

## 1.1 ENGLISH AND COMMUNICATION SKILLS – I

	L	T	P
Periods/Week	3	2/2	2

### RATIONALE

Interpersonal communication is a natural and necessary part of organizational life. Yet, communicating effectively can be challenging because of our inherent nature to assume, overreact to and misperceive what actually is happening. Poor communication or lack of communication is often cited as the cause of conflict and poor teamwork. In today's team-oriented workplace, managing communication and developing strategies for creating shared meaning are crucial to achieve results and create successful organizations. The goal of the Communicating Skills course is to produce civic-minded, competent communicators. To that end, students must demonstrate oral as well as written communication proficiency. These include organizational and interpersonal communication, public address and performance. The objectives of this subject are understanding how communication works, gaining active listening and responding skills, understanding the importance of body language, acquiring different strategies of reading texts and increasing confidence by providing opportunities for oral and written expressions

### DETAILED CONTENTS

1. COMMUNICATION SKILLS (12 Periods)
  - 1.1 Introduction and Process of Communication
  - 1.2 Objectives of Communication
  - 1.3 Verbal and Non-verbal Communication
  - 1.4 Process of Communication
  - 1.5 Barriers to Communication; Overcoming Strategies
  - 1.6 Listening and Speaking Skills and Sub-Skills  
(All topics should be in detail)
  
2. GRAMMAR AND USAGE (08 Periods)
  - 2.1 Syntax (Parts of speech)
  
3. WRITING SKILLS (10 Periods)
  - 3.1 Writing Paragraphs
  - 3.2 Picture Composition
  - 3.3 Developing writing skills based on some audio-visual stimulus
  
4. READING COM PREHENSION SKILLS (10 Periods)

Unseen comprehension passages (at least 3 passages of literary, scientific, data interpretation).

5. FACETS OF LITERATURE  
Periods)

(24

5.1 Fiction

- 5.1.1 Homecoming – R.N. Tagore
- 5.1.2 The Selfish Giant - Oscar Wilde
- 5.1.3 The Missing Mail – R K Laxman

5.2 Prose

- 5.2.1 Of Studies – Francis Bacon
- 5.2.2 Art of Conversation – Richard Steel
- 5.2.3 Democracy – Dr. Radhakrishnan

5.3 Poems

- 5.3.1 Ozymandias – P.B. Shelley
- 5.3.2 Daffodils – William Wordsworth
- 5.3.3 Stopping by Woods on a Snowy Evening – Robert Frost

**LIST OF  
PRACTICALS**

**(Note: The following contents are only for practice. They should not be included in the final theory examination)**

DEVELOPING ORAL COMMUNICATION SKILLS

- Greeting, Starting a Conversation
- Introducing Oneself
- Introducing Others
- Leave Taking
- Thanking, Wishing Well
- Talking about Oneself
- Talking about Likes and Dislikes
- Mock Interview

**LIST OF REFERENCE BOOKS**

1. Communicating Effectively in English, Book-I by Revathi Srinivas; Abhishek Publications, Chandigarh.
2. High School English Grammar and Composition by Wren and Martin; S. Chand & Company Ltd., Delhi.
3. Communication Techniques and Skills by R. K. Chadha; Dhanpat Rai Publications, New Delhi.

### SUGGESTED DISTRIBUTION OF MARKS

<b>Topic No.</b>	<b>Time Allotted for Lectures and Tutorials (Periods)</b>	<b>Marks Allotted (%)</b>
<b>1</b>	<b>12</b>	<b>20</b>
<b>2</b>	<b>08</b>	<b>12</b>
<b>3</b>	<b>10</b>	<b>16</b>
<b>4</b>	<b>10</b>	<b>16</b>
<b>5</b>	<b>24</b>	<b>36</b>
<b>Total</b>	<b>64</b>	<b>100</b>

## 1.2 BASICS OF INFORMATION TECHNOLOGY

Periods/Weeks      L T P  
2 - 3

### RATIONALE

Information technology has great influence on all aspects of life. Almost all work places and living environment are being computerized. In order to prepare diploma holders to work in these environments, it is essential that they are exposed to various aspects of information technology such as understanding the concept of information technology and its scope; operating a computer; use of various tools of MS office; using internet etc. form the broad competency profile of diploma holders. This exposure will enable the students to enter their professions with confidence, live in a harmonious way and contribute to the productivity.

### DETAILED CONTENTS

1. Information Technology – its concept and scope ( 2 Periods)
2. Elements of a computer system, its usefulness and applications, block diagram of a computer, CPU, memory, data – numeric data, alpha numeric data; contents of a program, processing of data ( 4 Periods)
3. Computer organization, computer hardware and software; primary and secondary memory: RAM, ROM, PROM etc. ( 4 Periods)
4. Input devices; keyboard, scanner, mouse etc ; output devices ; VDU and Printer, Plotter ( 4 Periods)
5. Primary and Secondary Storage (Auxiliary Storage), Secondary storage; magnetic disks – tracks and sectors, optical disk (CD, CD-RW and DVD Memory) (4 Periods)
6. Introduction to Operating Systems such as MS-DOS and Windows (4 Periods)
7. Introduction to internet, browsing using search engine (like google etc.) ( 5 Periods)
8. Basics of Networking – LAN, WAN, Topologies (5 Periods)

### LIST OF PRACTICALS

1. Given a PC, name its various components and list their functions
2. Identification of various parts of a computer and peripherals
3. Practice in installing a computer system by giving connection

4. DOS Commands (internal / external) e.g. TYPE, REN, DEL, CD, MD, COPY, TREE, BACKUP
  
5. Exercises on entering text and data (Typing Practice using any tutor)
  
6. Features of Windows as an operating system
  - Start
  - Shutdown and restore
  - Creating and operating on the icons
  - Opening closing and sizing the windows
  - Using elementary job commands like – creating, saving, modifying, renaming, finding and deleting a file
  - Creating and operating on a folder
  - Changing setting like, date, time color (back ground and fore ground)
  - Using short cuts
  - Using on line help
  
7. MS-Word
  - File Management:  
Opening, creating and saving a document, locating files, copying contents in some different file(s), protecting files, Giving password protection for a file
  - Page Set up:  
Setting margins, tab setting, ruler, indenting
  - Editing a document:  
Entering text, Cut, copy, paste using tool- bars
  - Formatting a document:  
Using different fonts, changing font size and colour, changing the appearance through bold/ italic/ underlined, highlighting a text, changing case, using subscript and superscript, using different underline methods
  - Aligning of text in a document, justification of document, Inserting bullets and numbering
  - Formatting paragraph, inserting page breaks and column breaks, line spacing
  - Use of headers, footers: Inserting footnote, end note, use of comments
  - Inserting date, time, special symbols, importing graphic images, drawing tools
  - Tables and Borders:  
Creating a table, formatting cells, use of different border styles, shading in tables, merging of cells, partition of cells, inserting and deleting a row in a table
  - Print preview, zoom, page set up, printing options
  - Using Find, Replace options
  - Using Tools like:  
Spell checker, help, use of macros, mail merge, thesaurus word content and statistics, printing envelopes and labels
  - Using shapes and drawing toolbar,
  - Working with more than one window in MS Word,
  - How to change the version of the document from one window OS to another
  - Conversion between different text editors, software and MS word

8. MS-Excel

- Starting excel, open worksheet, enter, edit, data, formulae to calculate values, format data, create chart, printing chart, save worksheet, switching between different spread sheets
- Menu commands:  
Create, format charts, organize, manage data, solving problem by analyzing data, exchange with other applications. Programming with MS-Excel, getting information while working
- Work books:  
Managing workbooks (create, open, close, save), working in work books, selecting the cells, choosing commands, data entry techniques, formula creation and links, controlling calculations, working with arrays
- Editing a worksheet, copying, moving cells, pasting, inserting, deletion cells, rows, columns, find and replace text, numbers of cells, formatting worksheet
- Creating a chart:  
Working with chart types, changing data in chart, formatting a chart, use chart to analyze data
- Using a list to organize data, sorting and filtering data in list

9. MS PowerPoint

- a) Introduction to PowerPoint
  - How to start PowerPoint
  - Working environment: concept of toolbars, slide layout, templates etc.
  - Opening a new/existing presentation
  - Different views for viewing slides in a presentation: normal, slide sorter etc.
- b) Addition, deletion and saving of slides
- c) How to view the slide show?
  - Viewing the presentation using slide navigator
  - Slide transition
  - Animation effects etc.

10. Internet and its Applications

- a) Log-in to internet
- b) Navigation for information seeking on internet
- c) Browsing and down loading of information from internet
- d) Sending and receiving e-mail
  - Creating a message
  - Creating an address book
  - Attaching a file with e-mail message
  - Receiving a message
  - Deleting a message

## INSTRUCTIONAL STRATEGY

Since this is an introductory computer related subject, the teacher should demonstrate and explain computer and its peripherals in the laboratory. The theory may be dovetailed with practical exercises for better understanding. The students may be encouraged to work independently on computer to gain confidence.

## RECOMMENDED BOOKS

1. Fundamentals of Computer by V . Rajaraman; Prentice Hall of India Pvt. Ltd., New Delhi
2. Computers Today by SK Basandara, Galgotia Publication Pvt ltd. Daryaganj, New Delhi.
3. MS-Office 2000 for Everyone by Sanjay Saxena; Vikas Publishing House Pvt. Ltd., New Delhi
4. Internet for Every One by Alexis Leon and Mathews Leon; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
5. A First Course in Computer by Sanjay Saxena; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
6. Mastering Windows 95, BPB Publication, New Delhi
7. Computer Fundamentals by PK Sinha; BPB Publication, New Delhi
8. Fundamentals of Information Technology by Leon and Leon; Vikas Publishing House Pvt. Ltd., Jungpura, New Delhi
9. On Your Marks - Net...Set...Go... Surviving in an e-world by Anushka Wirasinha, Prentice Hall of India Pvt. Ltd., New Delhi
10. Learning MS Office XP by Ramesh Bangia, Khanna Book Publishing Co. (P) Ltd., New Delhi.
11. Fundamentals of Information Technology by Vipin Arora, Eagle Parkashan, Jalandhar

## SUGGESTED DISTRIBUTION OF MARKS

S. No	Time Allotted for Lectures (Periods)	Marks Allotted (%)
1	02	10
2	04	15
3	04	10
4	04	15
5.	04	10
6	04	10
7	05	15
8	05	15
<b>Total</b>	<b>32</b>	<b>100</b>

# मार्डन आफिस मैनेजमेन्ट एंड सेक्रेटेरियल प्रैक्टिस प्रथम सेमेस्टर

## शार्टहैंड हिन्दी 1 (सैद्धान्तिक)

L T P  
3 - 6 = 09

### DETAILED CONTENTS

<b>1. ऐतिहासिक पृष्ठभूमि</b>	<b>02 घंटे</b>
1.1 आशुलिपि का उदय विकास एवं उद्देश्य	
1.2 आधुनिक आशुलिपि, ध्वनि लेखन सिद्धान्त	
<b>2. व्यंजन</b>	<b>04 घंटे</b>
2.1 व्यंजनों के संकेतों का उदय	
2.2 व्यंजन रेखाओं के आकार, प्रकार	
2.3 अधोमुखी, उर्ध्वमुखी एवं समतल व्यंजन	
2.4 व्यंजनों को मिलाना	
<b>3. स्वर</b>	<b>06 घंटे</b>
3.1 दीर्घस्वर (मोटे बिन्दू, मोटे डैश) के प्रयोग	
3.2 लघुस्वर (हल्के बिन्दू, हल्के डैश) के प्रयोग	
3.3 स्वर स्थान (प्रथम, द्वितीय, तृतीय)	
3.4 स्वर अवस्था (पूर्व एवं पश्चात अवस्था)	
3.5 माध्यमिक स्वर प्रयोग	
<b>4.. अनुस्वार एवं अनुनासिक</b>	<b>04 घंटे</b>
4.1 अनुस्वार प्रयोग	
4.2 अनुनासिक प्रयोग	
<b>5. संक्षिप्त रूप</b>	<b>06 घंटे</b>
5.1 शब्द चिन्ह	
5.2 शब्दाक्षर एवं संक्षिप्ताक्षर	
5.3 व्याकरण चिन्हों का प्रयोग	
<b>6. द्विध्वनिक एवं त्रिध्वनिक स्वर</b>	<b>06 घंटे</b>
6.1 द्विस्वर चिन्ह प्रयोग	
6.2 त्रिस्वर चिन्ह प्रयोग	
<b>7. 'त' व्यंजन</b>	<b>04 घंटे</b>
7.1 बांया वाला चाप प्रयोग	
7.2 दांया वाला चाप प्रयोग	
<b>8. वैकल्पिक व्यंजन रूप</b>	<b>04 घंटे</b>
8.1 'र' व्यंजन के ऊपर वाला (न्चूवतकद्ध एवं क्वूदूवतक द्ध का प्रयोग	
8.2 'ल' व्यंजन के (न्चूवतकद्ध एवं क्वूदूवतक द्ध का प्रयोग	
8.3 'ह' व्यंजन के (न्चूवतकद्ध एवं क्वूदूवतक द्ध का प्रयोग	
8.4 'श' व्यंजन के वैकल्पिक प्रयोग	



## 9. वृत्त के प्रयोग

06 घंटे

9.1 स, श, ष, ज के छोटे वृत्त के प्रयोग

9.2 वृत्त एवं व्यंजन रेखा प्रयोग

9.3 छोटे वृत्त का 'ल', 'ह' व्यंजन के साथ प्रयोग एवं अर्ध ल, ढ, य का प्रयोग

9.4 बड़ा वृत्त स्व बड़े वृत्त के आरम्भिक, माध्यमिक व अन्तिम प्रयोग

## 10. चाप प्रयोग

06 घंटे

10.1 स्ट, स्थ, ष्ट त्र के छोटे चाप (लूप) के प्रयोग

10.2 स्टर, स्तर, त्र के बड़े चाप के प्रयोग

48 घंटे

# शार्टहैंड हिन्दी 1 (व्यवहारिक)

L T P  
3 - 6 = 09

## DETAILED CONTENTS

1. व्यंजन रेखाओं के मूल अभ्यास	08 घंटे
1.1 व्यंजनों को मिलाना	
2. स्वर	10 घंटे
2.1 दीर्घस्वर ( डैश) अभ्यास	
2.2 लघु स्वर (बिन्दु डैश) अभ्यास	
3. स्वर स्थान	10 घंटे
3.1 प्रथम स्थान स्वर अभ्यास	
3.2 द्वितीय स्थान स्वर अभ्यास	
3.3 तृतीय स्थान स्वर अभ्यास	
3.4 स्वर अवस्थाएं (पूर्ण एवं पश्चात अवस्थाओं का अभ्यास)	
4. अनुस्वार एवं अनुनासिक	10 घंटे
4.1 अनुनासिक (नासिम्य स्वर) अभ्यास	
4.2 अनुस्वार (नासिम्य) स्वर अभ्यास	
5. संक्षिप्ताक्षर	10 घंटे
5.1 शब्द चिन्ह अभ्यास	
5.2 शब्दाक्षर एवं संक्षिप्ताक्षर अभ्यास	
5.3 व्याकरण चिन्हों के प्रयोग का अभ्यास	
6. द्विध्वनिक एवं त्रिध्वनिक स्वर	08 घंटे
6.1 द्विस्वर चिन्हों का अभ्यास	
6.2 त्रिस्वर चिन्हों का अभ्यास	
7. 'त' वर्ग व्यंजन	10 घंटे
7.1 बायां वाला चाप अभ्यास	
7.2 दायां वाला चाप अभ्यास	
8. वैकल्पिक व्यंजन रूप	08 घंटे
8.1 'र' व्यंजन के ऊपर तथा नीचे लिखने का अभ्यास	
8.2 'ल' के ऊपर तथा नीचे लिखने का अभ्यास	
8.3 अर्धवृत्त 'व' अभ्यास	
8.4 व्यंजन 'ह' के ऊपर तथा नीचे लिखने का अभ्यास	
8.5 'श' व्यंजन के उर्ध्वमुखी चिन्हों का अभ्यास	

## 9. वृत्त प्रयोग

12 घंटे

9.1 स, श, ष, ज के छोटे वृत्त के अभ्यास

9.2 वृत्त एवं व्यंजन रेखाओं के प्रयोग एवं अभ्यास

9.3 छोटे वृत्त या 'ल' 'ह' व्यंजन के साथ अभ्यास

9.4 बड़े वृत्त के आरम्भिक, माध्यमिक व अन्तिम प्रयोग का अभ्यास । अर्ध वृत्त, व,म, अभ्यास

## 10. चाप प्रयोग

10 घंटे

10.1 स्त/ष्/स्त के चाप का अभ्यास ।

10.2 स्तर, स्तर बड़े चाप का अभ्यास ।

96 घंटे

लक्ष्य: पाठ्यचर्या के पठित अध्यायों से आशुलिपि में 30 शब्द प्रति मिनट की गति से लिखकर उसकी अनुलिपि करना ।

– प्रैक्टिकल परीक्षा बोर्ड द्वारा ली जाएगी ।

परीक्षा विधि: पाठ्यचर्या के अध्यायों से आशुलिपि में 30 श0 प्र0 मि0 की गति से लिखकर उसकी अनुलिपि करना – 5 मिनट – 1 घंटा

नोट— आशुलिपि प्रैक्टिकल परीक्षा की मूल्यांकन एवं अंकन विधि बोर्ड द्वारा तैयार कर बाह्य परीक्षकों को दी जाएगी ।

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# **SHORTHAND (ENGLISH) – I**

**L T P**  
**3 - 6**

## **RATIONALE**

The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses on stenography these skills can be imparted to the students. Hence the introduction of the subject in the curriculum of Modern Office Practice.

## **DETAILED CONTENTS**

- |  |         |
|--|---------|
| 1. Introduction  | (1 hr)  |
| 2. Importance of shorthand   | (2 hrs) |
| 3. Emphasis on phonetic system in Pitman Shorthand.                            | (2 hrs) |
| 4. Correct sitting position, holding of pencil and note book and their quality | (1 hr)  |
| 5. Consonants  | (8 hrs) |
| 1- Straight    2- Curves    3- Others  |         |
| 6. Joining of uneven strokes   | (4 hrs) |
| 7. Vowel signs-Vowel indication  | (8 hrs) |
| 1- First place    2- Second place    3- Third place                            |         |
| 8. Diphthongs and Consonant `H`  | (3 hrs) |
| 9. Alternative forms of `R` (upward and downward R)                            | (3 hrs) |
| 10. Abbreviated `W`  | (1 hr)  |
| 11. Phraseography  | (3 hrs) |
| 12. Small Circle `S` and `Z`   | (6 hrs) |
| 13. Large Circle `SW` and `SS`   | (3 hrs) |
| 14. Loop `ST` and `STR`  | (3 hrs) |

**48 Hours**

# **SHORTHAND (ENGLISH) – I PRACTICAL**

**L T P**  
**3 - 6**

## **In Practical (DETAILED CONTENTS)**

- |   |                |
|---|----------------|
| (1) Practice of all the strokes consonants                            | <b>10 hrs</b>  |
| (2) Join the consonants   | <b>05 hos</b>  |
| (3) Practice of vowels and intervening vowel                          | <b>05hrs</b>   |
| (4) 10, 15, 20 words From text book.                                  | <b>10 hrs.</b> |
| (5) Practice for Gramalogues; Short Form and Phrase                   | <b>10 hrs.</b> |
| (6) One passage in speed of 30 w.p.m. Maximum from the given passages | <b>26 hrs.</b> |
| (7) One accuracy Passage of 100 words                                 | <b>30 hrs.</b> |

**Total 96**

# COMPUTER TYPING (ENGLISH)

## PRACTICAL

L T P  
- - 6=06

### DETAILED CONTENTS

1. कम्प्यूटर के सम्मुख बैठने की स्थिति का अभ्यास 2 घंटे
2. कम्प्यूटर को खोलना/बन्द करने का अभ्यास । 2 घंटे
3. कम्प्यूटर के बाहरी भागों का प्रारम्भिक ज्ञान एवं संचालन विधि का अभ्यास। 4 घंटे
4. कुंजीपटल (key board) संचालन की जानकारी एवं अभ्यास
  - 4.1 आधार पंक्ति (Home Line) का अभ्यास । 4 घंटे
  - 4.2 प्रथम पंक्ति (Upper Line) का अभ्यास । 4 घंटे
  - 4.3 द्वितीय पंक्ति (Lower Line) का अभ्यास । 4 घंटे
  - 4.4 नम्बर पंक्ति (Number Line) का अभ्यास । 4 घंटे
  - 4.5 बैक स्पेस, कैप्सलॉक एवं ऐरो कीज, एन्टर की का अभ्यास। 4 घंटे
  - 4.6 शिफ्ट की (key) का प्रयोग, Tab key का प्रयोग करने का अभ्यास 4 घंटे
5. कुंजियों के प्रकार के आधार पर Functional Key and Adjustable Key का अभ्यास । 4 घंटे
6. कम्प्यूटर पर टंकण करने की प्रणालियों की जानकारी के आधार पर 8 घंटे
  - 6.1 (दृश्य प्रणाली के द्वारा टाइप का अभ्यास)
  - 6.2.(स्पर्श प्रणाली के द्वारा टाइप का अभ्यास)
7. कम्प्यूटर में M.S Word छोटे-छोटे शब्दों का अभ्यास । 4 घंटे
  - M.S Word में छोटे-छोटे वाक्यों का अभ्यास । 4 घंटे
  - M.S Word में छोटे -छोटे पेरोग्राफ का अभ्यास । 4 घंटे
- 8 .हाशिया बनाने का अभ्यास करना ।
  - 9.1 उपरी हाशिया 2 घंटे
  - 9.2 नीचे वाला हाशिया 2 घंटे
  - 9.3 बायां हाशिया 2 घंटे
  - 9.4 दायां हाशिया 2 घंटे
  - 9.5 दायां एक समान हाशिया निर्धारण 2 घंटे
- 9... शीर्षक तथा उपशीर्षक टंकित करने का अभ्यास करना । 2 घंटे
10. अशुद्धियों को ठीक करने का अभ्यास करना 2 घंटे
11. विराम चिन्हों का उचित प्रयोग करने का अभ्यास करना । 2 घंटे
13. डाक्यूमेंट को सेव करना, फान्ट बदलना, साइज बदलना, कापी करना, कापी कट करना आदि का अभ्यास 2 घंटे
14. पावर पॉइंट (Power Point), (Paint) and (Excel) की प्रयोग विधि द्वारा । 8 घंटे
  - 14.1 (Power Point) में स्लाइड बनाने का अभ्यास ।
  - 14.2 (Excel) में सारणी संबंधी कार्य करने का अभ्यास ।
  - 14.3 (Paint) में कार्य करने की विधि का अभ्यास ।

15. 20/25 शब्द प्रति मिनट के अनुसार अंग्रेजी में **Seen And Unseen Matter** टाइप करने का अभ्यास । 8 घंटे
16. 15/20 शब्द प्रति मिनट के अनुसार अंग्रेजी में **Different Type of Letters** टाइप करने का अभ्यास । 8 घंटे

## 96 घंटे

परीक्षा- बोर्ड द्वारा नामित परीक्षक द्वारा प्रयोगात्मक परीक्षा का आयोजन किया जायेगा ।

परीक्षा: 15 शब्द प्रति मिनट की गति से 150 शब्द की एक उर्दरण एवं एक व्यक्तिगत पत्र, 10 शब्द प्रति मिनट की गति से बोर्ड द्वारा निर्धारित अंक और समय अनुसार टंकित किया जायेगा ।

# PRINCIPLE OF OFFICE & MANAGEMENT

## (THEORY)

L T P  
03 - - =03

### RATIONALE

#### PART (A)

- . Introduction** (4 hrs)
- 1.1 Meaning of Office
  - 1.2 Importance
  - 1.3 Functions
  - 1.4 Relation with other departments
  - 1.5 Centralization and decentralization of office service- their merits and demerits
  - 1.6 Allocation and distribution of work
- 2. Office Accommodation and Layout & Office Environment** (4 hrs)
- 2.1 Office building Sections and sub-sections of office  
Office layout- objectives, principles and private verses open office
  - 2.2 Sections and sub-sections of office
  - 2.3 Office layout- objectives, principles and private verses open office
  - 2.4 Significance of external surroundings and internal environment
  - 2-5 Working facilities – lighting arrangements, seating
- 3. Handling Office Correspondence** (4 hrs)
- 3.1 Incoming correspondence procedures
  - 3.2 Outgoing correspondence procedures
  - 3.3 Equipment, furniture and accessories required.
  - 3.4 Ordinary post, Registered post, Parcel, Registered Parcel, Speed post, Courier, Airmail and e-mail etc.
- 4. Office Records** (4 hrs)
- 4.1 Meaning and significance – types of records, objectives and principles
  - 4.2 Essentials of a good filing system
  - 4.3 Classifications of files
  - 4.4 Traditional and modern filing methods and equipment
  - 4.5 Indexing- Meaning, importance and methods
  - 4.6 Computer based indexing and recording
- 5. Office Forms** (3 hrs)
- 5.1 Meaning and significance
  - 5.2 Types of forms



## **PART (B)**

### **DETAILED CONTENTS**

1. Introduction (5 hrs)
  - 1.1 Meaning, features and importance of management
  - 1.2 Principles of management
  - 1.3 Functions and process of management
  - 1.4 Levels of managers
  
2. Planning (5 hrs)
  - 2.1 Meaning, features and importance
  - 2.2 Planning process
  - 2.3 Meaning, importance of objectives and policies
  - 2.4 Meaning, importance and process of Decision Making
  
3. Decision Making (3 hrs)
  - 3.1 Meaning, importance and types of decision
  - 3.2 Scientific decision making process
  
4. Organizing (5 hrs)
  - 4.1 Meaning, features and importance
  - 4.2 Concepts of formal, informal, functional organization
  - 4.3 Authority line, staff and committee
  - 4.4 Concepts, importance and difference between delegation and decentralization
  
5. Staffing (5 hrs)
  - 5.1 Manpower planning - Meaning and importance
  - 5.2 Recruitment and Selection Process
  - 5.3 Concept Need and importance of staff training
  - 5.4 Introduction to 'on the job' and 'off the job' and 'continuing training' methods
  
6. Directing (3 hrs)
  - 6.1 Leadership - Concept, Importance, Types of Leaders, Qualities of good leader
  - 6.2 Motivation - Meaning, Types and Importance
  - 6.3 Communication – Concepts, Importance, process and types of Communication.
  
7. Controlling (3 hrs)
  - 7.1 Meaning Importance and process of Control
  - 7.2 Traditional and modern methods

**48 Hrs**

# COMPUTER TYPING (ENGLISH&HINDI) THEORY

L T P  
6 - =06

## RATIONALE

The theoretical and Practical knowledge about computer and its controls will help the student in performing speedily, efficiently & neat typing, storing files, work designing etc. in modes official working pattern instead of manual typewriter. The student having sufficient knowledge of office correspondence, drafting of letter's will prove useful in actual working atmosphere.

## DETAILED CONTENTS

1. कम्प्यूटर के टाइपिंग सीखने के लाभ एवं उपयोगिता 4 घंटे
2. कम्प्यूटर के सम्मुख बैठने की स्थिति 4 घंटे
3. कम्प्यूटर को खोलना/बन्द करना । 4 घंटे
4. कम्प्यूटर के बाहरी भागों का प्रारम्भिक ज्ञान । 4 घंटे
5. कुंजीपटल (key board) संचालन की जानकारी
  - 5.1 आधार पंक्ति 4 घंटे
  - 5.2 प्रथम पंक्ति 4 घंटे
  - 5.3 द्वितीय पंक्ति 4 घंटे
  - 5.4 नम्बर पंक्ति, बैक स्पेस, कैप्स, ऐरो की,, एन्टर, की 4 घंटे
  - 5.5 शिफ्ट की (key) का प्रयोग, Tab key,Shot cut key का प्रयोग 4 घंटे
6. कुंजियों के प्रकार । 4 घंटे
7. कम्प्यूटर पर टंकण करने की प्रणालियों की जानकारी 12 घंटे
  - 7.1 (दृश्य प्रणाली के लाभ एवं विशेषताएं)
  - 7.2.(स्पर्श प्रणाली के लाभ एवं विशेषताएं)
  - 7.3 M.S Word में टाइप करने का अभ्यास
8. कम्प्यूटर के रख-रखाव/साफ सफाई की जानकारी 4 घंटे
- 9 .हाशिया निर्धारण
  - 9.1 उपरी हाशिया 2 घंटे
  - 9.2 नीचे वाला हाशिया 2 घंटे
  - 9.3 बायां हाशिया 2 घंटे
  - 9.4 दायां हाशिया 2 घंटे
  - 9.5 दायां एक समान हाशिया निर्धारण 2 घंटे
- 10.. शीर्षक तथा उपशीर्षक टंकित करना । 3 घंटे
11. अशुद्धियों को ठीक करना 3 घंटे
12. विराम चिन्हों का उचित प्रयोग करना
  - 12.1 पूर्ण विराम, अर्ध विराम, अल्पविराम, प्रश्नवाचक चिन्ह, 4 घंटे
  - 12.2 अवतरण चिन्ह, योजक चिन्ह, इन्वर्टेड कोमा, विस्मयाधिबोधक चिन्ह, कोष्ठक आदि । 4 घंटे
13. डाक्यूमेंट को सेव करना, फान्ट बदलना, साइज बदलना, कापी करना, कापी कटकरना 4 घंटे
14. पावर पॉइंट (Power Point) and (Excel) की प्रयोग विधि एवं महत्व । 12 घंटे

- 14.1 (Power Point) में स्लाइड बनाना ।
- 14.2 (Excel) में सारणी संबंधी कार्य करना ।
- 14.3 (Paint) में कार्य करने की विधि ।

**96 घंटे**

परीक्षा– बोर्ड द्वारा सैद्धान्तिक परीक्षा का आयोजन किया जायेगा ।