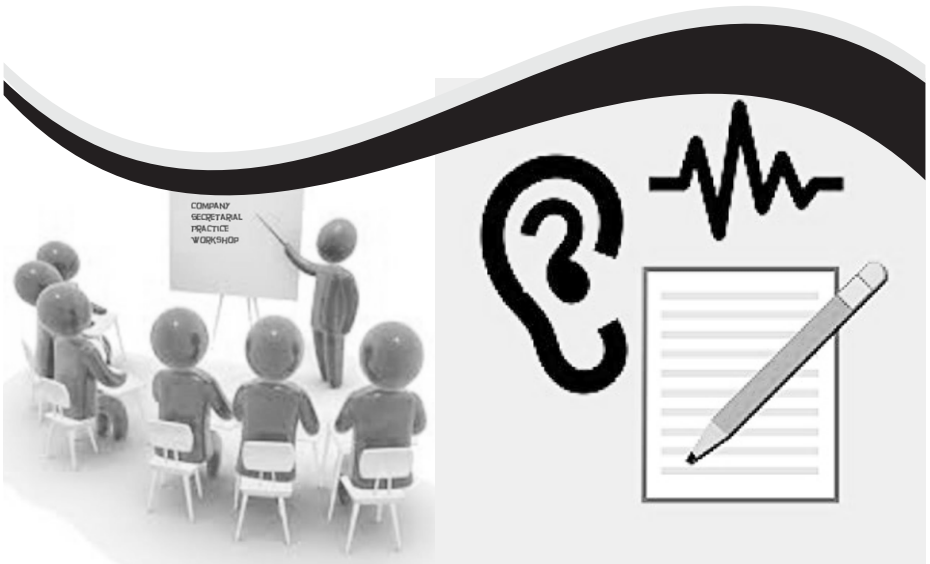




**EVALUATION SCHEME & DETAILED SYLLABUS
FIRST & SECOND SEMESTER
(DIPLOMA PROGRAMME IN MODERN
OFFICE MANAGEMENT &
SECRETARIAL PRACTICE)**





UTTARAKHAND BOARD OF TECHNICAL EDUCATION
JOINT ENTRANCE EXAMINATION AND TRAINING, RESEARCH DEVELOPMENT CELL, DEHRADUN
STUDY AND EVALUATION SCHEME FOR DIPLOMA PROGRAMME

BRANCH NAME–MODERN OFFICE MANAGEMENT & SECRETARIAL PRACTICE

SEMESTER –FIRST

Subject Code	Subject	L	T	P	T O T	EVALUATION SCHEME						Total Marks	Credit Point	
						Internal			External					
						Period/Weeks	Theory	Practical	Theory		Practical			
							Max Marks	Max Marks	Max Marks	Hrs.	Max Marks			Hrs.
991001	English and Communication Skills -I*	3	1	2	6	20	30	50	2:30	50	3:00	150	3	
991005	Computer Fundamentals*	2	-	3	5	10	10	50	2:30	30	3:00	100	3	
151002	Shorthand (Hindi)-I	2	-	5	7	25	25	50	2:30	50	3:00	150	5	
151003	Shorthand (English)-I	2	-	5	7	25	25	50	2:30	50	3:00	150	5	
151004	Computer Typing English-I	-	-	5	5	-	50	-	2:30	100	3:00	150	2	
151006	Office Management	4	-	-	4	50	-	50	2:30	-	3:00	100	5	
151007	Computer Typing Hindi-I	-	-	10	10	50	-	100	2:30	-	3:00	150	2	
151051	General Proficiency#	-	-	4	4	-	25	-	-	-	-	25	-	
151052	Industrial Exposure (Assessment at Inst. Level)+	-	-	-	-	-	25	-	-	-	-	25	-	
TOTAL		13	1	34	48	180	190	350	-	280	-	1000	25	

***COMMON WITH ENGINEERING IST SEMESTER**

#General Proficiency will comprise of various co-curricular activities like games, hobby clubs, seminars, declamation contests, extension lectures, NCC, NSS, cultural activities and discipline etc.

+Industrial Exposure compulsory at minimum 2 Industries or Departments.

Branch Code -15

Note: 1- Each period will be 50 minutes. 2- Each session will be of 16 weeks. 3- Effective teaching will be at least 12.5 weeks.



UTTARAKHAND BOARD OF TECHNICAL EDUCATION
JOINT ENTRANCE EXAMINATION AND TRAINING, RESEARCH DEVELOPMENT CELL, DEHRADUN
STUDY AND EVALUATION SCHEME FOR DIPLOMA PROGRAMME

BRANCH NAME—MODERN OFFICE MANAGEMENT & SECRETARIAL PRACTICE

SEMESTER – SECOND

Subject Code	Subject	L	T	P	T O T	EVALUATION SCHEME						Total Marks	Credit Point
						Internal		External					
		Period/Weeks		Theory	Practical	Theory		Practical					
		Max Marks	Max Marks	Max Marks	Hrs.	Max Marks	Hrs.						
992001	English and Communication Skills -II	3	1	2	6	20	30	50	2:30	50	3:00	150	3
152002	Shorthand (Hindi)-II	3	-	7	10	25	25	50	2:30	50	3:00	150	5
152003	Shorthand (English)-II	3	-	6	9	25	25	50	2:30	50	3:00	150	5
152004	Computer Typing Hindi-II	-	-	5	5	-	50	-	2:30	100	3:00	150	2
152005	Computer Typing English-II	-	-	4	4	-	50	-	2:30	100	3:00	150	2
152006	Principle of Management	5	-	-	5	50	-	50	2:30	-	-	100	4
152007	Patra Lekhan (Hindi)	5	-	-	5	50	-	50	2:30	-	-	100	4
152051	General Proficiency#	-	-	4	4	-	25	-	-	-	-	25	-
152052	Industrial Exposure (Assessment at Inst. Level)+	-	-	-	-	-	25	-	-	-	-	25	-
TOTAL		19	1	28	48	170	230	250	-	350	-	1000	25

***COMMON WITH ENGINEERING IIND SEMESTER**

#General Proficiency will comprise of various co-curricular activities like games, hobby clubs, seminars, declamation contests, extension lectures, NCC, NSS, cultural activities and discipline etc.

+Industrial Exposure compulsory at minimum 2 Industries or Departments.

Branch Code -15

Note: 1- Each period will be 50 minutes. 2- Each session will be of 16 weeks. 3- Effective teaching will be at least 12.5 weeks.

L	T	P
2	1	2

Subject Code : 991001

COURSE OUTCOME

After completing this course, the learner will be able to acquire all the five areas of language learning –listening, speaking, reading, writing. While reading and writing skills are parts of theory component, listening and speaking skills will be transmitted through lessons in the practical component. Understanding skills, on the other hand, shall be gained both in theory and practical sessions .

Learning objectives in different areas are defined as follows:

I- Reading Skills:

After completing this course, the learner will be able to read and comprehend texts from simple to moderate levels of difficulty.

II - Writing Skills:

After completing this course, the learner will be able to

- Write simple to moderately complex sentences.
- Develop a simple idea into a short paragraph.
- Write business and personal letters at a functional level.
- Write specific formats like circulars, notices, press release. memo, agenda and minutes, e-mail, resume.

III - Listening Skills:

After completing this course, the learner will be able to listen and understand

- The spoken communication of fellow workers.
- News broadcast on TV and Radio.
- Lectures available on the internet.
- Films and shows in theatres and on TV.

IV - Speaking Skills:

After completing this course, the learners will be able to communicate ideas with moderate fluency of speech to their fellow-listeners, using moderately correct speech forms and pronunciation so as to be understandable to a mixed English-speaking audience.

V - Understanding Skills: After completing this course, the learners will be able to interpret the common and technical conversation in the language.

Methodology of Revision

Among the five skills listed in the Objectives of the Course, the two skills of Listening and Speaking will be part of practical classes, and will also be tested through Practical Examination. The two skills of Reading and Writing are exclusively the theoretical part of the Course. The fifth skill of Communication has both theoretical and practical components.

All the five skills are to be taught in both the Semesters. The basics of each component will be covered in Semester I, and relatively advanced topics to be covered in Semester II.

THEORY

Total Marks 40%

1. Literature: Prose Reading of newspapers, magazines and similar writings is almost a day-to-day requirement for any educated person. To train the learner in reading simple prose texts, we offer a selection of six essays by eminent authors. These essays are chosen both for their content and style. Three of the essayists are from modern India. The content has a contemporary relevance. The style is simple and engaging, and diction is of an average difficulty level. Suggested authors are: Vivekananda, Gandhi. Among the English authors, we have chosen simple and short essays. Suggested essays are: Booker T. Washington-“My Struggle for an Education; Oliver Goldsmith - “The Man in Black”; Stevenson- “A Night Among the Pines”.

2. Unseen Comprehension Passage. Preferably, from popular newspapers and magazines.

Language and Writing Skills : Basics

Total Marks: 30%

A. Semester I - Language and Writing Skills: Basics

1. Parts of Speech

- Noun
- Pronoun
- Verb
- Adjective
- Adverb
- Preposition, Articles
- Conjunction
- Interjection

2. Tenses

3. Translation of a simple passage from Hindi to English

4. Paragraph Writing: Expanding a simple idea into a paragraph.

5. Letter Writing:

- a) Business Letters
- b) Personal Letters

6. Vocabulary:

- a) Synonyms
- b) Antonyms
- c) Homophones
- d) One word substitution

III. Communication Skills

Total Marks: 30%

A. Semester I - Basics

Foundations of Communication Skills

- a) Importance of Communication
- b) Communication as a Process
- c) Methods of Communication: Verbal and Nonverbal
- d) Channels of Communication: Formal and Informal

ECS SYLLABUS SEMESTER - I (THEORY)

I. Reading Skills:

(18 Periods)

A. Literature: Prose

1. Vivekananda :Hinduism (1893 Chicago)
2. Gandhi : On Education (From Hind Swaraj)
3. Oliver Goldsmith - “The Man in Black”
4. R L Stevenson - “A Night Among the Pines””
5. Booker T. Washington-“My Struggle for an Education”

B. Unseen Comprehension Passage. Preferably from popular newspapers and magazines.

II. Writing Skills:

(15 Periods)

Language

1. Parts of Speech

- a) Noun
- b) Pronoun
- c) verb
- d) Adjective

- e) Adverb
- f) Preposition, Articles
- g) Conjunction
- e) Interjection

2. Tenses

3. Translation of a simple passage from Hindi to English

4. Paragraph Writing: Expanding a simple idea into a paragraph.

5. Letter Writing:

- a) Business Letters
- b) Personal Letters

6. Vocabulary:

- a) Synonyms
- b) Antonyms
- c) Homophones
- d) One word substitution

III. Communication Skills

(15 Periods)

- a) Importance of Communication
- b) Communication as a Process
- c) Methods of Communication: Verbal and Nonverbal
- d) Channels of Communication: Formal and Informal

SEMESTER - I (PRACTICALS)

(Listening, Speaking and Communication Skills)

I. Phonetics

A. Introduction

B. Basic Sounds of English

- 1. Vowels and Consonants
- 2. Phonetic Transcription
- 3. Rules of Pronunciation
- 4. Problem Sounds

C. Syllables

D. Word Stress

II. Conversation: Basic Communication

A. Starting a Conversation

1. Greetings
2. Introducing Oneself
3. Introducing Others
4. Leave Taking
5. Thanking, Wishing Well

B. Conversation in a Context

1. Offering - Responding to Offers
2. Requesting - Responding to Requests
3. Congratulating
4. Expressing Sympathy and Condolences
5. Expressing Disappointments
6. Asking Questions - Polite Responses
7. Apologising - Forgiving
8. Complaining
9. Persuading
10. Warning
11. Asking for and Giving Information
12. Giving Instructions
13. Getting and Giving Permission
14. Asking for and Giving Opinion

Suggested distribution of marks

Topic No.	Period allotted for lectures and tutorials (Periods)	Marks Allotted (%)
1	18	40
2	15	30
3	15	30
Total	48	100

RECOMMENDED BOOKS

1. Text Book of Physics for Class XI (Part-I, Part-II) N.C.E.R.T

L	T	P
2	-	3

Subject Code : 991005

Aim:

- To understand basics of Computer.
- To Learn various application software's
- To Learn Usage of Computer System in various Domains

Objective:

- Students will be able to understand a computer system that has hardware and software components, which controls and makes them useful.
- Students will be able to understand the operating system as the interface to the computer system and basic functions of an operating system.
- Students will be able to Set the parameter required for effective use of hardware combined with application software's
- Students will be able to Use file managers, word processors, spreadsheets, presentation software
- Students will be able to use Internet to send mail and surf the World Wide Web.

Unit -1 Computer Introduction

(06 Periods)

Introduction about the Data and information, Data Processing definition of computer, Block diagram of Computer System, Components of Computer, Classification of Computer (Analog and Digital), Computer Generation, Characteristics and Applications of Computer, Input and Output Devices, Printer -Inkjet & Laser Printer, Memory- Primary Memory (RAM, ROM, PROM, EPROM EEPROM & UVEPROM, Secondary Memory Devices (Hard Disk, Optical Disk, PEN Drive, OTG, Magnetic Tape) and Memory Tree, CPU Types, Level of Programming Languages, Overview of Instruction, Program, System Software and Application Software.

Unit -2: Number System

(06 Periods)

Binary, BCD, Grey Code, 3 Excess Code, Octal, Decimal, Hexadecimal Number System, Conversion of Numbers- Decimal to Binary, Decimal to Octal, Decimal to Hexadecimal, Binary to Octal, Binary to Hexadecimal, Octal to Hexadecimal, Hexadecimal to Octal, Floating Point Numbers, Addition and Subtraction of Binary Numbers.

Unit -3 Operating System

(04 Periods)

Operating System- Definition, Goals and Responsibilities, Window based Operating System, Open Source based Operating System, Single User and Multiuser Operating System, Multi Programming and Real Time Operating System, GUI V/s CUI, Commands of MS DOS (Create, Read, Edit, Display, Copy, Move, Rename and Delete Operations on Files and Directory).

Unit -4 Networks & Internet

(04 Periods)

Definition of Network, LAN, MAN, WAN, Network Devices, Tools and cables (Switch, Router, Modem, RJ45, CAT Cable, OFC, LAN Tester, Crimping Tool) Network Topology, Protocols (HTTP, URL, FTP), Internet, ISP, Web Browser and web server, Email, www, Search Engine.

Unit -5 Office Application

(08 Periods)

Word- Create, Open, Save, Update Files, Word Art, Clip Art, Insert Images, Header & Footer, Table (Insert, Merge, Split Cells, Border & Shading), Page Layout, Page Setup- Margin, Orientation, Page Background- Watermark, Page Border, Paragraph-Indent, Spacing and Text Alignment, Text Formatting- Text Alignment, Sorting, Find & Replacement, Bullet & Numbering.

Excel- Worksheet, Formatting Cells, Insert Data Patterns Instantly, Format Painter, Hide Rows & Columns, Charts in Excel, Border & Shading, Sort & Filter, Find & Replace, Page Preview & Printing, Formulas, Calculation Sheet, Copy Formula OR Data Between Worksheets, Header & Footer.

PowerPoint – Create Slide, Design Patterns, Animation & Effects in slides, Slide Show.

UNIT-6 Role Of IT

(04 Periods)

Information Technology- Information, Scope and role of Information Technology, Overview of Cyber Laws & IT Act, Ecommerce, e-Governance, National Informatics Centre, Payment Gateway, Overview of Net-Banking- NEFT & RTGS, Mobile Banking (SBI Buddy, RuPay, UPI, BHIM, e-Wallet), Introduction of Geographic Information System, Uses of GIS in Engineering, Optical Codes (MICR, OMR, Barcode, QR Code), Impact of computer on society, Applications of IT.

List of Practical's:

1. Working with Windows Latest Version- desktop, start icon, taskbar, Recycle Bin, My Computer and Control panel.
2. Exercise on Printing, Installing a printer driver, Setting up a printer , Default and installed printers, Controlling print queues, Viewing installed fonts, The clipboard and drag and drop.

3. Exercise on Text Formatting in Word document with Paragraph formatting, Bullets, page border and numbering, creating and using macros in a document.
4. Exercise on Page formatting, Page margins, Page size and orientation, Page breaks, Headers and Footers, Introducing tables- Rows and Columns.
5. Exercise on Development of application using mail merge, Mail merging addresses for envelopes and letter, printing addressed envelope and letter.
6. Formatting and customizing data, Formulas, functions and named ranges, creating, manipulating & changing the chart type in Spreadsheet.
7. Exercise on Preparing Presentation Slides- Opening and saving a presentation, Inserting Images, Slide show timings, Animation effects.
8. Exercise on Connecting to the Internet, Searching the Internet, Commonly used search engines, writing email, finding an e-mail address, Using electronic mail.
9. Exercises on External and Internal Commands of MS DOS.
10. Create Business Cards using Shapes, text, and color.
11. Design E-book cover pages / Magazine front/ books front/back page.
12. Create and Design Admission/Enquiry Forms using word and Spreadsheet.

SUGGESTED DISTRIBUTION OF MARKS

Unit no.	Period Allotted for lectures and Tutorials (Periods)	Marks allotted (%)
1	06	20
2	06	15
3	04	15
4	04	15
5	08	20
6	04	15
TOTAL	32	100

Text/Reference Books

1. Computer Fundamentals By P.K. Sinha (BPB Publications, New Delhi).
2. Computer Fundamentals By Anita Goel (Pearson Education, New Delhi).
3. Computer Fundamental 5th Edition By P.K. Sinha, Wadsworth, INC.
4. Fundamentals of Computer by V. Rajaraman, PHI Publication.
5. Fundamental Problems in Computing 5th by D.J. Rosencrantz Springer.
6. Libre Office- The Documentation Foundation by Ron Faile, Jeremy Cartwright, Hal Parker.

7. Microsoft Office 2010 Course PB (Hindi) Arti Rathore, BPB Publication.
8. Computer Fundamentals By Krishna Kumari (Book World, Dehradun)



L	T	P
2	-	-

Subject Code : 151002**DETAILED CONTENTS**

1. ऐतिहासिक पृष्ठभूमि (04 Periods)
 - 1.1 आशुलिपि का उदय विकास एवं उद्देश्य
 - 1.2 आधुनिक आशुलिपि, ध्वनि लेखन सिद्धान्त
 2. वर्णमाला चित्र (04 Periods)
 3. व्यंजन (04 Periods)
 - 3.1 व्यंजनों के संकेतों का उदय
 - 3.2 व्यंजन रेखाओं के आकार, प्रकार
 - 3.3 अधोमुखी, उर्ध्वमुखी एवं समतल व्यंजन
 - 3.4 व्यंजनों को मिलाना
 4. स्वर (06 Periods)
 - 4.1 दीर्घस्वर (मोटे बिन्दु, मोटे डैश) के प्रयोग
 - 4.2 लघुस्वर (हल्के बिन्दु, हल्के डैश) के प्रयोग
 - 4.3 स्वर स्थान (प्रथम, द्वितीय, तृतीय)
 - 4.4 स्वर अवस्था (पूर्व एवं पश्चात अवस्था)
 - 4.5 माध्यमिक स्वर प्रयोग
 5. 'त' व्यंजन (06 Periods)
 - 5.1 बांया वाला चाप प्रयोग
 - 5.2 दांया वाला चाप प्रयोग
 6. स और म – न का प्रयोग (04 Periods)
 7. शब्द-चिन्ह (04 Periods)
 8. वृत्त के प्रयोग (04 Periods)
 - 8.1 स, श, ष, ज के छोटे वृत्त के प्रयोग
 - 8.2 वृत्त एवं व्यंजन रेखा प्रयोग
 - 8.3 छोटे वृत्त का 'ल', 'ह' व्यंजन के साथ प्रयोग एवं अर्ध ल ट य का प्रयोग
 9. स्व का वृत्त (04 Periods)

बड़ा वृत्त स्व, बड़े वृत्त के आरम्भिक, माध्यमिक व अन्तिम प्रयोग
 10. अनुस्वार (04 Periods)
 11. द्विध्वनिक एवं त्रिध्वनिक (04 Periods)
- 48 Periods**

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Period Allotted (Hrs)	Marks Allotted (%)
1	4	6
2	4	8
3	4	8
4	6	15
5	6	15
6	4	8
7	4	8
8	4	8
9	4	8
10	4	8
11	4	8
Total	48	100

RECOMMENDED BOOKS

1. हिन्दी संकेतलिपि Author : Rishi Lal Aggarawal , Publisher: Gya Prasad Aggarawal/
VishnuArt.

L	T	P
-	-	5

DETAILED CONTENTS

- 1 वर्णमाला चित्र **(10 Periods)**
2. व्यंजन **(15 Periods)**
- 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
3. स्वर **(20 Periods)**
- 3.1 दीर्घस्वर (मोटे बिन्दु, मोटे डैश) के प्रयोग
- 3.2 लघुस्वर (हल्के बिन्दु, हल्के डैश) के प्रयोग
- 3.3 स्वर स्थान (प्रथम, द्वितीय, तृतीय)
- 3.4 स्वर अवस्था (पूर्व एवं पश्चात अवस्था)
- 3.5 माध्यमिक स्वर प्रयोग
4. 'त' व्यंजन **(09 Periods)**
- 4.1 बांया वाला चाप प्रयोग
- 4.2 दांया वाला चाप प्रयोग
5. स और म-न का प्रयोग **(08 Periods)**
6. शब्द-चिन्ह **(10 Periods)**
7. वृत्त के प्रयोग **(15 Periods)**
- 7.1 स, श, ष, ज के छोटे वृत्त के प्रयोग
- 7.2 वृत्त एवं व्यंजन रेखा प्रयोग
- 7.3 छोटे वृत्त का 'ल', 'ह' व्यंजन के साथ प्रयोग एवं अर्ध ल ट य का प्रयोग
- 8 स्व का वृत्त **(10 Periods)**
- बड़ा वृत्त स्व, बड़े वृत्त के आरम्भिक, माध्यमिक व अन्तिम प्रयोग
9. अनुस्वार **(06 Periods)**
10. द्विध्वनिक एवं त्रिध्वनिक **(09 Periods)**
- 112 Periods**

नोट:

1. पाठ्यचर्या के पठित अध्यायों से आशुलिपि में 25 शब्द प्रति मिनट की गति से डिक्टेसन लेकर उसकी अनुलिपि करना ।
2. प्रैक्टिकल परीक्षा बोर्ड द्वारा ली जाएगी ।

L	T	P
2	-	-

Subject Code : 151003

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 Management is included.

DETAILED CONTENTS

1. Introduction **(01 Period)**
 2. Importance of shorthand **(02 Periods)**
 3. Emphasis on phonetic system in Pitman Shorthand **(02 Periods)**
 4. Correct sitting position, holding of pencil and note book and their quality **(01 Periods)**
 5. Consonants **(08 Periods)**
1- Straight 2- Curves 3- Others
 6. Joining of uneven strokes **(04 Periods)**
 7. Vowel signs-Vowel indication **(08 Periods)**
1- First place 2- Second place 3- Third place
 8. Diphthongs and Consonant 'H' **(03 Periods)**
 9. Alternative forms of 'R' (upward and downward R) **(03 Periods)**
 10. Abbreviated 'W' **(01Periods)**
 11. Phraseography **(03 Periods)**
 12. Small Circle 'S' and 'Z' **(06 Periods)**
 13. Large Circle 'SW' and 'SS' **(03 Periods)**
 14. Loop 'ST' and 'STR' **(03 Periods)**
- 48 Periods**

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Period Allotted (Hrs)	Marks Allotted (%)
1	1	2
2	2	4
3	2	4
4	1	2
5	8	18
6	4	8
7	8	18
8	3	6
9	3	6
10	1	2
11	3	6
12	6	12
13	3	6
14	3	6
Total	48	100

RECOMMENDED BOOKS

1. Pitman Shorthand & Instructor Key Author : Isaac Pitman, Publisher: Vishu Art Press.

SHORTHAND (ENGLISH)-I (PRACTICAL)

L	T	P
-	-	5

DETAILED CONTENTS

1. Consonants	(11 Periods)
1- Straight 2- Curves 3- Others	
2. Joining of uneven strokes	(12 Periods)
3. Vowel signs-Vowel indication	(12 Periods)
1. First place 2- Second place 3- Third place	
4. Diphthongs and Consonant 'H'	(12 Periods)
5. Alternative forms of 'R' (upward and downward R)	(11 Periods)
6. Abbreviated 'W'	(11 Periods)
7. Phraseography	(10 Periods)
8. Small Circle 'S' and 'Z'	(11Periods)
9. Large Circle 'SW' and 'SS'	(11 Periods)
10. Loop 'ST' and 'STR'	(11Periods)
Total:	112 Periods

Note:-1. One passage in speed of 30 w.p.m. from the seen passages and its transcription.

2. Practical Examination will be Conducted by External Examiner.

COMPUTER TYPING (ENGLISH) - I (PRACTICAL)

L	T	P
-	-	5

Subject Code : 151004

DETAILED CONTENTS

1. Basic knowledge of computer and its parts. **(20 Periods)**
2. Practical Demonstration and practical with the following acquaintance with computer. **(10 Periods)**
3. Its correct position sitting posture , name of essential parts, and uses , Insertion and removal of paper, Margin adjustment etc. **(20 Periods)**
4. Practice of the keyboard Home row keys, upper row keys and bottom row keys. **(30 Periods)**
5. Practice of words and simple sentence by touch system. Mastery of typing the top row (Figures and symbols) and other printing keys. **(10 Periods)**
6. Use of shift keys and other non printing keys. Typing from exercises. **(06 Periods)**

Total : 96 Periods

Note:- Practical to be conducted by External Examiner .

01 paragraph of 100 words in 10 min .

RECOMMENDED BOOKS

1. Typewriting Made Easy For Beginners by Dr. O.P. Kuthiala; Pitman Publications.
2. Typewriting Speed and Accuracy by Dr. O.P. Kuthiala; Pitman Publications.
3. Typewriting Speed and Accuracy by Dr. R.C. Bhatia, Sterling Publishers, Pvt. Ltd.
4. Typewriting Theory and Practice by Dr. R.C. Bhatia; Sterling Publishers Pvt. Ltd.
5. Hindi And English Type Writing by Dr. Wajid Ali and Inderjeet Kaur Publishers Moon light.

L	T	P
4	-	-

Subject Code : 151006

Rationale :

The purpose of introducing this Subject is to equip the student with the office routine for smooth functioning. The student having knowledge about functions of a secretary, concept of office, functions of mailing department, filing and indexing, etc. will certainly be useful in the world of work.

DETAILED CONTENTS:

- 1. OFFICE (16 Periods)**
 - 1.1 Meaning, functions & importance
 - 1.2 Office Practice & Secretarial Practice
 - 1.3 Modern office and its principal departments and their functions.
 - 1.4 Centralisation of Office services V/s Decentralisation.

- 2. OFFICE STATIONERY : (16 Periods)**
 - 2.1 Items of office stationery
 - 2.2 Economy in stationery, selection, purchase, storage and record of stationery.
 - 2.3 Control and use of stationery items.
 - 2.4 Office forms and materials.

- 3. MAILING DEPARTMENTS : (16 Periods)**
 - 3.1 Meaning and importance of mail.
 - 3.2 Handling of Inward Mail : Receiving, Sorting Department wise and class wise, Opening, Recording, Marking, Distribution.
 - 3.3 Handling of Outward Mail : Folding of Letters, Preparation of Envelops, Sorting, Sealing, Weighing, Stamping, Entering in Post book or peon book, Despatching

- 4. SPECIAL MAIL & POSTAL SERVICES : (16 Periods)**
 - 4.1 Rail parcel service, Transport agencies, Post parcel service and Courier services.
 - 4.2 Inland and foreign mail & Air mail.
 - 4.3 Postal registration of articles, registered parcels, foreign parcels with custom clearance, VPP Articles, letter containing cheques, drafts, documents etc, insured articles.

4.4 Speed post, post box & post bag, recall of post articles, franked mail, Acknowledgment card.4.5 Saving schemes, saving banks, Time deposit, F.D., N.S.C, M.I.S, P.P.F., K.V.P, R.D. Schemes .

4.6 E-mail: Its importance (E.M.S.- Electronic Mail Services)

5. FILING AND INDEXING :

(16 Periods)

5.1 Meaning and importance of Filing.

5.2 Essentials of a good filing system.

5.3 System of classification.

5.4 Methods of filing and filing equipment.

5.5 Meaning and need of indexing.

5.6 Various types of index.

5.7 Record retention rule and Weeding.

5.8 Computerised Filing System

(80 Periods)

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Period Allotted (Hrs)	Marks Allotted (%)
1	16	20
2	16	20
3	16	20
4	16	20
5	16	20
Total	80	100

RECOMMENDED BOOKS

1. Office Management - Author : R.K. Tyagi & Dr. Wajid Ali And Inderjeet Kaur, Publisher: Nav Distributors Meerut
2. Office Management - Author : Ghosh & Aggarawal, Publisher: S. Chand & Company.
3. Prabhandhan Ke Sidhant Avam Vyahar- Author: M.C. Saxena Publisher: Sahitya Bhawan.

COMPUTER & TYPING HINDI-I

L	T	P
-	-	10

Subject Code : 151007

1. प्रस्तावना (Introduction)

(08 Periods)

- (i) कम्प्यूटर का विकास एवं इतिहास
(Origin & Development of Computer)
- (ii) कम्प्यूटर का महत्व एवं उपयोगिता
(Importance & Utility of Computer)
- (iii) कम्प्यूटर का वर्गीकरण
(Classification of Computer)

2. कम्प्यूटर Computer /वर्ड प्रोसेसर

(08 Periods)

- (a) कम्प्यूटर में टाइपिंग सीखने के लाभ एवं उपयोगिता
(Importance of Learning Computer Typing Skill and scope of job opportunities)
- (b) कम्प्यूटर के सम्मुख बैठने की स्थिति
(Sitting posture)
- (c) कम्प्यूटर के बाहरी भागों का प्रारम्भिक ज्ञान
(Basic knowledge of Output devices of Computer i.e. Fixing of cable of mouse, monitor and printer)
- (d) कम्प्यूटर का रख रखाव/साफ सफाई की जानकारी
(Knowledge of essential parts & upkeep of a Computer)
- (e) कम्प्यूटर को खोलना/बन्द करना एवं डॉक्यूमेंट टाइप करना
(To Type on a blank document and open and shut down the Computer)
- (f) कम्प्यूटर का संचालन
(Operation of Computer)

3. हाशिया निर्धारण अथवा टाइप करने की तैयारी (Preparation of Typing & Adjustment of margin)

(08 Periods)

- (i) हाशिया छोड़ना या लगाना
(Adjustment of Margin)
- (ii) ऊपरी एवं निचला हाशिया
(Top & Bottom Margin)
- (iii) बायां एवं दायां हाशिया
(Left & Right Margin)
- (iv) दायां हाशिया का एक समान निर्धारण
(Justification)

4. टाइप करने की प्रणालियाँ (Methods of Typing) (08 Periods)
(i) दृश्य एवं स्पर्श प्रणाली के लाभ एवं विशेषताएं
(ii) कुंजी पटल पर उंगलियों का विभाजन
5. कुंजी पटल संचालन (Operation of key board) (08 Periods)
(i) आधार पंक्ति का अभ्यास
(ii) ऊपरी पंक्ति का संचालन एवं अभ्यास
(iii) निचली पंक्ति का संचालन एवं अभ्यास
(iv) अंक पंक्ति का संचालन एवं अभ्यास
(v) शिफ्ट कुंजियों का अभ्यास
6. सुन्दर टाइप करना एवं विराम चिन्हों का प्रयोग (Neat & Clean Typing and use of Punctuations marks) (08 Periods)
(i) पूर्ण विराम, अर्द्ध विराम, अल्प विराम, प्रश्नवाचक चिन्ह, योजक चिन्ह, इन्वर्टेड कोमा, विस्मयाधिबोधक चिन्ह, कोष्ठक आदि।
(ii) व्याकरण चिन्हों के पूर्व और पश्चात् दिये जाने वाले स्पेस
(iii) शब्द-विभाजन नियम
(iv) परिच्छेद बनाना
7. कम्प्यूटर की- बोर्ड (Computer Key - Board) (08 Periods)
(i) कुंजी पटल में अनुपलब्ध चिन्हों को टाइप करने की विधि
(ii) कुंजी के प्रकार
(iii) वर्तनी संबंधी निर्देश या संयुक्ताक्षर टाइप करना
8. गति गणना और अशुद्धियों का अंकन (Speed Calculation & Counting of errors) (08 Periods)
(i) गति गणना,
(ii) कुंजी प्रहारों की गणना
(iii) अशुद्धियों को आंकना
9. कम्प्यूटर टाइपिंग (Computer Typing) (08 Periods)
(i) डॉक्यूमेन्ट को सेव करना, फॉण्ट (साइज) बदलना
(ii) फॉण्ट के प्रकार (Kinds of Font)
(iii) शॉर्ट कट कीज़ ऑफ कम्प्यूटर

10. M.S. Word, Excel & Power Point की प्रयोग विधि एवं महत्व (08 Periods)

1. M.S. Word में टाइप करने का अभ्यास
2. Excel में सारणी अथवा तालिका अंकित करने की विधि एवं अभ्यास
3. PowerPoint में स्लाइड बनाना।

(80 Periods)

Recommended Books

1. Type Writing Reader - Author : Smt. Nirmal Mittal, Publisher: J.P.M.
2. **Ekkud Vad.k dyk** - Author : Omkar Nath Verma, Publisher: Upkar Prakashan Agra.
3. Computer Typing (Both English And Hindi Medium) Author : Omkar Nath Verma, Publisher: Upkar Prakashan Agra.
4. Typewriting Made Easy For Beginners By Dr. O.P. Kuthiala; Pitman Publications.
5. Typewriting Speed And Accuracy By Dr. O.P. Kuthiala; Pitman Publications.
6. Typewriting Speed And Accuracy By Dr. R.C. Bhatia, Sterling Publishers, Pvt. Ltd.
7. Typewriting Theory And Practice By Dr. R.C. Bhatia; Sterling Publishers Pvt. Ltd.
8. Hindi And English Type Writing By Dr. Wajid Ali And Inderjeet Kaur Publishers Moon Light.



**DETAIL SYLLABUS
SECOND SEMESTER
(MOM & SP)**

L	T	P
2	1	2

Subject Code : 992001

COURSE OUTCOME

After completing this course, the learner will be able to acquire all the four areas of language learning –listening, speaking, reading, writing. While reading and writing skills are parts of theory component, listening and speaking skills will be transmitted through lessons in the practical component. Understanding skills, on the other hand, shall be gained both in theory and practical sessions .

Learning objectives in different areas are defined as follows:

I - Reading Skills:

After completing this course, the learner will be able to read and comprehend texts from simple to moderate levels of difficulty

II - Writing Skills:

After completing this course, the learner will be able to

- Write simple to moderately complex sentences.
- Develop a simple idea into a short paragraph.
- Write business and personal letters at a functional level.
- Write specific formats like circulars, notices, press release. memo, agenda and minutes, e-mail, resume.

III - Listening Skills:

After completing this course, the learner will be able to listen and understand

- The spoken communication of fellow workers.
- News broadcast on TV and Radio.
- Lectures available on the internet.
- Films and shows in theatres and on TV.

IV - Speaking Skills:

After completing this course, the learners will be able to communicate ideas with moderate fluency of speech to their fellow-listeners, using moderately correct speech forms and pronunciation so as to be understandable to a mixed English-speaking audience.

V - Understanding Skills: After completing this course, the learners will be able to interpret the common and technical conversation in the language.

Methodology of Revision

Among the five skills listed in the Objectives of the Course, the two skills of Listening and Speaking will be part of practical classes, and will also be tested through Practical Examination. The two skills of Reading and Writing are exclusively the theoretical part of the Course. The fifth skill of Understanding has both theoretical and practical components.

All the five skills are to be taught in both the Semesters. The basics of each component will be covered in Semester I, and relatively advanced topics to be covered in Semester II.

Theory

Total Marks 40%

1. Literature: Fiction and Poetry. Fiction and Poetry are equally part of the reading regimen of any educated person. The lessons are to be equally divided among Indian and English authors. There will be three stories and three poems, six lessons in all. Suggested pieces/authors are: Fiction - Ruskin Bond, R K Narayan; Poetry: Shakespeare, Keats, Tagore

2. Unseen Comprehension Passage: Passages from stories and poems appearing in popular newspapers and magazines.

Language and Writing Skills: Advanced Specific writing skill Total Marks: 30%

- a) Notice
- b) Circulars
- c) Memo
- d) Agenda for a Meeting
- e) Minutes of the Meeting
- f) Press Release
- g) E-Mail
- h) Resume

Communication Skills

Total Marks: 30%

1. Barriers to Communication

- a) Barriers on the part of Sender
- b) Barriers on the part of Receiver
- c) Organisational and other barriers

2. Listening as a Tool of Communication

- a) Importance of Listening and Empathy
- b) Common Faults in Effective Listening
 - (1) Listening versus Hearing
 - (2) Poor Listening Habits

- c) Improving Listening Skill
- d) Humour in communication

ECS SYLLABUS
SEMESTER - II THEORY

I. Reading Skills: **(16 Periods)**

A Literature: Fiction and Poetry

1. Ruskin Bond : The Prospect Of Flowers
2. R K Narayan : An Astrologer's Day
3. Shakespeare : Let Me Not To The Marriage of True Minds (Sonnet No. 116)
4. John Keats : Ode To A Nightingale
5. Tagore : Thou Hast Made Me Endless (Verse-I Gitanjali)

B Unseen Comprehension Passage. Passages from stories and poems appearing in popular newspapers and magazines.

II. Language and Writing Skills: Advanced **(20 Periods)**

Specific writing skills

- a) Notice
- b) Circulars
- c) Memo
- d) Agenda for a Meeting
- e) Minutes of the Meeting
- f) Press Release
- g) E-Mail
- h) Resume

III. Communication Skills **(12 Periods)**

1. Barriers to Communication

- a) Barriers on the part of Sender
- b) Barriers on the part of Receiver
- c) Organisational and other barriers

2. Listening as a Tool of Communication

- a) Importance of Listening and Empathy
- b) Common Faults in Effective Listening
 - (1) Listening versus Hearing
 - (2) Poor Listening Habits
- c) Improving Listening Skill
- d) Humour in communication

SEMESTER - II PRACTICAL

(Listening, Speaking and Communication Skills)

A. Interviews

1. Job Interviews

- a) Stages of Interview
- b) Face-to-face Interviews: Campus and On Site
- c) Telephonic Interview

2. Media Interviews

3. Press Conference

B. Discussions

- 1. Introducing Oneself and Others
- 2. Leading and Directing Discussions
- 3. Expressing Opinions and Ideas
- 4. Expressing Agreement / Disagreement
- 5. Raising Questions

C. Group Discussions

- 1. Speaking in a Group Discussion
- 2. Discussing Problems and Solutions
- 3. Using Persuasive Strategies
- 4. Turn Taking Strategies
- 5. Effective Intervention
- 6. Reaching a Decision

D. Organisational GD

1. Brainstorming
2. Nominal Group Techniques
3. Delphi Technique
4. GD as Part of a Selection Process

E. Debate

1. Art of Debating
2. Debating Local Issues
3. Debating National Issues

F. Watching a Film / Visual Presentation

1. Summarising the Film / Visual Presentation
2. Critically Appreciating the Main Points
3. Leading a Further Discussion and Debate

SUGGESTED DISTRIBUTION OF MARKS

Unit no.	Period Allotted for lectures and Tutorials (Periods)	Marks allotted (%)
1	16	35
2	20	40
3	12	25
TOTAL	48	100

L	T	P
3	-	-

Subject Code : 152002**DETAILED CONTENTS**

1. सर्वनाम	(04 Periods)
2. 'त' आँकड़े का प्रयोग	(03 Periods)
3. 'न' आँकड़े का प्रयोग	(03 Periods)
4. 'र' आँकड़े का प्रयोग	(03 Periods)
5. 'ल' आँकड़े का प्रयोग	(03 Periods)
6. स्त,स्थ या ष्ट का चाप	(03 Periods)
7. दार, धार या त्र का चाप	(04 Periods)
8. म्प या म्ब का प्रयोग	(03 Periods)
9. लिंग और वचन	(03 Periods)
10. स, स्व और र ल के कुछ प्रयोग	(04 Periods)
11. 'र और ल' के ऊपर और नीचे लिखे जाने का नियम	(04 Periods)
12. स्वर (लोप करने का नियम)	(03 Periods)
13. कटे हुये व्यजनों का प्रयोग	(04 Periods)
14. प,ब,ज और ह (आँकड़े)	(04 Periods)
	(48 Periods)

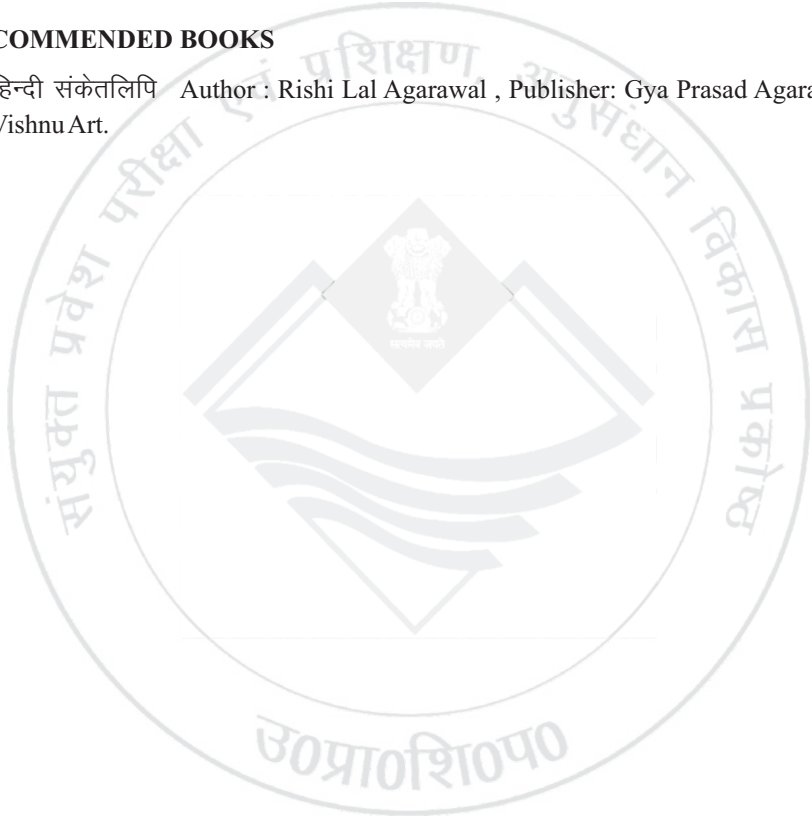
SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Period Allotted (Hrs)	Marks Allotted (%)
1	4	10
2	3	6
3	3	6
4	3	6
5	3	6
6	3	6
7	4	8

8	3	6
9	3	6
10	4	8
11	4	8
12	3	6
13	4	10
14	4	8
Total	48	100

RECOMMENDED BOOKS

1. हिन्दी संकेतलिपि Author : Rishi Lal Agarawal , Publisher: Gya Prasad Agarawal/
VishnuArt.



L	T	P
-	-	7

Subject Code : 152002**DETAILED CONTENTS**

1. सर्वनाम	(08 Periods)
2. 'त' आँकड़े का प्रयोग	(08 Periods)
3. 'न' आँकड़े का प्रयोग	(08 Periods)
4. 'र' आँकड़े का प्रयोग	(08 Periods)
5. 'ल' आँकड़े का प्रयोग	(08 Periods)
6. स्त,स्थ या ष्ट का चाप	(08 Periods)
7. दार, धार या त्र का चाप	(08 Periods)
8. म्प या म्ब का प्रयोग	(08 Periods)
9. लिंग और वचन	(08 Periods)
10. स, स्व और र ल के कुछ प्रयोग	(08 Periods)
11. 'र और ल' के ऊपर और नीचे लिखे जाने का नियम	(08 Periods)
12. स्वर (लोप करने का नियम)	(08 Periods)
13. कटे हुये व्यजनों का प्रयोग	(08 Periods)
14. प,ब,ज और ह (आँकड़े)	(08 Periods)
	(112 Periods)

परीक्षा :

1. प्रयोगात्मक परीक्षा बोर्ड द्वारा नियुक्त परीक्षक के द्वारा सम्पन्न कराई जाएगी जिसमें 40 शब्द प्रति मिनट की गति से 05 मिनट का एक पठित उद्धरण लिखकर उसकी अनुलिपि करना ।
2. परीक्षक द्वारा मौखिक परीक्षा लेना अनिवार्य है ।

L	T	P
3	-	-

Subject Code : 152003

RATIONALE

The Main aim of Diploma holders is to perform secretarial duties for and on behalf of the Boss. Therefore, one must be well conversant with relevant sources of information and be alert and active with detailed knowledge to perform assignment as per direction of the office.

1. Alternative forms of FR and VR (04 Periods)
 2. Initial Hooks (05 Periods)
 3. Final Hooks (05 Periods)
 4. Circles and Loops to Preceding Initial Hooks (06 Periods)
 5. Circle and Loops to Final Hooks (06 Periods)
 6. Aspirate “H” (04 Periods)
 7. Upward and Downward `L` and `SH` (05 Periods)
 8. Shun Hook (05 Periods)
 9. Compound consonants (04 Periods)
 10. Vowel indication (04 Periods)
- (48 Periods)**

RECOMMENDED BOOKS

1. Pitman Shorthand & Instructor Key Author: Isaac Pitman, Publisher: Vishu Art Press.

SHORTHAND (ENGLISH) – II (PRACTICAL)

L	T	P
-	-	6

1. Alternative forms of FR and VR (10 Periods)
 2. Initial Hooks (16 Periods)
 3. Final Hooks (16 Periods)
 4. Circles and Loops to Preceding Initial Hooks (10 Periods)
 5. Circle and Loops to Final Hooks (10 Periods)
 6. Aspirate “H” (10 Periods)
 7. Upward and Downward ‘L’ and ‘SH’ (10 Periods)
 8. Shun hook (10 Periods)
 9. Compound consonants (10 Periods)
 10. Vowel indication (10 Periods)
- (112 Periods)**

INSTRUCTIONAL STRATEGY

This is a practical oriented subject. Teachers should develop practical exercises and provide sufficient repetitive practice time to the students so that the students attain desired level of competency.

All students should be divided into two groups. Each group should comprise of maximum 15-20 students .

Daily dictation from the book after reading the exercise and its transcription there of in to long hand.

NOTE :

Practical examination shall be conducted from the seen passage by practical examiners @50 w.pm in 5 min.

Viva will be conducted by the Practical Examiner.

Text Books :

1. Pitman Shorthand & Instructor Key Author : Isaac Pitman, Publisher: Vishu Art Press.

COMPUTER TYPING (HINDI) – II (PRACTICAL)

टंकण (हिन्दी) – II (प्रयोगात्मक)

L	T	P
-	-	5

Subject Code : 152004

- बॉया एवं दॉया हाशिया निश्चित करना। (16 Periods)
 - होम कीज व अन्य बटनों पर उंगलियां रखना एवं उनका अभ्यास करना। (16 Periods)
 - शब्दान्तर छड़ का प्रयोग। (16 Periods)
 - स्पर्श प्रणाली द्वारा टाइप करना। (16 Periods)
 - अक्षरों व वाक्यों को टाइप करना। (16 Periods)
 - छोटे-छोटे पेरोग्राफ/ गद्यांश को टाइप करना। (16 Periods)
- (96 Periods)

नोट:-

- 1 प्रयोगात्मक परीक्षा बोर्ड द्वारा नियुक्त परीक्षक के द्वारा सम्पन्न कराई जाएगी।
- 2 एक उद्धरण जिसमें 200 शब्द से अधिक न हो। 20 शब्द प्रति मिनट की गति से 10 मिनट में कम्प्यूटर पर टाइप करना।
- 3 परीक्षक द्वारा मौखिक परीक्षा लेना अनिवार्य है।

RECOMMENDED BOOKS

1. Typewriting Made Easy For Beginners by Dr. O.P. Kuthiala; Pitman Publications .
2. Typewriting Speed and Accuracy by Dr. O.P. Kuthiala; Pitman Publications.
3. Typewriting Speed and Accuracy by Dr. R.C. Bhatia, Sterling Publishers, Pvt. Ltd.
4. Typewriting Theory and Practice by Dr. R.C. Bhatia; Sterling Publishers Pvt. Ltd.
5. Hindi and English Type Writing by Dr. Wajid Ali and Inderjeet Kaur Publishers Moon light.

COMPUTER TYPING (ENGLISH) - II (PRACTICAL)

L	T	P
-	-	4

Subject Code : 152005

1. Typing from easy and difficult exercise-each exercise should be typed on regular basis **(15 Periods)**
 2. Practical training of cleaning of computer, syllabification of words etc. **(13 Periods)**
 3. Spacing and punctuation:- Single space, Double space, No Space. **(12 Periods)**
 4. Speed practice, Speed test for 5/10 Minutes. **(13 Periods)**
 5. Centralising Heading, Back space, Tabulation methods. **(13 Periods)**
 6. Typing of Official and Business letters. **(15 Periods)**
 7. Typing of Paragraphs . **(15 Periods)**
- (96 Periods)**

PRACTICALEXAM

- One passage not containing more than 200 words in 10 Minutes.
- One Commercial or Official letter not containing more than 200 words in 30 Minutes.
- VIVA is compulsory by Practical Examiner.

RECOMMENDED BOOKS

1. Typewriting Made Easy For Beginners by Dr. O.P. Kuthiala; Pitman Publications.
2. Typewriting Speed and Accuracy by Dr. O.P. Kuthiala; Pitman Publications.
3. Typewriting Speed and Accuracy by Dr. R.C. Bhatia, Sterling Publishers, Pvt. Ltd.
4. Typewriting Theory and Practice by Dr. R.C. Bhatia; Sterling Publishers Pvt. Ltd.
5. Hindi and English Type Writing by Dr. Wajid Ali and Inderjeet Kaur Publishers Moon light.

L	T	P
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Subject Code : 152006**DETAILED CONTENTS**

- 1. Introduction (12 Periods)**
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 (12 Periods)**
2.1 Meaning, features and importance
2.2 Planning process
2.3 Meaning, importance of objectives and policies
- 3. Decision Making (11Periods)**
3.1 Meaning, importance and types of decision
3.2 Scientific decision making process
- 4. Organizing (12 Periods)**
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 (10 Periods)**
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 (12 Periods)**
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 (11 Periods)**
7.1 Meaning Importance and process of Control
7.2 Traditional and modern method

80 Periods

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Period Allotted (Hrs)	Marks Allotted (%)
1	12	15
2	12	15
3	11	14
4	12	15
5	10	12
6	12	15
7	11	14
Total	80	100

RECOMMENDED BOOKS

1. Principle Of Management Author: R.K. Tyagi & Dr. K.K. Saxena, Publisher: Nav Distributors Meerut.
2. Vyavsaya Prasashan & Prabhandh Author: M.C.. Saxena, Publisher: Sahitya Bhawan.
3. Principles Of Management Author: Inderjeet Kaur, Publisher: Nav Distributors Meerut.

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Subject Code : 152007

राष्ट्रभाषा हिन्दी के उन्नयन एवं कार्यालयों में बढ़ते प्रयोग एवं प्रसार को दृष्टि में रखते हुए कार्यालय में प्रयोग होने वाली शब्दावली का हिन्दी भाषा में प्रयोग एवं पत्रलेखन अब अनिवार्य हो गया है। अतः छात्र/छात्राओं को हिन्दी भाषा में कार्यालय पत्र-व्यवहार में निपुण एवं प्रभावी बनाने हेतु हिन्दी पाठ्यक्रम ही वर्तमान समय की आवश्यकता के अनुरूप बनाया गया है। पाठ्यक्रम के निर्माण में इस बात का ध्यान रखा गया है कि कार्यालयों में प्रयुक्त होने वाली पत्रावलियों में हिन्दी का न केवल शुद्ध प्रयोग हो वरन हिन्दी में सुस्पष्टता भी हो।

- पत्र लेखन :- पारिवारिक पत्र, सम्बन्धियों को पत्र, निमन्त्रण पत्र, बधाई-पत्र, धन्यवाद पत्र, सम्बेदना पत्र। **(20 Periods)**
- आलेखन (प्रारूपण) :-शासकीय पत्र, अर्द्धशासकीय व अशासकीय पत्र, कार्यालय ज्ञापन, ज्ञापन, परिपत्र, मंजूरी पत्र, कार्यालय आदेश, अनुस्मारक पत्र, पृष्ठांकन पत्र, अधिसूचना पत्र, प्रस्ताव, प्रेस विज्ञप्ति, शोक पत्र। **(20 Periods)**
- व्यापारिक पत्र :- पूछताछ, कोटेशन, आदेश, आदेशपूर्ति, शिकायत तथा शिकायतों के उत्तर। **(20 Periods)**
- आवेदन पत्र :- आकस्मिक पत्र, चिकित्सा, नौकरी हेतु प्रार्थना पत्र। **(10 Periods)**
- टिप्पणी :- सामान्य परिचय, टिप्पणी के नियम एवं प्रकार। **(10 Periods)**

नोट :-

कक्षा के छात्र/छात्राओं में प्रति सप्ताह में एक बार संवाद/वार्तालाप कराये जाये जिसमें युक्तिपूर्वक अपनी बात कह सकने का अभ्यास हो सके। इस बिन्दु पर विशेष ध्यान रखा जाये कि उनमें न केवल साक्षात्कार के समय आत्मविश्वास पूर्वक अपनी बात प्रकट करने की क्षमता विकसित हो सके। प्रत्योपरान्त अधिकारियों के सम्मुख विचारणीय विषय पर अपना मत व्यक्त करने में भी सहायता मिल सके।

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Period Allotted (Hrs)	Marks Allotted (%)
1	20	25
2	20	25
3	20	25
4	10	15
5	10	10
Total	80	100

RECOMMENDED BOOKS

1. सुगम हिन्दी व्याकरण एवं पत्र लेखन Author: Surendra Tiwari, Publisher: Sakshi Publication.
2. पत्र लेखन एवं प्रारूप Author: Jain & Kulsrestha Publisher: Upkar Prakashan Agra.





IMPLEMENTATION

**LEARNING
OUTCOMES**

ASSESSMENT

IMPACT

LEARNING OUT COMES

MOM & SP - 1ST Year

Sr.	Title of Subject/Unit	Learning Outcomes to be	Means of Assessment
1	English and Communication	Communicate effectively in English with others.	Assignments and quiz/class tests, mid-term and end-term written tests, model/prototype making Actual laboratory and practical work, model/prototype making, assembly and disassembly exercises and viva-voce Report writing, presentation and viva-Voce.
2	Computer Fundamentals	Use computer and IT tools for creating document, making spread sheet and making presentation.	Assignments and quiz/class tests, mid- term and end-term written tests, model/prototype making Actual laboratory and practical work, model/prototype making, assembly and disassembly exercises and viva-voce Software installation, operation, development and viva-voce
3	Shorthand (Hindi)	Students will be able to write short hand in Hindi.	Assignments and quiz/class tests, mid-term and end-term written tests, Various exercise bases on short hand.
4	Shorthand (English)	Students will be able to write short hand in English.	Assignments and quiz/class tests, mid-term and end-term written tests, Various exercise bases on short hand.
5	Office Management	How to manage office effectively.	Assignments and quiz/class tests, mid-term and end-term written tests, model/prototype making Actual laboratory and practical work, model/prototype making, assembly and disassembly exercises and viva-voce Report writing, presentation and viva-Voce
6	Computer & Typing Theory (Hindi & English)	How to type on keyboard.	Assignments and quiz/class tests, mid-term and end-term written tests.
7	Computer Typing (Hindi)	Various basics of Hindi typing.	Practical exam on computer system with speed of 20 words/minute for 10 minutes.

Sr.	Title of Subject/Unit	Learning Outcomes to be	Means of Assessment
8	Principle of Management	Students will be able to learn about Planning office activities, Decision making and Organizing different office activities.	Assignments and quiz/class tests, mid-term and end-term written tests, practical work, assembly and disassembly exercises and viva-voce Report writing, presentation and viva-Voce.
9	Patra Lekhan (Hindi)	Different types of Letter drafting in Hindi.	Assignments tests, mid-term and end-term written tests.

