

मार्डन आफिस मैनेजमेन्ट एंड सेक्रेटेरियल प्रैक्टिस तृतीय सेमेस्टर

ENGLISH AND COMMUNICATION SKILL-III

L T P
3 1 2=06

RATIONALE

DETAILED CONTENTS

- 1. Literature (Facets of Literature) (8 hrs)**
 - Short Stories
 - The Postmaster by RN Tagore
 - Mrs. Pakletide's Tiger by HH Munro (Saki)
 - Captain Patch by TF Pocuys
- 2. Prose (8 hrs)**
 - On saying "Please" by AG Gardiner
 - Delinquent Chacha Ved Mehta
 - Opportunity for Youth by Jawahar Lal Nehru
- 3. Poems (6 hrs)**
 - On His Blindness by John Milton
 - The Village Preacher by Oliver Goldsmith
 - IF ??? by Rudyard Kipling
- 4. Grammar and Usage (8 hrs)**
 - Punctuation
 - Voice
 - Narration
 - One word substitutes
 - Correction of incorrect sentences
 - Idioms
 - Phrases
 - Pair of words (Words often confused)
- 5. Translation from Hindi to English (4 hrs)**
- 6. Comprehension based on a poetic passages (4 hrs)**
- 7. Sending and responding to Invitation (2 hrs)**
 - 7.1 Formal Invitation

7.2 Informal Invitation

8. Communication Skills

(8 hrs)

- Silence in communication
- Essentials of effective communication
- Positive and negative assertiveness
- Essentials for effective group discussion

LIST OF PRACTICALS

1. Writing and presentation of report
2. Reading aloud of Newspaper headlines
3. Exploring opinion on a given topic
4. Agreeing, disagreeing, interrupting a conversation
5. Participating in group discussions on a given issue/problem
6. Reading unseen passages
7. Writing advertisements
8. Writing paragraphs

स्टेनोग्राफी हिन्दी – 1
थ्यौरी

L T P
3 - 6
RATIONALE

DETAILED CONTENTS

| | |
|--|---------|
| 1. सरल व्यजनों संकेतों के साथ प्रारम्भिक आंकड़े एवं प्रारम्भिक वृत्त के प्रयोग | 08 घंटे |
| 1.2 व्यंजन संकेतों के साथ प्रारम्भिक आंकड़े एवं प्रारम्भिक वृत्त के प्रयोग | |
| 2. द्विगुणन सिद्धांत | 08 घंटे |
| 2.1 हल्के तथा मोटे व्यंजनों को दुगना करना । | |
| 2.2 वाक्यांशों से द्विगुणन सिद्धान्त प्रयोग | |
| 3. उपसर्ग एवं प्रत्यय | 08 घंटे |
| 3.1 उपसर्ग परिभाषा एवं पुनसूक्ति | |
| 3.2 प्रत्यय परिभाषा एवं पुनसूक्ति | |
| 4. विलोम शब्द | 06 घंटे |
| 4.1 विलोम शब्द परिभाषा | |
| 4.2 पुनसूक्ति | |
| 5. जुट शब्द एवं अभ्यास | 08 घंटे |
| 6. विभागीय शब्दावली एवं विशिष्ट संक्षिप्ताक्षर | 10 घंटे |
| | 48 घंटे |

(स्टेनोग्राफी हिन्दी-I) व्यवहारिक

DETAILED CONTENTS

| | |
|---|-------------|
| 1. सरल व्यंजनों संकेतों के साथ प्रारम्भिक आंकड़े एवं प्रारम्भिक वृत्त के प्रयोग | 10 घंटे |
| 1.2 व्यंजन संकेतों के साथ प्रारम्भिक आंकड़े एवं प्रारम्भिक वृत्त के प्रयोग | |
| 2. द्विगुणन सिद्धान्त | 16 घंटे |
| 2.1 हल्के तथा मोटे व्यंजनों को दुगना करने का अभ्यास | |
| 2.2 वाक्यांशों में द्विगुणा का अभ्यास करना । | |
| 3 उपसर्ग एवं प्रत्यय | 20घंटे |
| 3.1 उपसर्ग चिन्हों का अभ्यास | |
| 3.2 प्रत्यय चिन्हों का अभ्यास | |
| 4. विलोम शब्द एवं उनका अभ्यास | 10 घंटे |
| 5. जुट शब्दों का अभ्यास | 20घंटे |
| 6. विभागीय शब्दावली का अभ्यास | 20घंटे |
| | कुल 96 घंटे |

परीक्षा— प्रयोगात्मक परीक्षा बोर्ड द्वारा नियुक्त परीक्षक द्वारा सम्पन्न कराई जाएगी जिसमें (1)पंक्ति अभ्यासों से संबंधित 50 शब्द प्रति मिनट की गति से उद्धरण लिखकर उसकी अनुलिपि कम्प्यूटर पर करना ।
(2) एक शासकीय पत्र 50 शब्द प्रति मिनट की गति से आशुलिपि में लिखकर कम्प्यूटर द्वारा अनुलिपि करना ।

लक्ष्य— आशुलिपि सिद्धान्त की पूर्ण जानकारी करने के उपरान्त प्रतिलेखन का अभ्यास करना । सिद्धान्तों का पुनः अभ्यास कर शुद्धता लाना ।
नोट— 10 मिनट का टाइपिंग ट्यूटर हिन्दी का 25 शब्द प्रति मिनट की गति से व्यावहारिक टैस्ट अनिवार्य है जो बोर्ड द्वारा निर्धारित किया जाएगा ।

STENOGRAPHY (ENGLISH) – I(THEORY)

L T P

3 - 6=09

RATIONALE

DETAILED CONTENTS

| | |
|---|---------|
| 1.. Doubling principle | (4 hrs) |
| 2. Diphonic or two vowel sounds | (4 hrs) |
| 3. Medial semi-circle | (4 hrs) |
| 4. Prefixes | (4 hrs) |
| 5. Suffixes | (4 hrs) |
| 6. Vowel implied | (4 hrs) |
| 7. Figures and important contractions | (2 hrs) |
| 8. Special contractions | (4 hrs) |
| 9. Note taking techniques and transcription on typewriter/computer | (2hrs) |
| 10. Advanced phraseography | (8 hrs) |
| 11. Intersection | (4 hrs) |
| 12. Special phrases such as business, political, legal, banking, insurance, shipping, railways etc. | (4 hrs) |

48 HOURS

Attainment of speed: At the end of this semester, the students should be able to take down dictation on all types of matters at the rate of 80 words per minute and transcribe on PC at the speed of 20 words per minute. Emphasis should be given to accuracy in dictation and transcription.

STENOGRAPHY (ENGLISH) – I

PRACTICAL

L T P
3 - 6=09
RATIONALE

Practical Assignments from various Newspapers, Magazines etc.

- Practice of using advanced phraseography contractions and intersections. 20hrs
- Dictation from seen passages of 5 minutes duration and their transcription on the typewriter / computer. 20hrs
- Practice of . Special phrases such as business, political, legal, banking, insurance, shipping, railways etc. 20 hrs
- Dictation from unseen passages of 5 minutes duration and their transcription on the typewriter / computer. 20hrs
- Dictation from seen and unseen official letter, business letters for 5 minutes duration and their transcription on the computer. 16 hrs

96 HOURS

SYLLABUS
(PUBLIC ADMINISTRATION)

INTRODUCTION

1- Meaning, Elements of public administrator

2-Central Administration

- 1- Indian Administration
- 2- President Election, Importance, Powers & Position
- 3- Prime minister, Role & Powers
- 4- Control Secretary & Cabinet Secretariat Role & Functions

3-State Administration

- 1- Govern Appointment Powers & Function
- 2- Chief minister Appointment, Power, Role & Functions
- 3- State Legislator
- 4- Structure of State Administration

4-State Secretariat & Directorate

- 1- Chief Secretary role & position
- 2- State plan, Board & division
- 3- Commissioner powers, function & position

5- District Administration

- 1- Appointment, function & powers
- 2- Appointment of superintend of police
- 3- Sub district level magistrate
- 4- Block development, Panchayat offer & Tehsildar

6-Urban Administration

- 1- Municipal corporation,
- 2- Municipal council & municipal committees means features & importance

7- Rural Administration

- 1- Gram Panchayats, Panchayati Samities
- 2- Zila Parishad

OFFICE ACCOUNTING PRACTICE

L T P
5 - - =5
RATIONALE

DETAILED CONTENT

Note: Tutorial Classes may be organized along with theoretical instructions.

- 1. Bank Reconciliation Statement (10 hrs)**
 - 1.1 Meaning and Need
 - 1.2 Preparation of bank reconciliation statement

- 2. Preparation and Rules of: (16 hrs)**
 - 2.1 GPF Pass Book
 - 2.2 Bank Pass Book
 - 2.3 Pay Bills
 - 2.4 T.A. Bills
 - 2.5 Arrear Bills
 - 2.6 Contingent Bills (Practical Exercises)

- 3. Final Accounts (14 hrs)**
 - 3.1 Trading Account
 - 3.2 Profit and loss account
 - 3.3 Balance Sheet (with some advance adjustments)

- 4. Preparation of Office Budgets (Practical Exercises) (6 hrs)**

- 5. Income Tax Statement, Form 16-A, Income Tax Return, Form-24 (6 hrs)**

- 6. Handling Cash Transactions (12 hrs)**

Methods of making payment: cash, draft, money orders, PO, telegraphic transfer, standing instruction, ATM, credit card. Banking transaction: Different types of bank accounts, types of cheques, endorsement, crossing and dishonour of cheques

- 7. Accounts of Non-Profit Organization (16 hrs)**
 - 7.1 Meaning and importance
 - 7.2 Receipt and Payment Account
 - 7.3 Income and Expenditure Account

7.4 Balance Sheet

80 Hrs

Assignment: (Tutorial exercises on following should be taken up)

1. Bank Reconciliation Statement
2. Depreciation: Straight Line Method and Written Down Value Method
3. Final Accounts and some advance Adjustments
4. Errors and their Rectification
5. Statement of Affairs, Accounting from Incomplete Records
6. Non-Profit Organisations

DESK TOP PUBLISHING (PRACTICAL)

L T P
- - 5=5
RATIONALE

DETAILED CONTENTS

| | |
|-------------------------------|------|
| 1-Desktop publication on PC | 4Hrs |
| 2-Fonts for DTP | 4Hrs |
| 3-Text Generation | 4Hrs |
| 4-Page layout | 4Hrs |
| 5-Presenting your text | 4Hrs |
| 6-Clip Art | 4Hrs |
| 7-From Generation Using Excel | 4Hrs |
| 8-Design Principles | 4Hrs |
| 9-Document design | 4Hrs |
| 10-Presentation | 4Hrs |
| 11-Print Production | 4Hrs |
| 12-Document Binding | 4Hrs |
| 13-Page Maker Basic | 4Hrs |
| 14-Working with a Publication | 4Hrs |
| 15-Drawing | 4Hrs |
| 16-The text tool | 4Hrs |
| 17-Master Page | 4Hrs |
| 18-The Story Editor | 4Hrs |
| 19-Working with Frames | 4Hrs |

PROFESSOPNAL COMMUNICATION (HINDI & ENGLISH)

L T P
6 - - =06
RATIONALE

DETAILED CONTENTS

Note: i) Relevant theory instructions should be imparted along with the practicals in each topic.

ii) The students are to write letters in Hindi and English

(PART A) ENGLISH

| | |
|---|---------|
| 1. Introduction to Correspondence | (4 hrs) |
| 1.1 Meaning and importance | |
| 1.2 Process | |
| 1.3 Uses | |
| 1.4 Types of Business letter | |
| 3. Enquiry letters | (6 hrs) |
| 3.1 Meaning and importance of inquiries | |
| 3.2 Quotation | |
| 3.3 Catalogues | |
| 3.4 Replies of inquiries | |
| 4. Order letters | (8 hrs) |
| 4.2 Follow up letters | |
| 4.3 Acceptance, refusal, reminders and confirmation of an order | |
| 4.4 Cancellation of an order | |
| 5. Complaints, Claims and Adjustments | (8 hrs) |
| 5.1 Complaint of late delivery | |
| 5.2 Complaint of partial delivery, delivery of defective goods of inferior quality, etc | |
| 5.3 Adjustment in reference to the different complaints | |
| 6. Remittance and Collection Letters | (4 hrs) |
| 6.1 Remittance covering the final settlement of account | |
| 6.2 Partial remittance | |
| 6.3 Letter of Credit | |

(PART B) HINDI

8. Official Correspondence (10 hrs)
- 8.1 Introduction
 - 8.2 Noting in files
 - 8.3 Official letters
 - 8.4 Demi official letter
 - 8.5 Office orders
 - 8.6 Memorandum/memo letters
 - 8.7 Notification
 - 8.8 Endorsement
 - 8.9 Advertisement letter
9. Bank Correspondence (4 hrs)
11. Insurance Letters (4 hrs)
- 11.1 Introduction, letter inquiring about premium rate.
 - 11.2 Reply from insurance company
 - 11.3 Claims
13. शब्दावली ।
- 1. पदनाम ।
 - 2. कार्यालयी शब्दावली ।
 - 3. संक्षिप्त शब्दावली ।
 - 4. पत्रावली से संबंधित शब्दावली ।
 - 5. सरकारी शब्दावली ।
14. संक्षिप्त पैराग्राफ लेखन ।

नोट— लिखित परीक्षा हेतु प्रश्न-पत्र सेटिंग परीक्षक द्वारा की जायेगी । जिसमें **(PART A) ENGLISH** से 25 अंक तथा **(PART B) HINDI** से 25 अंक का प्रश्न-पत्र कुल 50 अंक का निर्धारित होगा ।