

**Modified Curriculum for 3 years**  
**Diploma Course in Modern Office  
Management**  
**PCPS Girls' Polytechnic, Bamunimaidam, Guwahati-21**



**Submitted by:**

**Syllabus Scrutiny Committee**

**Modern Office Management Branch**

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## **INTRODUCTION:**

One of the most need based Diploma course offered by PCPS Girls' Polytechnic is Modern Office Management. Initially it was known as Certificate in Secretarial Practice and the duration of the course was two years. By considering the present market competition, the course was upgraded to the three years Diploma course renaming it as Modern Office Management under the World Bank Project in 1995. The intake capacity was raised to 30 students and the entry level qualification for the course was made HSSLC (10+2) from the earlier HSLC (i.e. only 10). The intake capacity was again raised to 40 students from any stream.

## **AIM OF THE COURSE:**

Diploma in Modern Office Management aims to provide the necessary skills and abilities to students specially to the girl students in order to serve the needs of business, Government offices along with industries with more relevance to the existing work situations. Nowadays it becomes indispensable to impart skills and abilities to cope up with the era of Information Technology in accordance with the liberalization of the economy. After completion of the course the students become familiar with the office automation process and handling such equipments is day to day office administration. The students are given wide exposure in the area of Management, Business and Office Practices, exposure to Information Technology and other office automation equipment.

## **OBJECTIVES:**

The major objectives are as follows:-

- (i) To train and develop competent office personnel for wage employment and for self employment.
- (ii) To train students in the theoretical and practice skills of using and maintaining office equipments.
- (iii) To make the students aware of the importance of organisation, management, procedure and practice in an office.
- (iv) To develop personality traits, behavior and work habits appropriate to the requirements of the job.

## **DURATION:**

The duration of the course is 3 years(6 semesters). The entry level is 10+2.

## **ENTRY REQUIREMENTS:**

Students who have completed their HSSLC(in any stream) exam successfully are eligible to sit for entrance or admission test conducted by Directorate of Technical Education, Assam, specially for MOM.

## **DIPLOMA IN MODERN OFFICE MANAGEMENT COURSE SUITABILITY:**

Upon completion of the Diploma Course the students will be able to

- (i) Become competent in the operation of latest computer peripherals and maintenance.
- (ii) Become efficient Computer Operators and Front Office Representatives.
- (iii) Conversant with the latest software developed for business.
- (iv) Meet the need of the industrial houses and organisations in term of commercial correspondence, book keeping, preparation of reports and records by operating and handling both typewriter and computer.
- (v) Practice modern procedures in business administration and solve problems to make the service or products more competitive.

The passed out students are eligible in the job market as -

- (i) DTP Operator
- (ii) Tally Operator
- (iii) Typist & Stenographer
- (iv) Receptionist
- (v) Front Office Manager
- (vi) Private Secretary
- (vii) Office Assistant
- (viii) Computer Operator
- (ix) Cashier
- (x) Account Assistant
- (xi) Statistical Investigator
- (xii) Junior executive in Management Information Systems

## **JUSTIFICATION FOR MODIFICATION OF THE COURSE:**

The present curriculum is modified to cope with the present job market in accordance with liberalization and globalization. An attempt has been made to impart skill and practical knowledge to the students as they will be able to absorb in the job market by acquiring proficiency.

## NEW STRUCTURE OF SYLLABUS FOR DIPLOMA IN MOM

### 1ST SEMESTER

Sl. No	Subject Code	Subject	Contact Hours (per week)			Evaluation Scheme				TOTAL MARKS	Duration of Exam
						Theory		Practical			
			L/TH	PR.	TOTAL	TH	SESS	EXAM/VIVA	SESS		
1	MOM/101	Communication in English-I	3	0	3	30/75	13/25	0	0	100	3 Hrs
2	MOM/102	Financial Accounting-I	3	0	3	30/75	13/25	0	0	100	3 Hrs
3	MOM/103 (A)/ MOM/103 (B)	Business Mathematics / Fundamentals of Insurance	4	0	4	30/75	13/25	0	0	100	3 Hrs
4	MOM/104	Fundamentals of Management	3	0	3	30/75	13/25	0	0	100	3 Hrs
5	MOM/105	Typewriting Pr-I	3	11	14	30/75	13/25	75/150	25/50	300	3 Hrs
6	MOM/106	Stenography-I	3	10	13	30/75	13/25	75/150	25/50	300	3 Hrs
TOTAL			19	21	40	450	150	300	100	1000	

**NOTE:**

**The subject MOM/103(A) or MOM/103(B) is optional. A student can choose only one subject.**

## 2nd SEMESTER

Sl. No	Subject Code	Subject	Contact Hours (per week)			Evaluation Scheme				TOTAL MARKS	Duration of Exam
			L/TH	PR.	TOTAL	Theory		Practical			
						TH	SESS	EXAM/VIVA	SESS		
1	MOM/201	Communication in English-II	3	0	3	20/50	25/50	0	0	100	3 Hrs
2	MOM/202	Financial Accounting-II	3	0	3	30/75	13/25	0	0	100	3 Hrs
3	MOM/203	Office Organisation & Management	3	0	3	30/75	13/25	0	0	100	3 Hrs
4	MOM/204	Introduction to Computer	3	6	9	30/75	13/25	38/75	13/25	200	3 Hrs
5	MOM/205	Typewriting Pr-II	0	11	11	0	0	75/150	50/100	250	3 Hrs
6	MOM/206	Stenography-II	0	11	11	0	0	75/150	50/100	250	3 Hrs
TOTAL			12	28	40	275	125	375	225	1000	

### 3rd SEMESTER

Sl. No	Subject Code	Subject	Contact Hours (per week)			Evaluation Scheme				TOTAL MARKS	Duration of Exam
			L/TH	PR.	TOTAL	Theory		Practical			
						TH	SESS	EXAM/VIVA	SESS		
1	MOM/301	Communication in English-III	3	0	3	30/75	13/25	0	0	100	3 Hrs
2	MOM/302	Fundamentals of Secretarial Practice	3	0	3	30/75	13/25	0	0	100	3 Hrs
3	MOM/303	Office Correspondence	3	0	3	30/75	13/25	0	0	100	3 Hrs
4	MOM/304	Office Automation	3	6	9	30/75	13/25	13/25	13/25	150	3 Hrs
5	MOM/305	Typewriting & Stenography Pr-I	0	13	13	0	0	75/150	25/50	200	3 Hrs
6	MOM/306	Environmental Studies	3	2	5	30/75	13/25	13/25	13/25	150	3 Hrs
TOTAL			15	21	36	375	125	200	100	800	

## 4th SEMESTER

Sl. No	Subject Code	Subject	Contact Hours (per week)			Evaluation Scheme				TOTAL MARKS	Duration of Exam
			L/TH	PR.	TOTAL	Theory		Practical			
						TH	SESS	EXAM/VIVA	SESS		
1	MOM/401	Communicative English & Personality Development-I	0	3	3	0	0	25/50	25/50	100	
2	MOM/402	Management Communication	3	0	3	30/75	13/25	0	0	100	3 Hrs
3	MOM/403	Computerised Financial Accounting	2	9	11	20/50	13/25	50/100	13/25	200	3 Hrs
4	MOM/404	Sales Management & Advertising	3	0	3	30/75	13/25	0	0	100	3 Hrs
5	MOM/405	Typewriting & Stenography Pr-II	0	12	12	0	0	50/100	50/100	200	3 Hrs
6	MOM/406	Industrial Visit & Field Survey-I	0	4	4	0	0	25/50	25/50	100	
TOTAL			8	28	36	200	75	300	225	800	

## 5th SEMESTER

Sl. No	Subject Code	Subject	Contact Hours (per week)			Evaluation Scheme				TOTAL MARKS	Duration of Exam
			L/TH	PR.	TOTAL	Theory		Practical			
						TH	SESS	EXAM/VIVA	SESS		
1	MOM/501	Communicative English & Personality Development-II	2	2	4	20/50	13/25	13/25	13/25	125	2 Hrs
2	MOM/502	Fundamentals of Economics	3	0	3	30/75	13/25	0	0	100	3 Hrs
3	MOM/503	Database Management System	3	6	9	30/75	13/25	25/50	13/25	175	3 Hrs
4	MOM/504	Typewriting & Stenography Pr-III	0	12	12	0	0	50/100	25/50	150	3 Hrs
5	MOM/505	Office Documentation & Record Management	1	4	5	20/50	13/25	25/50	13/25	150	2 Hrs
6	MOM/506	Industrial Visit & Group Discussion-II	0	3	3	0	0	25/50	25/50	100	
TOTAL			9	27	36	250	100	275	175	800	



## 6th SEMESTER

Sl. No	Subject Code	Subject	Contact Hours (per week)			Evaluation Scheme				TOTAL MARKS	Duration of Exam
			L/TH	PR.	TOTAL	Theory		Practical			
						TH	SESS	EXAM/VIVA	SESS		
1	MOM/601	Entrepreneurship	3	0	3	30/75	13/25	0	0	100	3 Hrs
2	MOM/602	Business Statistics	4	0	4	30/75	13/25	0	0	100	3 Hrs
3	MOM/603	Multimedia Communication & Office Equipment	3	4	7	30/75	13/25	13/25	13/25	150	3 Hrs
4	MOM/604	Web Technologies	2	6	8	20/50	13/25	25/50	13/25	150	2 Hrs
5	MOM/605	Typewriting & Stenography Pr-IV	0	10	10	0	0	50/100	25/50	150	
6	MOM/606	Project Work	0	4	4	0	0	50/100	25/50	150	
TOTAL			12	24	36	275	100	275	150	800	

*SYLLABUS  
FOR  
THREE YEAR DIPLOMA COURSE*

*MODERN OFFICE MANAGEMENT  
SEMESTER-I*

## COMMUNICATION IN ENGLISH-I

Semester-I  
 Theory Marks : 75  
 Sessional : 25  
 Total Marks : 100

Curriculum Ref : MOM/101  
 Total Contact Hours : 42  
 Class Test : 3 Hours

### UNIT I- GRAMMAR

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Parts of Speech	Recognition and review of Nouns, Pronouns, Verbs, Adverbs, Adjectives, Prepositions, Conjunctions, Interjections Knowledge of Subject, Object and Compliment of the Verb Verbals – Infinitival, Gerund and Preposition	5	10
2.	Prepositions of time and place	Contextual teaching of <b>prepositions of time</b> - on, in , at, since, for, ago, before, to, past, to, from, till/until, by <b>prepositions of place:</b> in, at, on, by, next to, beside, near, between, behind, in front of, under, below, over, above, across, through, to, into, towards, onto, from	5	10
3.	Clause, phrases and Relative Clauses	Basic definitions of clauses and phrases Focus on Relative Pronouns and their use in sentences	2	10
4.	Subject Verb Agreement	Rules that guide the agreement of the subject to its verb	5	10
5.	Sentence types and Transformation of sentences	Assertive sentences, Exclamatory sentences, Interrogative sentences, Negative sentences, Compound sentences, complex sentences, simple sentences, Degrees of Comparison, Voice	8	12

.	Punctuation	Use of the comma, semi-colon, colon, apostrophe, exclamation mark, question mark and quotation marks	3	3
8	Word formation	Change of one part of speech to the other: from Verbs to Nouns, Nouns to Verbs, Adjectives to Nouns, Nouns to Adjectives, Verbs to adverbs, and Adverbs to Verbs	2	6
9.	Affixation	Prefixes and Suffixes and new word formations	2	3

## UNIT II- WRITING AND COMPREHENSION

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
10	Writing a Paragraph	Definition, Cohesion and Linkage using Transition words on everyday topics	5	5
11	Reading comprehension: Comprehension of an unseen passage	Developing the comprehension skill of the students and the ability to reproduce grammatically and semantically correct English sentences	5	6

### OBJECTIVES:

The 1<sup>st</sup> Semester Course in English Language and Communication should include the basics of English Grammar. It can be seen as a review of what has already been learnt at school or rather as an reinforcement so that a proper foundation can be laid on which the entire superstructure will be laid in the next semesters. Hence, a course which includes the basics of grammar and comprehension can be appreciated.

### BOOKS RECOMMENDED:

1. **Essential English Grammar with Answers** by Raymond Murphy (Cambridge University Press)
2. **English for Polytechnics** by Dr Papor Rani Barooah (Eastern Book House Publishers)
3. **English Grammar** by Annie Brinda (Cambridge University Press)
4. **Grammar the Fun Way** by Dr Papor Rani Barooah (Eastern Book House Publishers)

## FINANCIAL ACCOUNTING-I

**Semester-I**  
**Theory Marks** : 75  
**Sessional** : 25  
**Total Marks** : 100

**Curriculum Ref** : MOM/102  
**Total Contact Hours** : 42  
**Class Test** : 3 Hours

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Introduction	1.1 Definition of Book-Keeping and its objectives 1.2 Definition of Accounting and its objectives 1.3 Distinction between Book-Keeping and Accounting 1.4 Importance 1.5 Generally Accepted Accounting Principles(GAAP)	10	15
2.	Accounts and dual aspect concept	2.1 Definition of Accounts 2.2 Different kinds of Accounts 2.3 Double entry system and its principles and advantages 2.4 Definition of the term 'Debit & Credit" and their application in recording transactions	7	10
3.	Recording of transactions	3.1 Classifications of books of accounts 3.2 Journal & Ledgers and its importance and advantages 3.3 Recording of transactions in subsidiary books 3.4 Distinction between Journal & Ledger 3.5 Posting from Journal & subsidiary books in to Ledger	5	15
4.	Accounting for cash and bank	4.1 Different types of Cash book 4.2 Single column, Double Column, Triple Column cash book 4.3 Petty Cash Book including imprest system	5	10

		4.4 Reconciliation statement, its objectives & preparation		
5.	Trial balance	5.1 Definition and objectives 5.2 Types of errors 5.3 Errors disclosed by the trial balance and not disclosed by the trial balance 5.4 Preparation of Trial balance	5	10
6.	Final accounts of sole tradership	7.1 Preparation of Trading & Profit & Loss accounts and Balance sheet with adjustment closing stock, outstanding expenses, prepaid expenses, depreciation, bad debts etc.	10	15

**OBJECTIVE:**

The objective of this paper is to enable the students to have such minimum knowledge of Accounting as is applicable to business and economic situations.

**BOOKS RECOMMENDED:**

1. **Advanced Accountancy** - S.P. Jain, K.L. Narang, Kalyani Publishers
2. **Advanced Financial Accounting** - B.B. Dam, H.C. Gautam, Capital Publishing.
3. **Financial Accounting** - G.R. Mongra, G. Ahuja & Ashok Sehgal.
4. **Advanced Accounting** - S.N. Maheswary & S.K. Maheshwari.
5. **Modern Accountancy** - A. Mukherjee & H. Hanif, Tata McGraw Hill Publishing Co. Ltd.

## BUSINESS MATHEMATICS

Semester-I  
Theory Marks : 75  
Sessional : 25  
Total Marks : 100

Curriculum Ref : MOM/103(A)  
Total Contact Hours : 45  
Class Test : 3 Hours

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Theory of sets	Definitions, types of sets, operations on sets, application of sets.	6	10
2.	Arithmetic progression (a.p.) and geometric progression (g.p.)	Definition, sum of A.P. and G.P. series, arithmetic and geometric means, application of A.P. and G.P. in solving business problems.	6	10
3.	Logarithm	Introduction, laws of logarithm	6	10
4.	Compound interest and annuities	Compound amount at changing rates, normal and effective rates of interest, present value, equation of value, discount, depreciation, methods of computing annual depreciation, types of annuities, present value and amount of an annuity, amortization of loans, sinking funds.	10	15
5.	Co-ordinate Geometry of Two Dimensions	Idea of cartesian co-ordinates; slope or gradient of a line; equation of a line passing through (i) one given point, (ii) two given points; equation of a line in slope-intercept form ( $y = mx+c$ ) and intercepts from ( $x/a+ y/b=1$ ); application of equations of straight lines in solving business problems, point of intersection of two lines.	6	10
6.	Permutation and combination	<b>Permutation:</b> fundamental principle, factorial notation, permutation of things all different, simple problems; <b>Combination:</b>	6	10

		Combination of things all different, simple problems.		
7.	Linear Programming (L.P.)	Meaning, assumption, formulation, uses, limitation, solutions of LPP involving two variables by graphical method	5	10

**OBJECTIVE:**

The objective of this paper is to enable the students to have such minimum knowledge of Mathematics as is applicable to business and economic situations.

**BOOKS RECOMMENDED:**

1. **Business Mathematics** - D.R. Agarwal, Vrinda Publications (P) Ltd.
2. **A. Textbook of Business Mathematics** - Padmalochan Hazarika, S. Chand.
3. **Business Mathematics and Statistics** - A.p. Verma, Asian BooksPvt. Ltd.
4. **Business Mathematics** - J.K. Singh, Himalaya Publishing House.
5. **Business Mathematics, and Statistics** - R.K. Ghosh, S. Saha, New Central Book Agency(Pvt.) Ltd.
6. **Basic Mathematics** - RGD Allen- Macmillan, New Delhi.
7. **Mathematics for Economics** - Dowling E.T. –Schawn Series, McGraw Hill, London.
8. **Mathematics for Business studies** - J.K. Thukural –Mayoor Paperbacks.
9. **Mathematics and Statistics** - Goel, Ajoy and Aloka, Taxman Allied Servies (P) Ltd.



## FUNDAMENTALS OF INSURANCE

**Semester-I**  
**Theory Marks** : 75  
**Sessional** : 25  
**Total Marks** : 100

**Curriculum Ref** : MOM/103(B)  
**Total Contact Hours** : 45  
**Class Test** : 3 Hours

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Introduction	Definition & Nature of insurance; origin & development of insurance, history of insurance in India, kinds of insurance, principles of insurance, importance of insurance, insurance and wagering agreement.	10	15
2.	Life insurance	Definition of life insurance, features, benefits of life insurance, procedure for taking life insurance policy, kinds of life insurance policy, nomination, assignment and surrender value, revival of lapsed policy, settlement of claims at death and maturity.	9	15
3.	General insurance	Development of general insurance in India, Fire insurance- need, procedure of taking fire insurance policy, procedure of settlement of claims under fire insurance, double insurance, re-insurance; marine insurance- types of marine insurance policy, settlement of claims in marine insurance; miscellaneous insurance- motor insurance, personal accident insurance, livestock insurance, crop insurance.	9	15
4.	Insurance organizations	Organizational structure- public sector insurance organizations in India, LIC, objectives and achievements, GIC-	9	15

		mission, organization, functions, private sector insurance organizations in India, insurance ombudsman.		
5.	Insurance intermediaries	Insurance Agent; meaning, procedure for becoming an insurance agent, functions of an Insurance agent, rights of an insurance agent, termination of an insurance agent, essentials for successful insurance salesman. Surveyors and loss assessors, brokers, third party administrators, bank assurance	8	15

#### OBJECTIVE:

The objective of this paper is to enable the students to have such minimum knowledge of Insurance as is applicable to business and economic situations.

#### BOOKS RECOMMENDED

1. ***Principles of Insurance and Risk Management*** - Alkamittal, S.I. Gupta, Sultan Chand & Sons.
2. ***Insurance and Risk Management*** - Dr. P.K. Gupta, Himalaya Publishing House.
3. ***Insurance Principles and Practice*** - M.N. Mishra, S.B. Mishra, S. Chand.
4. ***Introduction to Risk Management and Insurance Marks*** - S. Dortman, Pearson Education.
5. ***Principles and Practice of Insurance*** - M.Motihar, Sharda Pustal Bhawan, Allahabad.
6. ***Insurance –Principles and Practice*** - Indrajit Singh, Rakesh Katyal, Sanjay Arora – Kalyani Publishers.
7. ***Fundamentals of Insurance*** - Principles and Practice –Dr. S. Sikidar, Dr. P.K. Nath, Dr. G. Nath –Abhilekh, Guwahati.
8. ***Principles and Practice of Insurance*** - G.S. panda –Kalyani Publishers.
9. ***IRDA Act. 1999***
10. ***Principles & Practice of Insurance*** - Insurance Institute of India, Mumbai.

## FUNDAMENTALS OF MANAGEMENT

Semester-I  
 Theory Marks : 75  
 Sessional : 25  
 Total Marks : 100

Curriculum Ref : MOM/104  
 Total Contact Hours : 42  
 Class Test : 3 Hours

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Definition of management	1.1. Historical background of management 1.2. Different approaches to management	8	15
2.	Concept of management	2.1 Management objectives and significance	6	15
3.	Function of management	3.1. Planning 3.2. Organization 3.3. Staffing and Directing 3.4. Decision making 3.5. Delegation of authority 3.6. Monitoring and controlling	10	15
4.	Scientific management & MBO	4.1 Element of Scientific Management 4.2 Advantages and Limitations of MBO	8	10
5.	Human resource development	7.1 Selection and appraisal of managers 7.2 Motivation 7.3. Leadership 7.4. Personality	6	10
6.	Social responsibility of management		4	10

### OBJECTIVES:

1. To give an idea of management, its history to form a clear picture on the minds of students.
2. To give them the concepts of management.
3. To learn the functions which will enable the students to form basics on management.
4. It will give the student a scientific approach to management.
5. To know the various objectives.

### BOOKS RECOMMENDED:

1. *Principles of Management* - George R. Terry
2. *Principles & Practice of Management* - L.M. Prasad, S. Chand & Co.
3. *Principles of Management* - Dr. Neeru Vasisht
4. *Essentials of Management* - Harold Koontz

## TYPEWRITING PRACTICE-I

**Semester-I**  
**Theory Marks : 75**  
**Sessional : 25**  
**Practical/Viva : 150**  
**Sessional : 50**  
**Total Marks : 300**

**Curriculum Ref : MOM/105**  
**Total Contact Hours : 32(T)+40(Pr)**  
**Class Test : 3 Hours**

<b>Chapter / Unit no.</b>	<b>Chapter Title</b>	<b>Content / area of focus</b>	<b>Duration in hours</b>	<b>Marks allotted</b>
1.	Importance of a Typewriter	Manual & Electronic & Vernacular	6	12
2.	System of Typing	Blind and sight system	5	12
3.	Name of essential parts of a Typewriting and their use	Different part and their uses	5	12
4.	Key Board Mastery	Use of different keys	5	12
5.	Use of different parts	Use of different parts	5	12
6.	Maintenance of a Typewriter including simple mechanism	Maintenance of a Typewriter including simple mechanism	3	10
7.	Fingering	Efficient use of fingers.	3	5

To attain a Typing Speed of 20 w.p.m. (Practical - 40 Hrs)

**STENOGRAPHY PRACTICE-I**  
**(GREGG/PITMAN METHOD)**

**Semester-I**  
**Theory Marks : 75**  
**Sessional : 25**  
**Practical/Viva : 150**  
**Sessional : 50**  
**Total Marks : 300**

**Curriculum Ref : MOM/106**  
**Total Contact Hours : 32(T)+40(Pr)**  
**Class Test : 3 Hours**

To complete all the Lessons of the Shorthand Text Book, covering simple principles joining, Vocabulary study, brief forms omission of sound modified curves, omission of letters. Commas- parenthetical apposition series, Disjoined past tense, Word late, ulationing, ingly, Commas with introductory expression, Reading Scoreboard. To develop a minimum Shorthand Speed of 50 w.p.m with accuracy.

**OBJECTIVES:**

To prepare the student more thoroughly for shorthand dictation and transcription by way of applying simple and logical shorthand principles. Governing the construction of outlines and the substantial reduction of special forms and exceptions so as to make the students task of speed building an easy and pleasant one.

**BOOKS RECOMMENDED**

1. *Gregg Shorthand Manual Simplified*
2. *099417-X - LESILE- Gregg Shorthand*
3. *Gregg/Pitman Speed Building Simplified*
4. *Gregg Expert Speed Building*
5. *Gregg/Pitman Shorthand Dictionary*
6. *Pitman New Era Shorthand Anniversary Edition*

*SYLLABUS  
FOR  
THREE YEAR DIPLOMA COURSE*

*MODERN OFFICE MANAGEMENT  
SEMESTER-II*

## COMMUNICATION IN ENGLISH-II

Semester-II  
Theory Marks : 50  
Sessional : 50  
Total Marks : 100

Curriculum Ref : MOM/201  
Total Contact Hours : 25  
Class Test : 3 Hours

### WRITTEN ENGLISH AND COMPREHENSION

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Letter Writing	Formal letter formats, greetings, salutation, body of the letter, practice of letter writing in different situations: Order letter, Complaint letter, Letter of Adjustment , Quotation letter , Letter to the Editor, Application for leave of absence	4	10
2.	Job Application and Cover Letter, Resume, Curriculum Vitae, bio data	Format of a job application, Cover Letter, formats of Resume and CV for a fresher and for someone with experience, Differences between Resume, CV, Bio-data, and choice of referees	4	10
3.	Summary writing	Definition, Use of transition words, important points to remember while summarizing	4	5
4	Précis Writing	Definition, formal and steps to be followed Differences between précis and summary Précis practice	4	5
5.	Memo Writing	Definition and format	3	5
6.	Amplification	Format	3	10
7.	E- mail writing	writing the perfect e-mail, steps to the perfect e-mail, formal and informal greetings, requests through an e-mail, writing an apology, complaint and seeking help and information in an e-mail,	3	5

		informing about a file attached in an email, writing the formal ending of an e-mail		
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**OBJECTIVE:**

After the review of the basics of English grammar in the 1<sup>st</sup> Semester, the 2<sup>nd</sup> Semester aims at the use of the English language as a language of written communication in the office and in official documentation. Hence, this semester the focus has been placed on the practice of the written part.

**BOOKS RECOMMENDED:**

1. ***Communication for Business*** - Shirley Taylor (Longman Pearson Education)
2. ***Student's handbook of Written English and Phonetics*** by Dr Papori Rani Barooah (Eastern Book House Publishers)
3. ***Strengthening your writing*** -V.R. Nayaranswami (Orient Longman)
4. ***Model Business Letters*** - L Gartside (ELBS)



## FINANCIAL ACCOUNTING–II

**Semester-II**  
**Theory Marks : 75**  
**Sessional : 25**  
**Total Marks : 100**

**Curriculum Ref : MOM/202**  
**Total Contact Hours : 42**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Single entry system of book-keeping	1.1 Definition 1.2 Advantages & disadvantages 1.3 Conversion from single entry to Double entry system 1.4 Ascertainment of profit and preparation of final statement of affairs	8	12
2.	Accounting for non-trading concern	2.1 Definition of Receipt & payment accounts and income and expenditure accounts 2.2 Distinction between "Receipts & payment accounts" and "Income & Expenditure accounts" 2.3 Preparation of Accounts	8	12
3.	Accounting for consignment and joint venture	3.1 Meaning and Nature of consignments & relationship between Principals & duties, Right & liabilities 3.2 Preparation of relevant accounts 3.3 Meaning of Joint venture -Distinction between Joint Venture. partnership and consignment	6	12
4.	Partnership	4.1 Definition - types of firms and partners, characteristics partnership deed, special provision. Applicable in absence of partnership deed 4.2 Preparation of profit and loss Appropriation 4.3 Goodwill - meaning and definition accounts	7	15

		4.4 Admission of partner- calculation of new ratio - Treatment of goodwill - Revaluation of assets & liabilities 4.5 Retirement of partner's		
5.	Company accounts	5.1 Nature of Company 5.2 Accounting for share capital-issue of shares at par, at a premium and at a discount, subscription and under subscription, calls in arrear, calls-in arrear, calls in advance	9	15
6.	Issue of debenture	6.1 At par, at a discount and at a premium Debenture interest 6.2 Concept of periodic payment	4	9

#### OBJECTIVES:

1. To give brief idea about book-keeping and accounting and its importance in the modern business world.
2. To know about the varies system of account which keeps in the business and double entry system of Book-keeping and its importance.
3. To give idea about various process of recording system of financial accounts and finalisation of accounts from Journal to Ledger posting.

#### BOOKS RECOMMENDED:

1. **Advanced Accounts** - M.C. Shukla, S. Chand & Co.
2. **Fundamentals of Accounting** - T.P. Ghosh, S. Chand & Co.
3. **Theory & Practice of Accountancy** - B.Dam, R. Sarada, R. Barman, B. Kalita, Capital Publishing Co..
4. **Accountancy** - R.L. Gupta, M. Radhaswamy, S. Chand & Co.
5. **Cost Accounting** - Nigam & Jain, Prentice Hall of India Pvt. Ltd., New Delhi.
6. **Cost Accounts** - S.P. Jain & K.L. Narang, Kalyani Publisher.

## OFFICE ORGANISATION AND MANAGEMENT

**Semester-II**  
**Theory Marks** : 75  
**Sessional** : 25  
**Total Marks** : 100

**Curriculum Ref** : MOM/203  
**Total Contact Hours** : 42  
**Class Test** : 3 Hours

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Importance and function of modern office	1.1 Definition of office 1.2 Office Organisation - Principles and Types 1.3 Centralisation and De-centralization of functions	10	15
2.	Types of organisation	2.1 Line and Staff Organisation-their relative merit & demerits 2.2 Delegation of authority -principles and obstacles 2.3 Informal Organisation	6	10
3.	Office accommodation	3.1 Office Furniture - types 3.2 Its relevance and uses	5	15
4.	Office layout	4.1 Objectives 4.2 Principles of office layout 4.3 Work Environment 4.4 Furnishing and Interior Decoration	6	10
5.	Office forms and stationery control	5.1 Importance of office form and stationery control	5	10
6.	Records management	6.1 Filing - Advantages - method - Essentials 6.2 Classification 6.3 Operation of filing system 6.4 Indexing	10	15

### OBJECTIVES:

1. To give basic ideas on office its management.
2. To acquaint them with the activities of modern office and environment.
3. Awareness methods of managing records in typical office.

### BOOKS RECOMMENDED:

1. **Business Organisation and Management** - Jagadish Prakash, Kitap Mahal.
2. **Business Organisation and Management** - P.C. Tulsian, Vishal Pandey (Pearson Education)
3. **Office Management** - R.K. Chopra and Ankita Bhatia (Himalaya Pub. House)
4. **Office Management** - R.S.N. Pillai & Bhagavathi

## INTRODUCTION TO COMPUTERS

**Semester-II**  
**Theory Marks : 75**  
**Sessional : 25**  
**Practical/Viva : 75**  
**Sessional : 25**  
**Total Marks : 200**

**Curriculum Ref : MOM/204**  
**Total Contact Hours : 32(T)+40(Pr)**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Definition of a Computer	The Computer Generation, Hardware & Software Concepts, System Software, Application Software	5	10
2.	Types of Computers	Mainframe, mini, micro, super computer	4	10
3.	Number System	Decimal, Binary, Octal, Hexadecimal & their conversions	4	10
4.	Computer Hardware Components	Functional Block Diagram of a computer, CPU, Memory-types, addressing, bit byte words. Control Unit, ALU etc	4	10
5.	Input & Output Devices	<b>Input Unit</b> -Importance of input, source documents, key entry devices VDU terminal inputs, machine readable media inputs- MICR. OCR, OMR. Mouse joystick, lightpen, voice input <b>Output Unit</b> :- Impact & Non-impact printers, terminal output, plotter, microfilm and audio response	6	10
6.	Characteristics of Secondary storage	Advantages & limitation of secondary storage- Magnetic tape, disk, video or optical disk (CD-ROM)	4	10
7.	Operating system	Operating system Concepts, function of OS, Different terms in DOS, Booting the system, External & Internal Commands, concept of	3	10

		files, use of DOS editor, Printer, Disk, File. Directory Management-commands, Editing AUTOEXE.BAT and CONFIC.SYS files		
8.	Batch Processing, Multi Programming, Multi-Processing, Time Sharing Off-line on-line system, real time system, processor management, memory management, I/O management, File Management commands	Batch Processing, Multi Programming, Multi-Processing, Time Sharing Off-line on-line system, real time system, processor management, memory management, I/O management, File Management commands	2	5

**Practical: 4/6 hours per week**

**OBJECTIVES:**

The subject aims to introduce the students the basic concept of fundamental of computer. It helps to develop a basic idea of the area of computer and its application.

**BOOKS RECOMMENDED:**

1. ***Fundamental of Computers*** - V. Rajaraman, PHI
2. ***Computers Today*** - D H Sanders, Mcgraw- Hill
3. ***Operating System*** - Ritchi, BPB Publications
4. ***Computer Fundamentals*** - P.K Sinha, BPB Publications

## TYPEWRITING PRACTICE-II

**Semester-II**  
**Practical/Viva** : 150  
**Sessional** : 100  
**Total Marks** : 250

**Curriculum Ref** : MOM/205  
**Total Contact Hours** : 60

Typing of Official letters, Use of carbon, Commercial letters, D.O. Letters U/D Letters Invoices, Tabular Statement, Advertisement, Balance sheet. Typing from badly written Manuscript, Use of carbon. Stencil cutting etc.

(Speed building. To develop a speed of 30 w.p.m.)

**STENOGRAPHY PRACTICE-II  
(GREGG/PITMAN METHOD)**

**Semester-II**  
**Practical/Viva** : 150  
**Sessional** : 100  
**Total Marks** : 250

**Curriculum Ref** : MOM/206  
**Total Contact Hours** : 60

To improve Shorthand writing style and transcription accuracy– Accuracy Practice applied vocabulary study consisting of words of expression. Reading Scoreboard. Different brief forms, Speed building dictation.

To develop it minimum speed of 60 w.p.m.

**OBJECTIVES:**

To prepare the student more thoroughly for shorthand dictation and transcription by way of applying samples and logical shorthand principles, governing the construction of outlines and the substantial reduction of special forms and exceptions so as to make the students task of speed building an easy and pleasant one.

*SYLLABUS  
FOR  
THREE YEAR DIPLOMA COURSE*

*MODERN OFFICE MANAGEMENT  
SEMESTER-III*



## COMMUNICATION IN ENGLISH-III

Semester-III  
Theory Marks : 75  
Sessional : 25  
Total Marks : 100

Curriculum Ref : MOM/301  
Total Contact Hours : 42  
Class Test : 3 Hours

### 1. VOCABULARY FORMATION

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Substitute one word for	Emphasis on how one can replace a single word to mean an entire sentence without bringing any sense of ambiguity in the comprehension of the sentence. It also gives the option of making the sentence beautiful.	3	10
2.	Antonyms and Synonyms	Emphasis on the importance of a knowledge of the different variants of the same word.	3	10

### 2. BASICS OF PHONETICS

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
3.	Organs of Speech	Diagrammatic representation of the Organs of Speech complete with labels. Knowledge of the various organs of speech.	5	10
4.	Definitions of Important terms	Phonetics, Phonemes and Allophones, Vocal cords, Minimal Pair, Homophones, Syllabic Consonants, Aspiration, articulation, articulators, strictures	5	9
5.	Basic Idea of Phonemes and their Usage	Basic definitions with focus on the articulation of the consonants, vowels and diphthongs	3	8
6.	Word Stress	Rules of word stress	3	8

7.	Sentence Stress	Which words take the stress in continuous speech	5	10
8.	Basics of Transcription	How to use to the phonetic script to transcribe the words in English	5	10
9.	Use of Daniel Jones' English Pronouncing Dictionary (15 <sup>th</sup> Edition)	Familiarizing the students to the use of the pronouncing dictionary to arrive at how a word ought to be actually pronounced.	5	NA
10.	Classroom practice of English use (with the use of recording device in classroom, preferably a language laboratory )	Language Lab hours	5 (can be increased if the teacher feels the necessity)	NA

#### OBJECTIVES:

As 1<sup>st</sup> and 2<sup>nd</sup> Semester already focuses on the fundamentals of grammar and the written English, the 3<sup>rd</sup> Semester focuses on the use of the English language for everyday and official communication. With the introduction of the basics of Phonetics or the Science of the Spoken language, the syllabus aims at a scientific approach to the teaching of the use of the English language in an acceptable form – the RP mode or the GIE (General Indian English).

#### BOOKS RECOMMENDED:

1. **English for Polytechnics** by Dr Papori Rani Barooah (Eastern Book House Publishers)
2. **English Pronouncing Dictionary** by Daniel Jones (Cambridge University Press)
3. **Student's handbook of Written English and Phonetics** by Dr Papori Rani Barooah (Eastern Book House Publishers)

## FUNDAMENTALS OF SECRETARIAL PRACTICE

**Semester-III**  
**Theory Marks : 75**  
**Sessional : 30**  
**Total Marks : 100**

**Curriculum Ref : MOM/302**  
**Total Contact Hours : 42**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1	Introduction to company	1.1 Origin and development of Joint stock Company and its kinds. 1.2 Concept of formation of public and private companies. 1.3 Memorandum of Association -Introduction. 1.4 Articles of Association - Introduction. 1.5 Prospectus-Introduction.	10	15
2	Types of secretary	2.1 Definition of secretary. 2.2 Duties, right and liabilities of Company Secretary. 2.3 Position and Status of Secretary. 2.4 Private Secretary. 2.5 Distinction between Private Secretary and other secretaries.	10	15
3	Secretarial functions	3.1 Routine office duties. 3.2 Receptionists duties. 3.3 Legal and Statutory duties.	8	15
4.	Company meetings and their types.	5.1 Meaning and Importance. 5.2 Scope of Company Meetings. 5.3 Annual, General, Statutory and Extraordinary Meeting Secretarial duties in connection with Board Meeting.	6	15
5.	Drafting of minutes, notice, agenda, proceedings etc. Resolution, quorum and proxy	6.1 Secretarial work associated with it. 6.2 Chairman of a meeting 6.3 Position, Duties, Power & Responsibilities	8	15

**OBJECTIVES:**

1. To give an idea of various Company Meetings and related Secretarial duties.
2. To form an idea of Proxy, Quorum etc. and drafting of Notice, Agenda etc.
3. To give the students idea about Company form of organisation and its distinction with other form of organisation.
4. To teach the students the Secretarial duties associated with various stages in Company formation.

**BOOKS RECOMMENDED:**

1. ***A First Course in Secretarial Practice*** - V.K. Jain
2. ***Secretarial Practice and Office Management*** - Shukla & Gulshan
3. ***Manual of Secretarial Practice*** - B.N. Tandon

## OFFICE CORRESPONDENCE

**Semester-III**  
**Theory Marks : 75**  
**Sessional : 25**  
**Total Marks : 100**

**Curriculum Ref : MOM/303**  
**Total Contact Hours : 42**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Objects & importance of office correspondence	1.1 Meaning & Importance 1.2 Layout of Business Letter 1.3 Different parts Business Letter 1.4 Essentials of a good Business Letter	10	15
2.	Demi official letters	2.1 Meaning & distinctions with other letters 2.2 Features of such letters 2.3 Procedure of writing	6	12
3.	Office order	3.1 Office memorandum 3.2 Notification 3.3 Endorsement 3.4 Sanction 3.5 Recommendation & regret	6	12
4.	Correspondence regarding employment	4.1 Letter of Application 4.2 Call letter for Interview 4.3 Appointment Letter 4.4 Joining Report 4.5 Reference to employer 4.6 Employers Recommendation 4.7 Letter of Resignation	8	12
5.	Letter to the press	5.1 Advertisements 5.2 Letters to the Editor 5.3 Clarification 5.4 Rejoinder	6	12
6.	Quotations, tender & work order	6.1 Drafting of quotation 6.2 Tender notice 6.3 Work estimate & order	6	12

### OBJECTIVE:

The objective of this paper is to enable the students to have such minimum knowledge of office correspondence as is applicable to business and economic situations.

**BOOKS RECOMMENDED:**

1. ***Manual of Office Management & Correspondence*** - B.N. Tandon, S.Chand & Co. Ltd.
2. ***Office Organisation & Management*** - M.C. Shukla & S.S. Gulshan
3. ***Commercial Letters*** - Anand Sagar
4. ***Modern Letter Writing*** - Subhash Mehta
5. ***Student's handbook on Written English and Phonetics*** - Dr Paporri Rani Barooah (Eastern Book House Publishers)

## OFFICE AUTOMATION

**Semester-III**  
**Theory Marks : 75**  
**Sessional : 25**  
**Practical/Viva : 25**  
**Sessional : 25**  
**Total Marks : 150**

**Curriculum Ref : MOM/304**  
**Total Contact Hours : 32(T)+40(Pr)**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Word Processing	1.1 Open and Create a document 1.2 Editing Text: Cut Copy, Paste, Find, Change, Undo, Redo 1.3 Formatting Text: Character, Paragraph, Change Case, Bullet & Numbering, Align, Page, Column 1.4 Table: Insert Row/Column/Table, Delete Row/Column/ Table, Merge Cell/Table, use Table Properties 1.5 Insert: Header, Footer, Bookmark, Hyperlink, Picture, File, Table 1.6 Mail Merge and Printing Document 1.7 <b>Design:</b> Business/Official Letter, Marksheet, Invitation Card, Telephone Directory, Table of Content, Index etc	6	12
2.	Electronic Spreadsheet	2.1 Introduction to Electronic Spreadsheet, Open and Create a Worksheet 2.2 Formatting: Insert and Delete Cell, Cell Addressing, Merge and Copy Cell, Insert Row/Column, Delete Row Column, Insert Formula and Function 2.3 Chart: Bar Graph, Line Graph, XY Graph, Pie Chart 2.4 Data Entry Form: Select/Define Range, Sort, Filter, Form, Validation 2.5 <b>Design:</b> a Salary Bill, an Invoice, Profit-Loss Chart, Progress Report Chart etc	6	12
3.	Computerised Presentation	3.1 Introduction to Computerised Presentation 3.2 Insert: Slide, Picture, Chart,	6	12

		<p>Movie, Sound file, Hyperlink, Page-number, Date and Time</p> <p>3.3 Slide Master</p> <p>3.4 Slide Show: Slide Show, Slide Show setting, Custom Animation, Slide Transition, Rehearsal Timing</p> <p>3.5 <b>Design:</b> Prepare a Presentation on any Current Issue like Disaster Management, Courses Offered by Girls' Polytechnic etc</p>		
4.	Database Table and Report	<p>4.1 Introduction to Database, Record, Field and Primary Key</p> <p>4.2 Create and Populate Table</p> <p>4.3 Input Data Entry form Design</p> <p>4.4 Build Query, Join Table</p> <p>4.5 Create Report, Use Expression Builder to Calculate Required Fields</p> <p>4.6 <b>Design:</b> Prepare a Presentation on any Current Issue like Disaster Management, Courses Offered by Girls' Polytechnic etc</p>	6	12
5.	Desk Top Publishing	<p>5.1 Pagemaker: Open and Create a Page, Master Page, Editing and Formatting Text, Tab setting, Page Setting, Column Setting, Insert Text &amp; Graphics, Handling Table, insert/Delete Page, Draw Simple Graphics, Printing</p> <p>5.2 CorelDraw: Draw using Basic Shape using different tools, Text, Artistic Text, Transformation-Rotation, Scalling, Skewing, Mirroring, Blending; Grouping, Combining, Break-Apart, Extrude, Add Perspective, Convert to Curve, Fit Text To Path, Export, Outline Color, Fill Color</p> <p>5.3 Bilangual Software: Type in Assamese, Bengali and Hindi Fonts</p> <p>5.4 <b>Design:</b> Create a Magazine Page, Create a Logo, Create an Invitation Card in Local Language</p>	8	27



### **PRACTICAL (75 Marks):**

1. Word processing using MS Word / Open office - Write \*
2. Electronic Spreadsheet using MS-Excel / Open office-Calc \*
3. Computerised presentation using Power point / Open office-Impress \*
4. Database table and report using MS Access / Open office-Basic \*
5. Coreldraw / Draw \*
6. Pagemaker / Math \*
7. Bilingual software using Ramdhenu/ latest Assamese version. \*

(\* Open Source Software)

### **OBJECTIVES:**

By the end of this course, students are expected to:

- Learn to prepare a business and official letter in a word processing package.
- Learn to prepare a list and table of information and manipulate them: like adding, deleting or modifying a record.
- Learn to prepare a salary bill and an expenditure statement in an electronic spreadsheet package.
- Design different categories of chart against tabulated data in an electronic spreadsheet package.
- Learn to design a input data entry form for a table of information.
- Learn to prepare a presentation for a seminar or workshop.
- Understand to create a table for storing tabular data.
- Know to generate report by building up expression.
- Design a desk top publishing page which contains text, chart and graphics.

### **BOOKS RECOMMENDED:**

1. **Office 2013 Simple Steps** – Dream Tech Press.
2. **Office 2010 Simple Steps** – Dream Tech Press.
3. **Microsoft Office 2000 for windows** - by S. Sagman - Pearson Education.
4. **Dynamic Memory Advanced DTP Course** – by Davinder Sing Minhas – Diamond Books.

## TYPEWRITING AND STENOGRAPHY PRACTICE-I

<b>Semester-III</b>		<b>Curriculum Ref</b>	<b>: MOM/305</b>
<b>Practical/Viva</b>	<b>: 150</b>	<b>Total Contact Hours</b>	<b>: 60</b>
<b>Sessional</b>	<b>: 50</b>	<b>Class Test</b>	<b>: 3 Hours</b>
<b>Total Marks</b>	<b>: 200</b>		

### SHORTHAND (GREGG/PITMAN METHOD)

- 1.1 Shorthand: Words spelt similarly but with different meaning, spelling incorrect idioms, Shorthand Dictation and reading exercises, Shorthand phrases, so as to give the students a sense of accomplishment and help higher speed building and to keep the students constantly Reminded of the importance of good practice procedure.  
Special Speed building outlines.  
(To develop a minimum speed of 70 w.p.m.)
- 1.2 Type Writing: Graded Speed Building including typing different types of Government and Commercial letters.  
(To develop a minimum Speed of 35 w.p.m.)

#### OBJECTIVES:

To prepare the student more thoroughly for Shorthand diction and transcription by way of applying simple and logical shorthand principles, governing the construction of outlines and the substantial reduction of special forms and exceptions so as to make the students task of speed building an easy and pleasant one.

## ENVIRONMENTAL STUDIES

<b>Semester-III</b>	<b>Curriculum Ref : MOM/306</b>
<b>Theory Marks : 75</b>	<b>Total Contact Hours : 42</b>
<b>Sessional : 25</b>	<b>Class Test : 3 Hours</b>
<b>Practical/Field Report Mark : 25</b>	
<b>Sessional : 25</b>	
<b>Total Marks : 150</b>	

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Natural resources	<p><b>Renewable and non-renewable resources :</b></p> <p><b>Multi-disciplinary Nature of Environmental Studies</b></p> <p>Natural resources and associated problems.</p> <p><b>1.1 Forest Resources :</b> Use and Over-exploitation, deforestation</p> <p><b>1.2 Water resources :</b> Use and over-utilization of surface and ground water, floods, drought, conflict over water, dams-benefits and problems.</p> <p><b>1.3 Mineral resources :</b> Use and exploitation, environmental effects of extracting and using mineral resources, case studies.</p> <p><b>1.4 Food resources :</b> World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer, pesticides problems, water logging, salinity, case studies.</p> <p><b>1.5 Energy resources :</b> Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, case studies.</p> <p><b>1.6 Land resources :</b> Land as a resource, land degradation, man induced landslides, soil erosion and desertification.</p> <p><input type="checkbox"/> Role of an individual in conservation of natural resources.</p> <p><input type="checkbox"/> Equitable use of resources for sustainable lifestyles</p>	10	15
2.	Ecosystems - concept, structure, functions and types	<p>2.1 Energy flow in the ecosystem</p> <p>2.2 Ecological succession.</p> <p>2.3 Food chains, food webs and ecological pyramids.</p> <p>2.4 Introduction, types, characteristic features, structure and function of the</p>	8	15

		following ecosystem : 2.5 Forest ecosystem 2.6 Grass land ecosystem 2.7 Desert ecosystem 2.8 Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)		
3.	Bio-diversity and its conservation	3.1 Introduction-Definition: genetic, species and ecosystem diversity 3.2 Biographical classification of India 3.3 Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values 3.4 Biodiversity at global, national and local levels 3.5 Threats of biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts 3.6 Endangered and endemic species of India 3.7 Conservation of biodiversity: In-situ and ex-situ conservation of biodiversity	8	15
4.	Environmental pollution - definition, causes, effect & control measures of	4.1 Air pollution, Water pollution, Soil pollution, Marine pollution, Noise pollution, Thermal pollution 4.2 Nuclear hazards. 4.3 Solid waste management : Causes, effects and control measures of urban and individual wastes. 4.4 Pollution case studies. 4.5 Disaster management: floods, earthquake, cyclone and landslides	8	15
5.	Social issues and the environment	5.1 Urban problems related to energy 5.2 Water conservation, rain water harvesting, watershed management 5.3 Resettlement and rehabilitation of people: its problems and concerns, case studies	8	15

**OBJECTIVE:**

The objective of this paper is to enable the students to have such minimum knowledge of environment such as ecosystems, bio-diversity, environmental pollution and control measures etc.

**BOOKS RECOMMENDED:**

1. **Text book of Environmental Studies** –Erach Bharucha, UGC
2. **A Textbook of Environmental Studies** - D.K. Asthana, Meera Asthana, S.Chand.
3. **Environmental Studies** - Prof. R.B. Singh, Dr. D.K. Thakur, Dr. J.P.S. Chauhan, Romesh Book Depot.
4. **Perspective in Environmental Studies** - Anubha Kaushik, C.P. Kaushik, New Age International.

*SYLLABUS  
FOR  
THREE YEAR DIPLOMA COURSE*

*MODERN OFFICE MANAGEMENT  
SEMESTER-IV*

## COMMUNICATIVE ENGLISH & PERSONALITY DEVELOPMENT-I

Semester-IV  
Practical Marks : 50  
Sessional : 50  
Total Marks : 100

Curriculum Ref : MOM/401  
Total Contact Hours : 40  
Class Test : 3 Hours

### USE OF INTONATION, PHONICS, SENTENCE STRESS

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Define Intonation	Basic ideas	5	50
2.	Role of Intonation in speech	Use of intonation in speech	10	
3.	Functions of English Intonation – i. Grammatical, ii. Attitudinal, iii. Accentual, iv. Discourse	Theory	5	
4.	Intonation and its types Intonation patterns in English with examples	Theory	5	
5.	Phonics Practice in the use of words with worksheets	Worksheets for drill	5	
6.	Sentence Practice with the use of stress and intonation	Worksheets for drill	5	
7.	Classroom recordings of voice and reinforcement	Use of transcripts from story books, magazines and articles from newspapers.	5	

### BOOKS RECOMMENDED:

1. **English Pronouncing Dictionary** by Daniel Jones (Cambridge University Press)
2. **Student's handbook of Written English and Phonetics** by Dr Papori Rani Barooah (Eastern Book House Publishers)

## MANAGEMENT COMMUNICATION

**Semester-IV**  
**Theory Marks : 75**  
**Sessional : 25**  
**Total Marks : 100**

**Curriculum Ref : MOM/402**  
**Total Contact Hours : 42**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Basics of communication	1.1 Definition, Objectives and Significance	6	15
2.	Communication process	2.1 Components 2.2 Essentials of Effective Communication 2.3 Theories of Communication 2.4 Principles of Communication	10	15
3.	Media of communication	3.1 Barriers to Communication 3.2 Communication and Coordination 3.3 Use of informal Organisation 3.4 Importance of feedback 3.5 Use of different communication gadget	10	15
4.	Types and channels of communication	4.1 Horizontal, Vertical, Upward & Downward Communication 4.2 Informal Communication or Grapevine 4.3 Internal and external communication 4.4 Oral and written Communication 4.5 Role of Non-Verbal Communication	8	15
5.	Self development and communication	5.1 Developing Communication Skill 5.2 General Guidelines for Development 5.3 Development of Positive Attitude 5.4 Effective communicator - SWOT Analysis, Johari window for improving strength 5.5 Concept and Component for whole Communication	8	15

**OBJECTIVES:**

1. Will understand the basics of Communication whether formal and informal and will learn about effective communication.
2. They should know about the hindrance in communication and know over come them effectively.
3. To acquaints them with both oral and written communication to have a grasp over the subject.
4. To give practical touch by acquainting them with different communication gazettes so that they are familiar with such machines at their workplace.

**BOOKS RECOMMENDED:**

1. ***Business Communication*** - R.C. Bhatia, Ane Books India
2. ***Business Communication*** - Process & Product - Mary Ellen Guffey
3. ***Business Communication*** - H.R. Appanaish & H.R. Ramanath
4. ***Communication for Business*** - Shirley Taylor, Pearson Education
5. ***Principles for Business Communication*** - Ronald E. Dulek, John S. Fielden, Macmilan Publishing Co.



## COMPUTERISED FINANCIAL ACCOUNTING

**Semester-IV**  
**Theory Marks : 50**  
**Sessional : 25**  
**Practical/Viva : 100**  
**Sessional : 25**  
**Total Marks : 200**

**Curriculum Ref : MOM/403**  
**Total Contact Hours : 20(T)+45(Pr)**  
**Class Test : 3 Hours**

### THEORY (50 MARKS)

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1	Computerised Accounting System	1.1 Meaning and Features of Computerised Accounting System 1.2 Application of Computers in Accounting 1.3 Automation Accounting 1.4 Accounting Information System	4	10
2	Accounting Reports	2.1 Designing 2.2 Steps Involved	4	10
3	Management Information System and Accounting Information System	3.1 Management Information System(MIS) Report 3.2 Manual Vs Computerised Accounting System	4	10
4	Advantages of using Computer in Accounting	4.1 Limitations / Disadvantages of Computerised Accounting System	4	10
5	Accounting Package	5.1 Meaning and Classification of Accounting Package 5.2 Factors to be considered before sourcing an Accounting Software 5.3 Advantages / Disadvantages of Ready to use Accounting Package 5.4 Distinction between Hardware and Software	4	10

**PRACTICAL (100 MARKS)**

<b>Chapter / Unit no.</b>	<b>Chapter Title</b>	<b>Content / area of focus</b>	<b>Duration in hours</b>	<b>Marks allotted</b>
1.	Chapter-I	1.1 Computerised Accounting - Meaning & Importance 1.2 What is Tally 1.3 Account Origination 1.4 Golden Rules of Accounting 1.5 About Inventory	6	10
2.	Chapter-II	2.1 Creating Company, Ledger, Groups, Items	6	10
3.	Chapter-III	3.1 Ledger Entries 3.2 Receive and Payment Voucher 3.3 Contra Voucher 3.4 Journal Voucher 3.5 Purchase and Sales Voucher 3.6 Debit and Credit Note 3.7 Postdated Voucher 3.8 Optional Voucher	6	10
4.	Chapter-IV	4.1 Configuration of Different Properties Slandered Sales Pries and Cost Price 4.2 Godowns 4.3 Categories 4.4 Cost Centre & Cost Categories 4.5 Price Level 4.6 Part Number 4.7 Alternative Unit	6	10
5.	Chapter-V	5.1 Purchase Order 5.2 Creating and Altering Purchase Order 5.3 Sales Order 5.4 Invoice & Invoice Configuration	3	10
6.	Chapter-VI	6.1 Internet 6.2 Capabilities & Import Facilities 6.3 Creating Foreign Currencies 6.4 Display Currency 6.5 Rate of Exchange 6.6 Budget 6.7 Data Migration, Data	3	10

		Import & Data Export		
7.	Chapter-VII	7.1 TDS Module, Enable TDS and TDS report 7.2 Ledgers for TDS 7.3 Vouchers Entries	3	10
8.	Chapter-VIII	8.1 Configuration of VAT 8.2 Creating Ledger 8.3 Creating Items with VAT 8.4 Entries & VAT report	3	10
9.	Chapter-IX	9.1 Service Tax, Enable Service Tax, Entries with service tax 9.2 Service Tax report	3	10
10.	Chapter-X	10.1 Payroll Module 10.2 Enable Payroll 10.3 Creation Payroll 10.4 Salary Details, Pay Sheet, Payroll Register	3	5
11.	Chapter-XI	11.1 Creating Bank 11.2 Cheque Handling and Printing 11.3 Cheque Transaction 11.4 TCS, BBT 11.5 Keyboard Shortcuts Etc	3	5

**OBJECTIVE:**

To impart knowledge and training of handling accounts by using computer.

**BOOKS RECOMMENDED:**

1. **Theory and Practice of Accountancy** - B.B. Dam, R.A. Sarada, R. Barman, B. Kalita
2. **Theory and Practice of Accountancy-I** - K.R. Das, K.M Sinha, KS Paul Choudhury, P.K. Nath, A. Rahman, P.K. Pujari
3. **Tally 9** - Namdita Agarwala
4. **Tally at a Glance** - K.K Mahato
5. **The Complete Reference to Internet** - M.L. Young, Tata McGraw Hill, 2002
6. **Bridge to the Online Storefront** - Agarwala Kamlesh N. & Agarwala Deeksha, Macmillan India, New Delhi.

## SALES MANAGEMENT AND ADVERTISING

**Semester-IV**  
**Theory Marks : 75**  
**Sessional : 25**  
**Total Marks : 100**

**Curriculum Ref : MOM/404**  
**Total Contact Hours : 42**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Introduction	1.1 Definition of Salesmanship - origin and development 1.2 Role & Nature of Salesmanship	8	15
2.	Arts of salesmanship	2.1 Fundamentals of successful selling- basis of selling 2.2 Analysis of selling points 2.3 Techniques of selling 2.4 Customers & salesman	8	15
3.	Knowledge of goods	3.1 Customer's Psychology - study of buying motives 3.2 Different types of customers- qualities of a good salesman 3.3 Window dressing	8	15
4.	Types of salesman	4.1 Sales executives - indoor and outdoor salesman, comparisons of their duties responsibilities and problems 4.2 Manufacturer salesman - wholesaler's salesman retail salesman -special salesman Industrial salesman etc 4.3 Selection, Training & Remuneration of salesman	10	15
5.	Meaning & importance of publicity & advertisement	5.1 Evaluation of advertising, functions, relationship between salesmanship and advertising 5.2 Selection of media 5.3 Advantage & Limitation 5.4 Benefits & cost of advertisement 5.5 Creation of advertising materials -media-radio-television advertising, Merits & Demerits	8	15

**OBJECTIVE:**

The objective of this paper is to enable the students to have such minimum knowledge of Sales Management along with importance of Advertising as applicable to present business and economic situations.

**BOOKS RECOMMENDED:**

1. *Principles of Marketing & Salemanship* - J.C. Sinha
2. *Marketing for Tomorrow, Not Yesterday* - Raj Zain
3. *Salemanship & Publicity* - Dr. Rustom Davar
4. *Salemanship & Publicity* - Dr. M.M. Varma & R.K. Aggarwal
5. *Marketing Management* - S. A. Sherlekar.

## STENOGRAPHY & TYPEWRITING PRACTICE-II

**Semester-IV**  
**Practical Marks : 100**  
**Sessional : 100**  
**Total Marks : 200**

**Curriculum Ref : MOM/405**  
**Total Contact Hours : 60**  
**Class Test : 3 Hours**

Daily Speed Building dictation so as to develop a minimum speed building outlines, Drilling of words. Regular transcription from shorthand dictation.

Shorthand speed (Minimum) 80 w.p.m.  
Typing speed (Minimum) 40 w.p.m.

### **OBJECTIVES:**

To prepare the student more thoroughly for Shorthand dictation and transcription by way of applying simple and logical shorthand principles, governing the construction of outlines and the substantial reduction of special forms and exceptions so as to make the students' task of speed building a pleasant one.

## INDUSTRIAL VISIT & FIELD SURVEY-I

<b>Semester-IV</b>		<b>Curriculum Ref</b>	<b>: MOM/406</b>
<b>Practical/Viva</b>	<b>: 50</b>		
<b>Sessional</b>	<b>: 50</b>		
<b>Total Marks</b>	<b>: 100</b>		

Reputed local or outside office/industries will be visited by our students and they have to submit their report on office layout, office accommodation, office automation and the like.

### **METHOD OF EVALUATION:**

1. Report submission marks - 50 marks
2. Group Discussion/Viva - 50 marks

### **OBJECTIVE:**

To develop skill in report writing and participate in GD

*SYLLABUS  
FOR  
THREE YEAR DIPLOMA COURSE*

*MODERN OFFICE MANAGEMENT  
SEMESTER-V*



**COMMUNICATIVE ENGLISH & PERSONALITY DEVELOPMENT-II**

**Semester-V**  
**Theory Marks : 50**  
**Sessional : 25**  
**Practical Marks : 25**  
**Sessional : 25**  
**Total Marks : 125**

**Curriculum Ref : MOM/501**  
**Total Contact Hours : 25**  
**Class Test : 3 Hours**

<b>Chapter / Unit no.</b>	<b>Chapter Title</b>	<b>Content / area of focus</b>	<b>Duration in hours</b>	<b>Marks allotted</b>
1.	CV Writing	Differences between a CV and a Resume When to use a CV Tips for good CVs or Resume Rules Study of the various options of writing the perfect CV – the acceptable font size, font style, the format, the minimal length of the CV etc. Selecting information for writing a CV Step by step instructions on writing the various sections of the CV Helping the student build an inventory of the student’s positive characteristics – what needs to be included in a CV Writing the Objective or Summary statement Building the prefect sentence Choice of words Acquaint the student with the Verb list for writing the perfect CV – putting one’s own life story into action Questions to keep in mind while preparing the checklist for the CV Familiarising the students with the CV Resource Links How to access CV Samples from the web for the latest format	10	15

2.	Application Formats For Jobs	How to write a job application letter – cover page etc. Job application Letters Job Application Letter Writing Guidelines Sample Job Application Letters	10	20
3.	Basics of Attending An Interview	Proper etiquette Dress Code	5	15

**OBJECTIVE:**

The 5<sup>th</sup> Semester English syllabus aims at preparing the students to appear in a job interview.

**BOOKS RECOMMENDED:**

**1. *Etiquette:: Classy Guide On Being a Lady & Gentleman Kindle Edition***

by Sanderson Goodmen (Author) (24K Publishing inc)

**2. *Miss Manners' Guide to Excruciatingly Correct Manners: The Ultimate Handbook on Modern Etiquette*** by Judith Martin (Author), Gloria Kamen (Illustrator) (Galahad Books,U.S.; Reissue edition

## FUNDAMENTALS OF ECONOMICS

**Semester-V**  
**Theory Marks : 75**  
**Sessional : 25**  
**Total Marks : 100**

**Curriculum Ref : MOM/502**  
**Total Contact Hours : 42**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Introduction	1.1 Definitions of Economics- Nature & Scope 1.2 Economy:- Types, problems & functions 1.3 Basic terms & concepts of Goods, Wealth, Welfare, Utility, Value, Price, Income, National Income, Consumption, Employment, Demand & Supply etc.	10	12
2.	Consumption	2.1 Characteristics & classification of Human Want 2.2 Law of Diminishing Marginal Utility 2.3 Consumer's surplus	6	12
3.	Production	3.1 Factors of Production 3.2 Labour & its Characteristics, Efficiency of Labour 3.3 Law of Demand & Supply.	6	12
4.	Market	4.1 Definition of Market 4.2 Classification of Market-Perfect competition & Monopoly	6	12
5.	Money & exchange	5.1 Barter system- condition of barter system 5.2 Evolution of money 5.3 Money- kinds of money and function of money	6	12
6.	Rent	6.1 Economic Rent & contract rent 6.2 Ricardian theory of rent	6	12
7.	Profit	7.1 Basic Idea	2	3

**OBJECTIVE:**

The objective of this paper is to enable the students to have such minimum knowledge of Economics as is applicable to business and economic situations.

**BOOKS RECOMMENDED:**

1. ***Managerial Economics*** - Mehta P.L., Sultan Chand & Sons
2. ***Elementary Economic Theory*** - K.K. Dewett & J.D. Verma, S. Chand & Sons
3. ***H.S. Economics*** - Dilip Baruah & Indira Baruah
4. ***Advance Economic Theory*** - H.L. Ahuja

## DATABASE MANAGEMENT SYSTEM

**Semester-V**  
**Theory Marks** : 75  
**Sessional** : 25  
**Practical/Viva** : 50  
**Sessional** : 25  
**Total Marks** : 175

**Curriculum Ref** : MOM/503  
**Total Contact Hours** : 27(T)+40(Pr)  
**Class Test** : 3 Hours

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Introduction to database management system	1.1 Database System environment 1.2 File Oriented Approach 1.3 Database Approach 1.4 Users of DBMS 1.5 Intended use of DBMS 1.6 Benefit of using database approach 1.7 Concepts of Client Server Architecture and distributed system	3	10
2.	Database system concept and application	2.1 Date Models, Schemes and instances 2.2 DBMS architecture and Independence 2.3 Database Languages and Interfaces 2.4 The database system environment 2.5 Classification of DBMS	3	10
3.	E-R Diagram	3.1 Defining relations, Entity Set 3.2 E-R Model concept with examples	3	10
4.	SQL	4.1 Data definition in SQL 4.2 Queries in SQL 4.3 Create, Update, Insert statements in SQL 4.4 Views in SQL 4.5 Specifying additional constraints as assertions 4.6 Specifying indexes	3	10
5.	Functional dependencies and normalization for relational database	5.1 Functional dependencies 5.2 Normal forms based on primary keys 5.3 General definitions of	3	10

		second and third normal forms 5.4 Boyce Codd normal form		
6.	Transaction processing concepts	6.1 Introduction to transaction processing 6.2 Transaction and System concept 6.3 Desirable properties of transactions 6.4 Schedules and recoverability	3	10
7.	Concurrency control techniques	7.1 Basic Concepts; Concepts of Locks; live lock, dead lock; Serializability	3	5
8.	Security and integrity	8.1 Security and integrity violation 8.2 Authorization 8.3 Authorization and Views 8.4 Granting of Privileges 8.5 Encryption	3	5
9.	Distributed databases	9.1 Principles of distributed databases; data fragmentations, transparency, integrity, allocation of fragments, translation of global query to fragment query; concurrency control - elementary ideas	3	5

**Practical : 50 Marks**  
**Total Periods : 40**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Oracle	1.1 Introduction to Oracle 1.2 Datatypes and attributes constraints, primary key, unique, foreign key, check and null	9	10
2.	Introduction to Structured Query Language (SQL)	2.1 Data definition language (DDL) - Create, alter, drop table 2.2 Data manipulation language (DML) - Select, insert, update, delete 2.3 Data control language	9	10

		- Grant, revoke 2.4 Creating and deleting views, index		
3.	Introduction to PL/SQL	3.1 Block structure, variable and types, looping constructs, expression and operators, functions 3.2 Cursors variable, cursor fetch, loops 3.3 procedure, functions, triggers 3.4 Error handling and exceptions 3.5 Composite datatypes	9	10
4.	Developer 2000	4.1 Oracle forms - Form modules, blocks, items, windows, canvas views, triggers, master detail forms, menu, alter, LOV 4.2 Oracle reports - report generation and parameters	9	10
5.	DBA function	5.1 Installation of Oracle & D2K 5.2 Creating of a database 5.3 Routine maintenance of database 5.4 Backup & Recovery of database 5.5 Concept of inet.ora	4	10

**BOOKS RECOMMENDED:**

1. ***Fundamentals of Database System*** - Elmasri and Navathe
2. ***Database Management*** - C.J. Date
3. ***Principles of Database Systems*** - John E. Hopcroft & Jeffrey D. Ullman
4. ***Developing Personal Oracle 7 Applications*** - David Lockman
5. ***Oracle 8 DBA Handbook*** - Kevin Loney

## TYPEWRITING & STENOGRAPHY PRACTICE-III

**Semester-V**  
**Practical/Viva** : 100  
**Sessional** : 50  
**Total Marks** : 150

**Curriculum Ref** : MOM/504  
**Total Contact Hours** : 50  
**Class Test** : 3 Hours

Daily speed building dictation so as to develop a minimum speed of 90 w.p.m.  
drilling of words, regular transcription from shorthand dictation etc.

(Vernacular & Electronic- Typewriting)

- I. Speed Building including typing practice of different types of Commercial and Govt. letters.  
(To acquire a typing Speed of 45 w.p.m.)
2. Typing (Vernacular)
  - 2.1 Key board Mastery.
  - 2.2 Typing of different passages, letters, notice etc.  
Speed practice:  
(Speed rate should be from 15 w.p.m. to 20 w.p.m.)
3. Typing (Electronic)
  - 3.1 Key board mastery
  - 3.2 Typing different passages, articles etc.



## OFFICE DOCUMENTATION & RECORD MANAGEMENT

**Semester-V**  
**Theory Marks : 50**  
**Sessional : 25**  
**Practical/Viva : 50**  
**Sessional : 25**  
**Total Marks : 150**

**Curriculum Ref : MOM/505**  
**Total Contact Hours : 20(T)+22(Pr)**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Office equipment and machines	1.1 Introduction 1.2 Basic principles of selecting furniture, equipments 1.3 Office furniture & types 1.4 Office machines and its merits & demerits	4	10
2.	Office automation practices	2.1 Office machines & their uses computers, overhead projector, fax, Modem, cellualars, latest communication system 2.2 Oral and written communication. 2.3 Internal and external communication	4	10
3.	Record management	3.1 Meaning and importance of records 3.2 Filing and filing equipment 3.3 Records retention	4	10
4.	Electronic mail services	4.1 Use of password & users name 4.2 E-mail id creation 4.3 Receiving & checking of e-mails 4.4 Sending mails through e-mail 4.5 Browsing & visiting of different sites	4	10
5.	Internet	5.1 Meaning & importance of internet 5.2 Downloading of different files. 5.3 FTP, social networking sites, search engines, 5.4 Video conferencing, e-commerce, blogs.	4	10

**OBJECTIVE:**

The objective of this paper is to enable the students to have such minimum knowledge of record and its management as is applicable to business and economic situations.

**BOOKS RECOMMENDED:**

1. ***Office Organisation & Management*** - M.C. Shukla & S.S. Gulshan
2. ***Office Management*** - R.S.N. Pillai & Bagavathi
3. ***Office Management*** - R.K. Chopra and Ankita Bhatia (Himalaya Pub. House)
4. ***Communication for Business*** - Shirley Taylor, Pearson Education
5. ***The Complete Reference to Internet*** - M.L. Young, Tata McGraw Hill

## INDUSTRIAL VISIT & GROUP DISCUSSION-II

<b>Semester-V</b>		<b>Curriculum Ref</b>	<b>: MOM/506</b>
<b>Practical/Viva</b>	<b>: 50</b>		
<b>Sessional</b>	<b>: 50</b>		
<b>Total Marks</b>	<b>: 100</b>		

One seminar and one group discussion will be held alternatively at least once in every two months. Three seminar topics will be declared at the beginning of each semester.

For each topic each student will be allotted to a faculty for necessary guidance. The student concerned will collect materials and compile papers for final presentation on the appointed day. The paper will be evaluated by at least two faculties out of 50 as sessional mark.

Topics for group discussion will be declared one hour before the schedule time. Topics may be selected relating to career building processes and current affairs. The performance will be evaluated by at least two faculties as sessional mark out of 50.

The average of the best seminar marks and GD marks will be sent as final sessional mark out of 50.

### **METHOD OF EVALUATION:**

1. Paper presentation and participation marks & GD marks - 50 marks
2. Viva-voce on seminar - 50 marks (the average of marks as awarded by the external & internal Examiner)

### **OBJECTIVE:**

To develop skill in presentation of seminar and participate in GD.

### **BOOKS RECOMMENDED:**

1. ***A-Z of interview*** - K.C.Padhi - Himalaya Publications
2. ***Personality development & communication skill*** - Ranganathan - Himalaya Publications.

*SYLLABUS  
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*MODERN OFFICE MANAGEMENT  
SEMESTER-VI*

## ENTREPRENEURSHIP

**Semester-IV**

**Theory Marks : 75**

**Sessional : 25**

**Total Marks : 100**

**Curriculum Ref : MOM/601**

**Total Contact Hours : 42**

**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Entrepreneurship	1.1 Definition and Importance 1.2 Entrepreneurship and economic development 1.3 Origin of Entrepreneurship 1.4 Kinds of Entrepreneurship 1.5 Women Entrepreneurship	10	15
2.	Small business and entrepreneurship	2.1 Definition and scope with reference to small entrepreneurs 2.2 Government and Entrepreneurship	8	15
3.	Institutions and entrepreneurship development	3.1 Different Institutions dealing with Entrepreneurs. NEITCO, IIE, SISI, NSIC, NEIBM 3.2 Entrepreneurship Development Programs 3.3 Other Programmes offered by promotional Institution. General EDP's, Product Specific EDP, women EDP, general Awareness, etc	10	15
4.	Institutional finance	4.1 Working of IDBI, SIDBI, IFCI, Scheduled Commercial Banks, DIC's, AFC etc 4.2 Formalities associated with project approval 4.3 Preparation of Project Report	6	15
5.	Market survey	5.1 Sales Promotion 5.2 Public Relation	4	5
6.	NGO/self help group in entrepreneurship development	6.1 Role and working of NGO/SHG	4	10

**OBJECTIVE:**

To teach the students about awareness of entrepreneurship and importance in economic development of Assam.

**BOOKS RECOMMENDED:**

1. ***Entrepreneurial Development*** - S.S. Khanka, S. Chand & Sons.
2. ***Entrepreneurial Development Small Business Enterprises*** - Poornzma M. Charantimath, Pearson Education.
3. ***Entrepreneurship & Small Business Management*** - M.B. Shukla, Kitab Mahal.
4. ***Business Organisation & Entrepreneurship Development*** - Sarkar, Sharma, Gupta – M/S Kalyani Publications.
5. ***Entrepreneurship*** - Robert D Hisrich & Michael P. Peters - Tata McGraw Hill Edition.
6. ***Entrepreneurial Development and Business Communication*** - Vasant Desai & Urmila Rai, Himalaya Publishing House.

## BUSINESS STATISTICS

**Semester-VI**  
**Theory Marks : 75**  
**Sessional : 25**  
**Total Marks : 100**

**Curriculum Ref : MOM/602**  
**Total Contact Hours : 42**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Introduction to statistics	Meaning, Scope and limitations of statistics; Collection of data : Primary and Secondary data; Schedules and questionnaires and their preparations; Census survey and sample survey, Methods of sampling : Random sampling, stratified random sampling and judgment sampling; Construction of frequency distribution; Diagrammatic and graphical representation of data	10	20
2.	Analysis of data	Measures of central tendency and partition values; Measures of variation; Measures of skewness, kurtosis (meaning and basic ideas)	10	15
3.	Theory of probability	Probability as a concept, the three approaches to defining probability; Addition and multiplication law of probability; Conditional probability; Expectation and variance of a random variable.	10	15
4.	Sampling theory and level of significance	Concept of standard error, Estimation (Point and Interval estimation), Properties of a good estimator, Testing of Hypothesis - Null Hypothesis, Alternative Hypothesis, Types I & Type II errors, Level of Significance, Critical region, One tailed and two tailed tests	10	20
5.	Statistical Quality Control	Basic concept only	2	5

**OBJECTIVE:**

The objective of this paper is to enable the students to have such minimum knowledge of Statistics as is applicable to business and economic situations.

**BOOKS RECOMMENDED:**

1. ***Business Mathematics & Statistics*** - R.K. Ghosh, S. Saha, New Central Book Agency (Pvt.) Ltd, Kolkata
2. ***Fundamentals of Statistics*** - S.C. Gupta, Sultan Chand & Sons.
3. ***Business Statistics*** - A.P. Verma, Asian Book (Pvt.) Ltd.
4. ***Essentials Statistics for Economics and Commerce Padmalochan Hazarika*** - Akansha Publishing House.
5. ***Business Statistics*** - I.K. Sharma, Pearson Education, New Delhi.
6. ***Fundamental of Statistics*** - D.N. Elahance/Veena Elahane, B.M. Aggarwal, Kitab Mahal.
7. ***Elementary Statistical Methods*** - Dr. S.P. Gupta, Sultan Chand & Sons, New Delhi.
8. ***Statistical Methods*** - P.N. Arora, Sumeet Arora and S. Arora, S. Chand & Co. Ltd. New Delhi.
9. ***Statistics for Business and Economics*** - R.P. Hooda –Macmillan, New Delhi.
10. ***Basic Statistics*** - Nagar and Das –Oxford University Press, New Delhi.



## MULTI-MEDIA COMMUNICATION & OFFICE EQUIPMENT

**Semester-VI**  
**Theory Marks : 75**  
**Sessional : 25**  
**Practical/Viva : 25**  
**Sessional : 25**  
**Total Marks : 150**

**Curriculum Ref : MOM/603**  
**Total Contact Hours : 32(T)+20(Pr)**  
**Class Test : 3 Hours**

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	Communication	1.1 Definition & Types of communication, communication model, coding, style of communication, Medium of communication	4	15
2.	Uses of different office equipments	2.1 Uses of Dictaphone, Lamination machine. Xerox machine, Cash Register machine, Folder machine, Binding machine, punching, Fax machine, etc 2.2 Intercom system, different user functions of intercom system, function and operation of a cordless telephone	4	10
3.	Photography - equipment & its techniques	4.1 Cameras, Lenses, Filters, Flash, Accessories 4.2 Depth of Field, Time Lapse Photography, Exposure, Lighting, Composition, Image Manipulation, Digital Printing	6	15
4.	Video film equipment	5.1 Description with block diagram picture transmission, functions and use of Video camera, VTR, Indoor, outdoor antenna and Dish antenna 5.2 Principle of editing video film	6	10
5.	A.V. System	3.1 Print-media-Non Print media types and their application 3.2 Tape recorder, Tape -deck, PA system - Description, function use and operation	6	15
6.	Visual media	6.1 Slide, transparency, slide-projector, LCD projector, OHP - functions operations and use of equipment	6	10

**OBJECTIVES:**

1. To apply the principles of lighting and the mechanics of exposure to control light for creating quality images.
2. To apply the principles of composition to produce professional images.
3. To use and adapt a variety of computer software and hardware for both photographic and business purposes.

**BOOKS RECOMMENDED:**

1. *The Q&A Guide to Photo Techniques* - Lee Frost
2. *The Digital Photographer's Guide to Exposure* - Peter Cope
3. *Multimedia Communication Systems* - K.R. Rao, Zoran S. Bojkovic & Milovanovic
4. *Modern Concept of Communication System* - B.M.K. Prasad

## WEB TECHNOLOGIES

Semester-VI  
Theory Marks : 50  
Sessional : 25  
Practical/Viva : 50  
Sessional : 25  
Total Marks : 150

Curriculum Ref : MOM/604  
Total Contact Hours : 30(T)+30(Pr)  
Class Test : 2 Hours

### THEORY (50 Marks)

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	<b>Introduction to Internet</b>	1.1 Internet history 1.2 Basic Internet Terminology: World Wide Web, URL, ISP, Web Server, Hypertext, Hyperlink 1.3 Web Browser and Search Engine	15	25
2.	<b>Internet Technology and Protocols</b>	2.1 Basics of Computer Network: Local Area Network, Wide Area Network, Metropolitan Area Network 2.2 Network Topologies: Bus, Star, Ring, Mesh, Tree, Hybrid 2.3 Networking Devices- Modem, NIC, Bridge, Switch, Router, gateway 2.4 Protocols: OSI Reference Model, TCP/IP, FTP, HTTP, Telnet 2.5 Internet Addressing- DNS	15	25

### PRACTICAL (50 Marks)

Chapter / Unit no.	Chapter Title	Content / area of focus	Duration in hours	Marks allotted
1.	<b>Electronic Mail</b>	1.1 Introduction to E-Mail 1.2 E-Mail Network and Server 1.3 E-Mail Protocols: SMTP, POP3, IMAP4 1.4 Structure of E-Mail: E-Mail Address, E-Mail Header, Body, Attachment 1.5 E-Mail Client: Netscap, Outlook, Gmail	12	20

2.	<b>Static Web Page Design using HTML</b>	2.1 Introduction to HTML: Basics of HTML, HTML Tags, HTML editor 2.2 Document Structure Tags: <HTML>, <Head>, <Body>,<Title> 2.3 Formatting Tags: <B>, <U>, <I>, <S>, <SUB>, <SUP>, <FONT>, <BASEFONT>, <HR>,  , <Hn>, <CENTER>, <DIV> 2.4 List Tags: <OL>,<LI>,<UL>,<MENU>,<DIR>,<DL>,<DT>, <DD> 2.5 Hyperlink and image Tags: <A>, <IMG>, <MAP>, <AREA> 2.6 Table Tags: <TABLE>, <THEAD>, <TBODY>, <CAPTION>, <TFOOT>, <COLGROUP>, <COL>, <TR>, <TH>, <TD> 2.7 Frame Tags: <FRAMESET>, <FRAME> 2.8 Form Tags: <FORM>, <INPUT>	18	30
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**OBJECTIVES:**

By the end of this course, students are expected to:

- Learn about Internet and its basic terminologies: URL, WWW, ISP, Web Server, Web Browser, Search Engine.
- Learn about Internet Protocols – OSI Reference Model, TCP/IP, FTP, HTTP.
- Learn to create a static Web Page – a HTML file.

**BOOKS RECOMMENDED:**

1. **The Internet Book** - by D. Comer - Prentice Hall of India Publication.
2. **Web Enabled Commercial Application Development using HTML, JavaScript, DHTML and PHP** - Ivan Bayross – BPB Publication.
4. **Web Technology and Design** - C. Xevier – New Age International Publication.
5. **Computer Networks** - A. S. Tanenbaum - Prentice Hall of India Publication.

## **TYPEWRITING & STENOGRAPHY PRACTICE-IV**

**Semester-VI**  
**Practical/Viva**  
**Sessional**  
**Total Marks**

**: 100**  
**: 50**  
**: 150**

**Curriculum Ref: MOM/605**  
**Total Contact Hours: 50**  
**Class Test: 3 Hours**

1. Shorthand practice: Dictation of paragraphs from different books, news papers, magazines etc. & their transcription.

*(Daily speed building dictation so as to develop a minimum speed 100 w.p.m)*

## **VERNACULAR TYPEWRITING**

1. Vernacular Type:
2. Type of various passages and letters etc. for accuracy and speed practice.

*(Speed should be above 25 w. p.m.)*

## PROJECT WORK

<b>Semester-VI</b>		<b>Curriculum Ref</b>	<b>: MOM/606</b>
<b>Practical/Viva</b>	<b>: 100</b>		
<b>Sessional</b>	<b>: 50</b>		
<b>Total Marks</b>	<b>: 150</b>		

Each student will be required to undertake a visit to an organisation assigned to her and submit a project report highlighting her own experience and observations in the structure on areas prescribed. The report in typed shaped along with a certificate from the head of the concerned organisation specifying that she had visited the organisation during the period for the purpose, should be submitted by the student.

The project report shall carry 100 marks, of which 50 marks will be for the project report and 50 marks to be allocated for the viva-voce. The concerned institution will make arrangements to send the reports submitted by the students to the state council for technical education and training, Assam well before the commencement of the annual examination.

The examination shall be conducted by the state council for technical education, Assam by appointing internal and external examiners (from teaching faculty of other polytechnics / experts from public or government undertakings) as in case of other practical examinations.

The structure of the report & prescribed area are outlined below:-

1. Introduction
2. Methodology
3. Nature & objectives of study
4. Idea about the organisation where studies made
5. Observations

Prescribed areas :-

1. Organisation structure
2. Details of the office establishment
3. Procedure dealing with receipt and disposal of letters
4. System of filing and record management
5. Internal and external communication system
6. Office environment and working condition
7. Purchase and issue of materials from store
8. Internal audit system
9. Office equipment
10. Any other special feature