



**ST. XAVIER'S COLLEGE, RANCHI**  
(AN AUTONOMOUS COLLEGE UNDER RANCHI UNIVERSITY)

**B.COM (OFFICE MANAGEMENT & SECRETARIAL PRACTICE)**  
**HONORS PROGRAMME**  
**W.E.F. ACADEMIC YEAR 2025 - 26**

**FOR UNDER GRADUATE COMMERCE SELF FINANCING  
PROGRAMME  
AS PER RANCHI UNIVERSITY RULES & REGULATION**



*[Handwritten signatures]*

R. K. Dixit





**Department of Commerce Self Financing & Vocational Studies**  
**St. Xavier's College, Ranchi**  
 (An Autonomous College Affiliated to Ranchi University, Ranchi)

Ref. No.: OMSP/2025

Date: 8<sup>th</sup> November 2025

The meeting of the Board of Studies held today i.e. 8th November 2025 at 11.30 am at the Conference Hall of the Department to finalize the syllabus of three years undergraduate programme of B.Com. (Office Management & Secretarial Practice) Honors under the new CBCS Credit System which is effective from academic session of 2025 -28 as per the directions of Ranchi University, Ranchi

Sl No	Members Name of the Board of Studies	Status of the Board Member	Signature
1	Prof. Gautam Rudra, H.O.D. - Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Chairperson	
2	FCMA. Ajay Deep Wadhwa, Rt. General Manager - Finance Central Coal Fields Ltd., Ranchi	University Representative	
3	Prof. (Dr.) Pinaki Ghosh, Associate Professor, Xavier Institute of Social Sciences (XISS), Ranchi	Post Graduate Alumnus	
4	Prof. (Dr.) Somnath Mukherjee, Sr. Assistant Professor, Birla Institute of Technology, Mesra, Ranchi	Academic Experts	
5	Prof. (Dr.) Harmeet Kaur, Associate Professor, Dean - Faculty of Commerce & Management, Jharkhand Rai University, Ranchi	Academic Experts	
6	Shri Saswat Mazumdar, Sr. Branch Manager, Reliance Nippon Life Insurance Co. Ltd., Ranchi, Jharkhand	Industry Experts	
7	Prof. (Dr.) Kaushik Dutta, Assistant Professor, Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Internal Member	
8	Prof. Nidhi Arya, Assistant Professor, Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Internal Member	
9	Prof. (Dr.) Rakesh Kumar Dixit, Assistant Professor, Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Internal Member	
10	Prof. (Dr.) Shakil Anwar Siddique, Assistant Professor, Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Internal Member	
12	Prof. Fabian Anuranjan Tete, Assistant Professor, Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Internal Member	
13	Prof. Hussain Ahmed, Assistant Professor, Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Internal Member	
14	Prof. (Dr.) Deependra Kumar Sinha, Assistant Professor, Department of Commerce Self Financing & Vocational Programs, St. Xavier's College, Ranchi	Internal Member	

**Minutes of the Meeting:**

All the members discussed in details thoroughly all the important point of the syllabus and unanimously this syllabus is approved with some changes for the three year undergraduate programme as per CBCS regulations of Ranchi University applicable from academic session 2017-20 and subsequently amended on 2019 to include one more GE papers in 1<sup>st</sup> to 4<sup>th</sup> semester of the programme. All regulations in related to composition of marks for the non-practical & practical papers, promotion and Credits of courses are to be followed as per the CBCS regulations of the Ranchi University, Ranchi.



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**Programme Outcomes (PO) for B.Com. (Office Management & Secretarial Practice)**

**Mission:** To offer high quality management programme that equip students with right knowledge, skills and attitudes required to succeed in a dynamic world.

- **Knowledge:** the right knowledge implies relevant contemporary and cutting-edge knowledge obtained through research and practiced which empowers students to think and act independently, creatively and ethically.
- **Skills:** The right skills enable students to think through complex problems, analyze them critically and find solutions quickly in a changing business environment.
- **Attitudes:** The right attitudes help students put their thoughts, feelings, behaviors' and actions in place while handling tough situations.

**Vision:** To be a leader in management education through industry focused curriculum, case based learning

**PO1-Critical Thinking:** By the end of the programme students are expected to act intellectually such that they are able to take informed actions after identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at the ideas and decisions from different perspectives.

**PO2-Effective Communications:** By the end of the programme students are expected to possess good communication skills that are the cornerstone of any successful verbal and written communication required for the higher studies and jobs.

**PO3-Special Interaction:** At the end of the programme students are expected to have an insightful perspective towards difference in gender race, class, and disability and are able interact with each social entity in the most amicable way.

**PO4- Community engagements:** By the end of the programme students are expected to be continuously involved with their local community and contribute through their knowledge and skills towards the upliftment of the society and the country as a whole.

**PO5-Ethics:** At the end of the programme students are expected to have high ethical standards in terms of their work, social structure, family and their role responsibilities.

**PO6-Environment & Sustainability:** By the end of their programme students are expected to be aware of environmental issues and contribute towards sustainable developments of locality, society and nation as a whole.

**PO7-Self-directed and Lifelong learning:** By the end of the programme students are expected to be in a mental state such that they are able to cope with the dynamic socio technological changes and are motivated to learn and contribute towards self, social and national developments.

**PO8-Teamwork:** By the end of the programme students are expected to have an outstanding team skill which is much needed to create synergy in society and at the work place.

**PO9-Employability:** By the end of the programme students are expected to possess the necessary skills to become highly employable in the industry of their choice.

**PO10-Initiative & Leadership:** By the end of the programme students are expected to demonstrate initiative and leadership skill required for self, social, organization and nation's development.

**PO11-Demonstrate Mastery in Analytics:** Demonstrate the ability to identify a business situation from the stated information, assess the statistical techniques and the software applications required to model the same, and interpret the subsequent results to assist in effective decision making.

**PO12-Sensitivity towards Global Perspective:** Understand and imbibe information related to global business modules, brands strategies, and thereby assess global practices against localized customizations to better global presence within local settings and vice versa.



**Programme Specific Outcomes (PSO) for B.Com. (Office Management & Secretarial Practice)**

**PSO 1:** This course helps the students to familiarize with the activities in the modern office and equip with the skills necessary to run the office efficiently and effectively.

**PSO 2:** This course helps the students to know the basics of the organizations' functionality regarding office management, human resource management, public relationship, corporate finance, corporate governance to enable and contribute to the organizations' success.

**PSO 3:** Develop knowledge and key skills in handling all human resource issues of the organization.

**PSO 4:** Understanding the basic concepts of accounts and finance so that it guides them to make right decisions regarding the financial and managerial matters of the organization.

**PSO 5:** It also helps the students to know about the corporate governance and its responsibilities towards society.

**PSO 6:** To develop their overall communication skills so that it will help them in various communication processes that helps them in different organization for the day to day operations.

**PSO 7:** It helps to understand the importance of public relationship, counseling and negotiation management along with the importance of customer relationship management.

**PSO 8:** It gives knowledge's regarding software application of MS Office and Tally which keeps them updated with the new trends in the office work.

**PSO 9:** It enable students to develop their entrepreneurial competencies and skills, to develop new business ideas, business plans and various other important issues relating to entrepreneurship.

**PSO 10:** It gives practical exposure to students by giving them the opportunity of training in corporate and helping them in developing their skills and competency for present corporate practices.

**PSO 11:** It helps students to understand important secretary ship management in dealing with company formations, meetings and to perform other legal responsibilities.

**PSO 12:** In a multi-dimensional knowledge imparting system students are trained for different corporate sectors like Insurance, Banking, Share Trading activities, Operations in NGO's, Cooperative sectors, Counseling & Negotiation, Arbitration, Company affairs, Travel & Tourism and Service Industries etc.

**PSO 13:** This programme also develops competencies in students regarding Social Research by using multiple platforms.

**PSO 14:** This programme also develops competencies & versatilities for rural sectors, so that students will find career opportunities in the rural sectors.

**PSO 15:** This programme also helps the students to understand the various perspective of employee behavior so that they can handle the employees effectively.

**PSO 16:** It also helps them to run the organization strategically and compete in the changing business environment.



**Programme Pedagogy for B.Com. (Office Management & Secretarial Practice)**

- Classroom lecture with multimedia system.
- Comprehensive discussion of topics.
- Studio and workshop practice.
- Outcome based learning.
- Market Survey & Market Research
- Live workshops in the presence of industry experts.
- Task assignments through team work
- Summer and winter internship in the respective areas for gaining practical knowledge.
- Collaborative learning System with industry experts & trainers.
- Lecture from industry experts & industrial exposure visit.
- Technical delivery through comprehensive practical and simulation practices.
- Student's presentation and feedback and evaluation by industrial experts.
- Case studies and interpretation.
- Organizing "Know Your Corporate" programmes.
- Panel discussion with industry experts.
- Encourage to write Research paper on the different subjects.
- Special remedial classes for weaker students.
- Mentorship system of academic practices.
- Organizing Interview and Soft Skill Development sessions.



**COURSES OF STUDY FOR UNDERGRADUATE****B.COM – (OFFICE MANAGEMENT & SECRETARIAL PRACTICE) PROGRAMME****Subjects Combination for****B. Com – Office Management & Secretarial Practice (OMSP) Programme (164 Credits)**

Honours/Core Courses CC 14 Papers OMSP	Discipline Specific Elective Courses DSE 4 Papers OMSP Specific	Skill Enhancement Courses SEC 2 Papers SEC in OMSP	Compulsory Course AECC 1+1=2 Papers Language Communication +EVS	Generic Courses GE (A+B) 2+2+2+2=8 Papers GE in OMSP
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**Semester wise Examination Structure for Mid Sem & End Sem Examinations:**

Sem	Core Honours, Allied DSE, Compulsory AECC Courses		Examination Structure		
	Code	Papers	Mid Semester Theory (F.M)	End Semester Theory (F.M)	End Semester Practical/ Viva (F.M)
I	Core 1	Principle & Practice of Management	25	75	---
	Core 2	Office Administration & Management	25	75	---
	GE 1 (A)	Financial Accounting	---	100	---
	GE 1 (B)	Marketing Management	---	100	---
	AECC 1	English Communication	---	100	---
II	Core 3	Human Resource Management	25	75	---
	Core 4	Performance Management	25	75	---
	GE 2 (A)	Principle & Practice of Banking	---	100	---
	GE 2 (B)	Cost Accounting	---	100	---
	AECC 2	Environmental Studies	---	100	---
III	Core 5	Organization Behavior – I	25	75	---
	Core 6	Corporate Reporting	25	75	---
	Core 7	Public Relationship Management	25	75	---
	GE 3 (A)	Principle & Practice of Life Insurance	---	100	---
	GE 3 (B)	Business Economics	---	100	---
	SEC 1	Research Methodology	---	100	---
IV	Core 8	Organization Behavior – II	25	75	---
	Core 9	Company Formation & Secretarial Practice	25	75	---
	Core 10	Counseling & Negotiation Management	25	75	---
	GE 4 (A)	Strategic Management & Business Policies	---	100	---
	GE 4 (B)	E – Commerce	---	100	---
	SEC 2	Quantitative Technique in Business	---	100	---
V	Core 11	Corporate Governance & Business Ethics	25	75	---
	Core 12	Customer Relationship Management	25	75	---
	DSE 1	IT in Business Management	25	75	---
	DSE 2	Computer Accounting – Tally	25	75	---
VI	Core 13	Management Information System	25	75	---
	Core 14	Business Legislation for Management	25	75	---
	DSE 3	Entrepreneurship Development	25	75	---
	DSE 4	On the Job Training	---	---	50+50



**Semester – I****5 Papers****CORE COURSE – C1****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40*****Instructions to Question Setter for******Mid Semester Examination (MSE):***

*There will be two groups of questions. Group A is compulsory and will contain five questions of the very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

***End Semester Examination (ESE):***

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**PRINCIPLE & PRACTICE OF MANAGEMENT****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** It provides the knowledge of Management and its different theories considered to be the backbone of every organization. Management functional system is also described for proper understanding of the management working system at every level.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand various concepts of Management.
- Understand strategic concepts of management.
- Understand different management skills to manage an organization.

**Unit I:** Development of Management Thought: Classical Approach: Scientific Management; Administrative Management; Bureaucratic Management Neo-Classical/ Behavioral Approach: Human Relation Movement; Behavioral Science Approach Quantitative Approach: Management Science Modern Approach: System Approach; Contingency Approach; Total Quality Management.)

**Lectures: 13**

**Unit II:** Management- Meaning, Definition, Nature and its Scope.

**Lectures: 04**

**Unit III:** Management Functions and Skills - Different Management Level functions—Board of Directors, Chief executive, Top management, Supervisory Management, Grassroots Management.

**Lectures: 08**

**Unit IV:** Planning—Fundamentals, Vision, Missions and Objectives, Strategy and Operational plans, planning pre-requisites, Forecasting, Decision Making, Strategic Planning.

**Lectures: 08**

**Unit V:** Organizing—Fundamentals, Design, Forms, Authority, Responsibility, Relationship, Conflict and Co-ordination, Changes in Organization.

**Lectures: 06**

**Unit VI:** Staffing—Fundamentals, Recruitment & Selection, Training & Development Performance Appraisal.

**Lectures: 07**

**Unit VII:** Directing—Fundamentals, Motivation theories, Application Leadership & Command.

**Lectures: 08**

**Unit VIII:** Controlling—Fundamentals, Operational Control Techniques.

**Lectures: 06****Recommended Books**

1. Principles and Practice of Management—L.M. Prasad
2. Management: A Global and Entrepreneurial Perspective—Wehrich, Cannice, H. Koontz
3. New Era of Management—Richard L.
4. Management—James A. F. Stoner, R. Edward Freeman, Daniel R. Gilbert, JR.
5. Principles of Management—P. C. Tripathi & P. N. Reddy

**Note:** Latest edition of text books may be used



**CORE COURSE – C2****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**OFFICE ADMINISTRATION & MANAGEMENT****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** This course explains the importance of office administration and its management within the available resources. It also defines the productivity factors relate with the working systems of office.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand structure of office management
- Different systems of office administration.
- Controls office very effectively & efficiently.

**Unit I:** Introduction to Office/Organization and Management.

**Lectures: 05**

**Unit II:** Nature and Types of Organization.

**Lectures: 05**

**Unit III:** Office Supervision & Controlling

**Lectures: 05**

**Unit IV:** Office System, Routines, Office Manual & Administration.

**Lectures: 05**

**Unit V:** Office Accommodation and Layout.

**Lectures: 05**

**Unit VI:** Office Record Management.

**Lectures: 05**

**Unit VIII:** Office Furniture, Equipment and Machine.

**Lectures: 05**

**Unit VIII:** Office Stationary and Control.

**Lectures: 05**

**Unit IX:** Standardization, Standard and Work Measurement.

**Lectures: 07**

**Unit X:** Production Control and Quality Control.

**Lectures: 08**

**Unit XI:** Business Reports.

**Lectures: 05****Recommended Books:**

1. Office Procedures—M.N. Mishra
2. Office Management—Bajaj & Tuli
3. Office Management—R.S.N. Pillai & Bagavat
4. Office Organization and Management—S. P. Arora

**Note:** Latest edition of textbooks may be used



**GENERIC ELECTIVE (GE 1A)****(Credit: Theory:05 + Tutorials:01=06)****Marks: 100 (ESE: 3Hrs)=100****Pass Marks Th ESE =40****Instructions to Question Setter for****End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**FINANCIAL ACCOUNTING****Theory: 75 Lectures; Tutorial: 15 Lectures**

**Objective:** To make the students familiar with generally accepted accounting principles of financial accounting and their applications in business organizations excluding corporate entities.

**Course Learning Outcome:**

**After the completion of this course students will able to:**

- Understand of the basic principles and concepts of accounting and able to prepare financial statements.
- Record financial transactions accurately and systematically using double-entry bookkeeping principles.
- Analyze and interpret financial statements to assess the financial performance and position of a business entity.

**Unit I:** Financial Accounting: Nature and scope, Limitations of financial accounting. Accounting Standards: Meaning, Significance, Generally Accepted Accounting Principles (GAAP). **Lectures: 11**

**Unit II:** Accounting Process: Form recording of transactions in preparation of final accounts, Rectifications of errors **Lectures: 13**

**Unit III:** Depreciation Accounting: Meaning of depreciation, causes, and objects of providing depreciation, factors affecting depreciation. Methods of depreciation: straight line method and diminishing balance method. **Lectures: 13**

**Unit IV:** Accounting for Partnership-Rights, duties and power of a partner, kinds of partners, fixed and fluctuating capital, goodwill, revaluation & profits sharing calculation, accounting entries for admission of partner, retirement of a partner. **Lectures: 13**

**Unit V:** Analysis of Financial Statements, Common Size Balance Sheet, Ratio Analysis **Lectures: 16**

**Unit VI:** Cash Flow Statement- Meaning, Objectives, Importance, Components of cash flow, preparation of cash flow (direct and indirect method) **Lectures: 09**

**Recommended Books**

1. Fundamentals of Accounting—D.C. Rawat & R.C. Bhatt
2. Financial Accounting—S. N. Maheshwari
3. Financial Accounting—P. C. Tulsian, Naseem Ahmed, Nawab Ali Khan, M.L.Gupta
4. Fundamentals of Financial Accounting—Ashok Sehgal & Deepak Sehgal
5. Financial Accounting—R. Narayanaswamy
6. Advanced Accounting—S. P. Jain and K.L.Narang
7. Accounting & Analysis—CRISIL
8. Financial Accounting—Weygandt, Kieso & Kimmel
9. Introduction to Accountancy—T. S. Grewal and S. C. Gupta

**Note: Latest edition of textbooks may be used**



**GENERIC ELECTIVE (GE 1B)**

**(Credit: Theory: 05 + Tutorials: 01=06)**

**Marks: 100 (ESE: 3Hrs)=100**

**Pass Marks Th ESE =40**

***Instructions to Question Setter for  
End Semester Examination (ESE):***

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**MARKETING MANAGEMENT**

**Theory: 75 Lectures; Tutorial: 15 Lectures**

**Objective:** To provide the working knowledge of different concepts of marketing and their use in managerial decision.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand concepts of marketing.
- Understand various strategic application of marketing.
- Understand importance of marketing for an organization.

**Unit I:** Marketing: Concept, Nature, Functions & Importance. Selling vs. Marketing, Marketing Environment: Nature, Types & Strategies to deal with internal and external (Micro and Macro) Marketing Environment, Ethical and Social Responsibilities of Marketing. **Lectures: 15**

**Unit II:** Marketing System, Types of Marketing, Marketing Information System; Definition and Components, Marketing Research-Definition Objective, Process & Significance. **Lectures: 14**

**Unit III:** Consumer Behavior: Factors influencing the Consumer Behavior, Consumer Buying Process, Buying Motives, and Consumer Market in India. **Lectures: 08**

**Unit IV:** Market Segmentation: Concept, Importance and basis, Target Market Selection, Market Positioning: Concept & Importance. Market Repositioning, Product Differentiation Vs Market Segmentation, Contemporary issues in Marketing. **Lectures: 08**

**Unit-V:** Marketing Mix: Definition, Importance & Factors determining Marketing Mix, Meaning and Nature of Products, Concept of Product Mix, Product Planning and New Product Development, Product Life Cycle, Product Packaging: Def., Functions and requisite of good packaging, Branding and Labeling. **Lectures: 12**

**Unit-VI:** Pricing: Concept, Objectives & Importance of Channels of Distribution of Consumer Goods, Types of Channels of Distribution, Factors affecting choice of distribution channels, Logistics: Meaning, Importance, Objectives, Marketing Logistics Task, Approaches of Logistics (Total Cost & Total System Approach). **Lectures: 10**

**Unit-VII:** Promotion: Meaning, Nature & Importance, Types of Promotion, Concept of Promotion Mix and Factors affecting Promotion Mix, Emerging trends in marketing. **Lectures: 08**

**Recommended Books:**

1. Marketing Management—Philip Kotler
2. Marketing Management—Kotler, Keller, Koshy and Jha
3. Marketing Management—Evanse & Berman
4. Principles of Marketing—Mcdenial, Lamb, Hair
5. Marketing Management-Planning, Control—V. S. Ramaswamy & S. Namakumari

**Note: Latest edition of text books may be used**



**ABILITY ENHANCEMENT COMPULSORY COURSE (AECC 1)**

**(Credit: Theory – 02)**

**Marks: 100 (ESE: 3Hrs)=100**

**Pass Marks Th ESE =40**

**Instructions to Question Setter for**

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 mark each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**ENGLISH COMMUNICATION**

**Theory: 30 Lectures**

**Objective:** To equip students effectively to acquire skills in reading, writing, comprehension and communication, as also to use electronic media for English communication

**Course Learning Outcome:**

**After the completion of this course students will able to:**

- Develop the ability to write clear, concise, and grammatically correct documents, including emails, memos, reports, and other business correspondence.
- Speak confidently and articulately in English, including public speaking, presentations, and participating in meetings and discussions.
- Communicate effectively in one-on-one or small group settings, including active listening, empathy, and conflict resolution skills.

**Unit I:** Introduction to communication- Meaning and process, types of verbal and non- verbal communication, barriers to communication, 7'C of effective communication. **Lectures: 05**

**Unit II:** Comprehending and summarizing- comprehension, note making and summarizing. **Lectures: 03**

**Unit III:** Writing for specific purposes: notices, advertisements - copywriting, minutes of meeting. **Lectures: 04**

**Unit IV:** Reading and listening skills: types of listening, listening process, types of reading and their importance. **Lectures: 04**

**Unit V:** Professional communication: job application (resume and cover letter), business letter, resignation letter, orders & replies, invitation & replies, Emails. **Lectures: 06**

**Unit VI:** Presentation skills, Interview skills, GD & Soft Skills. **Lectures: 05**

**Unit VII:** Vocabulary building: One-word substitution, synonyms and antonyms, idioms and phrases. **Lectures: 03**

**Recommended Books:**

1. Essential English for better communication- Raj Kumar Sharma and Nidhi Singh
2. Effective Business Communication, Asha Kaul
3. Developing Communication Skills, Krishnamohan
4. Functional Grammar and Spoken and Written Communication in English, Bikram K. Das, Orient Blackswan
5. Precis, Paraphrase and Summary, P.N. Gopalkrishnan, Authors Press
6. Communication Skills, Sanjay Kumar and Pushplata, Oxford Publication

**Note: Latest edition of textbooks may be used**

-----END OF SEM I-----



**Semester – II****5 Papers****CORE COURSE – C3****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**HUMAN RESOURCE MANAGEMENT****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** Provides knowledge about the importance of human resource management with its various applicable systems.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand importance of HRM in management
- Understand application of HRM in an organization.
- Understand various methodologies of HRM for application in an organization.

**Unit I:** Introduction to Human Resource Management—Similarities and differences between Personnel Management and Human Resource Management. **Lectures: 02**

**Unit II:** Evolution of Human Resource Management—Human Relation and Industrial Relation Movements, emergence of Contemporary HR, Strategic Focus Era and Functions of HRM. **Lectures: 03**

**Unit III:** Job Design and Motivation—Job Rotation, Job Enlargement, Job Enrichment, Job Simplification, shorter workweek and flexi time, Work from Home, Hybrid Work. **Lectures: 03**

**Unit IV:** Empowerment—Types, Elements, Importance, Characteristics of Labour market. **Lectures: 03**

**Unit V:** Recruitment —Meaning, Definitions, Sources of Recruitment **Lectures: 03**

**Unit VI:** Selection-Meaning, Selection Procedure. **Lectures: 03**

**Unit VII:** Interview- Meaning, Definitions, Importance, Types **Lectures: 03**

**Unit VIII:** Placement and Induction—Introduction; Transfers-Meaning, Objectives, Types; Promotion-Meaning, Features, Purpose, Types; and Demotion-Meaning, Types, Causes, Success and Career System. **Lectures: 05**

**Unit IX:** Performance Appraisal—Evolution, Definition, Uses, Process, Methods, Performance Management, Merit Rating. **Lectures: 04**

**Unit X:** Motivation- Meaning, Process, Motivation Theories (Maslow, Herzberg, Vroom, Alderfer, McGregor). **Lectures: 06**

**Unit XI:** Leadership—Definition, Importance, Nature, Levels, Types, Managerial Grid, Reddin's 3D Models of Leadership, Power-Meaning and Bases of Power and Politics-Meaning, Reasons for Organizational Politics. **Lectures: 05**

**Unit XII:** Training and Development—Introduction, Difference Between Training and Development; Training-Meaning, Methods; Development-Meaning, Methods; Induction- Meaning, Objectives, Methods, Management Development Programme. **Lectures: 06**

**Unit XIII:** Organizational Culture and Employee Behavior—Introduction, Evolution Meaning and Types, Maintaining uniform culture. **Lectures: 04**

**Unit IV:** Compensation Administration—General and Executive Compensation, Pricing Evaluated Job, Merit Rating in Wage Programme. **Lectures: 04**



**Unit XV:** Human Resource Information System—Introduction, Job Information, Job Families, Competence, Organizing HR department. **Lectures: 03**

**Unit XVI:** Human Resource Accounting—Introduction, Nature and Objectives, Models of HR Accounting. **Lectures: 03**

**Recommended Books:**

1. Human Resource Development and Management—Biswanath Ghosh
2. Human Resource Management-Principle and Practice—P. G. Aquinas
3. Human Resource Management—Ashwathappa

**Note:** Latest edition of textbooks may be used



**CORE COURSE – C4****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**PERFORMANCE MANAGEMENT****Theory: 60 Lectures; Tutorial: 10 Lectures****Course Objectives**

To develop understanding of performance management systems in organizations and enable students to design, implement, with evaluation of performance appraisal mechanisms.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand the concept and importance of performance management in organizational effectiveness. Design and evaluate performance appraisal systems.
- Apply performance management tools for motivation and productivity improvement. Link individual performance with organizational goals.
- Use modern approaches such as 360° feedbacks, competency mapping, and performance dashboards.

**Unit I: Introduction to Performance Management** - Concept and objectives of Performance Management (PM). Evolution and significance of PM in HRM context. Difference between Performance Appraisal and Performance Management. Performance Management Cycle. Role of HR and Line Managers. Challenges in implementing PM systems.

**Lectures: 12**

**Unit II: Goal Setting** - Setting SMART goals and KPIs (Key Performance Indicators), Linking organizational vision, mission, and individual goals, Role clarity and accountability, Performance planning discussion techniques, Job description and performance expectations.

**Lectures: 12**

**Unit III: Performance Planning and Analysis** - Performance Planning, Performance Planning and Performance Analysis, Key Performance Areas(KPAs), Components of Performance Planning, Objectives of Performance Analysis, Performance Analysis Process.

**Lectures 12**

**Unit IV: Coaching, Feedback and Performance Development** - Performance feedback: purpose, process, and barriers, Constructive feedback and counselling skills, Coaching for performance improvement, Performance review meetings and documentation, Training and career development through PM.

**Lectures: 12**

**Unit V: Reward Management and Emerging Trends in PM** - Linking performance with rewards and incentives, Pay-for-performance systems, Performance-linked promotion and recognition, HR analytics and performance dashboards, Competency-based performance management, Contemporary trends: continuous feedback, AI-based PM, and remote performance monitoring.

**Lectures: 12****Recommended Books:**

1. Armstrong, M. & Baron, A. - Performance Management: Key Strategies and Practical Guidelines
2. Rao, T.V. - Performance Management and Appraisal Systems
3. Herman Aguinis - Performance Management
4. Bhattacharyya, D.K. - Performance Management Systems and Strategies
5. Kohli, A. & Deb, T. - Performance Management

**Note: Latest edition of textbooks may be used**



**GENERIC ELECTIVE (GE 2A)****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 100 (ESE: 3Hrs)=100****Pass Marks Th ESE =40****Instructions to Question Setter for****End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**PRINCIPLE & PRACTICE OF BANKING****Theory: 75 Lectures; Tutorial: 10 Lectures**

**Objectives:** It provides the knowledge about the banking sector and its working procedures. Different banking products are also analyzed for proper understanding. Management of banks is also discussing for clear understanding of this sector.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Know fundamentals of banking and knowledge of banking operations.
- Analysis the role and organization structure of Indian banking system.
- Relate the Regulation of Indian Banking Act 1949 and their progress & performance.

**Unit I: Introduction, Evolution and structure Indian Banking system:** Role and functions of Banks, Regulatory provisions/enactments, Governing Banks, Major functions of RBI. **Lectures: 12**

**Unit II: Retail, Wholesale and International Banking:** Nature & scope of retail banking, Wholesale banking services. **Lectures: 12**

**Unit III: Deposit:** Banker-Customer Relation, Different deposit products, Services rendered by banks, Mandate and Power of Attorney, Banker's Lien-Right of set off, Garnishee Order, Income Tax Attachment Order etc. **Lectures: 12**

**Unit IV: Credit:** Principles of lending, various credit facilities, Working capital and term loans, Credit appraisal techniques, Approach to lending. Credit Management, Credit Monitoring, NPA (Non-Performing Asset), SARFASI Act **Lectures: 12**

**Unit V: Risk Management in Banking Business-** Fundamental concepts of Different types of Risk in banking business specially Interest rate risk, Credit Risk and operational risk. **Lectures: 08**

**Unit VI: Priority lending sectors:** Target issues/problems, Current guidelines, Bank's performance, Developments in new products and services. **Lectures: 07**

**Unit VII: Negotiable Instrument Act- 1881, KYC norms and Money Laundering, New Developments of Banking.** **Lectures: 12**

**Recommended Books**

1. Know your Banking Series—Taxman
2. Principles of Banking—Taxman
3. Principles and Practice of Banking and Insurance—O. P. Agarwal

**Note: Latest edition of textbooks may be used**



**GENERIC ELECTIVE (GE 2B)****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 100 (ESE: 3Hrs)=100****Pass Marks Th ESE =40****Instructions to Question Setter for****End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**COST ACCOUNTING****Theory: 75 Lectures; Tutorial: 15 Lectures**

**Objectives:** To acquaint the students with basic concepts used in cost and management accounting and various methods involved in cost ascertainment system.

**Course Learning Outcome:**

**After the completion of this course students will able to:**

- Understand cost concepts, methods of cost accumulation and allocation.
- Perform CVP analysis to understand the relationship between costs, volume, and profit, and to make decisions related to pricing, product mix, and sales strategies.
- Know budgeting principles and techniques.

**Unit I:** Introduction Meaning, scope, objectives and advantages of cost accounting; Difference between financial and cost accounting. Cost concepts and classifications, Overview of elements of cost and Cost sheet. Role of a cost accountant in an organization. Introduction to Cost Accounting Standards & Cost Accounting Records and Audit Rules **Lectures: 15**

**Unit II:** Elements of Cost: Material and Labour

a. Materials: Meaning of material, Element of material cost. Inventory control techniques. Accounting and control of purchases, storage and issue of materials. Physical Verification and control of losses—Wastage, scrap, spoilage and defectives. **Lectures: 10**

b. Labour: Accounting and Control of Labour cost. Time-keeping and time-booking. Concept and treatment of idle time, over time, Labour turnover and fringe benefits. Methods of wage payment and Incentive schemes - Halsey, Rowan, Taylor's differential piece wage. **Lectures: 10**

**Unit III:** Elements of Cost: Overheads Classification, allocation, apportionment and absorption of overheads, Under- and over absorption; Capacity Levels and Costs; Treatments of certain items in costing like interest on capital, packing expenses, bad debts, research and development expenses. Activity based costing. **Lectures: 15**

**Unit IV:** Methods of Costing Unit costing, Job costing, Contract costing, Process costing (including process losses, valuation of work-in-progress, joint and by-products). Service costing (only transport). **Lectures: 15**

**Unit V:** Cost Accounting Book-Keeping Systems Integral and non-integral systems; Reconciliation of cost accounting records with financial accounts. **Lectures: 10**

**Recommended Books:**

1. Cost Accounting- M.Y. Khan and P.K Jain
2. Cost Accounting - Ashish Kalra
3. Cost Accounting - M.C. Shukla, T.S Grewal and Dr. M.P Gupta

**Note: Latest edition of text books may be used**



**ABILITY ENHANCEMENT COMPULSORY COURSE (AECC 2)****(Credit: Theory – 02)****Marks: 100 (ESE: 3Hrs)=100****Pass Marks Th ESE =40****Instructions to Question Setter for****End Semester Examination (ESE):**

There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 each, out of which any four are to answer.

**Note:** There may be subdivision in each question asked in Theory Examinations.

**ENVIRONMENTAL STUDIES****Theory: 30 Lectures**

**Objective:** Develop awareness among the students about the necessity and importance of environment for human and its developments.

**Course Outcomes**

**After completion of this course students will able to:**

- Gain an interdisciplinary understanding of environmental issues and the importance of sustainable development. Develop analytical and critical thinking skills to address environmental problems.
- Contribute positively to environmental protection efforts, supported by an understanding of laws, conservation practices, and ethical considerations.
- Apply practical knowledge to real-world contexts through fieldwork, fostering an active role in environmental monitoring and advocacy.

**Unit I: Introduction to Environmental Studies:** Multidisciplinary nature of environmental studies; Scope and importance; Concept of sustainability and sustainable development **Lectures: 02**

**Unit II: Ecosystems:** Definition, Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems: Forest ecosystem Grassland Ecosystem Desert Ecosystem Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries). **Lectures: 02**

**Unit III: Natural Resources: Renewable and Non-renewable Resources:** Land resources and land use change; Land degradation, soil erosion and desertification. Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations. Water: Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state). Energy resources: Renewable and non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies. **Lectures: 05**

**Unit IV: Biodiversity and Conservation:** Levels of biological diversity: genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hot spots India as a mega-biodiversity nation; Endangered and endemic species of India Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity. Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value. **Lectures: 05**

**Unit V: Environmental Pollution:** Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution Nuclear hazards and human health risks Solid waste management: Control measures of urban and industrial waste. Pollution case studies. **Lectures: 05**

**Unit VI: Environmental Policies & Practices:** Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD). Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context. **Lectures: 04**

**Unit VII: Human Communities and the Environment:** Human population growth: Impacts on environment, human health and welfare. Resettlement and rehabilitation of project affected persons; case studies. Disaster management: floods, earthquake, cyclones and landslides. Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan. Environmental ethics.



Role of Indian and other religions and cultures in environmental conservation. Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi). **Lectures: 03**

**Unit VIII: Field work**

**Lectures: Equal to 04**

Visit to an area to document environmental assets: river/ forest/ flora/fauna, etc. Visit to a local polluted Site-Urban/Rural/Industrial/Agricultural. Study of common plants, insects, birds and basic principles of identification, Study of simple ecosystems-pond, river, Delhi Ridge, etc.

**Recommended Books:**

1. Raziuddin, M.Mishra P.K. 2014, A Handbook of Environmental Studies, Akanaksha Publications, Ranchi.
2. Mukherjee, B. 2011: Fundamentals of Environmental Biology. Silverline Publications, Allahabad.
3. Carson, R. 2002. Silent Spring. Houghton Mifflin Harcourt.
4. Gadgil, M., & Guha, R.1993. This Fissured Land: An Ecological History of India. Univ. of California Press.
5. Gleeson, B. and Low, N. (eds.) 1999.Global Ethics and Environment, London, Routledge.
6. Gleick, P. H. 1993. Water in Crisis. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
7. Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. Principles of Conservation Biology. Sunderland: Sinauer Associates, 2006.
8. McCully, P. 1996. Rivers no more: the environmental effects of dams (pp. 29-64). Zed Books.
9. McNeill, John R. 2000. Something New Under the Sun: An Environmental History of the Twentieth Century.
10. Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. Environmental and Pollution Science. Academic Press.
11. Rao, M.N. & Datta, A.K. 1987. Waste Water Treatment. Oxford and IBH Publishing Co. Pvt. Ltd.
12. Raven, P.H., Hassenzahl, D.M. & Berg, L. R. 2012.Environment. 8th edition. John Wiley & Sons.
13. Rosencranz, A., Divan, S., & Noble, M. L. 2001. Environmental law and policy in India. Tripathi 1992.
14. Sengupta, R. 2003. Ecology and economics: An approach to sustainable development. OUP. Singh, J.S.,
15. Singh, S.P. and Gupta, S.R. 2014. Ecology, Environmental Science and Conservation. S. Chand Publishing, New Delhi.
16. Warren, C. E. 1971. Biology and Water Pollution Control. WB Saunders.
17. Wilson, E. O. 2006.The Creation: An appeal to save life on earth. New York: Norton.

**Note: Latest edition of textbooks may be used**

-----END OF SEM II-----



**Semester – III****6 Papers****CORE COURSE – C5****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

There will be two groups of questions. **Group A is compulsory** and will contain five questions of very short answer type consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 15 marks each, out of which any four are to answer.

**Note:** There may be subdivision in each question asked in Theory Examinations.

**ORGANIZATION BEHAVIOR -I****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** To introduce the fundamental concepts and importance of human behaviour in organizations. To understand individual behaviour, personality, motivation, perception, and learning in the workplace.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand individual and group behaviour at work.
- Apply motivation and personality theories to office-management practices.
- Identify factors affecting perception, learning, and attitudes in the workplace.

**Unit I: Introduction to Organizational Behavior:** Meaning, Nature, and Scope of Organizational Behavior, Importance and Evolution of OB, Contributing Disciplines: Psychology, Sociology, Anthropology, and Political Science, Challenges and Opportunities for OB in Modern Organizations, Relevance of OB in Office Management and Secretarial Practice.

**Lectures: 15**

**Unit II: Individual Behavior and Personality:** Foundations of Individual Behavior, Determinants of Personality, Theories of Personality: Type and Trait Theories, Big Five Model, and Freud's Psychoanalytic Theory, Personality and Job Fit, Application of Personality Understanding in Office Environment.

**Lectures: 15**

**Unit III: Perception, Learning, and Attitudes:** Perception: Process, Factors Influencing Perception, Attribution Theory, and Perceptual Errors, Learning: Concept, Theories of Learning (Classical, Operant, Social Learning), Attitudes and Values: Formation, Components, and Changing Attitudes, Application of Perception and Learning Concepts in Office Communication

**Lectures: 15**

**Unit IV: Motivation and Job Satisfaction:** Meaning and Importance of Motivation, Theories: Maslow's Need Hierarchy, Herzberg's Two-Factor Theory, McClelland's Need Theory, Vroom's Expectancy Theory, Job Satisfaction: Factors, Measurement, and Strategies for Enhancement, Motivation Practices in Office and Secretarial Context.

**Lectures: 15****Recommended Books:**

1. Robbins, S.P. & Judge, T.A. — *Organizational Behavior*
2. Luthans, Fred — *Organizational Behavior*
3. Newstrom, John W. — *Organizational Behavior: Human Behavior at Work*
4. Aswathappa, K. — *Organizational Behavior: Text and Cases*
5. Pareek, Udai — *Understanding Organizational Behavior*

**Note:** Latest edition of textbooks may be used



**CORE COURSE – C6****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

There will be two groups of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 15 marks each, out of which any four are to answer.

**Note: There may be subdivision in each question asked in Theory Examinations.**

**CORPORATE REPORTING****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** The reporting system is analyzed thoroughly in the aspects of business and financial reporting. Different models of accounting and reporting is described for proper understanding about the importance of reporting and its various applications.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand concepts of corporate reporting.
- Understand various models of corporate reporting.
- Analyze and develop corporate report for various organization.

**Unit I: Introduction to Financial Reporting**

**Lectures: 02**

**Unit II: Specific Issues in Financial Reporting—Historical Cost Accounting, Current Purchase Power Accounting, Current Cost Accounting, Monetary Working Capital Adjustment,**

**Lectures: 06**

**Unit III: Segment Reporting—Nature, Benefits and Arguments, Segmentation and Business Activities, Market Structure, Reportable Segments, Primary Reporting Formats.**

**Lectures: 06**

**Unit IV: Interim Reporting—Need, SEBI's Guidelines, Problems and Practices.**

**Lectures: 04**

**Unit V: Value Added Reporting—Concept, Value and Utility, Economic Value Added.**

**Lectures: 04**

**Unit VI: Human Resource Accounting and Reporting—Concepts, Methods, Value Accounting**

**Lectures: 12**

- a. Hermanson Model,
- b. Giles and Robinson Model,
- c. Lev and Schwartz Model,
- d. Ogan Model,
- e. Jaggi & Lau Model

**Unit VII: Managerial Role-Acquisition, Development, Allocation, Conservation, Capital Budgeting and Limitations.**

**Lectures: 06**

**Unit VIII: Social Accounting & Reporting—Introduction, Scope and Contribution, Measurement of Social Cost and Benefits, Surrogate Valuation, Appraisal, Analysis and Audit.**

**Lectures: 07**

**Unit IX: Environmental Accounting and Reporting—Concept, Incentives, Disincentives, Environmental Cost, Guidelines for Reporting.**

**Lectures: 06**

**Unit X: Corporate Governance Reporting—Concept, Benefits, Developments, Mandatory and Non Mandatory Requirements, Corporate Governance Structures and its Roles, Various Government Policies.**

**Lectures: 07****Recommended Books**

1. Corporate Financial Reporting—M. Saeed
2. The Reporting—Manoj Kumar Singh
3. Corporate Financial Reporting—Jawahar Lal

**Note: Latest edition of textbooks may be used**



**CORE COURSE – C7**

(Credit: Theory: 05 + Tutorials: 01=06)

**Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**

**Pass Marks (MSE + ESE)=40**

**Instructions to Question Setter for**

**Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**PUBLIC RELATIONSHIP MANAGEMENT**

**Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** Provides knowledge about the importance of public relation by the application of various tools. Different situational focuses are also elaborated for providing knowledge of application of public relationship management.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand importance of public relations for an organization.
- Understand different techniques of public relationship management.
- Critically consider different tools of public relationship management.

**Unit I:** Introduction to Public Relation, Corporate interest in Public Relation. Public Relation Agencies—Growth and Challenges. Process and Practice of Public Relation—Environment Scanning, Target Publics, Right to Information. Create a communication Plan, Communication and Media Strategies, Communication Message and Transmission Strategies, Resistance to Change, Mass Communication, Evaluation the impact of PR Plan and its Process, Public Relation Audit. **Lectures: 14**

**Unit II:** Negotiation Skills and Public Relation—Process and Conflict. Marketing PR and Integrated Marketing Communication. Customer Relation—Public Relation and Customer satisfaction. Dealer Relations—Objectives of Good Relationship and Communication. Vendor Relations—Objectives and Importance of PR for Vendor. Employee Public Relations—Characteristics and Management Objectives. Media Relations—Networking, Assistance and Norms, Press Conference. **Lectures: 14**

**Unit III:** CSR and Community Relations—Objectives, Community Networking and Media. Corporate Image & Identity Management—Definition, PR Role and Image Management. Process, Identity Mix, Identity and Image Relationship, Legal aspects of Corporate, Investors Relations—Introduction, Objective, Role, Responsibility and Communication. **Lectures: 12**

**Unit IV:** Event Management—Objective, Types, Classification, Public Relation application in organizing an Event. Crisis Management—Definition, Kinds, Ten Commandants and PR application. **Lectures: 08**

**Unit V:** Government and PR—Objectives, Agencies, Private and Public Sector, PR problem related with Government. PR and Lobbying—Definition and Nature of Lobbyists, Pressure Group and PR role in lobbying. Corporate Advertising—Advertising Credibility, Objectives, Types, Media Management. Ethics in Public Relation—Legal aspects, Ethical Code, IPR Code for PR, ASCI Code. Public Relation Agency. **Lectures: 12**

**Recommended Books**

1. Management of Public Relation & Communication—Sailesh Sengupta
2. Public Relations—Shrutika Kasor
3. Public Relations-Principles and Practices—Iqbal S. Sachdeva

**Note: Latest edition of textbooks may be used**



**GENERIC ELECTIVE (GE 3A)****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 100 (ESE: 3Hrs)=100****Pass Marks Th ESE =40*****Instructions to Question Setter for******End Semester Examination (ESE):***

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**PRINCIPLE & PRACTICE OF LIFE INSURANCE****Theory: 75 Lectures; Tutorial: 15 Lectures**

**Objectives:** This course will enable the student to learn and understand the elements of life insurance, types of contract in life insurance, common policies sold, and policy conditions and benefits. Further, the basics of pricing and underwriting considerations will also be learnt by the student.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Explore knowledge of Life insurance, history and its development in India.
- Know about various provisions in Life insurance contract.
- Understand and aware of various Life insurance policies.

**Unit I:** Life Insurance-meaning, purpose and need uses and its role in financial planning, Human Life value-meaning and valuing it, assessing life insurance requirements-methods, Stages in life and the amount of insurance required, Revaluating life insurance need, Life insurance contract-definition and special features, Tax benefits.

**Lectures: 15**

**Unit II:** Policy Form-Contents of a typical life insurance Policy-Conditions and privileges-free look period, payment of premium, grace days' auto covers, forfeiture, proof of age, suicide, revival of lapsed policy, non-forfeiture regulations, indisputable policy assignment and nomination, travel, residence and occupation, and other restrictive conditions.

**Lectures: 15**

**Unit III:** Conventional Policies-Main types of life insurance contract. Whole life, endowment and money back, Joint lives and partnership. Simple annuities, trust, employee and group, Policies for women and children, Social security policies, Single versus regular premium policies.

**Lectures: 15**

**Unit IV:** Contemporary and special Policies-Contemporary- term-meaning, features, benefits and types, Unit Linked policies (ULIP's) – meaning, features, merits, demerits, types and their current regulations, ULIP annuities and their regulations, Variable life policies, Special policies-credit.

**Lectures: 15**

**Unit V:** Underwriting and Pricing-Underwriting-meaning, purpose, factors, medical examination, sources of information, primary underwriting, financial underwriting, and methods, Pricing-meaning, objectives, steps and factors, Risk, net, stepped and level premium, Transparency in pricing of insurance, Customer responsiveness.

**Lectures: 15****Recommended Books:**

1. Principles & Practices of Insurance—M. N. Mishra
2. Principles of Insurance—Tripathi and Reddy
3. Principles of General Insurance—Tripathi and Reddy
4. Principles & Practices of Insurance—Dr. P. Periasamy
5. IC-38—Insurance Institute of India
6. IC-33—Insurance Institute of India

**Note: Latest edition of textbooks may be used**



**GENERIC ELECTIVE (GE 3B)**

(Credit: Theory: 05 + Tutorials: 01=06)

**Marks: 100 (ESE: 3Hrs)=100**

**Pass Marks Th ESE =40**

**Instructions to Question Setter for**

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain three questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 & 3 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 20 marks each, out of which any four are to answer.

**Note:** There may be subdivision in each question asked in Theory Examinations.

**BUSINESS ECONOMICS**

**Theory: 75 Lectures; Tutorial: 15 Lectures**

**Objectives:** To provide students with a sound understanding of economic concepts relevant to managerial decision-making process and analyse market forces that affect demand, production, cost, and pricing decisions.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Explain the core concepts and scope of managerial economics.
- Analyse consumer and producer behaviour using demand, supply, and utility frameworks.
- Apply elasticity, cost, and production analysis in pricing and output decisions.

**Unit I: Introduction to Economics:** Definition, Nature, and Scope of Managerial Economics, Objectives and importance of Managerial Economics in business decision-making, Goals of Business: Economic Goals, Social Goals, Strategic Goals, Business Ethics and Corporate Social Responsibility, Role of Managerial Economics in the Banking and Insurance Sector, Introduction to Behavioural Economics in Financial Decision-Making

**Lectures: 15**

**Unit II: Demand and Supply Analysis:** Law of Demand and Determinants of Demand, Movements vs. Shifts in Demand Curve, Market Demand and Demand Forecasting Techniques, Elasticity of Demand: Price, Income, and Cross Elasticities, Applications of Elasticity in Banking and Insurance Pricing, Law of Supply, Determinants of Supply, and Market Equilibrium, Applications of Demand and Supply: Price Rationing, Price Floors, and Policy Implications

**Lectures: 15**

**Unit III: Consumer Behaviour and Decision-Making:** Concepts of Utility: Total and Marginal Utility, Law of Diminishing Marginal Utility & Equi-Marginal Principle, Indifference Curve Analysis and Budget Constraints, Price, Income, and Substitution Effects, Consumer and Producer Surplus, Behavioural Biases in Consumer Decisions (anchoring, loss aversion, risk preference).

**Lectures: 15**

**Unit IV: Production, Cost, and Revenue Analysis:** Production Function and Short-Run vs. Long-Run Production, Law of Variable Proportions and Returns to Scale, Iso-Quant, Iso-Cost Lines, and Producer's Equilibrium, Short-Run and Long-Run Costs, Revenue and Profit Maximization; Economies and Diseconomies of Scale, Cost-Volume-Profit (CVP) Analysis for Financial Institutions

**Lectures: 15**

**Unit V: Market Structures and Pricing Decisions** Perfect Competition: Short-Run and Long-Run Equilibrium, Monopoly: Price and Output Determination, Price Discrimination and Regulation, Oligopoly: Kinked Demand, Collusive Models, Game Theory-Introduction, Monopolistic Competition and Product Differentiation, Pricing Strategies in Banking and Insurance Services.

**Lectures: 15**

**Recommended Books**

1. P.L. Mehta – Managerial Economics: Analysis, Problems and Cases (Sultan Chand)
2. D.N. Dwivedi – Managerial Economics (Vikas Publishing House)
3. Varshney & Maheshwari – Managerial Economics (Sultan Chand & Sons)
4. Peterson, H. Craig & Lewis, W. Chris – Managerial Economics (Pearson)



**SKILL ENHANCEMENT COURSE (SEC 1)**

**(Credits: Theory-02)**

**Marks: 100 (ESE: 3Hrs)=100**

**Pass Marks Th ESE = 40**

**Instructions to Question Setter for**

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**RESEARCH METHODOLOGY**

**Theory: 30 Lectures**

**Objectives:** To equip students with the knowledge and skills necessary to design, conduct, analyze, and interpret research effectively for informed decision-making and problem-solving in academic and professional contexts.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand and apply the fundamental concepts, processes, and types of research.
- Develop research designs, formulate hypotheses, and use appropriate data collection methods.
- Analyse and interpret research data to draw valid conclusions and present findings effectively.

**Unit I: Fundamentals of Research:** Meaning, Nature, and Scope of Research, Objectives and Significance of Research in Commerce and Management, Types of Research: Pure, Applied, Descriptive, Analytical, Exploratory, Experimental, Qualitative vs Quantitative, Research Process: Steps from Problem Identification to Report Writing, Ethics in Research, Plagiarism, Integrity, and Referencing

**Lectures: 03**

**Unit II: Research Problem, Hypothesis, and Design:** Defining and Selecting a Research Problem, Review of Literature: Sources and Techniques (Journals, Google Scholar, etc.), Hypothesis: Meaning, Types, Formulation, and Testing Logic, Research Design: Exploratory, Descriptive, Diagnostic, Experimental, Sampling: Meaning, Types (Random, Stratified, Systematic, Cluster, Judgmental), Determination of Sample Size

**Lectures: 06**

**Unit III: Data Collection and Measurement:** Sources of Data: Primary & Secondary, Methods: Questionnaire, Schedule, Interview, Observation, Experiment, Scaling & Measurement: Nominal, Ordinal, Interval, Ratio, Attitude Measurement Scales – Likert, Semantic Differential, Thurston, Reliability and Validity

**Lectures: 07**

**Unit IV: Data Processing, Analysis & Interpretation:** Editing, Coding, Classification, Tabulation, Introduction to Statistical Analysis (Descriptive Statistics, Charts, Graphs), Hypothesis Testing Basics: t-test,  $\chi^2$ -test, ANOVA (Conceptual Level), Use of Excel/SPSS for Data Entry and Summary Statistics.

**Lectures: 07**

**Unit V: Report Writing and Presentation:** Structure and Layout of Research Report, Bibliography, Footnotes, and Citation Styles, Executive Summary and Abstract, Avoid Plagiarisms, Graphical and Tabular Presentation of Data, Use of PowerPoint / Google Slides for Research Presentation

**Lectures: 07**

**Recommended Books:**

1. Kothari, C.R. & Garg, G. — Research Methodology: Methods & Techniques
2. Uma Sekaran & Roger Bougie — Research Methods for Business
3. Zikmund, W.G. — Business Research Methods
4. Ranjit Kumar — Research Methodology: A Step-by-Step Guide for Beginners
5. Cooper & Schindler — Business Research Methods

**Note: Latest edition of textbooks may be used**

-----END OF SEM III-----



**Semester – IV****6 Papers****CORE COURSE – C8****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**ORGANIZATION BEHAVIOR - II****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** To understand group behavior, leadership, communication, and conflict management in organizations and explore organizational change, development, and culture relevant to office administration.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Develop interpersonal and team-building skills essential for office environments.
- Understand and practice effective communication and conflict-resolution strategies.
- Evaluate leadership styles and apply organizational-change principles effectively.

**Unit I: Group Dynamics and Team Building:**

Nature and Types of Groups, Stages of Group Development, Group Cohesiveness, Norms, and Roles, Teamwork and Team Building Techniques, Office-Team Coordination and Collaboration **Lectures: 15**

**Unit II: Leadership and Power:**

Meaning and Importance of Leadership, Leadership Theories: Trait, Behavioural, and Contingency Theories, Leadership Styles and Skills, Power and Politics in Organizations, Leadership Practices in Office and Secretarial Roles. **Lectures: 15**

**Unit III: Communication and Conflict Management:**

Organizational Communication: Process, Types, and Barriers, Formal and Informal Communication Networks, Office Communication and Documentation Etiquette, Conflict: Sources, Types, and Resolution Techniques, Negotiation and Stress-Management Strategies. **Lectures: 15**

**Unit IV: Organizational Change, Development, and Culture:**

Organizational Change: Meaning, Forces, and Resistance, Managing Change: Lewin's Change Model, Kotter's 8-Step Model, Organizational Development (OD): Objectives, Process, and Interventions, Organizational Culture: Meaning, Types, and Significance, Emerging Trends in OB: Work-Life Balance, Emotional Intelligence, Diversity Management **Lectures: 15**

**Recommended Books:**

1. Robbins, S.P. & Judge, T.A. — Organizational Behavior
2. Luthans, Fred — Organizational Behavior
3. Hersey & Blanchard — Management of Organizational Behavior
4. Keith Davis — Human Behavior at Work
5. McShane & Von Glinow — Organizational Behavior: Emerging Knowledge and Global Reality



**CORE COURSE – C9****(Credit: Theory:05 + Tutorials:01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

There will be two groups of questions. **Group A is compulsory** and will contain five questions of very short answer type consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 15 marks each, out of which any four are to answer.

**Note: There may be subdivision in each question asked in Theory Examinations.**

**COMPANY FORMATION & SECRETARIAL PRACTICE****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** The objective of the course is to impart basic knowledge of the provisions of the Companies Laws and the Depository Laws along with relevant case laws.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand concepts of company and its formation process.
- Understand various documentation required for formation of a company
- Understand different statutory forms require for the formation of a company along with its regulation process.

**Unit I:** Introduction, Characteristics of a company, concept of lifting corporate veil, Types of companies, association not for profit, illegal association, Formation of company- Promoters their legal position, pre-incorporation contract and provisional contracts. Documents-Memorandum of Association, Articles of Association, Doctrine of Construction Notice and Indoor Management, prospectus and Book of Building process.

**Lectures: 14**

**Unit II:** Share Capital-issue, allotment and forfeiture of share, Demat of share, transmission of shares, buyback, share certificate and share warrant, Members and shareholder-their rights and duties, shareholder's meetings, kinds, convening and conduct of meetings, AGM, EGM, Class meetings.

**Lectures: 12**

**Unit III:** Management-Directors, classification of directors, dis-qualifications, appointment, legal position, powers and duties, disclosures of interest, removal of directors, board meetings, key managerial personnel and remuneration, dividend provisions and issue of bonus shares. Investigations, Audit and accounts.

**Lectures: 12**

**Unit IV:** Winding up concepts and modes of winding up Emerging issues in company law: one-person company (OPC), small company, Postal Ballot, Small Shareholders on Board, Directors Identity Number (DIN), Corporate Identity Number (CIN), MCA-21, Online Filling of Documents, Online Registration of Company, National Company Law Tribunal (NCLT), Limited Liability Partnership (LLP), Insider Trading, Rating Agencies, Producer Company-concept and formation.

**Lectures: 14**

**Unit V:** Depository Act 1996: Definitions, Rights and Obligations of Depositories, Participants, Issuers and Beneficial Owners, Inquiry and Inspections, Penalty.

**Lectures: 08****Recommended Books:**

1. Company Law—Ashok K. Bagrial
2. Corporate laws—M. C. Kuchhal
3. Corporate Laws—Indrajeet Dagar and Anurag Agnihotri
4. Company Law—G. K. Kapoor and Sanjay Dhamija

**Note: Latest edition of textbooks may be used**



**CORE COURSE – C10**

(Credit: Theory: 05 + Tutorials: 01=06)

**Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**

**Pass Marks (MSE + ESE)=40**

**Instructions to Question Setter for**

**Mid Semester Examination (MSE):**

There will be two groups of questions. **Group A is compulsory** and will contain five questions of very short answer type consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 15 marks each, out of which any four are to answer.

**Note: There may be subdivision in each question asked in Theory Examinations.**

**COUNSELLING & NEGOTIATION MANAGEMENT Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** It provides the knowledge of counseling and negotiation with its importance for the different organizations. The situational aspects are also described for proper practical understanding.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand concepts of counselling with its importance.
- Understand concepts of negotiation with its importance.
- Understand the role of arbitrator, counsellor and negotiator in the management process.

**Counseling**

**Unit I:** Introduction to Counseling.

**Lectures: 02**

**Unit II:** Approaches to Counseling

**Lectures: 05**

**Unit III:** Goals of Counseling.

**Lectures: 02**

**Unit IV:** Process and Procedure of Counseling.

**Lectures: 06**

**Unit V:** Counseling skills and its role in conflict management.

**Lectures: 04**

**Unit VI:** Changing Behavior through Counseling.

**Lectures: 03**

**Unit VII:** Organizational Application of Counseling Skills.

**Lectures: 02**

**Unit VIII:** Dealing with subordinates' problem.

**Lectures: 02**

**Unit IX:** Performance Management.

**Lectures: 03**

**Unit X:** Behavior abuse and counseling management.

**Lectures: 05**

**Unit XI:** Ethics in counseling.

**Lectures: 03**

**Negotiation**

**Unit XII:** Introduction to Negotiation

**Lectures: 02**

**Unit XIII:** Rule of Negotiation

**Lectures: 04**

**Unit XIV:** Negotiation Style and Tactics.

**Lectures: 04**

**Unit XV:** Salary Negotiation.

**Lectures: 03**

**Unit XVI:** Cross Cultural Negotiation.

**Lectures: 04**

**Unit XVII:** Negotiation and Ethics.

**Lectures: 06**

**Recommended Books**

1. Counseling Skills for Managers—Kavita Singh
2. Negotiation Tool Kit—Roger J. Volkema

**Note: Latest edition of textbooks may be used**



**GENERIC ELECTIVE (GE 4A)****(Credit: Theory:05 + Tutorials:01=06)****Marks: 100 (ESE: 3Hrs)=100****Pass Marks Th ESE =40****Instructions to Question Setter for****End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**STRATEGIC MANAGEMENT & BUSINESS POLICIES****Theory: 75 Lectures; Tutorial: 15 Lectures**

**Objective:** The most important aspects of business are strategic system and its applications at the various stages. Different models are analyzed thoroughly for proper understanding of business with its strategic application.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand various strategic system and process.
- Understand regarding business policies and its importance.
- Understand business environment and its policy related matters.

**Strategic Management**

**Unit I:** Introduction to Strategies- Introduction; Objectives; Fundamentals of Strategy; Conceptual Evolution of Strategy; Scope and Importance of Strategies; Purpose of Business-Setting Goals (SMART), Objectives and tactics; Difference between Goals and Objectives of Business; Strategic Intent through Vision and Mission Statement; Core Competencies of Business.

**Lectures: 10**

**Unit II:** Strategic Management- Introduction; Need and Scope; Evolution and Development, Key Features of Strategic Management; Importance of Strategic Management; Role of Strategists in Decision Making, Strategist in various management levels; Types of Strategies-Corporate Level, Business Level, Tactical and Functional Level, Operational Level.

**Lectures: 10**

**Unit III:** Strategy Analysis- Meaning, Strategy Analysis and its Importance; Environmental Appraisal and Scanning-Need for Environmental appraisal, environmental Scanning Techniques, Competitive and Industry Analysis; Organizational Positioning and Strategic Advantage profile-BCG Business Portfolio Matrix, Igor Ansoff Growth Matrix, McKinsey/GE Growth Pyramid.

**Lectures: 10**

**Unit IV:** Strategy Formulation & Implementation – Introduction, Strategic Formulation, Approach to strategic decision making process, Process in strategic formulation, Strategic implementation and its stages, Reasons, Strategy leadership and strategy implementation, Strategic business unit.

**Lectures: 05**

**Unit V:** Strategic control & Evaluation – Introduction, Strategy Evaluation, Strategic Control, Concept of Synergy and its meaning.

**Lectures: 05****Business Policies**

**Unit VI:** Business Policies – Introduction, Objectives, Importance, Definition of policy, process, procedure and programmes, Types of Policies, Business policy statement.

**Lectures: 05**

**Unit VII:** Business policy and Decision making – Introduction, Objective, Factors considering before framing business policies, steps involved in framing business policies, Policy cycle and its stages, Role of policies in retail strategy.

**Lectures: 05**

**Unit VIII:** Business Continuity Plan – Introduction, Concept, steps in BCP, Business impact area, BCP and its influencing on policy making.

**Lectures: 05**

**Unit IX:** Business investment strategy – Business plan and venture, Business investment strategies for new, existing, poor and faulty businesses.

**Lectures: 05**

**Unit X:** Strategies for multinational corporation – Concept, Benefits of MNCs, Limitation of MNCs, Techniques employed by MNCs to manage market.

**Lectures: 05**



**UNIT XI:** Strategic Alliance – Concept, Types of strategic alliance and business decision, problems involved in strategic alliance. **Lectures: 05**

**UNIT XII:** Role of creativity and innovation in business – Introduction, creativity, Innovation, Importance and challenges. **Lectures: 05**

**Recommended Books:**

1. Strategic Management—R. Srinivasan
2. Strategic Management—Keso Prasad
3. Essentials of Strategic Management—J. David Hunger & Thomas L. Wheelen
4. Strategic Management—Fred R. David
5. Strategic Management & Competitive Advantage—Jay B. Barney & W. S. Hesterly
6. Strategic Management—John Parnell

**Note: Latest edition of textbooks may be used**



**GENERIC ELECTIVE (GE 4B)**

**(Credit: Theory:05 + Tutorials:01=06)**

**Marks: 100 (ESE: 3Hrs)=100**

**Pass Marks Th ESE =40**

*Instructions to Question Setter for*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**E-COMMERCE**

**Theory: 75 Lecture; Tutorial: 10 Lectures**

**Objectives:** The basic purpose of this paper is to familiarize the students with the preliminary aspects of ecommerce.

**Course Learning Outcome:**

**After completing this course student will be able to:**

- Understanding of e-commerce concepts, models, technologies, and trends. Capability to design, develops, and manages e-commerce websites and online stores.
- Know of supply chain management principles and practices in the context of e-commerce, including inventory management, order fulfilment, logistics, and last-mile delivery, to ensure efficient and timely product delivery to customers.
- Understand electronic payment systems, payment gateways, and online transaction security mechanisms. Knowledge of mobile commerce trends, technologies, and best practices.

**Unit I:** E-commerce and its Technological Aspects: Overview of developments in Information Technology and Defining E-Commerce: Introduction, meaning, concept, scope of E commerce, Electronic Market, Electronic Data Interchange, Internet Commerce, Benefits and limitations of E-Commerce, produce a generic framework for E-Commerce, Architectural framework of Electronic Commerce, Web based E Commerce Architecture.

**Lectures: 15**

**Unit II:** Consumer Oriented E Commerce E-Retailing: Traditional retailing and e retailing, Benefits of e retailing, Key success factors, Models of e retailing, Features of e retailing. E-Marketing: Business to Business (B2B), Business to customer (B2C) e-commerce; Online Sales force, On line Service & Support.

**Lecture: 10**

**Unit III:** E services: Categories of e-services, Web-enabled services, matchmaking services, Information-selling on the web, e entertainment, Auctions and other specialized services. Business to Business Electronic Commerce.

**Lecture: 10**

**Unit IV:** Electronic Data Interchange: Benefits of EDI, EDI technology, EDI standards, EDI communications, EDI Implementation, EDI Agreements, EDI Security. Electronic Payment Systems, Need of Electronic Payment System: Study and examine the use of Electronic Payment system and the protocols used, Study Electronic Fund Transfer and secure electronic transaction protocol for credit card payment. Digital economy: Identify the methods of payments on the net – Electronic Cash, cheques and credit cards on the Internet.

**Lecture: 15**

**Unit V:** Security in E Commerce: Threats in Computer Systems: Virus, Cyber Crime Network Security: Encryption, Protecting Web server with a Firewall, Firewall and the Security Policy, Network Firewalls and Application Firewalls, Proxy Server. Legal Aspects of e-commerce, Security issues of e-commerce: Firewall, E-locking, Encryption; Cyber laws – aims and salient provisions; Cyber laws in India and their limitations.

**Lecture: 12**

**Unit VI:** Issues in E Commerce: Understanding Ethical, Social and Political issues in E-Commerce: A model for Organizing the issues, Basic Ethical Concepts, Analyzing Ethical Dilemmas, Candidate Ethical Principles Privacy and Information Rights: Information collected at E-Commerce Websites, The Concept of Privacy, Legal protections Intellectual Property Rights: Types of Intellectual Property protection, Governance.

**Lecture: 13**



**Recommended Books**

1. Agarwala, K.N. and D. Agarwala Business on the Net: What's and How's of E-Commerce, McMillan
2. Frontiers of E-Commerce - Ravi Kalkota , TMH
3. O'Brien J. Management Information System, TMH
4. Oberoi, Sundeep E-Security and You, TMH
5. Young, Margret Levine The complete reference to Internet, TMH

**Note: Latest edition of textbooks may be used**



**SKILL ENHANCEMENT COURSE (SEC 2)**

**(Credits: Theory-02)**

**Marks: 100 (ESE: 3Hrs)=100**

**Pass Marks Th ESE = 40**

**Instructions to Question Setter for**

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain three questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six question of 20 each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**QUANTATIVE TECHNIQUES IN BUSINESS**

**Theory: 30 Lectures**

**Objectives:** To develop students' ability to apply quantitative methods and analytical tools for solving business problems, supporting decision-making, and improving organizational efficiency.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand and apply key quantitative techniques such as statistics, probability, and optimization in business contexts.
- Analyze business data to make informed and effective managerial decisions.
- Use quantitative models and tools to solve real-world business problems and improve operational efficiency.

**Unit I:** Introduction to Quantitative Techniques: Definition, Nature, and Scope of Quantitative Techniques, Role in Decision-Making and Research, Quantitative Models and their Business Applications, Limitations of Quantitative Approaches.

**Lectures: 03**

**Unit II:** Measures of Central Tendency and Dispersion: Mean, Median, Mode, Geometric Mean, Harmonic Mean, Range, Quartile Deviation, Mean Deviation, Standard Deviation, Coefficient of Variation, Skewness and Kurtosis – Meaning and Interpretation.

**Lectures: 06**

**Unit III:** Correlation and Regression Analysis: Meaning, Importance, and Types of Correlation, Karl Pearson's Coefficient, Spearman's Rank Correlation, Regression: Concept, Equation, Line of Best Fit, Uses, and Limitations, Coefficient of Determination ( $R^2$ ) and Interpretation.

**Lectures: 08**

**Unit IV:** Probability, Index Numbers, and Time Series: Probability: Concepts, Rules, Addition and Multiplication Theorems, Conditional Probability and Bayes' Theorem (Conceptual & Simple Problems), Index Numbers: Types, Methods (Simple & Weighted), Base Shifting, Deflation, Time Series: Components, Trend Analysis (Moving Average, Least Squares), Seasonal Variations.

**Lectures: 07**

**Unit V:** Linear Programming & Decision Analysis: Concept, Formulation, and Assumptions of Linear Programming Problem (LPP), Graphical Method of Solving LPP (Two Variables), North west corner method, simplex, Vogals method, Transportation and Assignment Problems (Concept & Formulation), Decision Theory: Decision under Certainty, Risk, and Uncertainty, Game Theory (Pure and Mixed Strategies – Conceptual).

**Lectures: 06**

**Recommended Books:**

1. Vohra, N.D. — Quantitative Techniques in Management
2. S.C. Gupta & Indra Gupta — Business Statistics
3. J.K. Sharma — Business Statistics
4. Anderson, Sweeney & Williams — Statistics for Business & Economics
5. Levin & Rubin — Statistics for Management

**Note: Latest edition of textbooks may be used**

-----END OF SEM IV-----



Semester – V

4 Papers

CORE COURSE – C11

(Credit: Theory: 05 + Tutorials: 01=06)

Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100

Pass Marks (MSE + ESE)=40

Instructions to Question Setter forMid Semester Examination (MSE):

There will be two groups of questions. **Group A is compulsory** and will contain five questions of very short answer type consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

End Semester Examination (ESE):

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 15 marks each, out of which any four are to answer.

**Note:** There may be subdivision in each question asked in Theory Examinations.

**CORPORATE GOVERNANCE & BUSINESS ETHICS Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** To familiarize students with the concepts and principles of corporate governance with its ethical framework and responsibilities for corporate entities and professionals.

**Course Learning Outcomes****After Completion of this course student will able to:**

- Explain the structure, significance, and principles of corporate governance.
- Analyse ethical issues in business and professional contexts.
- Apply governance and ethical frameworks to real-life office and managerial situations.

**Unit I: Introduction to Corporate Governance:** Concept, Meaning, and Importance of Corporate Governance, Evolution and Development of Corporate Governance in India and Abroad, Principles and Models of Corporate Governance: Anglo-American Model German Model, Indian Model. Corporate Governance Mechanisms: Internal and External, Benefits and Limitations of Corporate Governance, Corporate Governance in Public and Private Sector Enterprises

**Lectures: 15**

**Unit II: Regulatory Framework and Codes in India:** Corporate Governance Framework in India, Role of SEBI, Ministry of Corporate Affairs (MCA), and Stock Exchanges, Clause 49 of SEBI Listing Agreement and its Evolution, Companies Act, 2013 – Provisions relating to Corporate Governance, Role and Composition of Board of Directors, Independent Directors, and Audit Committees, Corporate Social Responsibility (CSR): Concept, Legal Provisions, and Implementation under Section 135 of Companies Act, 2013.

**Lectures: 15**

**Case Study:** Tata, Infosys, and Wipro – Models of Good Governance

**Unit III: Business Ethics – Concepts and Theories:** Meaning, Nature, and Scope of Business Ethics, Importance of Ethics in Business and Office Management Sources of Ethical Values, Ethical Theories: Utilitarianism, Rights and Duties, Justice and Fairness, Virtue Ethics, Factors Influencing Ethical Behavior, Role of Ethics in Decision-Making and Corporate Culture Ethical Issues in Office and Secretarial Practice: Confidentiality, Fair Dealing, Transparency.

**Lectures: 15**

**Unit IV: Ethical Leadership and Corporate Responsibility:** Concept of Ethical Leadership and Corporate Citizenship, Role of Leadership in Promoting Ethical Values, Corporate Misconduct and Scandals (Satyam, Enron, IL&FS) – Lessons Learned, Whistleblowing: Meaning, Mechanism, and Protection, Sustainability, ESG (Environmental, Social & Governance) Principles, Emerging Trends in Corporate Governance: Digital Ethics, AI Ethics, and Data Privacy, Ethics in Office Practices: Professional Conduct, Accountability and Governance Mechanisms

**Lectures: 15**



**Recommended Books:**

1. Fernando, A.C. — *Business Ethics and Corporate Governance* (Pearson Education)
2. Tricker, Bob — *Corporate Governance: Principles, Policies, and Practices* (Oxford University Press)
3. Mallin, Christine — *Corporate Governance* (Oxford University Press)
4. Chandra, Prasad — *Corporate Governance and Social Responsibility of Business* (Taxmann)
5. Manuel G. Velasquez — *Business Ethics: Concepts and Cases* (Pearson Education)
6. Crane & Matten — *Business Ethics: Managing Corporate Citizenship and Sustainability in the Age of Globalization*



**CORE COURSE – C12****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

There will be two groups of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 15 marks each, out of which any four are to answer.

**Note:** There may be subdivision in each question asked in Theory Examinations.

**CUSTOMER RELATIONSHIP MANAGEMENT****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** Developing awareness among the students about the importance of customer relationship management and its various applications for the business. By defining various tools of relationship management student is well versed with the application.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand importance of customers for an organization.
- Apply different tools of CRM to retain customer with their sustainability.
- Understand importance of customer data management with its various applications.

- |   |                     |
|---|---------------------|
| 1. Meaning, Importance, Application in Marketing and Human Resources.   | <b>Lectures: 06</b> |
| 2. Measurement System, Market Research Process, Desk Research and Field Survey and Report Preparation.                                  | <b>Lectures: 08</b> |
| 3. Consumer Response and its Importance, Response in different Segments.  | <b>Lectures: 05</b> |
| 4. Consumer Satisfaction and its affecting factors, Measurement methodology and Analysis.   | <b>Lectures: 07</b> |
| 5. Satisfaction and Consumer Loyalty, Advantages of it, Loyalty breaking and Reclaim of lost consumers, Management of Consumer Loyalty. | <b>Lectures: 10</b> |
| 6. Organizational success factors of CRM.   | <b>Lectures: 03</b> |
| 7. Complaint Management System, Classification and Advantages.  | <b>Lectures: 06</b> |
| 8. Types of Service Business, Characteristics and Segmentation, Generate Customer Satisfaction through services.                        | <b>Lectures: 06</b> |
| 9. E-CRM—Need and Application and Performance Enhancement.  | <b>Lectures: 05</b> |
| 10. CRM in B2C Commerce   | <b>Lectures: 04</b> |

**Recommended Books:**

1. Customer Relationship Management—R. K. Sugandhi
2. Electronic Customer Relationship Management—J. Fjermestad & N. C. Romano
3. Customer Relationship Management—Niranjan Pani & Sarbeswar Mohapatra

**Note:** Latest edition of textbooks may be used



**DISCIPLINE SPECIFIC ELECTIVE (DSE 1)****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

There will be two groups of questions. **Group A is compulsory** and will contain five questions of very short answer type consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six question of 15 marks each, out of which any four are to answer.

**Note: There may be subdivision in each question asked in Theory Examinations.**

**IT IN BUSINESS MANAGEMENT****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objective:** To equip students with the knowledge and skills to leverage information technology and digital tools for planning, executing, and analyzing advertising and marketing campaigns effectively.

**Course Learning Outcome:**

**After completing this course student will be able to:**

- Understand the role of IT and digital technologies in modern marketing and advertising.
- Use digital tools and platforms for campaign planning, execution, and performance analysis.
- Analyse data from digital marketing initiatives to optimize strategies and improve ROI.

**Unit I:** Introduction to Microsoft Office Suite: Overview of MS Office interface and components, File management: create, save, open, and share documents, Common commands, shortcuts, and customization, Cloud integration (OneDrive, Office 365 overview) **Lectures: 05**

**Unit II:** Microsoft Word: Basics of Word Processing – Creating, saving, editing, formatting documents, Page setup, margins, headers, footers, and page numbering, Formatting & Editing Features – Font styles, paragraph alignment, line spacing, borders, shading, Bullets, numbering, columns, and section breaks, Tables and Graphics: Creating and formatting tables, Inserting images, charts, SmartArt, symbols, and hyperlinks, Advanced Features – Mail Merge (letters, labels, envelopes), Track Changes and Comments for collaboration, Table of Contents, Index, Footnotes, Endnotes, Templates, Styles, and Macros **Lectures: 20**

**Unit III:** Microsoft Excel: Introduction to Spreadsheets - Understanding cells, rows, columns, and worksheets, Data entry, editing, and formatting, Sorting and filtering data, Formulas and Functions: Basic formulas: SUM, AVERAGE, COUNT, MAX, MIN, Conditional, functions: IF, AND, OR, COUNTIF, SUMIF, Lookup functions: VLOOKUP, HLOOKUP, Date and text functions, Charts and Data Visualization – Creating bar, pie, line, and combo charts, Conditional formatting and data bars, Sparkline's and Pivot Tables, Data Management and Analysis – Data validation, removing duplicates, What-if analysis and Scenario Manager, Printing and page setup for reports. **Lectures: 10**

**Unit IV:** Microsoft PowerPoint: Presentation Basics – Creating and saving presentations, Slide layouts, themes, templates, and design ideas, Content Creation and Formatting – Inserting and formatting text, images, charts, and media, Using SmartArt, tables, and diagrams, Transitions, Animations, and Effects – Applying slide transitions and custom animations, Using motion paths and triggers, Advanced Presentation Tools – Slide Master and templates, Hyperlinks and action buttons, Rehearse Timings, Presenter View, and Slide Show settings, Integrating with Other Applications – Embedding Excel charts or Word content in PowerPoint, Exporting and printing presentations **Lectures: 10**

**Unit V: Introduction to IT in HRM:** Evolution of IT in HRM, IT tools for HRM-Bamboo HR, Pymatric, Deel, Rippling, Lattice AI, Power BI with Copilot **Lectures: 05**

**Unit VI:** Tools of AI in Microsoft Office: Microsoft Copilot365, Google duet AI, Motion.AI, Notion.AI, Kofax Power pdf. **Lectures: 10**



**Recommended Books:**

1. Digital Marketing: Strategy, Implementation and Practice – Dave Chaffey & Fiona Ellis-Chadwick
2. Marketing 5.0: Technology for Humanity – Philip Kotler, Hermawan Kartajaya & Iwan Setiawan
3. Artificial Intelligence for Marketing: Practical Applications – Jim Sterne
4. Understanding Digital Marketing – Damian Ryan
5. Social Media Marketing: A Strategic Approach – Melissa Barker et al.
6. The Art of Digital Marketing – Ian Dodson



**DISCIPLINE SPECIFIC ELECTIVE (DSE 2)****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

There will be two groups of questions. **Group A is compulsory** and will contain five questions of very short answer type consisting of 1 mark each. **Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.**

**End Semester Examination (ESE):**

There will be two groups of questions. **Group A is compulsory** and will contain two questions. **Question No. 1 will be very short type** of consisting of ten questions of 1 mark each. **Question No. 2 will be short answer type** of 5 marks. **Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.**

**Note: There may be subdivision in each question asked in Theory Examinations.**

**COMPUTER ACCOUNTING – TALLY****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** This subject enhances the student's knowledge in very specific area, which provides them extra knowledge about computer accounting system. Which is an essential part today's corporate accounting system.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Develop accounts by using Tally.
- Apply various tools of Tally.
- Able to develops comments on various situations of accounting results.

**Unit I: Basic Accounts****Lectures: 10**

Starting Tally, Company Creation, Chart of Accounts Account Masters Voucher Entry in Single Mode, Accounts Master and Voucher Lists, Day Book Summaries, Consumer Accounts Voucher Register, Trial Balance, Bank Reconciliation Statement, Final Accounts, Report Printing, Multi Account System, Data Maintenance, Moving to new financial year

**Unit II: Traders Accounts****Lectures: 10**

Customers & Suppliers Profile, Sales & Purchase Voucher Entry, Bill Register, Sale & Purchase Summary, Bill Reference Entry, Outstanding Report.

**Unit III: Basic Inventory****Lectures: 10**

Inventory Master, Inventory Voucher, Invoicing, Inventory Reports, Sales Purchase Analysis, Stock & Journal Reports & GST

**Unit IV: Advance Accounting****Lectures: 10**

Cost categories and cost center, Voucher Types, TDS, Budget and Scenarios, Interest Voucher Class, Foreign Currencies

**Unit V: Data Management****Lectures: 10**

Security, Export of Data, Internet Connectivity, Import of Tally Data, Tally XCL ODBC Connectivity

**Unit VI: Advance Inventory****Lectures: 10**

Features, Price List, Discount, Billing Terms, Export Invoice, Batch Details, Delivery Challan Orders, Invoice Voucher Class, Manufacturing.

**Recommended Books**

1. Tally ERP 9 – Ramesh Bangra
2. Tally ERP 9 – A. K. Nadhani & K. K. Nadhani

**Note: Latest edition of textbooks may be used**



**CORE COURSE – C13****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**MANAGEMENT INFORMATION SYSTEM****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** To provide an understanding of the role of information systems in management and office operations by explain the structure, components, and functioning of MIS.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand various role and importance of MIS
- Implement various tools of MIS for effective management.
- Know importance of MIS in business administration & management.

**UNIT I: Introduction to Management Information System:** Meaning, Nature, and Importance of MIS, Objectives and Functions of MIS, Role of MIS in Business and Office Management, Components of MIS: People, Procedures, Data, Software, and Hardware, Relationship between MIS, Data Processing, and Decision Support System (DSS), Information System in Office Administration and Secretarial Practices, Challenges and Opportunities in MIS Implementation. **Lectures: 15**

**UNIT II: Information and Decision-Making Process** Concept and Types of Information, Characteristics of Useful Information, Levels of Management and Information Needs, Decision-Making Process: Structured, Semi-Structured, and Unstructured Decisions, Decision Support System (DSS) and Executive Information System (EIS), Role of MIS in Strategic, Tactical, and Operational Decision-Making, Office Case Studies: MIS for Scheduling, Communication, and Record Management. **Lectures: 15**

**UNIT III: System Development and Database Management:** System Development Life Cycle (SDLC): Phases and Models, Data, Information, and Knowledge Hierarchy, Database Concepts: Files, Records, Fields, and Keys, Database Management System (DBMS): Concept, Components, and Advantages, Introduction to MS Access / Google Sheets as Office Databases, Office Automation Tools and Software Applications (MS Office Suite, ERP, CRM), Role of MIS in Modern E-Offices and Secretarial Functions. **Lectures: 15**

**UNIT IV: Emerging Trends in MIS and Information Security** E-Governance: Meaning, Objectives, and Models, Management Information System in E-Business and E-Commerce, Knowledge Management and Business Intelligence, Cloud Computing and Artificial Intelligence in MIS, Cyber Security, Data Privacy, and Ethical Issues, Legal Aspects of Information Management: IT Act, 2000 and Amendments, Future Trends: Digital Transformation, Big Data Analytics, and Automation in Office Management. **Lectures: 15**

**Recommended Books**

1. O'Brien, James A. — Management Information Systems
2. Laudon, Kenneth C. & Laudon, Jane P.-Management Information Systems: Managing the Digital Firm
3. Davis, Gordon B.-Management Information Sys: Conceptual Foundations, Structure & Development
4. Murdick, Ross, Claggett — Information Systems for Modern Management
5. Sadagopan, S. — Management Information Systems

**Note: Latest edition of textbooks may be used**



**CORE COURSE – C14****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**BUSINESS LEGISLATION FOR MANAGEMENT****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objectives:** The objective of the course is to impart basic knowledge of the important business laws along with relevant case law.

**Course Learning Outcomes**

**After Completion of this course student will able to:**

- Understand various laws related with business operations.
- Understand implications of various laws in business.
- Understand various laws violation aspects and its consequences

**Unit-I: Contract Law 1872****Lectures: 08**

Contract-meaning, characteristics, and kinds, Essentials of valid Contract-Offer and acceptance, consideration, contractual capacity, free consent, legality of objects, Void agreements, Discharge of contract-modes of discharge including breach and its remedies, Contingent contracts, Quasi contracts.

**Unit-II: Indian Contract Act 1872: Specific Contract****Lectures: 06**

Contract of Indemnity and Guarantee, Contract of Bailment, Contract of Agency

**Unit-III: Sale of Goods act 1930****Lectures: 10**

Contract of sale, meaning and difference between sale and agreement to sell, Conditions and warranties, transfer of ownership in goods including sale by non-owners, Performance of contract of sale, Unpaid seller-meaning and right of an unpaid seller against the goods and the buyer.

**Unit-IV Partnership Act, 1932****Lectures: 10**

Nature and Characteristics of Partnership, Registration of Firms, Types of Partners, Rights and Duties of Partners, Implied Authority of a Partner, Incoming and Outgoing Partners, Mode of Dissolution of Partnership. The Limited Liability Partnership Act, 2008: Salient features of LLP, Difference between LLP and Partnership, LLP and Company, LLP Agreement, Partner and designated partners, Incorporation documents, Incorporation by Registration, Partners and their Relations, Winding up.

**Unit-V: Negotiable Instruments Act 1881****Lectures: 08**

Meaning and Characteristics of Negotiable Instruments: Promissory Note, Bill of Exchange, Cheque, Holder and Holder in due course, Privileges of Holder in due course, Negotiation, Types of Endorsements, Crossing of Cheque, Bouncing of Cheques

**Unit-VI: Information Technology Act 2000 (E-Commerce)****Lectures: 09**

Governing Act, Objects, Application, Digital Signature, Asymmetric Cryptosystem, Electronic Governance, Electronic Records, Digital signature Certificate, Duties of Subscribers, Penalties and Adjudication, Cyber Regulations Appellate Tribunal, Compounding of Offences, Offences and Prosecution.

**Unit-VII: Right to Information Act 2005****Lectures: 09**

Governing Act, Administration, right to Information, and Information Exempt from Disclosure and Non-disclosure, and Request for Information, Disposal of Request, Information related to Third Party, Public Authority, Obligations of Public Authorities, Public Information Officer, Central and State Information Commission, Complaints, Appeals, Offences and Penalties.



**Recommended Books:**

1. Business and Industrial Laws—P. P. S. Gogna
2. Business Law—Nabi Publication
3. Business Legislation for Management—M. C. Kuchhal and DeepaPrakash

**Note: Latest edition of textbooks may be used**



**DISCIPLINE SPECIFIC ELECTIVE (DSE 3)****(Credit: Theory: 05 + Tutorials: 01=06)****Marks: 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100****Pass Marks (MSE + ESE)=40****Instructions to Question Setter for****Mid Semester Examination (MSE):**

*There will be two groups of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.*

**End Semester Examination (ESE):**

*There will be two groups of questions. Group A is compulsory and will contain two questions. Question No. 1 will be very short type of consisting of ten questions of 1 mark each. Question No. 2 will be short answer type of 5 marks. Group B will contain descriptive type six question of 15 marks each, out of which any four are to answer.*

*Note: There may be subdivision in each question asked in Theory Examinations.*

**ENTREPRENEURSHIP DEVELOPMENT****Theory: 60 Lectures; Tutorial: 10 Lectures**

**Objective:** To develop an entrepreneurial mind-set and equip students with the knowledge, skills, and attitudes necessary to identify business opportunities, create innovative ventures, and manage small and medium enterprises successfully.

**Course Learning Outcome:**

**After completing this course student will be able to:**

- Understand the concepts, theories, and process of entrepreneurship and innovation.
- Identify, evaluate, and develop viable business opportunities and plans.
- Demonstrate the skills required for starting, managing, and sustaining entrepreneurial ventures.

**Unit I: Entrepreneurial Management:** The evolution of the concept of entrepreneurship, John Kao's Model on Entrepreneurship, Idea generation, Identifying opportunities and Evolution, Building the Team/Leadership, Strategic planning for business, Steps in strategic planning, Forms of ownership-Sole proprietorship, partnership, limited liability partnership and corporation form of ownership, advantage / disadvantage, Franchising, advantages / disadvantages of franchising, types of franchise arrangements, franchise contracts, franchise evolution checklist, Financing entrepreneurial ventures, managing growth, Valuation of a new company, Harvesting and Exist strategies, Corporate Entrepreneurship. **Lectures: 10**

**Unit II: Application of CPM, PERT in Enterprise Management:** Importance of project management in new ventures and MSMEs, Role of planning and scheduling in entrepreneurial success, Overview of project life cycle: conception, planning, execution, and control, Meaning and purpose of network analysis, Comparison between CPM and PERT, Relevance of CPM and PERT in entrepreneurial project planning and control, Steps in CPM analysis - Listing activities and their durations, Drawing the network, Calculating Earliest Start Time (EST), Earliest Finish Time (EFT), Calculating Latest Start Time (LST), Latest Finish Time (LFT), Identifying the Critical Path, Importance of the critical path for entrepreneurs, Applications of CPM in time and cost optimization, Concept of three time estimates - Optimistic time (to), Most likely time (tm), Pessimistic time (tp), Calculation of expected time (te), Variance and standard deviation of project duration, Probability of project completion within a given time, Application of PERT in managing project uncertainty, Using CPM and PERT for - New business setup and product launch planning, Resource allocation and scheduling, Time-cost trade-off decisions, Identifying project bottlenecks and improving efficiency, Role in decision-making, control, and monitoring of entrepreneurial ventures **Lectures: 15**

**Unit III: Entrepreneurship Creativity and Innovation:** Stimulating Creativity, Organizational actions that enhance/hinder creativity, Managerial responsibilities, Creative Teams, source of innovation business, managing organizations for innovation and positive creativity. **Lectures: 06**

**Unit IV: Social Entrepreneurship:** Introduction to social entrepreneurship, Characteristics and role of social entrepreneurs, Innovation and Entrepreneurship in a social Context, Start-Up and early stage venture issues in creating and sustaining a Non-profits organization, Financing and Risks, Business Strategies and Scaling up. **Lectures: 06**



**Unit V: Family Business and Entrepreneurship:** The entrepreneur, role and personality, family business, concepts, structure and kinds of family firms, culture and innovation of family firm, managing business, family and shareholder relationships, conflict and conflict resolution in family firms, managing leadership, succession and continuity, women's issues in the family business, encouraging change in the family business system.

**Lectures: 07**

**Unit VI: Entrepreneurship management for MSME:** Concept, nature, characteristics and types of entrepreneurs, Role and importance of MSMEs in the economy, Classification and features of MSMEs (as per latest MSME Act), Challenges and opportunities in the MSME sector, Sources of finance, Financial planning and working capital management for MSMEs, Cost control, budgeting, and pricing decisions, Succession planning and professionalization of MSMEs, Managing risk and uncertainty in small businesses, Sustainability and CSR in MSMEs, Establishing MSMEs, Case studies of successful MSMEs and entrepreneurs

**Lectures: 10**

**Unit VII: Financing the Entrepreneurial Business:** Arrangements of funds, traditional source of financing, Loan syndicating, Consortium finance, role played by commercial banks, appraisal of loan applications by financial institutions, Venture capital.

**Lectures: 06**

**Recommended Books:**

1. Entrepreneurship Development and Management – Vasant Desai
2. Entrepreneurship Development and Small Business Enterprises – Poornima M. Charantimath
3. Entrepreneurship and Small Business Management – C.B. Gupta & S.S. Khanka
4. Entrepreneurship Development – S. Anil Kumar, Poornima, K. Abraham, & Jayashree
5. Small Business Management and Entrepreneurship – David Stokes & Nicholas Wilson
6. MSME Policy and Management – R.K. Mishra & K. Goyal

**Note: Latest edition of textbooks may be used**



**DISCIPLINE SPECIFIC ELECTIVE (DSE 4)**

**(Credits: Theory-01, Tutorial-05)**

**Marks: 50 (Internal Evaluation) + 50 (External Evaluation)=100 Pass Marks (Internal + External)=40**

**ON JOB TRAINING**

**Objectives:** To provide basic and hand on understanding of the industry.

**On the Job Works for six to eight weeks at the Designated Organization recommended by the college.**

**Guidelines to Examiners for End Semester Examination (ESE Pr):**

Evaluation of project dissertation work may be as per the following guidelines:

Overall project dissertation may be evaluated under the following heads by External & Internal Examiners Separately:

- **Motivation for the choice of topic = 05 marks**
- **Project dissertation design = 05 marks**
- **Methodology and Content depth = 10 marks**
- **Results, Discussion & Future Scope = 05 marks**
- **Presentation style = 10 marks**
- **Viva-voce = 15 marks**
- **Total Marks = 50 x 2 = 100**

**PROJECT WORK**

All student related to Specific discipline will undergo 'Training/Project' of minimum 6 weeks' duration in Semester-VI, related to area of their specialization. Student alone or in a group of not more than three, shall undertake one Project Dissertation approved by the Subject Teacher / H.O.D. of the Department/College concerned.

The progress of the Project Dissertation shall be monitored by the faculty members at regular intervals, and followed by internal and external viva exam of 50 marks each.

**Training Schedule:** The students will be allowed to work on any project based on the concepts studied in core /elective or skill based elective courses.

The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade.

**Academic Credits for training shall be based on following:**

- Log books and attendance
- Appraisals, Report and presentation, as applicable. For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in their specialization in Semester-VI on completion of training in that respective department.
- A Power Point presentation (based on the report) for duration of **10 minutes** should be make. This will be presented in front of a select panel from the institute and the industry. The presentation should express the student's experiences in the department and what has he learned/ observed.

Marks will be awarded on this presentation and documents submitted to the faculty coordinator at the institute. Students have to submit the following on completion of industrial training to the concern faculty at the college:

1. Synopsis submission
2. Synopsis Approval will be given within a week from the date of submission.
3. Synopsis will be approved by concerned department faculty member.
4. Faculty members will be the internal guide of particular group of Students.
5. The group size will be minimum of 1 candidate and maximum of 3 candidates.
6. Group will present power point presentation in front of panel and submit the project status Report within the 15 to 20 days from the date of approval.
7. Final Project Submission contains Hard copy, Soft copy & leave letter. Project hard copy contains
  - a) Front page
  - b) Certificate of Authenticity
  - c) Certificate of job Trainings
  - d) Declaration



- e) Acknowledgement
- f) Preface
- g) Table of content/index
- h) Objective of the project
- i) Scope of the Project
- j) Project guidelines (These points are mandatory)
  - 1. Introduction with Company profile.
  - 2. Vision, mission & objective.
  - 3. SWOT Analysis.
  - 4. Chronology of Achievements.
  - 5. Topic introduction & discussion.
  - 6. Its relevance & implication in company.
  - 7. Findings.
  - 8. Conclusion
  - 9. Further enhancement (Suggestion).
  - 10. Bibliography
  - 11. Reference Website
  - 12. CD (Compact Disc/Soft copy)
- k) The file should be Book Binding. One Project Report for office copy and each candidate must have its own copy.

**\*Topics, Objectives & Guidelines of the Project is to be decided by the Project Guide.**

-----END OF SEM VI-----

**End of Syllabi-B. Com (Office Management & Secretarial Practice)**



**ANNEXURE-I**

**B.COM (OFFICE MANAGEMENT & SECRETARIAL PRACTICE) HONORS PROGRAMME**  
**Distribution of Credits Semester wise for Undergraduate Honors Courses**

**Semester wise distribution of 164 Credits**

	CC	AECC	GE-A	GE-B	SEC	DSE	Total Credits
Semester I	12	02	06	06			26
Semester II	12	02	06	06			26
Semester III	18		06	06	02		32
Semester IV	18		06	06	02		32
Semester V	12					12	24
Semester VI	12					12	24
	84	04	24	24	04	24	164

CC = Core Course; AECC = Ability Enhancement Compulsory Course; GE = Generic Elective; SEC = Skill Enhancement Course; DSE = Discipline Specific Elective



## ANNEXURE-II

## MARKS DISTRIBUTION FOR EXAMINATIONS AND FORMAT OF QUESTION PAPERS

Marks distribution of Theory Examinations of Mid Semester:

Topic	Code	Full Marks	Pass Marks	Time	Group-A (Very Short answer type Compulsory Questions) No. of Questions X Marks = F.M.	Group-B (Descriptive Questions with Choices) No. of Questions X Marks = F.M.	Total No. of Questions to Set	
							Group A	Group B
Mid Sem	T25	25	---	1 Hr	5 x 1 =5	4 (out of 6) x 5=20	5	6

Marks distribution of Theory Examinations of End Semester

Topic	Code	Full Marks	Pass Marks	Time	Group-A (Very Short answer type Compulsory Questions) No. of Questions X Marks = F.M.	Group-B (Descriptive Questions with Choices) No. of Questions X Marks = F.M.	Total No. of Questions to Set	
							Group A	Group B
End Sem	T75	75	40	3 Hrs	Q.No.1 (10x1) +1x5 =15	4 (out of 6) x 15=60	2	6
	T100	100	40	3 Hrs	Q.No.1 (10x1) +2x5 =20	4 (out of 6) x 20=80	3	6

# Question No.1 in Group – A carries 10 very short answer type 1 Mark Questions.

Abbreviations: T=Theory Examination, P= Practical Examination, I=Internal Exam, E=External Exam

Note: There may be sub divisions in each question asked in Theory Examinations.

Marks distribution of Practical Examinations of End Semester

Topic	Code	Full Marks	Pass Marks	Distribution of Marks	
End Sem	P50 + P50	100	(Internal + External)	Project File	Viva
			40 (I + E)	P25 + P25	P25 + P25

Abbreviations: T=Theory Examination, P= Practical Examination, I=Internal Exam, E=External Exam

Note: There may be sub divisions in each question asked in Theory Examinations.



ANNEXURE-III

FORMAT OF QUESTION PAPER FOR MID SEM EXAMINATION OF  
SUBJECTS WITHOUT PRACTICAL



St. Xavier's College, Ranchi

Mid Semester No. \_\_\_\_\_

Exam Year \_\_\_\_\_

Subject/Code \_\_\_\_\_

F.M. = 25

Time = 1Hr.

**General Instructions:**

- i. **Group A** carries very short answer type compulsory questions.
- ii. **Answer any 4 out of 6** subjective/ descriptive questions given in **Group B**.
- iii. Answer in your own words as far as practicable.
- iv. Answer all sub parts of a question at one place.
- v. Numbers in right indicate full marks of the question.

**Group A [5x1=5]**

1. ....
2. ....
3. ....
4. ....
5. ....

**Group B [5x4=20]**

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

**Note:** There may be subdivisions in each question asked in Theory Examination.



ANNEXURE-IV

FORMAT OF QUESTION PAPER FOR END SEM EXAMINATION OF  
SUBJECTS WITHOUT PRACTICAL



St. Xavier's College, Ranchi

Mid Sem No. \_\_\_\_\_

Exam Year \_\_\_\_\_

Subject/Code \_\_\_\_\_

F.M. =75

P.M. =40 (Including Mid Sem)

Time=3 Hrs.

**General Instructions:**

- i. **Group A** carries very short answer type compulsory questions.
- ii. **Answer any 4 out of 6** subjective/ descriptive questions given in **Group B**.
- iii. Answer in your own words as far as practicable.
- iv. Answer all sub parts of a question at one place.
- v. Numbers in right indicate full marks of the question.

**Group A**

1. ....

[10x1=10]

- a.
- b.
- c.
- d.
- e.
- f.
- g.
- h.
- i.
- j.

2. ....

[5x1=5]

**Group B**

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....

[15]  
[15]  
[15]  
[15]  
[15]  
[15]

**Note: There may be subdivisions in each question asked in Theory Examination.**



ANNEXURE-V

FORMAT OF QUESTION PAPER FOR END SEM EXAMINATION OF  
GE, SEC & AECC PAPERS



St. Xavier's College, Ranchi

End Sem No. \_\_\_\_\_

Exam Year \_\_\_\_\_

Subject/Code \_\_\_\_\_

F.M. = 100

P.M. = 40

Time=3 Hrs.

**General Instructions:**

- i. **Group A** carries very short answer type compulsory questions.
- ii. **Answer any 4 out of 6** subjective/ descriptive questions given in **Group B**.
- iii. Answer in your own words as far as practicable.
- iv. Answer all sub parts of a question at one place.
- v. Numbers in right indicate full marks of the question.

**Group A**

1. ....

[10x1=10]

a.

b.

c.

d.

e.

f.

g.

h.

i.

j.

2. ....

[5x1=5]

3. ....

[5x1=5]

**Group B**

1. ....

[20]

2. ....

[20]

3. ....

[20]

4. ....

[20]

5. ....

[20]

6. ....

[20]

**Note:** There may be subdivisions in each question asked in Theory Examination.



ANNEXURE-VI

**FORMAT OF INTERNAL EXAMINATION FOR  
ON THE JOB TRAINING ASSESSMENT**



**St. Xavier's College, Ranchi**

Mid Sem No. \_\_\_\_\_

Exam Year \_\_\_\_\_

Subject/Code \_\_\_\_\_

F.M. =50

**General Instructions:**

- |                                       |          |
|---------------------------------------|----------|
| 1. Motivation for the choice of topic | 05 marks |
| 2. Project dissertation design        | 05 marks |
| 3. Methodology and Content depth      | 10 marks |
| 4. Results, Discussion & Future Scope | 05 marks |
| 5. Presentation style                 | 10 marks |
| 6. Viva-voce                          | 15 marks |



ANNEXURE-VII

**FORMAT OF EXTERNAL EXAMINATION FOR  
ON THE JOB TRAINING ASSESSMENT**



**St. Xavier's College, Ranchi**

Mid Sem No. \_\_\_\_\_

Exam Year \_\_\_\_\_

Subject/Code \_\_\_\_\_

**F.M = 50**

**P.M = 40 (Internal + External)**

**General Instructions:**

- |                                       |          |
|---------------------------------------|----------|
| 1. Motivation for the choice of topic | 05 marks |
| 2. Project dissertation design        | 05 marks |
| 3. Methodology and Content depth      | 10 marks |
| 4. Results, Discussion & Future Scope | 05 marks |
| 5. Presentation style                 | 10 marks |
| 6. Viva-voce                          | 15 marks |



## ANNEXURE-VIII

Semester wise paper along with their credit system:

Sem - I	Sem - II	Sem - III	Sem - IV	Sem - V	Sem - VI	Credit System
Core 1	Core 3	Core 5	Core 8	Core 11	Core 13	Core = 6 Credit
Core 2	Core 4	Core 6	Core 9	Core 12	Core 14	GE = 6 Credit
AECC 1	AECC 2	Core 7	Core 10	DSE 1	DSE 3	AECC = 2 Credit
GE 1A	GE 2A	SEC 1	SEC 2	DSE 2	DSE 4	SEC = 2 Credit
GE1B	GE2B	GE 3A	GE 4A			DSE = 6 Credit
		GE3B	GE4B			

Calculation of SGPA & CGPA based on 10-point scale:**Calculation of SGPA & CGPA based on 10 Point Scale**

Credit Point = Gr. Pt. (GrP) x Cr

**Semester Grade point Average (SGPA)**

$$SGPA = \frac{\sum (GrP \times Cr)}{\sum Cr} = \frac{\sum Crp}{\sum Cr}$$

**Cumulative Grade Point Average (CGPA)**

$$CGPA = \frac{\sum_{s=1}^n (Crp)_s}{\sum_{s=1}^n (Cr)_s}$$

**Grade and Grade Point Table**

Marks in %	Grade	Grade Point
91-100	O	10
81-90	A+	9
71-80	A	8
61-70	B+	7
51-60	B	6
46-50	C	5
40-45	P	4
< 40	F	0
Absent	X	0



## ANNEXURE-IX

Sample Calculation for SGPA & CGPA for B.Com. (OMSP) Honors ProgrammeSample Calculation for SGPA:

SEM	Course	Credit	Grade Letter	Grade Point	Credit Point (Credit X Grade)	SGPA (Credit Point/Credit)
I	C1	06	A	8	48	
	C2	06	B+	7	42	
	AECC 1	02	B	6	12	
	GE 1A	06	B	6	36	
	GE 1B	06	B+	7	42	
	<b>Total</b>	<b>26</b>			<b>180</b>	<b>6.92(180/ 26)</b>
II	C3	06	B	6	36	
	C4	06	C	5	30	
	AECC - 2	02	B+	7	14	
	GE 2A	06	A+	9	54	
	GE 2B	06	B+	7	42	
	<b>Total</b>	<b>26</b>			<b>176</b>	<b>6.76(176/ 26)</b>
III	C5	06	A+	9	54	
	C6	06	O	10	60	
	C7	06	A	8	48	
	SEC1	02	A	8	16	
	GE 3A	06	O	10	60	
	GE 3B	06	B+	7	42	
	<b>Total</b>	<b>32</b>			<b>280</b>	<b>8.75(280/ 32)</b>
IV	C8	06	B	6	36	
	C9	06	A+	9	54	
	C10	06	B	6	36	
	SEC2	02	A+	9	18	
	GE 4A	06	A	8	48	
	GE 4B	06	B+	7	42	
	<b>Total</b>	<b>32</b>			<b>234</b>	<b>7.31(234/ 32)</b>
V	C11	06	B	6	36	
	C12	06	B+	7	42	
	DSE1	06	O	10	60	
	DSE2	06	A	8	48	
	<b>Total</b>	<b>24</b>			<b>186</b>	<b>7.75(186/ 24)</b>
VI	C11	06	A+	9	54	
	C12	06	A	8	48	
	DSE1	06	B+	7	42	
	DSE2	06	A	8	48	
	<b>Total</b>	<b>24</b>			<b>192</b>	<b>8.0(192/24)</b>
<b>CGPA</b>						
<b>Grand Total</b>		<b>164</b>			<b>1248</b>	<b>7.61(1248/ 164)</b>

Sample Calculation for CGPA:

Semester I	Semester II	Semester III	Semester IV	Semester V	Semester VI
Credit:26; SGPA:6.92	Credit:26; SGPA:6.76	Credit:32; SGPA: 8.75	Credit:32; SGPA: 7.31	Credit:24; SGPA: 7.75	Credit:24; SGPA:8.0

Thus, CGPA =  $(26 \times 6.92 + 26 \times 6.76 + 32 \times 8.75 + 32 \times 7.31 + 24 \times 7.75 + 24 \times 8.0) / 164 = 7.6$





**ST. XAVIER'S COLLEGE (AUTONOMOUS), RANCHI**  
(AN AUTONOMOUS COLLEGE AFFILIATED TO RANCHI UNIVERSITY)

**Names of Question Setters  
&  
Answer Book Evaluators  
for the Programme of**

**B. Com (Office Management & Secretarial Practice)**

**For the Academic Year - 2025 - 26**

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**FOR UNDERGRADUATE COMMERCE SELF FINANCING PROGRAMME  
AS PER RANCHI UNIVERSITY REGULATION**

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*[Handwritten signatures of question setters and evaluators]*

*R. K. Dixit*



**Names of Question Setters & Evaluators of B. Com (Office Management & Secretarial Practice for the Academic Year 2025 - 26**

<u>Code</u>	<u>Course Title</u>	<u>Names of the Question Setters</u>	<u>Names of the Answer Book Evaluators</u>
<b><u>Semester - I</u></b>			
Core-1/ C101	Principles and Practices of Management	1. Prof. Fabian A. Tete, 2. Prof. Nikita Mukherjee, (VF)	1. Prof. Dilip Kumar, Asst. Professor, ICAI University, Ranchi 2. Prof. Ranjay Kr Qamaresh, Asst. Professor, Marwari College, Ranchi
Core-2/ C102	Office Administration & Management	1. Prof. Nidhi Arya, 2. Prof. Manisha Jain (VF)	1. Prof. Nidhi Arya, 2. Prof. Subroto Ghosh, Faculty, Loyola Training Centre, Ranchi
GE-1 A/ GE01A	Financial Accounts	1. Prof. Ekta Arya, Asst. 2. Prof. Hussain Ahmed	1. Prof. Ashok Kumar, (VF) 2. Prof. Ajay Minocha, (VF)
GE-1 B/ GE01B	Marketing Management	1. Prof. Gautam Rudra 2. Prof. (Dr.) Kaushik Dutta	1. Prof.(Dr.) Shakil Anwar Siddique, 2. Prof. Nikita Mukherjee (VF)
AECC-1/ AEC1	English Communication	1. Prof. Nidhi Arya 2. Prof. Subham Kumar (VF)	1. Prof. Nikita Mukherjee (VF) 2. Prof. Nidhi Arya
<b><u>Semester - II</u></b>			
Core-3/ C203	Human Resource Management	1.Prof. Fabian A Tete 2. Prof. (Dr.) Rakesh Kumar Dixit	1. Prof. Shyamal Gomes, Associate Professor, XISS, Ranchi 2. Prof. Ranjay Kumar Qamaresh, Assistant Professor, Marwari College, Ranchi
Core-4/ C204	Performance Management	1. Prof. Nidhi Arya, 2. Prof. Nikita Mukherjee, (VF)	1. Prof. Pinaki Ghosh, Assistant Professor, XISS, Ranchi 2. Prof. Ranjay Kumar Qamaresh, Assistant Professor, Marwari College, Ranchi
GE-2 A/ GE02A	Principle and Practice of Banking	1. Prof. (Dr.) Rakesh Dixit, 2. Prof. Fabian A Tete	1. Prof. Nidhi Arya, 2. Prof. Prachi Poddar (VF)
GE-2 B/ GE02B	Cost Accounts	1. Prof. Hussain Ahmed 2. Prof. Ekta Arya	1. Prof. Ashok Kumar, (VF) 2. Prof. Ajay Minocha, (VF)
AECC-2/ AEC02	Environmental Studies	1. Prof.(Dr.) Deependra K. Sinha, 2. Prof. Shalini Minz, Asst. Professor, Dept. of Environmental Studies, St. Xavier's College, Ranchi	1. Prof. Pipas Kumar, Asst. professor, Dept. of Environmental Studies, SXC, Ranchi 2. Prof. (Dr.) Deependra K. Sinha,
<b><u>Semester - III</u></b>			
Core-5/ C305	Organization Behavior - I	1. Prof. Fabian A Tete, 2. Prof. Nidhi Arya	1. Prof. Gautam Rudra, 2. Prof. Sumit, Asst. Professor, Dept. of BBA, Marwari College, Ranchi
Core-6/ C306	Corporate Reporting	1. Prof. Ekta Arya 2. Prof. Amita Agarwal (VF)	1. Prof. Hussain Ahmad, 2. Prof. Nidhi Arya
Core-7/ C307	Public Relationship Management	1. Prof. Fabian A Tete 2. Prof. Nidhi Arya	1. Prof. Tausif Ali Ahsan, Asst. Professor, Marwari College, Ranchi 2. Prof. Manisha Jain, (VF)
GE-3 A/ GE03A	Principle & Practice of Life Insurance	1. Prof. (Dr.) Rakesh Dixit 2. Prof. Fabian A Tete	1. Prof. Nidhi Arya, 2. Prof. Prachi Poddar (VF)
GE-3 B/ GE03B	Business Economics	1. Prof. (Dr.) Deependra K. Sinha, 2. Prof. Subroto Ghosh, Faculty, Loyola Training Center, Ranchi	1. Prof. (Dr.) Deependra K. Sinha 2. Prof. Subroto Ghosh, Faculty Loyola Training Center, Ranchi
SEC-1/ SEC01	Research Methodology	1. Prof. (Dr.) Deependra K. Sinha, 2. Prof. (Dr.) Shakil A. Siddique	1. Prof. Hussain Ahmed 2. Prof. Siddhartha Raja Halder, Asst.



			Professor, Amity University, Ranch
<b>Semester – IV</b>			
<b>Core-8/ C408</b>	<b>Organization Behavior – II</b>	1. Prof. Gautam Rudra, 2. Prof. Fabian A Tete	1. Prof. (Dr.) Kaushik Dutta, 2. Prof. Sumit, Asst. Professor, Dept. of BBA, Marwari College, Ranchi
<b>Core-9/ C409</b>	<b>Company Formation &amp; Secretarial Practice</b>	1. Prof. Nidhi Arya 2. Prof. Manisha Jain, (VF)	1. Prof. Pooja Shukla, Assistant Professor, Amity University, Ranchi 2. Prof. Siddhartha Raja Halder, Asst. Professor, Amity University, Ranchi
<b>Core-10/ C410</b>	<b>Counseling and Negotiation Management</b>	1. Prof. (Dr.) Rakesh Dixit, 2. Prof. Subroto K. Ghosh, Faculty Loyola Training Centre, Ranchi	1. Prof. Fabian Tete, 2. Prof. Nikita Mukherjee, (VF)
<b>GE-4A/ GE04A</b>	<b>Strategic Management &amp; Business Policies</b>	1. Prof. Gautam Rudra 2. Prof. Fabian A Tete	1. Prof. (Dr.) Kaushik Dutta, 2. Prof. (Dr.) Shakil Anwar Siddique,
<b>GE-4B/ GE04B</b>	<b>E-Commerce</b>	1. Prof. (Dr.) Kaushik Dutta, 2. Prof. (Dr.) Shakil Anwar Siddique,	1. Prof. Gautam Rudra, 2. Prof. Manisha Jain (VF)
<b>SEC 2/ SEC02</b>	<b>Quantitative Techniques in Business</b>	1. Prof. (Dr.) Deependra K. Sinha	1. Prof. Siddhartha Raja Halder, Asst. Professor, Amity University, Ranchi
<b>Semester – V</b>			
<b>Core-11/ C511</b>	<b>Corporate Governance &amp; Business Ethics</b>	1. Prof. (Dr.) Kaushik Dutta, 2. Prof. Fabian A Tete	1. Prof. Gautam Rudra 2. Prof. Subroto K. Ghosh, Faculty, Loyola Training Centre, Ranchi
<b>Core-12/ C512</b>	<b>Customer Relationship Management</b>	1. Prof. Nidhi Arya 2. Prof. Manisha Jain (VF)	1. Prof. Fabian Tete, 2. Prof. Nikita Mukherjee, (VF)
<b>DSE-1/ DSE01</b>	<b>IT in Business Management</b>	1. Prof. Kamaldeep, Asst. Professor, Dept. of Computer Science, SXC, 2. Prof. Ritesh Kumar, Asst. Professor, Dept. of Computer Science, SXC, Ranchi	1. Prof. Kamaldeep, Asst. Professor, Dept. of Computer Science, SXC, 2. Prof. Ritesh Kumar, Asst. Professor, Dept. of Computer Science, SXC, Ranchi
<b>DSE-2/ DSE02</b>	<b>Computer Accounting – Tally</b>	1. Prof. (Dr.) Srinath Koley, Asst. Professor, Dept. of Commerce, SXC, Ranchi 2. Prof. (Dr.) Sanjay Prasad, Asst. Professor, Dept. of Commerce, SXC, Ranchi	1. Prof. (Dr.) Srinath Koley, Asst. Professor, Dept. of Commerce, SXC, Ranchi 2. Prof. (Dr.) Sanjay Prasad, Asst. Professor, Dept. of Commerce, SXC, Ranchi
<b>Semester - VI</b>			
<b>Core-13/ C613</b>	<b>Management Information System</b>	1. Prof. (Dr.) Kamaldeep, Asst. Professor Dept. of Computer Science, SXC, Ranchi 2. Prof. (Dr.) Shakil A. Siddique	1. Prof. Gurpreet Singh, Asst. Professor Dept. of Computer Science, SXC, Ranchi 2. Prof. Ritesh Kumar, Asst. Professor, Dept. of Computer Science, SXC, Ranchi
<b>Core-14/ C614</b>	<b>Business Legislation for Management</b>	1. Prof. Fabian Tete, 2. Prof. Seema Maroo (VF)	1. Prof. Ajay Minocha, (VF) 2. Prof. Subroto K. Ghosh, Faculty Loyola Training Centre, Ranchi
<b>DSE-3/ DSE03</b>	<b>Entrepreneurship Development</b>	1. Prof. Gautam Rudra, 2. Prof. Fabian Tete	1. Prof. Kaushik Dutta 2. Prof. (Dr.) Deependra K. Sinha
<b>DSE-4 / DSE04</b>	<b>On the Job Training programme</b>	1. Internal Professor 2. Internal Professor	1. External Subject Expert 2. External Subject Expert



**List of Regular Faculties mentioned for as Question Setters & Evaluators**

1. Prof. Gautam Rudra
2. Prof. Hussain Ahmed
3. Prof. Nidhi Arya
4. Prof. Ekta Arya
5. Prof. Fabian Tete
6. Prof. Dr. Kaushik Dutta
7. Prof. Dr. Shakil Anwar Siddique
8. Prof. Dr. Deepandra Kumar Sinha
9. Prof. Dr. Rakesh Kumar Dixit

**List of Visiting Faculties of the Department mentioned for as Question Setters & Evaluators**

1. Prof. Shubham Kumar
2. Prof. Manisha Jain
3. Prof. Nikita Mukherjee
4. Prof. Amita Agarwal
5. Prof. Prachi Poddar
6. Prof. Ajay Minocha
7. Prof. Seema Maroo