



एस० एम० कॉलेज  
चन्दासी

टेली फ़ैक्स : 05921-252516

E.Mail : smcollegechd@gmail.com  
visit us : smcollegechandausi.com

पत्रांक : SMC/532/2021-22

दिनांक : 03.03.2022

सेवा में,

कुलसचिव महोदय,  
एम०जे०पी० रुहेलखण्ड, विश्वविद्यालय,  
बरेली, उ०प्र०।

विषय: नवीन शिक्षा नीति-2020 के अनुपालन में महाविद्यालय द्वारा तैयार किया गया एवं संचालित व्यावसायिक पाठ्यक्रम के सन्दर्भ में।

महोदय,

सूच्य है कि नवीन शिक्षा नीति-2020 के अन्तर्गत सत्र 2021-22 से प्रथम वर्ष में प्रवेश लेने वाले प्रत्येक विद्यार्थी को एक व्यावसायिक कोर्स आवंटित किये जाने हेतु निर्देशित किया गया था।

उक्त के अनुपालन में विद्यार्थियों के आवंटित विषयों के पाठ्यक्रम दिनांक 20.11.2021 को अनुमोदन हेतु विश्वविद्यालय में प्रस्तुत किये गये थे जिस पर विश्वविद्यालय द्वारा मौखिक रूप से कतिपय संशोधन किये जाने की अपेक्षा की गई थी।

आपकी अपेक्षा अनुरूप इन पाठ्यक्रमों में संशोधन कर दिये गये हैं। संशोधित पाठ्यक्रम संलग्न सूची-1 के अनुसार विश्वविद्यालय प्रेषित है।

आपसे विनम्र निवेदन है कि संलग्न व्यावसायिक कोर्स के पाठ्यक्रमों को अनुमोदित कर आवश्यक कार्यवाही पूर्ण कर अवगत कराने की कृपा करें।

धन्यवाद!

संलग्नक: उपरोक्तानुसार।

(डॉ० हेमन्त कुमार)  
Principal  
S. M. College  
Chandausi

(डॉ० प्रवीण कुमार)  
समन्वयक- वोकेशनल/स्किल सेल  
मो० नं०- 9760480884

Sh. S.K. Pandey / A.K. Adani  
सचिव



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



**Syllabus for Skill development / Vocational course)**  
**Course Title: Office Management & Secretarial Practices**

Title of course-	
Nodal Department of HEI to run course	Commerce and Business Administration department
Broad Area/Sector-	Management, startups, Business
Sub Sector-	Small & Large Scale Office Administration
Nature of course - Independent / Progressive	Progressive
Name of suggestive Sector Skill Council	Commerce
Alienated NSQF level	IV
Expected fees of the course -Free/Paid	As per decided by skill partner
Stipend to student expected from industry	.....
Number of Seats-.....	.....
Course Code-.....	Credits- 24 (8 Theory, 16 Practical)
Max Marks..... Minimum Marks...	Max Marks...300..... Minimum Marks... 115
Name of proposed skill Partner (Please specify, Name of industry, company & for Practical /training/ internship/OJT	
Job prospects-Expected Fields of Occupation where student will be able to get job after completing this course in (Please specify name/type of industry, company etc.)	
Suggested Readings: Mentioned in the syllabus	
Suggested Digital platforms/ web links for reading- Mentioned in the syllabus	
Suggested OJT/ Internship/ Training/ Skill partner- Mentioned in the syllabus	
Suggested Continuous Evaluation Methods: Mentioned in the syllabus	
Course Pre-requisites:	
<ul style="list-style-type: none"> <li>No pre-requisite required, open to all</li> <li>To study this course, a student must have the subject Commerce Bioscience &amp; Arts... in class/12<sup>th</sup>/ certificate/diploma.</li> <li>If progressive, to study this course a student must have passed previous courses of this series.</li> </ul>	
Suggested equivalent online courses: Mentioned in the syllabus	
Any remarks/ suggestions: Required proper infrastructure, funds for operation and support from authority for understanding the need of course.	
Notes:	
<ul style="list-style-type: none"> <li>Number of units in Theory/Practical may vary as per need</li> <li>Total credits/semester-6 (it can be more credits, but students will get only 6credit/ semester or 12credits/ year</li> <li>Credits for Theory =02 (Teaching Hours = 30)</li> <li>Credits for project= 01</li> <li>Credits for Assignment = 01</li> <li>Credits for Internship/OJT/Training/Practical = 02 (Training Hours = 60)</li> </ul>	

*[Signature]*

*[Signature]*

*[Signature]*  
Principal  
S. M. College  
Chandausi

*[Signature]*  
*[Signature]*  
(डा० प्रवीण कुमार)  
होमोसेक्ट प्रोफेसर, गागीर विभाग  
एन एम कॉलेज, चन्दौसी।



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



**SEMESTER WISE TITLE OF THE PAPERS IN OFFICE MANAGEMENT & SECRETARIAL PRACTICES**

Year	Semester	Paper no.	Course code	Paper title	Theory/ Practical	Credit
1	I	1		Office Management	Theory Practical	2 4
1	II	2		Secretarial Practices	Theory Practical	2 4
2	III	3		Professional Communication Skills	Theory Practical	2 4
2	IV	4		Office Administration	Theory Practical	2 4
2 YEARS	4 SEM					

Name	Designation	Affiliation
<b>Steering Committee</b>		
Prof P.B. Singh	Professor	Dept. of Business Administration, MJP Ruhelkhand University, Bareilly
Dr Rakesh Kumar	Associate Professor	S.M. College, Chandausi

**Syllabus Developed by:**

S. No.	Name	Designation	Department	College/ University
1	Dr. Praveen kumar	Associate Professor	Commerce	S.M. College, Chandausi
2	Dr Pardeep Kumar	Assistant Professor	Commerce	S.M. College, Chandausi



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रूहेलखण्ड विश्वविद्यालय, बरेली**

A State University – Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



**Course Title: Office Management**  
**Minor /Vocational course: Semester-1**

Programme / Class: Certificate / Graduation		Year: First	Semester: First
Vocational Course:		(Elective)	
Course Code:		Course Title: OFFICE MANAGEMENT	
Course outcomes: 1. To understand office Management, office automation, space management, workplace environment 2. To understand the procedures of mailing as well as record management 3. To understand the budgets and audit system in the Office 4. To understand and acquire the skills for secretarial functions and proceedings of official meetings 5. To acquire the knowledge of banking system and official terms to be used in Office			
Paper Title		OFFICE MANAGEMENT	
Credits: 2		Elective/Compulsory- Compulsory	
Max. Marks: 25+75		Min. Passing Marks: 10 + 30	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 1-0-0			
Unit	Topics		No. of Lectures Total=30
I	Office and Office Management – Meaning of office, function of Office, Primary and Administrative Functions, Importance of office. Relation of Office with other departments of Business Organization. Concept of Paperless Office, Virtual Office, Back and Front Office, Open and Private Office. Definition and Elements of Office Management, duties of an Office Manager.		5
II	Filing and Indexing: Meaning and Importance of filing, Essential of Good Filing System. Centralized and Decentralized Filing System. Meaning, Need and types of Indexing used in the Business Organization.		5
III	Office Forms: Meaning and types of forms used in Business Organization, advantages, forms controls, objectives, form Designing, Principles of forms Designing, and Specimens of forms used in office.		5
IV	Office Record Management: Meaning, Importance of record keeping management, Principles of Record Management and types of records kept in a Business Organization, Centralization vs Decentralization of record keeping.		5
V	Measurement of Office Work: Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of Work Standards, benefits of Work Standards. Techniques of setting standards. Office Manuals –Meaning, need, types of office manuals and steps in preparing of Office Manuals.		5
VI	Modern Office Machines & Equipment: Introduction, meaning and importance of Office automation, objectives and use of office automation tools-Printers, Scanner, Fax Machines, Personal Computers, Photocopier, Calling Bell, Telephones, Mobile Phones, Video Conferencing, CCTV Camera, Biometric Attendance Machines, Office Safety and Security		5

*[Signature]*

*[Signature]*



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University – Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



### ABOUT SKILL PARTNER

Skill Partner may be any business organization, Cooperative Society, Not Profit Organization, Qualified Professionals, Trust, NGO, MNCs, Association of Individuals, Federation, Charity Organization, Chamber of Commerce, Federation of Industries, Technical or Professional Institutions, National or International Level Organization/Association Federation and like this pattern.

### ABOUT EXAMINATION/EVALUATION

1-For Practical/Skill and Theoretical part, examination may be conducted online or offline or in mixed format, as circumstances allow and students feel comfortable.

2-Pattern of paper shall be decided by concerned Subject Faculty and Skill Partner for their part. Skill Partner may adopt pattern as mentioned in B-Point of allocation of marks for evaluation/test purpose.

### Suggested Continuous Evaluation Methods

Continuous Internal Evaluation shall be based on as per following pattern:

Class Test-I (Objective Questions) ----- (05 Marks)

Class Test-II (Descriptive Questions)----- (05 Marks)

Class Test-III (Objective Questions) ----- (05 Marks)

Class Test-IV (Descriptive Questions) ----- (05 Marks)

Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) ----- (05 Marks)

### ABOUT PRACTICAL/SKILL SYLLABUS, TRAINING & TEST ETC (4 Credits)

- 1- Practical work will be based on any contents or topic of syllabus of theoretical paper.
- 2- Content or topic for all components of practical work shall be decided by subject teacher in consultation with skill partner.
- 3- Test or evaluation for practical work will be conducted by skill partner in association/consultation with concerned institution/subject teacher.
- 4- Number of total credits for practical/skill part will be four.

### ALLOCATION OF MARKS

#### **A- Theoretical Part -----TOTAL CREDIT-2**

Internal by the institution (ICE) -	25 Marks
College/Institution -	75 Marks
Total Maximum Marks-	100 Marks
Passing Marks-	10+25=35 Marks

#### **B- Practical/Skill Part -----TOTAL CREDIT-4**

Assignment /Practical-	50 Marks-----CREDIT-1
Internship-	50 Marks-----CREDIT-1
Project -	50 Marks-----CREDIT-1
Survey Report-	50 Marks-----CREDIT-1
Total Maximum Marks-	200 Marks
Minimum Passing Marks-	80 Marks

Note- 1- Total Minimum passing marks for section A & B - 35+80=115

2-Total Maximum Marks for section A & B - 100+200=300

*[Signature]*

*[Signature]*



**Suggested Readings:**

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

**Suggested Continuous Evaluation Methods:** Continuous Internal Evaluation shall be based on allotted Assignment and Class Tests. The marks shall be as follows:

1. Assessment and Presentation of Assignment (04 marks)
2. Class Test-I (Objective Questions) (04 marks)
3. Class Test-II (Descriptive Questions) (04 marks)
4. Class Test-III (Objective Questions) (04 marks)
5. Class Test-IV (Descriptive Questions) (04 marks)
6. Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) (05 marks)

**Suggested Additional resources**

<https://pkworldeducation.blogspot.com/?m=1>

<https://pkworldeducation.blogspot.com/?m=1>

<https://www.facebook.com/Dr.PraveenKumarATN/>

<https://www.facebook.com/groups/1448502708810040/?ref=share>



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



**Course Title: Office Management Secretarial Practices**  
**Vocational course: Semester-II**

Programme / Class: Certificate / Graduation		Year: First	Semester: II
Vocational Course:		(Elective)	
Course Code:	Course Title: Office Management & Sectorial Practices		
After completing the course, the student shall be able to:			
<div>1. Know about companies, their types, how they are formed, what important documents are necessary for companies for their governing and establishment.</div> <div>2. Understand and acquire the skills for secretarial functions and proceedings of official Meetings.</div> <div>3. Role of a Company Secretary, Directors and Chairman in Companies, Meeting Procedure.</div> <div>4. Understand communication process</div> <div>5. Understand the significance of oral communication in business context</div> <div>6. Write business reports and make presentations</div> <div>7. Learn to write business communication instruments like memorandum, minutes etc.</div> <div>8. Learn how to write report &amp; presentation.</div>			
Paper Title		SECRETARIAL PRACTICES	
Credits: 2		Elective/Compulsory- Compulsory	
Max. Marks: 25+75		Min. Passing Marks: 10 + 30	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 1-0-0			
Unit	Topics		No. of Lectures Total=30
I	Company Secretary-Meaning Type, Qualities, Appointment, Position, Duties, Rights and Liabilities, Role of Secretary		5
II	Procedure for Incorporation of Company, Documents to be Filed with Registrar, Memorandum and Articles of Association.		5
III	Procedure for Issue of Shares and Allotment of Shares, Prospects, Forfeiture and Reissue of Forfeited Shares		4
IV	Procedure for Issue of Shares Certificate, Share Warrant and Share Stock, Procedure for Declaration and Payment of Dividend and for Issue of Bonus Shares		6
V	Procedure for Transfer and Transmission of Shares, Audit, Stock Register and Asset Register		5
VI	Modern Methods of Office Communication Agenda and Minutes of Meetings Drafting Fax Messages and E-Mail and maintenance of Appointment Diary Secretarial Standard-1 On Board Meetings		5

*[Signature]*

*[Signature]*  
*[Signature]*



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



### ABOUT SKILL PARTNER

Skill Partner may be any business organization, Cooperative Society, Not Profit Organization, Qualified Professionals, Trust, NGO, MNCs, Association of Individuals, Federation, Charity Organization, Chamber of Commerce, Federation of Industries, Technical or Professional Institutions, National or International Level Organization/Association Federation and like this pattern.

### ABOUT EXAMINATION/EVALUATION

1-For Practical/Skill and Theoretical part, examination may be conducted online or offline or in mixed format, as circumstances allow and students feel comfortable.

2-Pattern of paper shall be decided by concerned Subject Faculty and Skill Partner for their part. Skill Partner may adopt pattern as mentioned in B-Point of allocation of marks for evaluation/test purpose.

### Suggested Continuous Evaluation Methods

Continuous Internal Evaluation shall be based on as per following pattern:

Class Test-I (Objective Questions) ----- (05 Marks)

Class Test-II (Descriptive Questions)----- (05 Marks)

Class Test-III (Objective Questions) ----- (05 Marks)

Class Test-IV (Descriptive Questions) ----- (05 Marks)

Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) ----- (05 Marks)

### ABOUT PRACTICAL/SKILL SYLLABUS, TRAINING & TEST ETC (4 Credits)

- 1- Practical work will be based on any contents or topic of syllabus of theoretical paper.
- 2- Content or topic for all components of practical work shall be decided by subject teacher in consultation with skill partner.
- 3- Test or evaluation for practical work will be conducted by skill partner in association/consultation with concerned institution/subject teacher.
- 4- Number of total credits for practical/skill part will be four.

### ALLOCATION OF MARKS

#### **E- Theoretical Part -----TOTAL CREDIT-2**

Internal by the institution (ICE) -	25 Marks
College/Institution -	75 Marks
<b>Total Maximum Marks-</b>	<b>100 Marks</b>
<b>Passing Marks-</b>	<b>10+25=35 Marks</b>

#### **F- Practical/Skill Part -----TOTAL CREDIT-4**

Assignment /Practical-	50 Marks-----CREDIT-1
Internship-	50 Marks-----CREDIT-1
Project -	50 Marks-----CREDIT-1
Survey Report-	50 Marks-----CREDIT-1
<b>Total Maximum Marks-</b>	<b>200 Marks</b>
<b>Minimum Passing Marks-</b>	<b>80 Marks</b>

Note- 1- Total Minimum passing marks for section A & B - 35+80=115

2-Total Maximum Marks for section A & B - 100+200=300

*[Handwritten signatures and marks]*



**Suggested Readings:**

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

**Suggested Continuous Evaluation Methods:**

Continuous Internal Evaluation shall be based on allotted Assignment and Class Tests. The marks shall be as follows:

1. Assessment and Presentation of Assignment (04 marks)
2. Class Test-I (Objective Questions) (04 marks)
3. Class Test-II (Descriptive Questions) (04 marks)
4. Class Test-III (Objective Questions) (04 marks)
5. Class Test-IV (Descriptive Questions) (04 marks)
6. Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) (05 marks)

**Suggested Additional resources**

<https://pkworldeducation.blogspot.com/?m=1>

<https://pkworldeducation.blogspot.com/?m=1>

<https://www.facebook.com/Dr.PraveenKumarATN/>

<https://www.facebook.com/groups/1448502708810040/?ref=share>

*[Handwritten signature]*

*[Handwritten signature]*



# Mahatma Jyotiba Phule Rohilkhand University, Bareilly

## महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



**Course Title: Office Management & Sectorial Practices**

**Vocational course: Semester-III**

Programme / Class: Diploma / Graduation	Year: Second	Semester: Third
Vocational Course:		(Elective)
Course Code: MJPRU01023	Course Title: Office Management & Sectorial Practice	
Course outcomes: The objective of this paper is to give the basic knowledge about the Business Communication. After completing this course, a student will have: 1. Ability to understand the concept of Communication along with the basic elements and norms of communication. 2. Ability to understand the official correspondence in the field of Business and other Organisation along with their relevance. 3. Ability to identify and apply appropriate communication style with external and internal person, parties, organisations etc. 4. Ability to apply basic technology in official correspondence. 5. Ability to understand the concept of official correspondence of an organisation. 6. To learn to perform effectively in group discussions. 7. To explore communication beyond language. 8. To learn to manage oneself while communicating. 9. To acquire good communication skills and develop confidence.		
Paper Title	PROFESSIONAL COMMUNICATION SKILLS	
Credits: 2	Elective/Compulsory- Compulsory	
Max. Marks: 25+75	Min. Passing Marks: 10 + 30	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 1-0-4		
Unit	Topics	No. of Lectures Total=30
I	Introduction: Meaning and objective of Business communication, Forms of Communication, Communication model and process, Principles of Effective Communication	7
II	Corporate Communication: Formal and Informal Communication, Networks, Grapevine, Barriers in Communication, Groups discussion, Mock Interviews, Seminars, Individual and Group Presentations	5
III	Essential of effective Business letters, Writing Important Business letters including correspondence with Bank and Insurance companies; Oral & Non-verbal communication; Principles of Oral Presentation, Factors affecting Presentation, effective Presentation skills, conducting Surveys; Body Language, Para Language, Effective Listening, Interviewing skill, Letter and Application.	6
IV	Modern forms of communication, international communication, Cultural sensitiveness, and cultural context, Writing and presenting in international situation	6
V	Role, effects and advantages of technology in Business Communication, writing skills: Planning business messages, Rewriting and editing, the first draft and reconstructing the final draft. Office Correspondence: Official Letter, Semi Official Letter and Memorandum.	6

*[Signature]*

*[Signature]*  
Rajiv



# Mahatma Jyotiba Phule Rohilkhand University, Bareilly

महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



## ABOUT SKILL PARTNER

Skill Partner may be any business organization, Cooperative Society, Not Profit Organization, Qualified Professionals, Trust, NGO, MNCs, Association of Individuals, Federation, Charity Organization, Chamber of Commerce, Federation of Industries, Technical or Professional Institutions, National or International Level Organization/Association Federation and like this pattern.

## ABOUT EXAMINATION/EVALUATION

1-For Practical/Skill and Theoretical part, examination may be conducted online or offline or in mixed format, as circumstances allow and students feel comfortable.

2-Pattern of paper shall be decided by concerned Subject Faculty and Skill Partner for their part. Skill Partner may adopt pattern as mentioned in B-Point of allocation of marks for evaluation/test purpose.

## Suggested Continuous Evaluation Methods

Continuous Internal Evaluation shall be based on as per following pattern:

Class Test-I (Objective Questions) ----- (05 Marks)

Class Test-II (Descriptive Questions) ----- (05 Marks)

Class Test-III (Objective Questions) ----- (05 Marks)

Class Test-IV (Descriptive Questions) ----- (05 Marks)

Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) ----- (05 Marks)

## ABOUT PRACTICAL/SKILL SYLLABUS, TRAINING & TEST ETC (4 Credits)

- 1- Practical work will be based on any contents or topic of syllabus of theoretical paper.
- 2- Content or topic for all components of practical work shall be decided by subject teacher in consultation with skill partner.
- 3- Test or evaluation for practical work will be conducted by skill partner in association/consultation with concerned institution/subject teacher.
- 4- Number of total credits for practical/skill part will be four.

## ALLOCATION OF MARKS

### **E- Theoretical Part -----TOTAL CREDIT-2**

Internal by the institution (ICE) -	25 Marks
College/Institution -	75 Marks
<b>Total Maximum Marks-</b>	<b>100 Marks</b>
<b>Passing Marks-</b>	<b>10+25=35 Marks</b>

### **F- Practical/Skill Part -----TOTAL CREDIT-4**

Assignment /Practical-	50 Marks-----CREDIT-1
Internship-	50 Marks-----CREDIT-1
Project -	50 Marks-----CREDIT-1
Survey Report-	50 Marks-----CREDIT-1
<b>Total Maximum Marks-</b>	<b>200 Marks</b>
<b>Minimum Passing Marks-</b>	<b>80 Marks</b>

Note- 1- Total Minimum passing marks for section A & B - 35+80=115

2-Total Maximum Marks for section A & B - 100+200=300

*[Signature]*

*[Signature]*



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



**Suggested Readings:**

1. Cloninger, S.C., "Theories of Personality: Understanding Person", Pearson, New York, 2008, 5<sup>th</sup> edition.
2. Luthans F, "Organizational Behaviour", McGraw Hill, New York, 2005, 12th edition.
3. Barron, R.A. & Brian D, "Social Psychology", Prentice Hall of India, 1998, 8th edition.
4. Adler R.B., Rodmap G. & Hutchinson C.C., "Understanding Human Communication", Oxford University Press : New York, 2011.
5. Lesikar, R.V. & Flatley, M.E.; Basic Business Communication Skills for Empowering the Internet Generation, Tata McGraw Hill Publishing Company Ltd. New Delhi.
6. Bovee, and Thill, Business Communication Today, Pearson Education
7. Shirley, Taylor, Communication for Business, Pearson Education
8. Locker and Kaczmarek, Business Communication: Building Critical Skills, TMH
9. Misra, A.K., Business Communication (Hindi), Sahitya Bhawan Publications Agra
10. Suggestive digital platforms web links-

**Suggested Continuous Evaluation Methods:**

Continuous Internal Evaluation shall be based on allotted Assignment and Class Tests. The marks shall be as follows:

1. Assessment and Presentation of Assignment (04 marks)
2. Class Test-I (Objective Questions) (04 marks)
3. Class Test-II (Descriptive Questions) (04 marks)
4. Class Test-III (Objective Questions) (04 marks)
5. Class Test-IV (Descriptive Questions) (04 marks)
6. Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) (05 marks)

**Suggested Additional resources**

<https://pkworldeducation.blogspot.com/?m=1>

<https://pkworldeducation.blogspot.com/?m=1>

<https://www.facebook.com/Dr.PraveenKumarATN/>

<https://www.facebook.com/groups/1448502708810040/?ref=share>



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



**Course Title: Office Management & Sectorial Practices**

**Vocational course: Semester-IV**

Programme / Class: Diploma / Graduation		Year: Second	Semester: Fourth
Vocational Course:		(Elective)	
Course Code:		Course Title: OFFICE MANAGEMENT & SECTORIAL PRACTICES	
After completing the course, the student shall be able to:			
<div>1. Understand the concepts related to Business.</div> <div>2. Demonstrate the roles, skills and functions of management.</div> <div>3. Analyze effective application of management knowledge to diagnose and solve organizational problems and develop optimal managerial decisions.</div> <div>4. Understand the complexities associated with management of human resources in the organizations and integrate the learning in handling these complexities.</div> <div>5. Demonstrate the ability to directing, leadership and communicate effectively</div>			
Paper Title		OFFICE ADMINISTRATION	
Credits: 2		Elective/Compulsory- Compulsory	
Max. Marks: 25+75		Min. Passing Marks: 10 + 30	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 1-0-4			
Unit	Topics		No. of Lectures Total=30
I	Office Administration, Management Vs. Administration, Office Manager Roles & skills, Smartly Office Operation, Allocation of Office Work, Delegation of Authority, Responsibility, Office Supervision & Control, Work Measurement and Standards		5
II	Work Simplification, Computers and Data Processing, Computers and Information Technology, Effective Correspondence, Office Reports and Precis Writing.		5
III	Management Functions and Principles, Planning: Nature, objectives and purpose of planning, planning process, types of planning, Setting Objectives, Planning premises, Planning Tools and Techniques,		5
IV	Effective Decision Making, Motivation, Significance: Authority and Responsibility Relationships: Centralization and Decentralization; Office Organizational Structure		5
V	Personnel Management, Staffing: Concept; Staffing Process - Steps Involved in Staffing, Overview of Manpower Planning, Job Design, Recruitment & Selection, Training & Development, Performance Appraisal, OJT.		5
VI	Public Relations (PR): Definitions, PR as a Communicating Function, Growth of PR in India, PR & Publicity, Propaganda of Public opinion- PR as a Management function, Stages of PR- Planning, Implementation, Research, Evaluation, PR Practitioners and Media relations, Press Conference, other PR tools. Communication- Internal and external, Community relations, Employee relations, PR in Public and Private Sector, PR Counseling, PR agencies, PR and advertising.		5

12

Om



**Mahatma Jyotiba Phule Rohilkhand University, Bareilly**

**महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली**

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



### ABOUT SKILL PARTNER

- Skill Partner may be any business organization, Cooperative Society, Not Profit Organization, Qualified Professionals, Trust, NGO, MNCs, Association of Individuals, Federation, Charity Organization, Chamber of Commerce, Federation of Industries, Technical or Professional Institutions, National or International Level Organization/Association Federation and like this pattern.

### ABOUT EXAMINATION/EVALUATION

1-For Practical/Skill and Theoretical part, examination may be conducted online or offline or in mixed format, as circumstances allow and students feel comfortable.

2-Pattern of paper shall be decided by concerned Subject Faculty and Skill Partner for their part. Skill Partner may adopt pattern as mentioned in B-Point of allocation of marks for evaluation/test purpose.

### Suggested Continuous Evaluation Methods

Continuous Internal Evaluation shall be based on as per following pattern:

Class Test-I (Objective Questions) ----- (05 Marks)

Class Test-II (Descriptive Questions)----- (05 Marks)

Class Test-III (Objective Questions) ----- (05 Marks)

Class Test-IV (Descriptive Questions) ----- (05 Marks)

Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) ----- (05 Marks)

### ABOUT PRACTICAL/SKILL SYLLABUS, TRAINING & TEST ETC (4 Credits)

- 1- Practical work will be based on any contents or topic of syllabus of theoretical paper.
- 2- Content or topic for all components of practical work shall be decided by subject teacher in consultation with skill partner.
- 3- Test or evaluation for practical work will be conducted by skill partner in association/consultation with concerned institution/subject teacher.
- 4- Number of total credits for practical/skill part will be four.

### ALLOCATION OF MARKS

#### **E- Theoretical Part -----TOTAL CREDIT-2**

Internal by the institution (ICE) -	25 Marks
College/Institution -	75 Marks
Total Maximum Marks-	100 Marks
Passing Marks-	10+25=35 Marks

#### **F- Practical/Skill Part -----TOTAL CREDIT-4**

Assignment /Practical-	50 Marks-----CREDIT-1
Internship-	50 Marks-----CREDIT-1
Project-	50 Marks-----CREDIT-1
Survey Report-	50 Marks-----CREDIT-1
Total Maximum Marks-	200 Marks
Minimum Passing Marks-	80 Marks

Note- 1- Total Minimum passing marks for section A & B - 35+80=115

2-Total Maximum Marks for section A & B - 100+200=300

(13)

*[Signature]*

*[Signature]*



# Mahatma Jyotiba Phule Rohilkhand University, Bareilly

## महात्मा ज्योतिबा फुले रुहेलखण्ड विश्वविद्यालय, बरेली

A State University - Government of U.P.; NAAC Accredited; ISO 9001:2015 Certified



### Suggested Readings:

1. Koontz, H. & Weihrich, H., Essentials of Management: An International Perspective (8th ed.), Tata McGraw Hills, New Delhi.
2. Ghuman, K & Aswathapa, K., Management concepts and cases (10th ed.), Tata McGraw Hills, New Delhi.
3. Gupta, C.B., Management- Theory and Practices, S. Chand, New Delhi.
4. Gupta, R.C., "Vyavasayik Prabandha Ke Siddhant" Sahitya Bhawan Publication, Agra (Hindi)
5. Gupta, R.C., "Vyavasayik Prabandha Ke Siddhant" Sahitya Bhawan Publication, Agra (Hindi)
6. Agarwal, R.C., Gupta, Sanjay, "Prabandha Ke Siddhant" SBPD Publication (Hindi)
7. Saksena, S. C., Prabandh ke Siddhant, Sahitya Bhawan Publications (Hindi)
8. Black Sam & Melvin L. Sharpe Practical Public Relations, Universal Book Stall, New Delhi
9. IO. Cutlip S.M and Center A.H. Effective Public Relations, Prentice Hall
10. Kaul J.M. Public Relation in India, Noya Prakash, Calcutta Pvt. Ltd.

### Suggested Continuous Evaluation Methods:

Continuous Internal Evaluation shall be based on allotted Assignment and Class Tests. The marks shall be as follows:

1. Assessment and Presentation of Assignment (04 marks)
2. Class Test-I (Objective Questions) (04 marks)
3. Class Test-II (Descriptive Questions) (04 marks)
4. Class Test-III (Objective Questions) (04 marks)
5. Class Test-IV (Descriptive Questions) (04 marks)
6. Overall performance throughout the Semester (includes Attendance, Behavior, Discipline, Participation in Different Activities) (05 marks)

### Suggested Additional resources

<https://pkworldeducation.blogspot.com/?m=1>  
<https://pkworldeducation.blogspot.com/?m=1>  
<https://www.facebook.com/Dr.PravgenKumarATN/>  
<https://www.facebook.com/groups/1448502708810040/?ref=share>

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*  
 Principal  
 S. M. College  
 Chandausi

*[Handwritten signature]*  
 (डा० प्रवीण कुमार)  
 समन्वयक  
 मो० - 9760480884