledge of different types of pollution caused due to industrialisation and construction activities, so as he may help in balancing of eco-system and control pollution by providing controlling measures. They should be also aware of the environmental laws for effectively controlling the pollution of environment. The topics are to be taught in light of legislation Para-3.

##### TOPIC WISE DISTRIBUTION OF PERIODS :

SL. NO.	TOPIC	L	T	P
1.	Introduction	6		
2.	Pollution	4		
2.1	Water Pollution	8		
2.2	Air Pollution	8		
2.3	Noise Pollution	4		
2.4	Radio Active Pollution	6		
2.5	Solid Waste Management	6		
3.	Legislations	4		
4.	Environmental Impact Assessment	4		
5.	Disaster Management	6		
TOTAL		56	-	-

##### DETAILED CONTENTS

##### 1. INTRODUCTION :

- Basics of ecology, Ecosystem, Biodiversity Human activities and its effect on ecology and eco system, different development i.e. irrigation, urbanization, road development and other engineering activities and their effects on ecology and eco system, Mining and deforestation and their effects.
- Lowering of water level , Urbanization.

- Biodegradation and Biodegradability, composting, bio remediation, Microbes .Use of biopesticides and biofungicides.
- Global warning concerns, Ozone layer depletion, Green house effect, Acid rain,etc.

## **2. POLLUTION :**

Sources of pollution, natural and man made, their effects on living environments and related legislation.

### **2.1 WATER POLLUTION :**

- Factors contributing water pollution and their effect.
- Domestic waste water and industrial waste water. Heavy metals, microbes and leaching metal.
- Physical, Chemical and Biological Characteristics of waste water.
- Indian Standards for quality of drinking water.
- Indian Standards for quality of treated waste water.
- Treatment methods of effluent (domestic waste water and industrial/ mining waste water), its reuse/safe disposal.

### **2.2 AIR POLLUTION :**

Definition of Air pollution, types of air pollutants i.e. SPM, NOX, SOX, CO, CO<sub>2</sub>, NH<sub>3</sub>, F, CL, causes and its effects on the environment.

- Monitoring and control of air pollutants, Control measures techniques. Introductory Idea of control equipment in industries i.e.
  - A. Settling chambers
  - B. Cyclones
  - C. Scrubbers (Dry and Wet)
  - D. Multi Clones
  - E. Electro Static Precipitations
  - F. Bog Fillers.
- Ambient air quality measurement and their standards.
- Process and domestic emission control
- Vehicular Pollution and Its control with special emphasis of

Euro-I, Euro-II, Euro-III and Euro IV.

**2.3 NOISE POLLUTION :**

Sources of noise pollution, its effect and control.

**2.4 RADISACTIVE POLLUTION :**

Sources and its effect on human, animal, plant and material, means to control and preventive measures.

**2.5 SOLID WASTE MANAGEMENT :**

Municipal solid waste, Biomedical waste, Industrial and Hazardous waste, Plastic waste and its management.

**3. LEGISLATION :**

Preliminary knowledge of the following Acts and rules made thereunder-

- The Water (Prevention and Control of Pollution) Act - 1974.
- The Air (Prevention and Control of Pollution) Act - 1981.
- The Environmental Protection (Prevention and Control of Pollution) Act -1986. Rules notified under EP Act - 1986 Viz.
  - # The Manufacture, Storage and Import of Hazardous Chemical (Amendment) Rules, 2000
  - # The Hazardous Wastes (Management and Handling ) Amendment Rules, 2003.
  - # Bio-Medical Waste (Management and Handling) (Amendment) Rules, 2003.
  - # The Noise Pollution (Regulation and Control) (Amendment) Rules, 2002.
  - # Municipal Solid Wastes (Management and Handling) Rules, 2000.
  - # The Recycled Plastics Manufacture and Usage (Amendment) rules, 2003.

**4. ENVIRONMENTAL IMPACT ASSESSMENT (EIA) :**

- Basic concepts, objective and methodology of EIA.

- Objectives and requirement of Environmental Management System (ISO-14000) (An Introduction).

**5. DISASTER MANAGEMENT :**

Definition of disaster - Natural and Manmade, Type of disaster management, How disaster forms, Destructive power, Causes and Hazards, Case study of Tsunami Disaster, National policy- Its objective and main features, National Environment Policy, Need for central intervention, State Disaster Authority- Duties and powers, Case studies of various Disaster in the country, Meaning and benefit of vulnerability reduction, Factor promoting vulnerability reduction and mitigation, Emergency support function plan.

Main feature and function of National Disaster Management Frame Work, Disaster mitigation and prevention, Legal Policy Frame Work, Early warning system, Human Resource Development and Function, Information dissemination and communication.





#### 4.5 SHORTHAND HINDI - IV (PRACTICAL)

### आशुलिपि हिन्दी (प्रयोगात्मक)

L	T	P
1	-	4

1. प्रत्यय, उपसर्ग संधि का अभ्यास।
2. पदनाम वाक्यांश-व्यजन रेखाओं पर काट, संख्याएँ एवं मुद्राएँ।
3. जुट शब्दों का प्रयोग और अभ्यास। सामासिक शब्द, विलोम, पुनरावृत्त पुनरोक्ति, ग्रह नक्षत्र, माह, साप्ताहिक दिवस, राज्यों के नाम, मुख्य शहरों के नाम।
4. वाक्यांशों का प्रयोग और अभ्यास।
5. विभिन्न विभागीय प्रचलित शब्दों का प्रयोग एवं अभ्यास। कार्यपालिका, न्याय पालिका, रेलवे विभाग, विधायिका, कानूनी, व्यवसायिक, तकनीकी, बैंकिंग पत्र लेखन
6. पठित एवं अपठित गद्यांशों का डिक्टेसन और अनुलिपि।

**परीक्षा :**

**समय – दो घंटा**

1. दो पत्र :- एक शासकीय तथा दूसरा व्यापारिक जिसमें प्रत्येक में 400 शब्दों से अधिक न होंगे, प्रत्येक 5 मिनट में 80 शब्द प्रति मिनट की गति से बोला जायेगा।
2. एक उद्धरण जिसमें 400 शब्दों से अधिक न होंगे, 80 शब्द प्र0मि0 की गति से 5 मिनट में बोला जायेगा।

**नोट :-**पत्र एवं उद्धरण कम्प्यूटर पर टाइप कर प्रिन्ट किया जायेगा।

**Instruction of Shorthand Hindi & English (Practical) For IV Semester**

1. Practical Marks divided by two forms (50 Marks)

- I. 20 Marks for Viva Vice (Project Work, Minimum no. of Assignments- 100 with transcription file, Shorthand Note book etc.)
- II. 30 marks for Dictation - 60 W.P.M. Unseen Passage 500 Words & One Letter Business & Official 50 w.p.m. 200-250 Words. And to transcribe them on the computer in one & half hour. Passage o letter to be compulsory to transcribe them on
- III. Allotment of dictation & transcription Marks MM 30

$$\frac{\text{Obtain speed} \times 100}{\text{Maximum Speed}} = \text{Speed } \%$$

$$\frac{\text{Speed} \% \text{ Maximum Marks}}{100} = \text{Obtain marks}$$

For Example : 5% Mistake will be exempt

Total Words 500 @ 100 WPM

Total Mistake 60 Words - 25 Words exempt mistake total mistake 35

Total Words 500 - 35 mistakes = 465

$$\frac{465}{05 M} = \text{Obtain speed } 93 \text{ wpm}$$

$$\frac{93 \times 100}{100} = 93\% \text{ speed}$$

$$\frac{93 \times 30}{100} = 27.9 \text{ obtain marks}$$

If obtain speed below 60% will be allotted 00% Marks.

#### 4.6 SHORTHAND ENGLISH-IV (PRACTICAL)

L	T	P
1	-	4

1. Dictation of seen and unseen passages including  
Correspondance, Memorandum, Business letter, Official letter, Circular, Notice, Departmental word (Railways, Parliment, Technical word, Legal Phases, Editorial).
2. Daily Transcription on the computer.
3. Speed test.

#### **EXAMINATIONS:**

**2 Hours**

3. To take dictation at the speed of 80 w.p.m. of 2 letters- one official and one commercial of 5 minutes each and to transcribe them in English on the computer.
4. One passage containing 400 words to be written @ 80 words in 5 minutes and to transcribe the notes on the computer.

#### **Instruction of Shorthand Hindi & English (Practical) For Final Year**

1. Practical Marks divided by two forms (50 Marks)
  - I. 20 Marks for Viva Vice (Project Work, Minimum no. of Assignments- 100 with transcription file, Shorthand Note book etc.)
  - II. 30 marks for Dictation - 60 W.P.M. Unseen Passage 500 Words & One Letter Business & Official 50 w.p.m. 200-250 Words. And to transcribe them on the computer in one & half hour. Passage o letter to be compulsory to transcribe them on
  - III. Allotment of dictation & transcription Marks MM 30

$$\frac{\text{Obtain speed} \times 100}{\text{Maximum Speed}} = \text{Speed } \%$$

$$\frac{\text{Speed} \% \text{ Maximum Marks}}{100} = \text{Obtain marks}$$

For Example : 5% Mistake will be exempt

Total Words 500 @ 100 WPM

Total Mistake 60 Words - 25 Words exempt mistake total  
mistake 35

Total Words 500 - 35 mistakes = 465

$$\frac{465}{05 M} = \text{Obtain speed } 93 \text{ wpm}$$

$$\frac{93 \times 100}{100} = 93\% \text{ speed}$$

$$\frac{93 \times 30}{100} = 27.9 \text{ obtain marks}$$

If obtain speed below 60% will be allotted 00% Marks.

#### 4.7 COMPUTER TYPING HINDI – IV (PRACTICALS)

##### टंकण हिन्दी (प्रयोगात्मक)

L	T	P
1	-	4

1. टेबुलेटर का कार्य/खानेदार काम, बीजक, वार्षिक चिट्ठा, विक्रय विवरण इत्यादि।
2. अशुद्ध विवरण को ठीक करने के नियम। सांकेतिक चिन्हों का प्रयोग।

**Note : Practice on : “Mangal” Font**

परीक्षा/प्रश्नपत्र हस्तलिखित होगा

समय – 1.30 घंटा

1. एक उद्धरण जिसमें 300 शब्दों से अधिक न हो। गति 30 शब्द प्रति मिनट
2. एक अशुद्ध विवरण को टाइप करना जिसमें 200 शब्द से न होंगे।
- 3— एक सारिणीबद्ध विवरण बीजक अथवा वार्षिक चिट्ठा आदि जिसमें 04 कालम से अधिक न होंगे। अधिकतम 200 शब्द 20 शब्द प्रति मिनट 10 मिनट

नोट:— कम्प्यूटर पर टाइप कर प्रिन्ट किया जायेगा ।

NOTE : Practical examination shall be conducted seperatly with other practical papers by practical examiners.

30 Marks on Typeing Speed

20 Marks viva and Project

#### 4.8 COMPUTER TYPING ENGLISH-IV (PRACTICAL)

L	T	P
1	-	4

1. Typing from handwriting manuscripts containing proof correction signs.
2. Revision any practice tests for examination purpose with prescribed time. Business, Demi Official letters, Unofficial letter, Notice, Memorandum, Circular, Endorsement, Tender.
3. Computer Typing.

**PRACTICAL EXAMINATION :**

**Total time 1.30 hour.**

- (A) Passage containing not more than 400 words at the speed of 40 w.p.m. 10 Min.
- (B) Type One official or one commercial letter containing not more than 300 words at speed of 30 WPM.

NOTE : Practical examination shall be conducted seperatly with other practical papers by practical examiners.

30 Marks on Typeing Speed  
20 Marks viva and Project

#### 4.9 FIELD EXPOSURE

L	T	P
-	2	-

1. To send students to various reputed Govt./Semi-Govt./Corporations, Industries and other commercial establishments.
2. To impart training in various fields of Personnel Deptt., Secretarial work, Accounts and General office works in actual practice.
3. The training should be imparted only in those offices where the modern office devices are being used.
4. 2 periods for field exposure have been provided for organising course oriented, group discussion, mock presentation, uses of audio video system, seminars, one to one debate, etc. 20 Sessional marks allotted for field exposure will be awarded to students based on performance on above exercises.
5. The duration of training will be of atleast 4 weeks time during summer vacations.

Note : - Field Exposure training will be conducted after second semester examination and viva will be conducted in Fourth Semester.



### STAFF STRUCTURE

#### TWO YEAR DIPLOMA IN MODERN OFFICE MANAGEMENT & SECRETARIAL PRACTICE

Intake of the Course 60  
Pattern of the Course Semester Pattern

Sl. No.	Name of Post	No.
1.	Principal	1
2.	H. O. D.	1
3.	Lecturer(1 Commerce,2 Shorthand & Typing)	3
4.	Computer Operator (Common With D.C.A.)	1
5.	Instrument Mechanic	1
6.	Steno Typist	1
7.	Accountant/Cashier	1
8.	Store Keeper	1
9.	Class IV	6
10.	Sweeper	1 (Part Time)

Note :

1. Services of other discipline staff of the Institute may be utilized if possible.
2. Qualifications of Staff : as per service rules.
3. Committe felt that the above posts should be created and filled immediately for proper implementation of curriculum.

**SPACE REQUIREMENT**

No. M 2

[A] Administrative Block

1.	Prinicipal's room	1	30
2.	Steno room	1	6
3.	Confidential room	1	10
4.	Reception Lounge	1	25
5.	Main Office	1 (.25 Sqm./Student)	
6.	Library (common with other disciplines)	1	150
7.	Common room	3	150
	A. Boys Common Room	1	50
	B. Girls Common Room	1	50
	C. Staff Common Room	1	50
8.	Class rooms	2	120
9.	Store (100+0.1xStudent Population)	1	109
10.	Confrence Room	1	75
11.	Head of Department Room	1	15
12.	Lecturer Room	(10 Sqm./Lecturer)	
13.	Confidential Office for Examination work	1	25
14.	Estate Office (Security,Campus,Services)	1	25

[B] Academic Block

Sl.No.	Detail of Space	No.	@ Sq.m	Floor Area Sq.m.
1.	Class Room	2	60	120
2.	Office Automation Lab	1	60	60
3.	Typewriting & Stenography Lab	2	75	150
4.	Service Shop	1	15	15

[C]. Common Facilities

1.	Dispensary	1	75
2.	Canteen, Cooperative Store,Bank Extension Centre, Postal Services etc.	1	150
3.	Parking space		
	A. Cycle Stand	(1 Sqm./Cycle For 25% Students)	
	B. Scooter Stand	(3 Sqm./Scooter For 25% Students)	
	C. Car Garage	(15 Sqm./ Car )	
	D. Bus Garage	(55 Sqm./ Bus )	
4.	N.C.C. block	1	(2 Sqm/Student)

5. Guest room (with 2 guest rooms and service facility) 1 100

[D]. Residential Facilities

- |                             |   |  |
|-----------------------------|---|--|
| 1. Hostel for students      | 1 | for 50% boys & 100% girls students to be provided in seperate block) |
| 2. Staff quarters           |   |  |
| Principal                   | 1 | Type IV  |
| HOD/Warden                  | 2 | Type IV  |
| Sr. Lect./Lect.             | 2 | Type IV  |
| Technical/Ministerial staff | 4 | Type II  |
| Class IV                    | 6 | Type I   |
| 3. Play ground (common)     | 1 | 1500-2500 Sqm depending upon availability of land                    |

Priority to be given in following order

- (1)
  - a. Administrative Building
  - b. Labs
  - c. Workshop
  - d. Over head Tank
  - e. Boundary Wall
  - f. Principal Residence
  - g. Fourth Class Quarters (2/3)
- (2)
  - a. Hostel
  - b. Students Aminities
- (3)
  - Residences of employee



2.	Cash Register (Machine)	4	12000.00
3.	Calculator Different type	5	10000.00

**E. COMMUNICATION EQUIPMENT**

*1.	Electronic Inter-Com set with 12 Lines	1	50000.00
2.	Web Camera (with LCD)	5	100000.00
3.	Bio Metric Attendance	2	
4.	Fax machine	1	5000.00
5.	Internet facility	LS	

S.No.	Name of Equipment	No.	Approx. Amt.in Rs.
3.	Copy Holder	30	2000.00
4.	Stop Watch	4	2000.00
5.	Tool Kit	1 Set	5000.00

**F COMPUTER ACCESSORIES**

1.	Computers	60	24,00,000.00
2.	Printers (Laser-4, Dot Matrix-1 Ink Jet-4)	9	150,000.00
3.	Computer Furniture	LS	7,00,000.00
4.	Miscellaneous items	LS	4,00,000.00
5.	Software (as per need)	LS	2,00,000.00
6.	Air Conditioner	4	3,00,000.00
7.	LCD Projector (With Electronic Pen)	2	1,50,000.00
7.	External H.D. 1000 GB	4	20000.00
8.	USB (P.D.) 32 GB	4	5000.00
9.	Wifi Connectivity	2	10000.00
10.	Electronic I Card Printing Machine	2	10000.00

**LEARNING RESOURCE MATERIAL:**

7. LEARNING RESOURCE MATERIALS

1.	LCD Projector with Screen	1	--	20000
2.	Handicam	1	--	30000
3.	Cutting, Binding & Stitching equipment.	1	--	30000
4.	Desk Top Computer with Internet Core i5/i7- 760, Processor, Genuine Windiw 7, Professional 18 inch HD, Flat Panel Monitor Optical Mouse, Key Board & all related media or latest version	1	--	40000
5.	Home Theater Support Disc type CD. CDR/CDRW DVDR/DVDRW, VCD Supported with USB Port Support-DIVX/JPEG/MP3	1	--	25000
6.	Commerical P A System 16 W-220W output, AC & 24V DC Operated, 5 Mic. & 2 Auxilary input, Speaker output 4 Ohm, 8 Ohm, 17 V & 100 V	1	--	20000
7.	Interactive Board	1	--	50000

Note :

1. This center will be only one at the institute level irrespective of all branches.

**INSTITUTE OF RESEARCH, DEVELOPMENT AND TRAINING U.P. KANPUR -208002**

**SUBJECT:** Questionnaire for ascertaining the job potential and activities of diploma holder in Modern Office Management & Secretarial Practice.

**PURPOSE:** To design and develop Two Year diploma curriculum in Modern Office Management & Secretarial Practice.

**NOTE:** 1. Please answer the questions to the points given in the questionnaire.  
2. Any other point or suggestion not covered in this questionnaire may be written on a separate paper and enclosed with the questionnaire.

1. Name of the organisation: \_\_\_\_\_  
\_\_\_\_\_

2. Name & Designation of the officer \_\_\_\_\_  
filling the questionnaire \_\_\_\_\_

3. Name of the department/section \_\_\_\_\_  
\_\_\_\_\_

4. Important functions of the \_\_\_\_\_  
department/section \_\_\_\_\_

5. Number of diploma holder employees \_\_\_\_\_  
under your charge in the area of \_\_\_\_\_  
Modern Office Management &  
Secretarial Practice.

6. Please give names of modern equipments/machines handled by a diploma holder in Modern Office Management & Secretarial Practice.

- |    |    |    |
|----|----|----|
| 1. | 2. | 3. |
| 4. | 5. | 6. |

7. What proficiencies are expected from a diploma holder in Modern Office Management & Secretarial Practice.

- |    |    |    |
|----|----|----|
| 1. | 2. | 3. |
| 4. | 5. | 6. |

8. Mention the approximate percentage of the following desired in Diploma teaching.

- |                          |        |
|--------------------------|--------|
| 1. Theoretical knowledge | -----% |
| 2. Practical knowledge   | -----% |
| 3. Skill Development     | -----% |

9. Do you think "on the job training" / Industrial training should form a part of curriculum. (Yes/ No)

if yes then

- (a) Duration of training -----
- (b) Mode of training
1. Spread over different semesters
  2. After completion of course
  3. Any other mode

10. What mode of recruitment is followed by your organisation.

1. Academic merit
2. Written test
3. Group discussion
4. Interview
5. On the job test.

11. Mention the capabilities/ Qualities looked for while recruiting diploma holder in Modern Office Management & Secretarial Practice.

- |  |       |
|--|-------|
| (a) Technical knowledge                | ----- |
| (b) Practical skill                    | ----- |
| (c) Etiquettes and behaviour           | ----- |
| (d) Aptitude                           | ----- |
| (e) Health habit and social background | ----- |
| (f) Institution where trained          | ----- |

12. Does your organisation have any system for the survey of proficiencies of employees in the field of Modern Office Management & Secretarial Practice. Yes/No

13. Does your organisation conduct field survey to know users views regarding. Yes/No

1. Knowledge component in the employees of commercial practice field.



2. Effect of climatic conditions

3. Any other

If yes ; Please give brief account of each.

14. Which type of assignment do you suggest for an entrepreneur in Modern Office Management & Secretarial Practice.

15. In which types of organisations can a diploma holder in Modern Office Management & Secretarial Practice work or serve.

1

2

3

4

5

6

16. Job prospects for the diploma holder in Modern Office Management & Secretarial Practice the next ten years in the state/ country.

17. In your opinion what should be the subjects to be taught to a diploma student in Modern Office Management & Secretarial Practice.

Theory

Practical

18. Kindly mention particulars regarding topics/areas which should be given more emphasis in the curriculum .

Theory

Practical

19. Kindly state whether your organisation can contribute towards improvement of curriculum in above field. Yes/ No

If yes : Please give names of experts in your organisation to whom contact.

20. Kindly give your valuable suggestions for being considered at the time of finalisation of curriculum.

21. What changes in technologies are to be incorporated in the development of curriculum in Modern Office Management & Secretarial Practice.

( Signature )

Kindly mail the above questionnaire duly filled to:-

Kalpana Devi  
Assistant Professor  
Institute of Research, Development & Training, U.P.  
Govt. Polytechnic Campus  
Kanpur-208024

( Please note that all information in this survey is confidential  
for the use of curriculum design only )

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#### **ANNEXURE II- SUMMER TRAINING SCHEDULE**

The students will work and focus their attention during the training on the following points which will be incorporated by them in their reports.

1. Name & Address of the unit
2. Date of
  - i. Joining.
  - ii. Leaving.
3. Nature of Industry
  - i. Product.
  - ii. Services.
  - iii. Working Hrs.
4. Sections of the unit visited and activities there in.
5. Details of machines/Tools & instruments used in working in the section of the unit visited.
6. Work procedure in the section visited.
7. Specifications of the Office automation equipments used.
8. Work of repair and maintenance of office automation equipments cell.
9. Details of the special sophisticated instruments used in the industry with details of care taken in their handling.
10. Checking and Inspecting procedure of equipments and their details.

11. Discription of any emergency and its correspondance .
12. Visit of units store, Manner of keeping store items, Their receiving & distribution.
13. Safety measures on work place & working conditions in general - comfortable, convenient & hygeinic.

#### **ANNEXURE III**

For Community Development work two 15 days camps will be organised during the session in identified villages. The students shall stay in the camps and under the supervision of concerned faculty members shall undertake/execute the assigned works in the following fields.

1. To launch and sustain funtional literacy programmes.
2. To train the rural youth in different trades/skills.
3. Training by innovating and improving the efficiency of house hold gadgets.
4. To control and reduce pollution effecting the social fabric of rural life i.e.
  - Construction of Soak Pits and Sanitary Latrines, Tree Plantation, Social Forestry, Installation of Smokeless Chulhas.
5. To disseminate information on sources of non conventional energy. Installation and maintenance of Solar Street Lights, Solar Photovoltaic Pumps, Wind Mills, Bio Gas Plants etc shall be undertaken.
6. Transfer of appropriate Technology/Demonstration of cheap houses by use of locally available material, treatment of mud walls innovation of mud floor, treatment of thatch roofs etc shall be taken with provisions for training to the villagers.
7. Training and demonstration of new agricultural implements, house hold gadgets and appliances of non conventional energy.
8. To help the rural youth in preparing project reports to set up industrial units and entrepreueorial development.

9. All community polytechnics shall render repair and maintenance of agricultural implements, appliances of non conventional energy, household gadgets etc and train the rural youth in such skills.

**LIST OF RECOMMENDED BOOKS :**

S.No	TEXT BOOK	AUTHOR	MEDIUM	COST	PUBLICATION
1.	Karyalaiya karya Vidhi	Dr. Ram Chandra Singh Sagar	Hindi	200	Atma ram & Sons, Delhi
2.	Saransh Lekhan & Alekhan	Tripurari Saran	Hindi	40	S.Chand &Company, N.Delhi
3.	Sachivalaya noting, Drafting & Precise writing	G.S.Tondon & N.K.Saran	Hindi	52.50	Prakashan kendra, Lucknow
4	Hindi Angrezi Abhiviyakti Kosh	Kailash Chandra Bhatia & Rachna Bhatia	Hindi	250	Prabhat Prakashan, N.Delhi
5.	Practical English Grammer	A.J.Thomson	English	40	Oxford University Press
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