

**ADMISSION YEAR 2012
SYLLABI OF NEW 14 TRADES FOR
CLASS – XII
(i) OFFICE MANAGEMENT**

**PAPER-I: OFFICE PROCEDURE & PRACTICE-II
SEMESTER - I
SYLLABUS
THEORY**

Time: 2 Hrs.

**M. Marks: 30
CCE/Int. Ass. : 10
Total Marks : 40**

UNIT-1: Office Machines and Furniture

Objective of using office machines, advantages, principles of selecting office machines and equipment. Furniture – importance, types, suitability, factors to be considered while purchasing new furniture.

UNIT-2: Office Forms and Stationery

Office Forms – meaning, advantages, disadvantages Designing forms – principles, form control. Office stationery– principles of stationery control.

UNIT-3: Office Manuals and Charts

Office Manuals – meaning, content, types, steps in preparing office manuals.

UNIT-4: Office System and Procedures

Meaning, Importance, advantages and disadvantages, principles, essential characteristics.

**PAPER-I: OFFICE PROCEDURE & PRACTICE-II
SEMESTER - II
SYLLABUS
THEORY**

Time: 2 Hrs.

**M. Marks: 30
CCE/Int. Ass. :15
Total Marks : 45**

UNIT-5: Concept of Communication

Meaning, definition, importance, essential features, qualities of good communication, classification – oral and written.

UNIT-6: Telephone

Telephone and its use in Business, Telephone Etiquettes; Noting down of telephonic messages, Local calls, through telephone exchange and direct dialing, trunk calls types, procedure of booking and charges.

STD Calls: Types, procedure for STD and charges.

Phonogram: Procedure for booking and charges. Use of Directory for Telephones.

Making, Maintaining and Updating Telephone Index, PBX, EPABX, Radio Telephone, Telephone Recording and Answering sets.

UNIT-7: Mechanical System

Teleprinter, Telex, Facsimile Telegraphy, CCTV, (Close Circuit TV) Bells and Buzzers.

UNIT-8: Elements of Correspondence

Importance – Types of Business Letters.

Essentials of letter writing.

Layout of a Business Letter.

UNIT-9: Job Finding and Job Success

Preparation for job finding, applying and interviews for jobs.

UNIT-10: Personal Assistant

Importance, Qualities, Duties (Duties of Personal Assistant, routine office duties, financial duties, domestic and social duties, Duties relating to meetings). Making appointment schedule and maintaining visitors diary.

UNIT-11: Reception work

Qualities of a Receptionist, Location of the Receptionist Office, How to receive a visitor, Handling delays.

UNIT-12: Travel Information

Find out the Manager's plans, How and when to use the travel agency, Travelling by air, train, Automobile, Hotel Accommodation. Preparing the Itinerary and appointment schedule, when you travel with the Manager, Material and supplies to take along.

UNIT-13: Arrangement of Meetings

Meaning, Importance, Requisites of valid meetings, making prior arrangements, Notice, Agenda, Quorum, Minutes, Proxy, Procedure for discussion in meetings, motions, resolutions, interruptions in debate Amendments, formal motions, Point of order. Making prior arrangements for meetings.

UNIT-14: Report Writing

Meaning, Objectives, Importance, Kinds, Qualities of a good report, How to prepare a report.

PAPER-I: OFFICE PROCEDURE & PRACTICE-II
SEMESTER-I
SYLLABUS
PRACTICAL

Time: 3 Hrs.

M. Marks : 25

UNIT-1: Furniture

- Visit an office to see types, quality, arrangement and suitability of furniture and submit a report.

UNIT-2: Forms and Stationery

- Preparation of a stock register of stationery
- Preparation of requisition slips to stationery.

UNIT-3: Office Communication

- Consult T.A. rule book and prepare TA bill of your boss.

PAPER-I: OFFICE PROCEDURE & PRACTICE-II
SEMESTER-II
SYLLABUS
PRACTICAL

Time: 3 Hrs.

M. Marks : 50

UNIT-4: Telephone Handling

- Receiving calls.
- Answering calls.
- Recording messages.
- Placing non-local calls.
- Consulting telephone directory.

UNIT-5: Practice on the following

- PBX/EPABX/Intercom.
- Telephone Recording and Answering sets.
- Teleprinter
- Telex
- Facsimile Telegraph

UNIT-6: Drafting of the following letters

- Making enquiry for goods. Placement of order for goods.
- Reply to trade enquiry.
- Inviting tenders.
- Submission of quotations.
- Sales promotion letters.
- Letter requesting payment.
- Trade references.
- Complaints and adjustments.
- Letter of Introduction and credit.
- Correspondence with banks.
- Letter about recruitment of personnel.
- Application for employment.
- Reference and testimonials.
- Circular and office memorandum.
- Demi official letter.
- Notification

UNIT-7: Job Finding

- Selecting suitable position from situation vacant columns of newspaper.
- Applying
- Preparing for an interview
- Preparing acceptance letter, relieving and joining reports.
- Charge handling over and taking over.

UNIT-8: Assisting Visitors and Co-Workers

- Preparation of an appointment schedule.
- Keeping record of visitors.
- Receiving visitors.
- Giving assistance for observance of office rules.
- Furnishing requested information.
- Supply required material.

UNIT-9: Making Travel Arrangement

- Preparing tour programme
- Railway and air reservation
- Booking hotel accommodation
- Filling forms for tour advance
- Preparation and submission of TA bills.

UNIT-10: Arrangement of Meetings

- Arranging the meeting room
- Preparing the agenda
- Notifying the participants
- Making travel arrangements for participants
- Drafting minutes, and motions.

UNIT-11: Preparing a complete Report

- Preparing final draft
- Stencil cutting
- Cyclostyling
- Assembling papers for various purpose
- Stapling/Punching/use of tags
- Binding

PAPER-II: TYPEWRITING (ENGLISH)-II
SEMESTER-I
SYLLABUS
THEORY

Time : 2 Hrs.

M. Marks: 30
Int. Ass. : 10
Total Marks : 40

UNIT-1: Carbon Mani folding

Carbon papers and their kinds, assembling, carrying out corrections on carbon copies, use of Eraser, Erasing shield, white correcting fluid etc., squeezing and spreading, carbon economy.

UNIT-2: Stencil Cutting and duplicating

Techniques of stencil cutting, correction of errors on stencil papers, use of correcting fluid, graft methods and use of gum – coated paper method, signatures and lining on stencil paper with the help of styles pen and backing sheet.

Duplicator – kinds of duplicators, taking out copies of duplicators.

UNIT-3: Electric and Electronic Typewriters

Electronic typewriter, electric typewriter, Advantages of Electric typewriter. Salient features of Electronic typewriters.

PAPER-II: TYPEWRITING (ENGLISH)-II
SEMESTER-II
SYLLABUS
THEORY

Time : 2 Hrs.

M. Marks: 30
Int. Ass. : 15
Total Marks : 45

UNIT-4: Correspondence

Business
 Official

UNIT-5: Manuscripts

Proof correction signs and meaning. Process of typing manuscripts, corrections of drafts.

UNIT-6: Tabulations

Definition and importance, parts of tabulations, procedure for typing tabulation. Typing of foot notes, typing of Balance sheets.

UNIT-7: Syllabification and Combination

Rules for Division of words at line ends. Exceptions, formation of special signs with combination of characters.

UNIT-8: Correspondence Typing

Typing with proper display
 Typing of business letters
 Typing of official letters

PAPER-II: TYPEWRITING (ENGLISH) -II
SEMESTER-I
SYLLABUS
PRACTICAL

Time: 3 Hrs.

M. Marks: 25

UNIT-1: Carbon Mani folding

- Taking out copies with the help of carbon papers.
- Carrying out corrections with squeezing and spreading methods.
- Correction of drafts.

UNIT-2: Stencil Cutting and Duplication

- Stencil cutting
- Carrying out corrections on stencil papers with different methods.
- Cyclostyling.

UNIT-3: Electric & Electronic Typewriters

- Practice on above typewriters.

PAPER-II: TYPEWRITING (ENGLISH) -II
SEMESTER-II
SYLLABUS
PRACTICAL

Time: 3 Hrs.

M. Marks: 50

UNIT-4: Manuscripts

- Typewriting of manuscripts (Typed)
- Typewriting of Manuscripts (Hand written)
- Practices on carrying out corrections of drafts.

UNIT-5: Tabulations

- Typewriting of Tabulations, Balance sheet, Invoices, Foot notes etc.

UNIT-6: Syllabification and Combination

- Typewriting exercises: Breaking of words at the line ends.
- Breaking of words with syllabification rules.
- Typewriting of character not existing on key-board.

UNIT-7: Correspondence

- Typewriting un-arranged, mis-spelt and wrongly typed letters by observing the rules of display.
- Typewriting of business, official and semi-official letters.
- Typewriting of Memorandum, notification, endorsement etc.

PAPER-III: INTRODUCTION TO COMPUTER APPLICATIONS
SEMESTER-I
SYLLABUS
THEORY

Time : 2 Hrs.

M. Marks: 30

Int. Ass. : 10

Total Marks : 40

General Awareness: Introduction of different types of computers – history of computer, organization of computer, memory, batch and serial processing of data, application of computers in business.

General information about computers: key boards, types of video-adaptors, types of PCs IBMPC system – various sub-systems and units and parts.

Operating System: DOS, RAM, ROM, BIOS, Booting, Directories and Sub-directories. File type and naming of file MS DOS Commands – Internal and external types.

Data Processing System: Data processing cycle, system design, file definition, card layout, coding and result validation.

PAPER-III: INTRODUCTION TO COMPUTER APPLICATIONS
SEMESTER-II
SYLLABUS
THEORY

Time : 2 Hrs.

M. Marks: 30

Int. Ass. : 15

Total Marks : 45

Database Management: Meaning, limits of data base, structure and files, record, file use of dBASE III Plus, different operational steps, case in dBASE.

Introduction to word Processing: Loading the programme, main menu operation, the opening menu, point control operation, onscreen operations.

Use of Lotus Software: Spread sheet and application – common commands for entering data, menu driven commands, built in function.

Flow Chart: principles and guidelines and advantages.

Basic Programmes: Simple concepts of writing programmes-simple programmes using BASIC.

PAPER-III: INTRODUCTION TO COMPUTER APPLICATIONS**SEMESTER-I****Time: 3 Hrs.****SYLLABUS
PRACTICAL****M. Marks: 25**

1. Formatting, copying, backup, restore command.
2. Creating of files, records, fields, saving, printing and deletion of file.
3. Exercise in dBASE relating to office management.

PAPER-III: INTRODUCTION TO COMPUTER APPLICATIONS**SEMESTER-II****Time: 3 Hrs.****SYLLABUS
PRACTICAL****M. Marks: 50**

4. Exercise in Lotus programme.
5. Exercise in using flow chart.
6. Preparation of elementary programmes having applications in office management.
7. Excise in Word star, typing to develop speed and efficiency.
8. Business communication and letter typing under Word star.

(ii) PURCHASE AND STORE KEEPING**PAPER-I: PURCHASE AND STORE ACCOUNTING****SEMESTER-I****SYLLABUS****Time: 2 Hrs.****THEORY****M. Marks : 30****Int. Ass. : 10****Total Marks : 40****UNIT - I : GENERAL ACCOUNTING**

Elementary knowledge of Book-Keeping, Journal, Ledger and Trial Balance.

UNIT-II: PURCHASE RECORDS

Materials requisition, Bill of Lading, Quotations, Comparative Statements, Suppliers Accounts, Contract Records, Maintenance Records, Purchase Order, Purchase Book, Goods Inspection Note, Returns Outwards Books, Credit and Debit Notes, Payment Records, Computation of Purchase Prices.

PAPER-I: PURCHASE AND STORE ACCOUNTING**SEMESTER-II****SYLLABUS****Time: 2 Hrs.****THEORY****M. Marks: 30****Int. Ass. : 15****Total Marks : 45****UNIT-III: INVENTORY CONTROL**

Replenishment of stock, Fixing the different levels, Maximum, Minimum, Re-order, Economic Order Quantity and Danger. ABC Analysis, VED, Bill of Materials, Inventory Carrying Cost and Kardex.

UNIT-IV: STORE ACCOUNTING

Recording of stores – various documents and books used in this connection. Verification of Stores - Its kinds, Perpetual and periodical, use of records in stores accounting.

UNIT-V: MATERIAL COSTING

Ascertainment of cost of materials received and issued, LIFO, FIFO methods, costing of wastage, spoilages, Damages and other losses, Valuation of stock in hand, Reduction in production and selling cost through stores accounting.

UNIT-IV: DOCUMENTATION IN IMPORTS

Import export code numbers, Import License, advance Licensing, Supplementary Licensing, Passbook scheme, Opening of Letter of Credit, Sight Draft, Advance wire transfer, Bill of lading, Air Way bill, postal receipt, Parcel Way bill, Railway receipt, Transport receipt/ Goods receipt.

UNIT-V: EXCISE CENTRAL AND STATE (Restricted only to general awareness)

Excisable goods/items, elementary excise rules.

PAPER-II: ELEMENTS OF BUSINESS LAW & CLEARING PROCEDURE**SEMESTER-I****SYLLABUS****Time: 3 Hrs.****PRACTICAL****M. Marks: 25**

Filling-up prescribed forms – sales-tax and documents in import.

PAPER-II: ELEMENTS OF BUSINESS LAW & CLEARING PROCEDURE**SEMESTER-II****SYLLABUS****Time: 3 Hrs.****PRACTICAL****M. Marks: 50**

Maintaining the excise register (available with excise department and printed in excise tariff book).

Visit to a factory where excisable books are being dealt and make yourself familiar with the procedure, prepare a report thereon. Filling-up TR-6 challan for depositing excise duty with the bank.

Prepare a list of excisable and non-excisable goods/taxable and non-taxable goods.

Prepare an issue voucher as instructed by your teacher.

PAPER-III: ELEMENTS OF COMPUTER APPLICATIONS**SEMESTER-I****SYLLABUS****Time: 2 ½ Hrs.****THEORY****M. Marks: 45****Int. Ass. : 20****Total Marks : 65****1. COMPUTER FUNDAMENTALS**

Basic anatomy of computers-Introduction to computing – What is computer- Characteristics of computer – speed – Storage – Accuracy – Versatile – Automation – Diligence – Classification of computers – Generation of Computers –Types of computers – Data representation within computer – Bits, Bytes, EBCDIC, BCD, ASCII, number system Basic structure of computer – Input, Process, Output – Memory – RAM - ROM – EPROM – DRAM – CACHE – CDROM – Introduction to Computer Languages.

2. INPUT/OUTPUT DEVICES

Input Devices – Key boards, Mouse, Touch Screen, MICR, Light Pen, Joy Stick. Degitizer, Scanner – Output Devices – VDU – Printers (Impact, Non Impact) – Impact: Dot matrix, Line Printer, Daisy Wheel, Drum printer, Plotter – Non Impact: Laser, Inkjet.

3. DATA STORAGE DEVICES

Magnetic Tape – Magnetic Disk – Floppy Disk – Hard Disk – Data Cartridge – Compact disk – Optical Disk

4. OPERATING SYSTEM

Operating System Concepts - What is operating system – Batch processing – Multi programming – Time sharing – real time – Computer networks - INTERNET

PAPER-III:**ELEMENTS OF COMPUTER APPLICATIONS****SEMESTER-II****SYLLABUS****Time: 2 Hrs.****THEORY****M. Marks: 30****Int. Ass. : 15****Total Marks : 45****5. MS-DOS**

Internal Commands – External Commands – FORMAT, BACKUP, RESTORE, CHKDSK, XCOPY, DISKCOPY, ATTRIB, DISKCOMP, ATTRIB, UNDELETE – Batch Files – Batch file commands – Editors – Edit – Control functions.

6. MS-WINDOWS

Introduction to windows – Advantages of Windows – control panel – File Manager – Accessories – Write, Paint brush, Calendar, Calculator, Card file – Overview.

7. MS-WORD

Starting MS-Word – Creating a Document – Opening a Document – Saving a Document – Editing Text – Formatting Text – Viewing Documents – Formatting Documents – Line spacing – Paragraph Spacing – Setting Tabs – Indenting Text – Aligning Text – Adding Headers and Footers – Numbering Pages – Inserting a Table – Proofing a Document – Spell – check Utility – Automatic Spell-check – Auto Correct – Printing a Document – Mail Merge.

8. MS-EXCEL

Introduction to MS-Excel – Starting MS-Excel- Opening a Worksheet – Saving a Worksheet – Spreadsheet Operations – Entering Numbers, Text, Dated & Time, Formulas – Editing the worksheet – Deleting Cells, Rows, Columns-Inserting Cells, Rows, Columns – What-if Analysis – Printing a Worksheet – Formulas and functions – Entering Formulas- Absolute and Relative Reference of a Cell – Mixed Reference – Operators in Formulas – Using Text, Date and Time in Formula – Arrays and Named Ranges – Functions – Entering Functions – Calculation using Functions – Different types of Functions in Excel – charts, Macros and Forms – Creating a Chart – Editing a Chart – Inserting and Deleting in a Chart – Save and Print a Chart – Macros – Creating and running Simple Macros – Creating and Running Menu Macros.

9. DATABASE CONCEPT

Introduction to DBMS

10. PROGRAMMING IN FOXPRO

Creating database structure – Opening & closing database files – Modifying and copying structure of database files – Adding, Editing and viewing data – Using queries and logical expressions – Understanding indexes and expressions – Generating reports and mailing labels – Memory variables and functions – Managing numbers and dates – command files – Programming with Fox Pro – Designing custom screens – Using the Menu builder.

PAPER III:**ELEMENTS OF COMPUTER APPLICATIONS****SEMESTER-II****SYLLABUS****Time: 3 Hrs.****PRACTICAL****M. Marks:50****1. INTRODUCTION TO OPERATING SYSTEM**

Installation of DOS

Fine tuning MSDOS

Use of Internal and External Commands of DOS file operation

Creation of usage of batch files

2. AUTOEXEC.BAT

Mail utilities

Installation of windows

Study of different menus available in Windows

3. INTRODUCTION TO WORD PROCESSING AND SPREADSHEET

Create Windows, edit and print a document file, using MSWORD

Create a document using tables and graphics using MS Word

Designing spreadsheet and manipulation using different arithmetic functions.

Printing a spreadsheet with a proper format with headers and footers.
 Generate and print a graph using MS Excel.
 Design simple presentation using colours and fonts.

4. INTRODUCTION TO FOXPRO PROGRAMMING

Creating a database and adding records to it.
 For the given database, execution of different commands
 Programs on sorting and indexing database
 Programs on selecting records from a given database based on simple and compound conditions
 Programs using arrays
 Programs on maintenance of database
 Programs on updating of database
 Programs on screen manipulation
 Programs using subprograms and procedures
 Programs using multiple files.

5. COMPUTER APPLICATIONS IN PURCHASE & STORE-KEEPING

Identifying the type of application in purchase & store-keeping and using the appropriate software mentioned above for the same, for example:

- Typing purchase order using MS-WORD
- Communication and letter writing for enquiry, quotation, bills, orders, tenders using Msword
- Communication through E-Mail
- Arranging the data item wise in the spreadsheet packages Ms-Excel for vertical total, calculating the profit using formula, ratio analysis, graphical analysis
- Storing the data in database using Foxpro
- Managing the Inventory control using Foxpro programming like: Fixing and updating the minimum level, maximum level, recorder level, EQL
- Using the labels and reports in Foxpro for producing report of appropriate data
- Using inventory control application software for managing inventory
- Coding the items and prepare a database of items
- Accounting and billing using Foxpro.

(iii) GENERAL RECEPTIONISTS

PAPER –I ELEMENTS OF BOOK - KEEPING AND ACCOUNTANCY

SEMESTER-I SYLLABUS

Time: 2 hrs.

THEORY

M. Marks: 30
 Int. Ass. : 10
 Total Marks : 40

UNIT – I: Introduction

Introduction – Meaning and definition – Important concepts – Objectives – Advantages of account – Types of accounts – Rules for debit and credit, double entry book-keeping system..

UNIT – II: Journal

Journal – Journalising personal, real and nominal accounts with the given vouchers.

PAPER –I ELEMENTS OF BOOK - KEEPING AND ACCOUNTANCY

SEMESTER-II SYLLABUS

Time: 2 hrs.

THEORY

M. Marks: 30
 Int. Ass. : 15
 Total Marks : 45

UNIT – III: Ledger

Ledger – Posting of journal – Balance of personal, real and nominal accounts.

UNIT – IV: Sub-divisions of Journal

Subsidiary books – Purchase, sales – Returns inward and returns outward – Cash book and Petty cash book.

UNIT – V: Banking Transactions

Banking transactions – Banks pass book, Cash book with banking transactions and petty cashbook ; type of banks and their function – Various bank accounts – Operation of accounts – Endorsement and crossing of cheques – Bank reconciliation statement.

UNIT – VI: Final Accounts

Preparation of trial balance – Capital and Revenue expenditure. Final accounts with adjustments.

PAPER –I **ELEMENTS OF BOOK - KEEPING AND ACCOUNTANCY**
SEMESTER – I
SYLLABUS

Time : 3 Hrs**PRACTICAL****M. Marks : 25**

UNIT – I Preparation of different kinds of vouchers and documents which are used for accounting purpose.

UNIT –II Entries in the following books of accounts on the basis of vouchers and documents – Journal, ledger, cash book, petty cash book, trial balance and final accounts.

PAPER –I **ELEMENTS OF BOOK - KEEPING AND ACCOUNTANCY**
SEMESTER – II
SYLLABUS

Time : 3 Hrs**PRACTICAL****M. Marks : 50**

UNIT-III Opening Saving bank account in a bank – Depositing money – Filling up forms such as pay-in-slip, withdrawal slip, demand draft requisition form etc. Practising to draw and cross cheque.

UNIT – IV Preparation of bank reconciliation statement from given practice sets (i.e. pages of cash book and pass book).

UNIT – V Visits to business houses and seeing how cash book and other books are maintained therein, preparing a report of the visit. Practising with maintenance of accounts of firm, partnership under the supervision of professionals.

PAPER –II **COMMUNICATION AND CORRESPONDENCE**
SEMESTER-I
SYLLABUS

Time: 2 Hrs.**THEORY****M. Marks : 30****Int. Ass. : 10****Total Marks : 40****UNIT – I: Public Relations**

Meaning – Need and importance of Public Relations – Public Relations for image build up of an organization.

UNIT – II (A) : Communication

Meaning – Need and importance – Types of communication – Modes of communication – Factors to be considered in selecting mode of communication.

PAPER –II **COMMUNICATION AND CORRESPONDENCE**
SEMESTER-II
SYLLABUS
THEORY

Time: 2 Hrs.

M. Marks : 30
Int. Ass. : 15
Total Marks : 45

UNIT – II (B) : Communication

New trends in communication – Email – FACsimile (FAX) – Internet – Teleconferencing – Audio Conferencing - Computer Tele Conferencing – Video Conferencing.

UNIT – III: Role of Telephone Exchange

Qualities of a good telephone operator – Different telephone codes – Equipment in use (PBX, PABX, EPBAX) – Handling of an equipment, panels – Head set and Plug – Cards and Plugs – Keys – Cord Text – Jack Call – Night Switch Key – Booking of long distance call – Maintenance of various records like, log book, complaint register, handling over register, trunk call book and voucher, telephone sales summary sheet, telephone message slip etc. – General duties and responsibilities of Telephone Department.

UNIT-IV: Correspondence

Qualities of a good business letter (7 C's) – Essential parts of business letter – Layout of different types of a business letter - Meaning and importance – Kinds of letter – Form letters – Correspondence related to inquiry, Quotation, order, Cancellation of order, Complaints and Settlement of Claims, Banking operation etc. Correspondence related to Insurance and Settlement of Insurance Claims.

PAPER –II **COMMUNICATION AND CORRESPONDENCE**
SEMESTER – I
SYLLABUS
PRACTICAL

Time: 3 Hrs.

M. Marks : 25

UNIT – I Students may be asked to list out various modes of communications and its uses on different occasions and practising.

PAPER –II **COMMUNICATION AND CORRESPONDENCE**
SEMESTER – II
SYLLABUS
PRACTICAL

Time: 3 Hrs.

M. Marks : 50

UNIT-II Through Role – play model – Image build up of the organization in practice.

UNIT – III Practising with PBX, PBAX, EPBAX, mobile phone, pager etc. – Receiving and recording messages – Prioritising calls according to urgency – Consultation of telephone directory including STD/ISD Codes – Exercise to memories important phone numbers – Mock exercise of receiving and making calls.

UNIT – IV Practising to draft different types of letter on different occasions.

PAPER –III **ELEMENTS OF COMPUTER APPLICATIONS**
SEMESTER-I
SYLLABUS
THEORY

Time: 2 ½ Hrs.

M. Marks : 45
Int. Ass. : 20
Total Marks : 65

UNIT – I : Computer Fundamentals

Basic anatomy of Computers – Introduction to computing – What is computer – Characteristics of computers speed – Storage – Accuracy – Versatile – Diligence – Classification of computers – Generation of computers – Types of

computers – Binary number system, Simple binary addition and subtraction – Data representation within computer Bits, Bytes, EBCDIC, BCD, ACSII, number system – Basic structure of computer – Input, Process, Output – Main Memory – RAM, ROM, EPROM, DRAM, CACHE, CDROM – Introduction to computer languages, translators – Interpreter, compiler, assembler software generations, types of software.

UNIT – II: Input/Output Devices

Input Devices – Key boards, Mouse, Touch Screen, MICR, Light Pen, Joy Stick, Digitizer, Scanner – Output Devices – VDU Printers (Impact, Non impact) – Impact : Dot Matrix, Line Printer, Daisy Wheel, Drum printer, Plotter – Non-Impact : Laser, Inkjet.

UNIT – III: Data Storage Devices

Magnetic Tape – Magnetic Disk – Hard Disk – Data Cartridge – Compact Disk – Optical Disk.

UNIT-IV : Problem Solving

Introduction to problem solving and techniques (sequential, branching, repetition) – Introduction to algorithm, its characteristics – Flowchart and flowcharting – Advantages and disadvantages of algorithm and flowcharting – Some simple type of problems.

PAPER –III

ELEMENTS OF COMPUTER APPLICATIONS

SEMESTER-II

SYLLABUS

THEORY

Time: 2 Hrs.

M . Marks : 30

Int. Ass. : 15

Total Marks : 45

UNIT-V: Operating System & MS DOS

Operating System Concepts – What is operating system – Batch processing – Multi programming – Time sharing- Real Time – Computer networks – Internet, LAN, WAN.

Internal commands – External Commands – Format, Backup, Restore, Chkdsk, Xcopy, diskcopy, Attrib, Diskcomp, Attrib, Delete, Undelete – Batch files – Batch file commands – Editors – Edit – Control functions.

UNIT-VI: MS-Windows

Introduction to Windows – Advantages of Windows – Control panel – File Manager – Accessories – Write Paint Brush, Calendar, Calculator, Cardfile – Overview.

UNIT –VII: MS-WORD

Starting MS-WORD –Creating a document – Opening a document- Saving a document – Editing text – Formatting text- viewing documents – Formatting documents – Line spacing – Paragraph spacing- Setting tabs – Indenting text – Aligning text – Adding Headers and Footers – Numbering pages – Inserting a table – Proofing a document – Spell check utility – Automatic spell check – Auto text – Auto correct – Printing a document – Mail Merge.

UNIT-VIII: MS-EXCEL

Introduction to MS-Excel – Starting MS-Excel – Opening a Worksheet – Saving a Worksheet – Spreadsheet operations – Entering numbers, Text, Dates & Time, Formulas – Editing the worksheet – Deleting Cells, Rows, Columns – Inserting Cells, Rows, Columns – What if Analysis- Printing a Worksheet – Formulas and Functions – Entering Formulas – Absolute and relative reference of a Cell – Mixed referencing – Operators in formulas – Using Text, Date and Time in Arrays and named ranges – Functions –entering functions- calculation using functions – different types of functions in Excel – Charts, Macros and Forms – Creating a chart – Editing a Chart – Inserting and Deleting in a chart – Save and Print a Chart - Macros – Creating and running simple Macros – Creating and running Menu Macros.

UNIT-IX : Database Concept

Introduction to DBMS, objectives, advantages, disadvantages, initiate, attributes, data organization – Logical, Physical, data virus – physical, logical conceptual, data models – Hierarchical, relational, network, schema, sub-schema, normalization.

UNIT – X : Programming in FOXPRO

Creating database structure – Opening and closing database files – Modifying and Copying structure of database files – Adding, Editing and Viewing data – Using Queries ad Logical expressions, Understanding Indexes and expressions – Generating reports and Mailing Labels – Memory Variables and Functions – Managing Numbers and Dates – Command files – Programming with Fox Pro – Designing Custom Screens – Using the Menu builder.

PAPER – III ELEMENTS OF COMPUTER APPLICATIONS**SEMESTER-II****SYLLABUS****Time: 3 Hrs.****PRACTICAL****M. Marks : 50****1. Introduction to Operating System**

Installation of DOS – Fine tuning MSDOS – Use of Internal and External commands of DOS file operation. Creation and usage of batch files – Autoexec.BAT – Mail utilities – Installation of Windows – Study of different menus available in Windows.

2. Introduction to Word-processing and Spreadsheet

Create Windows, edit and print a document file, using MS WORD – Create a document using tables and graphics using MS Word – Designing Spreadsheet and manipulation using different arithmetic functions – Printing a Spreadsheet with a proper format with Headers and Footers – Generate and print a graph using MS Excel – Design simple presentation using Colours and Fonts.

3. Introduction to FOXPRO Programming

Creating a database and adding records to it – For the given database, execution of different commands – Programmes on Sorting and Indexing databased – Programmes on selecting records from a given database on simple and compound conditions – Programs on maintenance of database – Programs on updating of database – Programmes on Screen Manipulation – Programs using sub-programs and procedures – Programmes using multiple files.

4. Computer Applications

Tour and travel agency information – Room reservation, ticket reservation – Filing and indexing – Stationary control – Pay roll – Work schedule – Accounting and inventory control, etc.

(iv) TRAVEL AND TOURISM TECHNIQUES**PAPER-I****TOURISM MARKETING****SEMESTER-I****SYLLABUS****Time: 2 Hrs.****THEORY****M. Marks: 30****Int. Ass. : 10****Total Marks : 40****Introduction**

- Meaning and role of tourism marketing, Difference between selling and marketing; Special features of tourism marketing; Marketing concepts, Elements of marketing Product Promotion, Physical distribution and Price.

Market Segmentation & Target Marketing

- Basis of segmentation, identifying target market, types of tourism, Profile of tourists.

PAPER-III: ACCOMODATION AND HOSPITALITY OPERATIONS**SEMESTER – I****SYLLABUS****PRACTICAL****Time: 3 Hrs.****M. Marks: 25**

1. Visit to various types of accommodation units like Hotels, Resorts, Motels, heritage hotels etc. To understand the working of different departments of the establishments and preparation of a report.
2. Visit to different catering outlets and submit a report on their functioning.
3. Practical exercises & role playing exercises in receiving guests, providing information on booking of rooms and handling mails.

PAPER-III: ACCOMODATION AND HOSPITALITY OPERATIONS**SEMESTER – II****SYLLABUS****PRACTICAL****Time: 3 Hrs.****M. Marks: 50**

4. Practical exercises in billing and payments in hotels.
5. Visit to a hotel to learn the various methods of cleaning of all types of rooms and public area and prepare report.
6. Exercises in preparing and making the room of a hotel ready for occupancy.
7. Practical exercises in table laying, handling of cutlery, glasses, techniques of serving the foods and beverages for different menus.
8. Practical exercises in the techniques of room service.

(v) BANKING**PAPER-I****ADVANCES AND FOREIGN EXCHANGE****SEMESTER – I****SYLLABUS****THEORY****Time: 2 Hrs.****M. Marks: 30****Int. Ass. : 10****Total Marks : 40****Concept of lending-** Importance to economy and banks**Type of advance-**

- a. Fixed/fluctuating
- b. Secured/partly secured/unsecured
- c. Commercial/priority sector
- d. Inventor/documents of title/paper security

Types of borrowers – Individual/firms/Companies**Loan application** - importance, laws and types**Type of security** – Principal/ collateral, tangible/ intangible.**Mode of charges** – Pledge, hypothetical/mortgage/assignment/creation of charges.**PAPER-I****ADVANCES AND FOREIGN EXCHANGE****SEMESTER – II****SYLLABUS****THEORY****Time: 2 Hrs.****M. Marks: 30****Int. Ass. : 15****Total Marks : 45****Assessment of borrowers** – Pre-sanction inspection- singular/joint accounts, concept of guarantor, assessment of needs of borrower, viability of projects – financial and technical.**Proposal** – Importance, preparation and sanction

Documentation – need, format, stamp-duty, execution, dating, authentication and time limitation, stock statements – need and periodicity.

Concept of sanction limits- drawing limits, procedure, out of order accounts, over limit business.

Insurance- importance, various types of averages clauses.

Renewal/review of advances- importance, periodicity, procedure and documentation.

Guarantee and indemnity

Detailed discussion on precautions/safe guards in advances against.

- i. Pledge of goods.
- ii. Hypothecation of goods
- iii. Pledge of shares/securities, units of mutual funds.
- iv. Bank term deposit receipts, insurance policies, NSC etc.
- v. Priority sector lending – agriculture, SSI and other priority sector.
- vi. Commercial advances
- vii. Documents of title to goods- RR's, MTR's, Bill of Lading.

Foreign Exchange:

Meaning and importance of foreign Exchange, various types of Non-Resident Account, Purchase and Sales of Foreign Exchange in different forms i.e. Currency, Travelers cheque, bill etc. Letter of Credit – Concept, various forms of letter of credit and significance in Foreign Exchange transactions.

PAPER-I

ADVANCES AND FOREIGN EXCHANGE

SEMESTER – I

SYLLABUS

Time: 3 Hrs.

PRACTICAL

M. Marks: 25

1. **Advance:** With the help of various types/forms of loan application, security documents specimen forms use in any one of banks for various types of advances, specimen form of various registers/ledger used in advances students be given practical on the following:

- i. Cash credit against pledge of goods to an individual
- ii. Cash credit against pledge of goods to a partnership firms.
- iii. Cash credit against assignment of book debts to a limited company.
- iv. Cash credit against Hypothecation of goods of an individual.
- v. Cash credit against hypothecation of goods of partnership.
- vi. Cash credit against hypothecation of goods to limited company.
- vii. Overdraft against shares and securities to an individual.
- viii. Overdraft against shares and securities to a Partnership.
- ix. Overdraft against shares and securities to a Limited Company.
- x. Demand loan against bank term deposit receipt to an individual.
- xi. Demand loan against bank term deposit receipt to a Partnership.
- xii. Demand loan against bank term deposit receipt to a Limited Company.
- xiii. Overdraft against bank TDRs to an individual.
- xiv. Overdraft against bank TDRs to a Partnership.
- xv. Overdraft against bank TDRs to a Limited Company.
- xvi. Demand loan against LIC policy/Govt. documents like NSC, Units etc. to an individual.
- xvii. Demand loan against LIC policy/Govt. documents like NSC, Units etc. to a Partnership.
- xviii. Demand loan against LIC policy/Govt. documents like NSC, Units etc. to a Limited Company.
- xix. Fixed loan against mortgage of property to an individual.
- xx. Fixed loan against mortgage of property to a Partnership firm.

PAPER-I

ADVANCES AND FOREIGN EXCHANGE

SEMESTER – II

SYLLABUS

Time: 3 Hrs.

PRACTICAL

M. Marks: 50

- xxi. Fixed loan against mortgage of property to a Limited Company.
- xxii. Advances under Agriculture: Crop loan to single/Joint individuals.

- xxiii. Advances under Agriculture: Medium term to single/Joint individuals.
- xxiv. Advances under Agriculture: Long term to single/Joint individuals.
- xxv. Advances under SSI sector: to an industry
- xxvi. Advances under schedule of: Self employed to an educated unemployed.
- xxvii. Advances under schedule of: Professionals to an advocate/chartered accountant
- xxviii. Advances under schedule of: Small business to vegetable vendors.
- xxix. Advances under schedule of: Educational loan to a graduate undertaking MBA course.
- xxx. Advances under schedule of: DRI Scheme to SC/ST candidate, Nehru Rozgar Yojna
- xxxi. Advances under schedule of: PMRY/SEPUP schemes.

Tailor made practical to be given for

- i. Pledge account to record storage of goods and delivery of goods showing calculations of drawing limits.
 - ii. Hypothecation of stock checking of statements and calculation of drawing limits.
 - iii. Calculation of quarterly product and inventory and application of interest.
 - iv. Preparation of monthly statement of accounts of a limited company - CC account with branch.
 - v. Maintenance of insurance register and due dates diary.
 - vi. Entries on security register and ledger for loans/overdraft/cash credit.
 - vii. Preparation of proposal for each type of loan/security/borrower.
 - viii. Exercise on purchasing of a documentary demand bill/purchasing of a documentary essence bills.
 - ix. Exercise on calculation of due date, charges on payment and/or return of bills.
 - x. Entries in BP/BD registers and ledgers (drawer wise and drawee wise) where applicable.
2. **Foreign Exchanges:** With the help of all prescribed forms/vouchers/registers/ledgers specimen folio's exercise on-
- a) Collection of an export bill drawn on a drawer in UK.
 - b) Collection of a cheque payable by a bank in America.
 - c) Remittance of proceeds of a foreign bill received from Japan drawn on Indian Importer.
 - d) Remittance of proceeds of a foreign cheque received from France drawn on an Indian.
 - e) Opening and operation of NRE accounts.
 - f) Opening of a letter of credit.
 - g) Exercise on sale/purchase of foreign currency.

PAPER-II

ANCILLARY SERVICES

SEMESTER-I

SYLLABUS

THEORY

Time: 2 Hrs.

M. Marks: 30

Int. Ass. : 10

Total Marks : 40

1. **Remittance of funds** – Demand drafts, Mail Transfers, Telegraphic/Telex/Fax Transfers, Traveler's cheques, Gift cheques, Stock Invests, Pay orders.
2. **Collection of cheques/bills (inland)** – Outward/Inward.
3. **Safe deposit lockers/safe custody accounts.**
4. **Standing Instructions, investment advice.**
5. **Merchant banking services** – Consultancy, Raising of funds, underwriting, issue of shares: bonds, debentures, etc.
6. **Hire Purchase.**
7. **Leasing**
8. **Factoring/forfeiting**

PAPER-II**ANCILLARY SERVICES****SEMESTER-II****SYLLABUS****THEORY****Time: 2 Hrs.****M. Marks: 30****Int. Ass. : 15****Total Marks : 45**

9. **Guarantees – performance/ financial**
10. **Housing Finance**
11. **Sale/ Purchase of shares, Debentures and other securities.**
12. **Mutual funds – open end close end.**
13. **Underwriting of shares, bonds and debentures of Industrial Organisations.**
14. **Trustees/Executor and Administrative services.**
15. **Tax Consultancy.**
16. **Credit cards.**
17. **Rural/Green Cards.**
18. **Specialised services and at Convenient times.**
19. **Collection and payment of Pension, excise and custom duty, income tax.**
20. **Automated Teller Machines – Round the clock banking.**

PAPER-II**ANCILLARY SERVICES****SEMESTER – I****SYLLABUS****PRACTICAL****Time: 3 Hrs.****M. Marks: 25**

Note: Establish Dummy Banks/Branches – Practical to be as far as actual work found in a Bank/Branch

1. Remittance of Funds

DD: Scrutiny of applications, prescribed voucher, determining exchange payable, scrutiny of counter foil of application forms, ensuring receipt of funds by the banks/branches in case/cheque duly debited and cancelled. Entries in DD issue register, writing/typing of D.D. preparing advice of drawing. Separate exercises of cases DD cancellation, loss of DDs and issue of duplicate DD.

MT: Scrutiny of application forms, voucher preparation, exchange calculation, entries in M.T. registers. Preparation of M.T. documents, ensuring dispatch.

Telegraphic/Telephonic/Telex/Fax transforms: Scrutiny of application forms, preparation of vouchers, Calculation of Exchange, Telegraph/telex/telephone charges, entries in the registers/writing/typing of messages to payee branch.

Travelers cheques and Gift cheques: Scrutiny of applications, calculation of charges, receipt of funds and issue of documents, entries in the respective registers.

PAPER-II**ANCILLARY SERVICES****SEMESTER – II****SYLLABUS****PRACTICAL****Time: 3 Hrs.****M. Marks: 50**

Inward D.Ds. M.Ts and T.Ts for payment: Scrutiny of respective document, endorsements, thereon, verification from respective drawing advices/messages, preparation of vouchers for payment, entries in respective registers/ledgers – such as drafts payable register/ledger etc.

Stock Invest: Scrutiny of application form and required deposit account opening form, preparation of vouchers, receipt of cash/cheque, debit entries in deposit register/ledger and stock invest ledgers, preparing stock invest document and delivery separate exercises, on receipt of paid stock invest by other branches. Lifting of lien on deposit account upon receipt, and cancellation of stock invest, treatment on loss of stock invest.

Scrutiny of cheques/bills received for collection (inward/outwards), entries in relative register, preparation of presentation Memo's collection schedules, facts enquires, crossing, endorsements, verification, receipt of proceeds remittance of proceeds. Exercise on calculation of due dates, payment of bills, disposal of unpaid bill.

Safe deposit vaults: filling up of specimen signature card, memorandum of agreement, preparation of vouchers and rent receipts for rentals and others

charges if any, intimation letters, entries in lockers and key registers, key and locker register and safe deposit account register and SDV account register/ledger, password book, due dates diary, rent register etc. Exercise on cases relating to loss of key, changing of lockers, delivery of articles in case of deceased hirer.

Safe custody accounts: Filling of accounts opening forms, scrutiny of article/document for safe custody. Making entries in safe custody ledger, calculation of charges, preparation of vouchers, issuing of safe custody receipt. Maintenance of due date diary. Preparation of intimation letters, notice/letter. Exercise on nomination to be obtained in safe custody/SDV A/c.

Pension payment: Scrutiny of P.P.O. into various related registers, obtaining of various declarations/undertaking, payment of pension, calculation of commuted values of pension preparation of scrolls and reporting to link br.

For other services: Practical to be arranged for each one of them with a specific case/request from the customer to be attended by a branch preferably after arranging a visit to a nearby bank branch undertaking such services.

PAPER-III INTRODUCTION TO COMPUTER APPLICATIONS

SEMESTER-I

SYLLABUS

THEORY

Time: 2 Hrs.

M. Marks: 30

Int. Ass. : 10

Total Marks : 40

Introduction to different types of computers – history of computer, organization of computer, memory, batch and serial processing of data, application of computers in business.

General Information about computers – key board, types of video-adopter, types of PCs IBMPC system – various sub-system and units and parts.

Operating System – DOS, ROM BIOS, Start, Directory, Files type and naming of files.

MS DOS Commands – different types.

PAPER-III INTRODUCTION TO COMPUTER APPLICATIONS

SEMESTER-II

SYLLABUS

THEORY

Time: 2 Hrs.

M. Marks: 30

Int. Ass. : 15

Total Marks : 45

Data processing system – data processing cycle, system design, file definition, card layout, coding and result validation.

Database Management – Meaning, limits of data base, structure and files, records, file use of dBASE III Plus - different operational steps, case in d BASE.

Introduction to word processing- Loading the program main menu operation, the opening menu, point control operation, on screen operations.

Use of Lotus Software – Spread sheet and application – common commands for entering data, menu driven commands, built in function.

Flow chart – principle and guideline, advantages.

Basic programs – Simple concepts of writing program – simple programs using BASIC.

PAPER-III INTRODUCTION TO COMPUTER APPLICATIONS

SEMESTER –I

SYLLABUS

PRACTICAL

Time: 3 Hrs.

M. Marks: 25

1. Formatting, copying, backup, restore command.
2. Creation of files, records, fields, saving, printing and deletion of file.

PAPER-III INTRODUCTION TO COMPUTER APPLICATIONS

SEMESTER –II

SYLLABUS

Time: 3 Hrs.

PRACTICAL

M. Marks: 50

3. Exercise in dBASE in banking problems.

4. Exercise in banking problems with Lotus programme.
5. Exercise using flow chart.
6. Preparation of elementary programme having applications in banking like:
 - (i) Simple balance sheets.
 - (ii) Bi-verity tabular forms
 - (iii) Interest calculation
 - (iv) Ledger posting etc.

(vi) MARKETING AND SALESMANSHIP

PAPER-I

PRINCIPLES OF MANAGEMENT

SEMESTER-I

SYLLABUS

THEORY

Time: 2 ½ Hrs.

M. Marks : 45

Int. Ass. : 20

Total Marks : 65

- i. **Management:** as science, as art, as profession, administration and management, levels of management, managerial skills and rules, branches of management.
- ii. **Scientific Management:** meaning, features, aims and objectives of scientific management, principles of scientific management, techniques of scientific management.
- iii. **Business environment:** meaning of business environment, features of business environment, importance of business environment, components of business environment, economic environment in India, new economic policy, liberalization, Privatisation and Globalisation.

PAPER-I

PRINCIPLES OF MANAGEMENT

SEMESTER-II

SYLLABUS

THEORY

Time: 3 Hrs.

M. Marks : 65

Int. Ass. : 30

Total Marks : 95

- iv. **Planning:** Steps in Planning process, how to make plans effective, type of plans, objectives, Policies, procedures, methods, rules strategies, programmes and budgets .
- v. **Organisation structure:** meaning, developing organization structure, role of organization structure, features of a good organization structure, forms of organizational structure.
- vi. **Staffing:** selection procedure, Type of tests, advantages and disadvantages of test, interview.
- vii. **Wage Payment:** Incentive wage system, group incentives and prerequisites of good incentive plan.
- viii. **Directing:** Motivation; meaning, types, importance, theories of motivation, techniques to increase motivation, leadership; nature, features, qualities of a good leader, importance of leadership management, techniques of effective leadership.

PAPER-II

MARKETING MANAGEMENT

SEMESTER-I

SYLLABUS

THEORY

Time: 2 ½ Hrs.

M. Marks : 45

Int. Ass. : 20

Total Marks : 65

- i. **Marketing:** Elements of modern concept of marketing, marketing and selling, marketing management, marketing management philosophies, functions of marketing, role of Marketing

PAPER-II**MARKETING MANAGEMENT
SEMESTER-II
SYLLABUS
THEORY****Time: 3 Hrs.****M. Marks : 65
Int. Ass. : 30
Total Marks : 95**

- ii. **Business finance:** meaning, meaning of financial management, scope of financial management. Objectives of financial management, functions of a financial manager, financial planning, features of financial planning, importance of financial planning, objectives of financial plan, capital structure, fixed capital, working capital.
- iii. **Financial Markets:** Financial markets, capital market, elements of capital market, nature of capital market, functions of capital market, primary market, secondary market, financial institutions, unorganized capital market, money market. Constituents of money markets, functions of money market, distinction between capital market and money market, stock exchange, functions of stock exchange, over the counter exchange of India, objective of SEBI, functions of SEBI.

PAPER III**SALESMANSHIP
SEMESTER-I
SYLLABUS
THEORY****Time: 2 ½ Hrs.****M. Marks: 45
Int. Ass. : 20
Total Marks : 65**

- i. **Salesmanship:** meaning, types of salesman, selection techniques of salesman, training, wage payments of salesman, salesmanship as career.
- ii. **Sale promotion:** meaning, objectives, techniques of sales promotion, advantages and disadvantages of sales promotions, role of media in sales promotion, studies of sales promotion in India.

PAPER III**SALESMANSHIP
SEMESTER-II
SYLLABUS
THEORY****Time: 3 Hrs.****M. Marks: 65
Int. Ass. : 30
Total Marks :95**

- iii. **e-Trading:** meaning, pre requisites of e-trading, depository services, operational aspect of e-trading, traditional trading versus e-trading, advantages of e-trading, status of e-trading, efforts to be done.
- iv. **e-Marketing:** meaning, features of e-marketing, 4 Ps of e-marketing, distinction between traditional marketing and e-marketing. Advantages of e-marketing, disadvantages of e-marketing, status of e-marketing.
- v. **e-Banking:** meaning, features, sources provided by e-banking, difference between e-banking and traditional banking, process of e-banking, types of e-banking services, advantages of e-banking, disadvantages of e-banking, present status of e-banking.

(vii) RURAL MARKETING**PAPER-I****PRINCIPLES OF MANAGEMENT
SEMESTER-I
SYLLABUS
THEORY****Time: 2 ½ Hrs.****M. Marks : 45
Int. Ass. : 20
Total Marks : 65**

- i. **Management:** as science, as art, as profession, administration and management, levels of management, managerial skills and rules, branches of management.
- ii. **Scientific Management:** meaning, features, aims and objectives of scientific management, principles of scientific management, techniques of scientific management.
- iii. **Business environment:** meaning of business environment, features of business environment, importance of business environment, components of business environment, economic environment in India, new economic policy, liberalization, Privatisation and Globalisation.

PAPER-I**PRINCIPLES OF MANAGEMENT
SEMESTER-II
SYLLABUS
THEORY****Time: 3 Hrs.****M. Marks : 65
Int. Ass. : 30
Total Marks : 95**

- iv **Planning:** Steps in Planning process, how to make plans effective, type of plans, objectives, Policies, procedures, methods, rules strategies, programmes and budgets .
- v **Organisation structure:** meaning, developing organization structure, role of organization structure, features of a good organization structure, forms of organizational structure.
- vi **Staffing:** selection procedure, Type of tests, advantages and disadvantages of test, interview.
- vii **Wage Payment:** Incentive wage system, group incentives and prerequisites of good incentive plan.
- viii **Directing:** Motivation; meaning, types, importance, theories of motivation, techniques to increase motivation, leadership; nature, features, qualities of a good leader, importance of leadership management, techniques of effective leadership.

PAPER-II**MARKETING MANAGEMENT
SEMESTER-I
SYLLABUS
THEORY****Time: 2 ½ Hrs.****M. Marks : 45
Int. Ass. : 20
Total Marks : 65**

- i **Marketing:** Elements of modern concept of marketing, marketing and selling, marketing management, marketing management philosophies, functions of marketing, role of Marketing.

PAPER-II

**MARKETING MANAGEMENT
SEMESTER-II
SYLLABUS
THEORY**

Time: 3 Hrs.

**M. Marks : 65
Int. Ass. : 30
Total Marks : 95**

- ii **Business finance:** meaning, meaning of financial management, scope of financial management. Objectives of financial management, functions of a financial manager, financial planning, features of financial planning, importance of financial planning, objectives of financial plan, capital structure, fixed capital, working capital.
- iii **Financial Markets:** Financial markets, capital market, elements of capital market, nature of capital market, functions of capital market, primary market, secondary market, financial institutions, unorganized capital market, money market. Constituents of money markets , functions of money market, distinction between capital market and money market, stock exchange, functions of stock exchange, over the counter exchange of India, objective of SEBI, functions of SEBI.

PAPER III

**SALESMANSHIP
SEMESTER-I
SYLLABUS
THEORY**

Time: 2 ½ Hrs.

**M. Marks: 45
Int. Ass. : 20
Total Marks : 65**

- i. **Salesmanship:** meaning, types of salesman, selection techniques of salesman, training, wage payments of salesman, salesmanship as career.
- ii. **Sale promotion:** meaning, objection, techniques of sales promotion, advantages and disadvantages of sales promotions, role of media in sales promotion, studies of sales promotion in India.

PAPER III

**SALESMANSHIP
SEMESTER-II
SYLLABUS
THEORY**

Time: 3Hrs.

**M. Marks: 65
Int. Ass. : 30
Total Marks : 95**

- iii. **e-Trading:** meaning, pre requisites of e-trading, depository services, operational aspect of e-trading, traditional trading versus e-trading, advantages of e-trading, status of e-trading, efforts to be done.
- iv. **e-Marketing:** meaning, features of e-marketing, 4 Ps of e-marketing, distinction between traditional marketing and e-marketing. Advantages of e-marketing, disadvantages of e-marketing, status of e-marketing.
- v. **e-Banking:** meaning, features, sources provided by e-banking, difference between e-banking and traditional banking, process of e-banking, types of e-banking services, advantages of e-banking, disadvantages of e-banking, present status of e-banking.
- vi. Formation of self help Groups; Training, support from financial corporation exhibition of products.

(viii) TRANSPORT SERVICES**PAPER I****INFRASTRUCTURE AND MODES OF TRANSPORT
SEMESTER-I
SYLLABUS
THEORY****Time : 2 ½ hrs.****M. Marks : 45
Int. Ass. : 20
Total Marks : 65**

Infrastructure of roads: City roads, fourlanes, express high ways, BOT system, Road Tax, Toll Tax, subway, flyovers. Slip roads, round about safety measures, plantation by road sides, petrol and Gas stations, facilities at petrol stations including eating joints.

PAPER I**INFRASTRUCTURE AND MODES OF TRANSPORT
SEMESTER-II
SYLLABUS
THEORY****Time : 3 hrs.****M. Marks : 65
Int. Ass. : 30
Total Marks : 95**

Modes of Transport: Public transport systems, private transport systems, urban city bus service, Rural mini-bus service, AC buses, Volvo buses. Route demarcation, profitable routes, not-profitable routes, facilities available to passengers during traveling. Bus terminus Authority. Facilities available at bus Terminus in district level and interstate bus terminus.

PAPER II**TRANSPORT MANAGEMENT
SEMESTER – I
SYLLABUS
THEORY****Time : 2 ½ hrs.****M. Marks : 45
Int. Ass. : 20
Total Marks : 65**

1. Recruitment of drivers and conductors, training, Offences committed by drivers and conductors. Redressal mechanism.

PAPER II**TRANSPORT MANAGEMENT
SEMESTER – II
SYLLABUS
THEORY****Time : 3 hrs.****M. Marks : 65
Int. Ass. : 30
Total Marks : 95**

2. **Road Safety measures:** Environmental Hazards and the preventive measures.
3. **Motor Vehicle insurance:** Accidental insurance policy for passengers.
4. Online banking, tour and tracking.

PAPER III**ICT IN TRANSPORT INDUSTRY
SEMESTER –I
SYLLABUS
THEORY****Time : 2 hrs.****M. Marks : 30
Int. Ass. : 10
Total Marks : 40****1. Fundamentals of internet**

Concept of internet, use of internet, requirements of internet, internet domain, internet server, establishing connectivity on the internet, Types of internet providers, Constituents of internet protocol browsing of the internet tools and service of internet, procedure of opening e-mail account on internet.

2. Applications of ICT in Transport Industry

Developing websites: Website, Web pages, Components of Website, Online booking, Status of ICT applications in transport industry in India.

PAPER III ICT IN TRANSPORT INDUSTRY**Time: 3 Hrs.**

**SEMESTER - I
SYLLABUS
PRACTICAL**

M. Marks: 25

Internet and its application: Log into internet, Navigation for seeking information, downloading information from internet.

PAPER III ICT IN TRANSPORT INDUSTRY**Time : 2 hrs.**

**SEMESTER –II
SYLLABUS
THEORY**

M. Marks : 30

**Int. Ass. : 15
Total Marks : 45**

E-Payment:

Transaction through internet, requirements of E-Payments System, postpaid payment system – credit cards solutions, cyber cash, internet cheques, instant paid payment system – debit card, prepaid payment system- electronic cash, digi cash, net cash, cyber cash, smart cards.

E-Security:

Areas of internet security, security threats, security breach avoidance, deflection and recovery. Confidentiality and integrity, electronic signature, access control , authentication, precautions for security e-commerce.

PAPER III ICT IN TRANSPORT INDUSTRY**Time: 3 Hrs.**

**SEMESTER-II
SYLLABUS
PRACTICAL**

M. Marks: 50**Sending and receiving e-mail:**

- (a) Creating e-mail account
- (b) Creating a message
- (c) Creating an address book
- (d) Attaching a file with e-mail
- (e) Receiving a message
- (f) Deleting a message

(ix) BASIC FINANCIAL SERVICES**PAPER I ACCOUNTING FOR BUSINESS****SEMESTER – I**

**SYLLABUS
THEORY**

Time: 2 ½ Hrs.

**M. Marks: 45
Int. Ass. : 20
Total Marks : 65**

1. Preparation of Trial balance, Bank reconciliation statement. Rectification of errors, Depreciation and Bills of exchange

PAPER I

**ACCOUNTING FOR BUSINESS
SEMESTER – II
SYLLABUS
THEORY**

Time: 3 Hrs.

**M. Marks: 65
Int. Ass. : 30
Total Marks : 95**

2. Financial statements (without adjustment), Financial statement (with adjustments), accounting for not for profit organization. Accounting for partnership. Partnership Deed, final accounts of Partnership, division of profit, fixed and fluctuating capital etc.

PAPER II

**INTRODUCTION TO FINANCIAL MARKET
SEMESTER –I
SYLLABUS
THEORY**

Time 2 ½ Hrs.

**M. Marks: 45
Int. Ass. : 20
Total Marks : 65**

- 1 (A) Remittance of funds. Demand draft, mail transfer, stock invest and pay orders, collection of cheques (inward/outward), safe deposit lockers, standing instructions, investment advice.

PAPER II

**INTRODUCTION TO FINANCIAL MARKET
SEMESTER –II
SYLLABUS
THEORY**

Time 3 Hrs.

**M. Marks: 65
Int. Ass. : 30
Total Marks : 95**

- 1 (B) Merchant banking services- consultancy, raising of funds, under writing, issue of shares, bonds and debentures, hire purchase.
2. Leasing, Guarantees, Housing finance, sale and purchase of shares, Debentures and other securities, mutual funds, underwriting of shares, bonds and debentures of industrial organization, credit cards, Rural cards collection and payment of pension, Automatic teller machines.

PAPER III

**COMPUTER APPLICATIONS IN FINANCIAL MARKETING
SEMESTER-I
SYLLABUS
THEORY**

Time: 2 Hrs.

**M. Marks: 30
Int. Ass. : 10
Total Marks : 40**

1. Introduction to internet:

Concept of internet, use of internet, requirements of internet, internet domain, internet server, establishing connectivity on the internet, Types of internet providers, Constitutes of internet protocol browsing of the internet tools and service of internet, procedure of opening e-mail account on internet.

PAPER III

**COMPUTER APPLICATIONS IN FINANCIAL MARKETING
SEMESTER –I
SYLLABUS
PRACTICAL**

Time : 3 hrs.

M. Marks : 25

Internet and its application : Log into internet, Navigation for seeking information, downloading information from internet.

PAPER III	COMPUTER APPLICATIONS IN FINANCIAL MARKETING	
Time: 2 Hrs.	SEMESTER-II	Marks: 30
	SYLLABUS	Int. Ass. : 15
	THEORY	Total Marks : 45

E-Banking:

Meaning, importance and types of e-banking services, traditional vs. e-banking, process of e-banking, advantages and disadvantages of e-banking, status of e-banking in India.

E-Security:

Areas of internet security, security threats, security breach avoidance, defection and recovery. Confidentiality and integrity, electronic signature, access control, authentication, precautions for secure e-commerce.

PAPER III	COMPUTER APPLICATION IN FINANCIAL MARKETING	
Time : 3 hrs.	SEMESTER –II	M. Marks : 50
	SYLLABUS	
	PRACTICAL	

1. Sending and receiving e-mail:

- (a) Creating e-mail account
 - (b) Creating a message
 - (c) Creating an address book
 - (d) Attaching a file with e-mail
 - (e) Receiving a message
 - (f) Deleting a message
2. Purchasing through the internet
 3. Online banking – Operating and ATM.

(x) INSURANCE

PAPER I	PRINCIPLES AND PRACTICES OF INSURANCE	
	SEMESTER-I	
	SYLLABUS	
Time: 2 ½ Hrs.	THEORY	Marks: 45
		Int. Ass. : 20
		Total Marks : 65

1. Risks, Motor Insurance Policy and covers. Comprehensive policy, third party act policy. extra benefits cover and additional parts and benefits cover policies. Motor insurance claims: entitlement of claims, conditions of indemnity, settlement of claims, no claims discount, motor accident claims Tribunal.

PAPER I	PRINCIPLES AND PRACTICES OF INSURANCE	
	SEMESTER-II	
	SYLLABUS	
Time: 3 Hrs.	THEORY	Marks: 65
		Int. Ass. : 30
		Total Marks : 95

Insurance of Persons: Personal Accident, Janta Personal Accident, Gramin Personal Accident Policy, Accident Policy for school going children group, personal accident air travel, insurance policies and health insurance scheme.

Insurance of liability and interest: Public liability, Professional indemnity, different types of fidelity. Guarantee insurance, Commercial, individual, collective and excess floating policies. Package policy: Domestic multi Risk, Traders combined, bankers blanket, jewellers block, , marine cum erection, storage cum erection insurance policy. Loss Prevention. Introduction method of loss prevention. Loss prevention associations of India.

PAPER II

**INSURANCE LEGISLATION
SEMESTER-I
SYLLABUS
THEORY**

Time: 2 ½ Hrs.

**Marks: 45
Int. Ass. : 20
Total Marks : 65**

Accounts of insurance companies, statutory books, subsidiary books, final accounts and life insurance business items of debit side of revenue account of life insurance, Items of credit side of revenue account of life insurance. Explanation of items included in balance sheet.

PAPER II

**INSURANCE LEGISLATION
SEMESTER-II
SYLLABUS
THEORY**

Time: 3 Hrs.

**Marks: 65
Int. Ass. : 30
Total Marks : 95**

Accounts of general insurance companies, debit side and credit side items balance sheet Insurance Contract, essential elements of a valid insurance contract, essential of insurance contract, warranties in insurance contract, warranties under marine insurance, kinds of insurance contracts.

PAPER III**INSURANCE SALESMANSHIP**

**SEMESTER – I
SYLLABUS
THEORY**

Time: 2 ½ Hrs.

**Marks: 45
Int. Ass. : 20
Total Marks : 65**

1. National Insurance Company
2. The New India Insurance Company

PAPER III**INSURANCE SALESMANSHIP**

**SEMESTER –II
SYLLABUS
THEORY**

Time: 3 Hrs.

**Marks: 65
Int. Ass. : 30
Total Marks : 95**

3. The United India Insurance Company
Their Policies, Structure, Premium and claims
4. Birla sun life Insurance company
5. ICICI Prudential Life Insurance Company
Their Policies, Structure premium and claims

- vii Wage Payment:** Incentive wage system, group incentives and prerequisites of good incentive plan.
- viii Directing:** Motivation; meaning, types, importance, theories of motivation, techniques to increase motivation, leadership; nature, features, qualities of a good leader, importance of leadership management, techniques of effective leadership.

PAPER III: FUNDAMENTALS OF INCOME TAX

**SEMESTER-I
SYLLABUS
THEORY**

Time: 2 ½ Hrs.

**Marks: 45
Int. Ass. : 20
Total Marks : 65**

Computation of Tax Liability:

Schedule of rates of tax, computation of Tax liability. Double taxation relief. Special provision relating to avoidance of Tax.

PAPER III: FUNDAMENTALS OF INCOME TAX

**SEMESTER-II
SYLLABUS
THEORY**

Time: 3 Hrs.

**Marks: 65
Int. Ass. : 30
Total Marks : 95**

Assessments:

Assessment of agricultural income, assessment of individual, assessment of Hindu undivided Family, Assessment of firm.

Administration of ACT:

Income tax authorities. Procedure for assessment, collection of tax, recovery of Tax and refunds, settlement commission, Appeals and Revision. Penalties and prosecution.

(xii) RURAL INFORMATICS MANAGEMENT

PAPER I PRINCIPLES OF MANAGEMENT

**SEMESTER-I
SYLLABUS
THEORY**

Time: 2 ½ Hrs.

**M. Marks : 45
Int. Ass. : 20
Total Marks : 65**

- i Management:** as science, as art, as profession, administration and management, levels of management, managerial skills and rules, branches of management.
- ii Scientific Management:** meaning, features, aims and objectives of scientific management, principles of scientific management, techniques of scientific management.
- iii Business environment:** meaning of business environment, features of business environment, importance of business environment, components of business environment, economic environment in India, new economic policy, liberalization, Privatisation and Globalisation.

PAPER I**PRINCIPLES OF MANAGEMENT****SEMESTER-II****SYLLABUS****THEORY****Time: 3 Hrs.****M. Marks : 65****Int. Ass. : 30****Total Marks : 95**

- iv Planning:** Steps in Planning process, how to make plans effective, type of plans, objectives, Policies, procedures, methods, rules strategies, programmes and budgets .
- v Organisation structure:** meaning, developing organization structure, role of organization structure, features of a good organization structure, forms of organizational structure.
- vi Staffing:** selection procedure, Type of tests, advantages and disadvantages of test, interview.
- vii Wage Payment:** Incentive wage system, group incentives and prerequisites of good incentive plan.
- viii Directing:** Motivation; meaning, types, importance, theories of motivation, techniques to increase motivation, leadership; nature, features, qualities of a good leader, importance of leadership management, techniques of effective leadership.

PAPER II:**ICT AND E-COMMERCE****SEMESTER-I****SYLLABUS****THEORY****Time:2 Hrs****Max Marks: 30****Int. Ass. : 10****Total Marks : 40****Unit-I Internet Technologies:**

Introduction and history of the Internet; TCP/IP protocol suite and architecture, IP datagram and routing; TCP and UDP, application layer and its protocols such as http, ftp, telnet; structure of Internet protocols, client server protocols, web-based protocols; network technologies, network structure, routing; relevant applications and technologies including Java, HTML and XML; business application of the Internet.

Unit-II Internet tools:

e-mail – anatomy of e-mail, opening e-mail account, reading, sending, deleting e-mail address – finding e-mail address – adding signature – attaching files, opening attachments – managing e-mail account, - web mail, outlook express.

PAPER II:**ICT AND E-COMMERCE****SEMESTER-I****SYLLABUS****PRACTICAL****Time: 3 Hrs****Max Marks: 25**

E-mail: Opening account, communications through e-mail, managing e-mail account.

PAPER II**ICT AND E-COMMERCE****SEMESTER-II****SYLLABUS****THEORY****Time:2 Hrs****Max Marks : 30****Int. Ass. : 15****Total Marks : 45****Unit-III Networking & Communication:**

Concepts such as primary/secondary, polling/selective, peer-to-peer type, priority/non priority; layered protocols and OSI model; standard institutions and their communication standards such as IEEE LAN standard, gigabit speed LANs, Wireless

LANs; communication protocols used in WANs; client-server computing; LAN operating systems; web servers, mail servers, authentication servers.

Unit-IV

Advertisement through internet, Social networking sites and e-commerce: Facebook, twitter, Orkut, Myspace, etc., Mobile messaging for example Way2sms, SMS junction etc; Blogging, E-group.

PAPER II:

ICT AND E-COMMERCE SEMESTER-II SYLLABUS PRACTICAL

Time: 3 Hrs

Max Marks: 50

Opening account on Social networking sites (Facebook, Twitter, orkut, etc.) and interaction thereon, Blogging, Forming and managing e-group.

PAPER III

E- GOVERNANCE SEMESTER-I SYLLABUS THEORY

Time: 2 Hrs

Max Marks: 30

Int. Ass. : 10

Total Marks : 40

Unit I: E-Governance Infrastructure:

Digital System Infrastructure, Legal Infrastructure Institutional infrastructure, Human infrastructure (Capacity building/Training programmes to equip government staff at all levels), Technological Infrastructure (software and hardware required for e-governance implementation).

Unit II: Security Concern and Legal Frameworks for e-Governance:

E-Government systems security: Challenges and approach to e-government security, security concern in e-commerce, security for server computers, communication channel security, security for client computers. The existing laws in the country with specific references to the e-transactions and the cyber crimes.

PAPER III:

E-GOVERNANCE SEMESTER-I SYLLABUS PROJECT WORK

Time: 3 Hrs

Max Marks: 25

1. Prepare a project report on any two govt. departments which provide services through internet. The project report should include information like profile of the department, services provided by the department, how it deals with grievances of the clients, etc.
2. Find some recent example of security threats involving federal, state, or local government entities.

PAPER III:

E-GOVERNANCE SEMESTER-II SYLLABUS THEORY

Time: 2 Hrs

Max Marks: 30

Int. Ass. : 15

Total Marks : 45

Unit III: E-governance for public utilities:

Emergence of new e-sectors such as e-Health, e-Water & e-Tourism, ICT for democracy & development (e-Municipality, e-Democracy, e-Voting), e-literacy and illiteracy.

E-governance in Agriculture, Rural Development, Health, Planning, Education, Commerce and Trade, Other Sectors.

Unit IV: Status and future of e-Governance:

Monitoring and evaluation of e-government projects, IT workforce, IT clusters & technology park as incubators of innovation, concepts in bridging the digital divide.
Current status and future prospects e-Government systems in India and Punjab

PAPER III:

**E-GOVERNANCE
SEMESTER-II
SYLLABUS
PRACTICAL**

Time: 3 Hrs**Max Marks: 50**

Logging into websites through which the government provides services electronically/through internet. Navigating for information and availing services.

For example:**Indian Railways and Roadways:**

Checking schedules, fares, distance between two places/stations, booking, confirmation of tickets, etc.

Punjab State Electricity Board/BSNL etc:

Checking bill/usage. Payment of bills, etc.

Indian Postal service:

Checking track of your registered post. PIN numbers, Investment schemes, etc.

Income Tax Dept:

Downloading various rules, forms, e-filing of return, payment of tax, etc.

Punjab School Education Board:

Downloading syllabus, books, forms, date sheet, etc.

Police: Registering FIR, etc.

(xiii) EXPORT IMPORT DOCUMENTATION**PAPER I****PRINCIPLES OF MANAGEMENT**

**SEMESTER-I
SYLLABUS
THEORY**

Time: 2 ½ Hrs.**M. Marks : 45****Int. Ass. : 20****Total Marks : 65**

- i Management:** as science, as art, as profession, administration and management, levels of management, managerial skills and rules, branches of management.
- ii Scientific Management:** meaning, features, aims and objectives of scientific management, principles of scientific management, techniques of scientific management.
- iii Business environment:** meaning of business environment, features of business environment, importance of business environment, components of business environment, economic environment in India, new economic policy, liberalization, Privatisation and Globalisation.

PAPER I**PRINCIPLES OF MANAGEMENT**

**SEMESTER-II
SYLLABUS
THEORY**

Time: 3 Hrs.**M. Marks : 65****Int. Ass. : 30****Total Marks : 95**

- iv Planning:** Steps in Planning process, how to make plans effective, type of plans, objectives, Policies, procedures, methods, rules strategies, programmes and budgets .

- v **Organisation structure:** meaning, developing organization structure, role of organization structure, features of a good organization structure, forms of organizational structure.
- vi **Staffing:** selection procedure, Type of tests, advantages and disadvantages of test, interview.
- vii **Wage Payment:** Incentive wage system, group incentives and prerequisites of good incentive plan.
- viii **Directing:** Motivation; meaning, types, importance, theories of motivation, techniques to increase motivation, leadership; nature, features, qualities of a good leader, importance of leadership management, techniques of effective leadership.

PAPER II INFORMATION TECHNOLOGY AND E-COMMERCE

Time : 2 hrs.

**SEMESTER – I
SYLLABUS
THEORY**

**M. Marks : 30
Int. Ass. : 10
Total Marks : 40**

Unit-I Internet Technologies:

Introduction and history of the Internet; TCP/IP protocol suite and architecture, IP datagram and routing; TCP and UDP, application layer and its protocols such as http, ftp, telnet; structure of Internet protocols, client server protocols, web-based protocols; network technologies, network structure, routing; relevant applications and technologies including Java, HTML and XML; business application of the Internet.

Unit-II Internet tools:

e-mail – anatomy of e-mail, opening e-mail account, reading, sending, deleting e-mail address – finding e-mail address – adding signature – attaching files, opening attachments – managing e-mail account, - web mail, outlook express.

PAPER II INFORMATION TECHNOLOGY AND E-COMMERCE

**SEMESTER-I
SYLLABUS**

Time: 3 Hrs

PRACTICAL

Max Marks: 25

E-mail: Opening account, communications through e-mail, managing e-mail account.

PAPER II INFORMATION TECHNOLOGY AND E-COMMERCE

Time : 2 hrs.

**SEMESTER – II
SYLLABUS
THEORY**

**M. Marks : 30
Int. Ass. : 15
Total Marks : 45**

Unit-III Networking & Communication:

Concepts such as primary/secondary, polling/selection, peer-to-peer type, priority/non priority; layered protocols and OSI model; standard institutions and their

communication standards such as IEEE LAN standard, gigabit speed LANs, Wireless LANs; communication protocols used in WANs; client-server computing; LAN operating systems; web servers, mail servers, authentication servers.

Unit-IV

Advertisement through internet, Social networking sites and e-commerce: Facebook, twitter, Orkut, Myspace, etc., Mobile messaging for example Way2sms, SMS junction etc; Blogging, E-group.

PAPER II INFORMATION TECHNOLOGY AND E-COMMERCE

**SEMESTER-II
SYLLABUS**

Time: 3 Hrs

PRACTICAL

Max Marks: 50

Opening account on Social networking sites (Facebook. Twitter, orkut, etc.) and interaction thereon, Blogging, Forming and managing e-group.

PAPER III**IMPORT MANAGEMENT****SEMESTER – I
SYLLABUS
THEORY****Time : 2 ½ hrs.****M. Marks : 45
Int. Ass. : 20
Total Marks : 65**

Import- meaning of Indian import. Foreign trade policy 2009-14, potential items of Import. Potential items of import from USA, UK and Gulf Countries. Setting up an appropriate business organisation choosing suitable mode of operation, naming the business.

PAPER III**IMPORT MANAGEMENT****SEMESTER – II
SYLLABUS
THEORY****Time : 3 hrs.****M. Marks : 65
Int. Ass. : 30
Total Marks : 95**

Select the product and making effective Business correspondence, selecting overseas markets, selecting buyers, selecting channels of distribution, for negotiating with buyer. Processing an import order, entering into import contract, import pricing and costing.

Registration with Regional Authorities of Director General of Foreign Trade, Registration with import Promotion Council , Registration with Value Added Tax Authorities, Registration with Central excise Authorises, obtaining permanent Account Number (PAN), Import of Samples, gifts, sports goods and repaired goods etc. obtaining an import license.

(xiv) COOPERATION**PAPER I****ELEMENTS OF BOOK KEEPING****SEMESTER – I
SYLLABUS
THEORY****Time: 2 ½ Hrs.****M. Marks: 45
Int. Ass. : 20
Total Marks : 65**

1. Preparation of Trial balance, Bank reconciliation statement. Rectification of errors, Depreciation and Bills of exchange.

PAPER I**ELEMENTS OF BOOK KEEPING****SEMESTER – II
SYLLABUS
THEORY****Time: 3 Hrs.****M. Marks: 65
Int. Ass. : 30
Total Marks : 95**

- 2 Financial statements (without adjustment), Financial statement (with adjustments), accounting for not for profit organization. Accounting for partnership. Partnership Deed, final accounts of Partnership, division of profit, fixed and fluctuating capital etc.

PAPER II**PRINCIPLES OF MANAGEMENT****SEMESTER-I
SYLLABUS
THEORY****Time: 2 ½ Hrs.****M. Marks: 45
Int. Ass. : 20
Total Marks : 65**

- i **Management:** as science, as art, as profession, administration and management, levels of management, managerial skills and rules, branches of management.

- ii Scientific Management:** meaning, features, aims and objectives of scientific management, principles of scientific management, techniques of scientific management.
- iii Business environment:** meaning of business environment, features of business environment, importance of business environment, components of business environment, economic environment in India, new economic policy, liberalization, Privatisation and Globalisation”.

PAPER II**PRINCIPLES OF MANAGEMENT****SEMESTER-II****SYLLABUS****THEORY****Time: 3 Hrs.****M. Marks: 65****Int. Ass. : 30****Total Marks : 95**

- iv Planning:** Steps in Planning process, how to make plans effective, type of plans, objectives, Policies, procedures, methods, rules strategies, programmes and budgets .
- v Organisation structure:** meaning, developing organization structure, role of organization structure, features of a good organization structure, forms of organizational structure.
- vi Staffing:** selection procedure, Type of tests, advantages and disadvantages of test, interview.
- vii Wage Payment:** Incentive wage system, group incentives and prerequisites of good incentive plan.
- viii Directing:** Motivation; meaning, types, importance, theories of motivation, techniques to increase motivation, leadership; nature, features, qualities of a good leader, importance of leadership management, techniques of effective leadership.

PAPER III**COOPERATIVE MANAGEMENT****SEMESTER-I****SYLLABUS****THEORY****Time : 2 ½ hrs.****M. Marks : 45****Int. Ass. : 20****Total Marks : 65****Cooperative Agricultural Marketing:**

Cooperative marketing in India, Structure and organization of cooperative marketing. Marketing of Agricultural produce, National Agricultural cooperative, Marketing Federation (NAFED), linking of credit with Marketing, Drawbacks of Agricultural Marketing cooperation, problems of Agricultural marketing Cooperatives.

PAPER III**COOPERATIVE MANAGEMENT****SEMESTER-II****SYLLABUS****THEORY****Time : 3 hrs.****M. Marks : 65****Int. Ass. : 30****Total Marks : 95****Cooperative storage of Agricultural Produce:**

Introduction, policy on cooperative storage and warehousing, Role of National cooperative Development corporation, cold storage, Consumer cooperative societies: National Cooperative consumer's, federation (NCCF), State Consumer Cooperative Federation (SCCF) District Consumer Cooperative Wholesale Stores (DCCWS), Primary Consumer Cooperative Stores (PCCSS), Objectives of Consumers

Cooperatives, Management of Consumer, Management of consumer cooperative, Govt. Support, features of consumer cooperatives, its problem, Suggestions for improvement.

Cooperative Housing:

Types of Housing Cooperatives, organizational pattern, Resource Mobilisation, National Cooperative Housing Federation of India, Cooperative Housing in Rural Areas. Problems Faced by the Housing Cooperatives, suggestions.

Diary Cooperatives:

National Dairy Development Board, Progress of Dairy Cooperatives under operation Flood Programme, organizational structure of diary cooperatives, village cooperative dairy society, District Cooperative Milk Produce, union, state cooperative milk federation, problems faced by dairy cooperatives.