ENGLISH AND COMMUNICATION SKILLS - I

L T P
3 - 2

RATIONALE

Language is the most commonly used medium of self-expression in all spheres of human life – personal, social and professional. A student must have a fair knowledge of English language and skills to communicate effectively to handle the future jobs in industry. The objective of this course is to enable the diploma holders to acquire proficiency, both in spoken (oral) and written language. At the end of the course, the student will be able to develop comprehension skills, improve vocabulary, use proper grammar, acquire writing skills, correspond with others and enhance skills in spoken English. It is expected that each polytechnic will establish a **communication skill laboratory** for conducting practicals mentioned in the curriculum.

DETAILED CONTENTS

1. Facets of Literature   (14 hrs)

   1.1   Short Stories

         1.1.1   Homecoming – R.N. Tagore
         1.1.2   The Selfish Giant - Oscar Wilde
         1.1.3   The Diamond Necklace- Guy- De Maupassantt

   1.2   Prose

         1.2.1   I Have A Dream – Martin Luther King
         1.2.2   On Habits – A. G. Gardiner
         1.2.3   On Seeing People Off – Max Beerbohm

   1.3   Poems

         1.3.1   Ozymandias – P.B. Shelley
         1.3.2   Daffodils – William Wordsworth
         1.3.3   Stopping by Woods on a Snowy Evening – Robert Frost

2. Grammar and Usage   (10 hrs)

   2.1 Parts of speech

         2.1.1   Nouns
         2.1.2   Pronouns
         2.1.3   Adjectives

2.1.4   Articles
2.1.5   Verbs
2.1.6   Adverbs
2.1.7   Prepositions
2.1.8   Conjunction
2.1.9   Interjection
2.1.10   Identifying parts of speech
2.1.11   Structures: Verb patterns, Question tags,
2.1.12   Subject – Verb agreement (concord)

2.2   Pair of words (Words commonly confused and misused)

2.2.1   Tenses
2.2.2   Correction of incorrect sentences
2.2.3   One word Substitution

3.   Translation   (04 hrs)

3.1   Glossary of Administrative Terms (English and Hindi)
3.2   Translation from Hindi into English

4.   Paragraph of 100-150 words from outlines   (08 hrs)

5.   Comprehension   (04 hrs)

Unseen passages of literacy, scientific, data/graph based for comprehension exercises

6.   Communication   (08 hrs)

6.1   Definition, Introduction and Process of Communication
6.2   Objectives of Communication
6.3   Notices

LIST OF PRACTICALS

1. Locating a Book in Library
2. How to look up words in a Dictionary: meaning and pronunciation of words as given in the standard dictionary using symbols of phonetics,
3. How to Seek Information from an Encyclopedia
4. Listening pre-recorded English language learning programme
5. Paper Reading before an audience (reading unseen passages)
6. Study of spelling Rules
7. Study of essentials of a Good Speech to respond and comprehend visual, oral themes, situations or stimulus and practice before select gathering
8. Exercises on use of different abbreviations
9. Greetings for different occasions
10. Introducing oneself, others and leave taking
11. Exercises on writing sentences on a topic

Note:

1. The Text Book on "English and Communication Skills, Book-I By Kuldip Jaidka et. al. developed by NITTTR, Chandigarh is recommended to be used for teaching & setting-up the question papers.
2. A communication laboratory may be set up consisting of appropriate audio-video system with facility of playing CDs/DVDs and a video camera for recording the performance of each student with play back facility. A set of CDs from any language training organization e.g. British Council etc. may be procured for use of students.
3. Elements of body language will be incorporated in all practicals
4. The practical exercises involving writing may also be included in Theory Examination.

RECOMMENDED BOOKS

1. English and Communication Skills, Book-I By Kuldip Jaidka, Alwainder Dhillon and Parmod Kumar Singla, Prescribed by NITTTR, Chandigarh Published By Abhishek Publication, 57-59, Sector-17, Chandigarh
2. Essentials of Business Communication by Pal and Rorualling; Sultan Chand and Sons
3. The Essence of Effective Communication, Ludlow and Panthon; Prentice Hall of India
4. New Design English Grammar, Reading and Writing Skills by AL Kohli (Course A and course B), Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
5. New Design English Reading and Advanced Writing Skills for Class XI and XII by MK Kohli and AL Kohli; Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
6. A Practical English Grammar by Thomson and Marlinet
7. Spoken English by V Sasikumar and PV Dhamija; Tata McGraw Hill
8. English Conversation Practice by Grount Taylor; Tata McGraw Hill
9. Developing Communication Skills by Krishna Mohan and Meera Banerji; MacMillan India Ltd., Delhi
10. Business Correspondence and Report Writing by RC Sharma and Krishna Mohan; Tata McGraw Hill Publishing Company Ltd. New Delhi
11. Communication Skills by Ms R Datta Roy and KK Dhir; Vishal Publication, Jalandhar

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	14	30
2	10	20
3	4	10
4	8	15
5	4	10
6	8	15
Total	**48**	**100**

BASICS OF INFORMATION TECHNOLOGY

L T P
- - 4

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.

Note:

Group instructions should be dovetailed with practical work in the laboratory for development of appropriate knowledge and skill in the area of information technology

DETAILED CONTENTS FOR GROUP INSTRUCTION

1. Information Technology – its concept and scope

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

3. Computer organization, computer hardware and software; primary and secondary memory: RAM, ROM, PROM etc.

4. Input devices; keyboard, scanner, mouse etc ; output devices ; VDU and Printer, Plotter

5. Primary and Secondary Storage (Auxiliary Storage), Secondary storage; magnetic disks – tracks and sectors, optical disk (CD, CD-RW and DVD Memory)

6. Introduction to Operating Systems such as MS-DOS and Windows

7. Introduction to internet, browsing using search engine (like google etc.)

8. Basics of Networking – LAN, WAN, Topologies

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 envelops 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
      e)   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

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

'kkV/g&M fgUnh 1 ¼I S)kfUrd½

L T P
2 - 6

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.

DETAILED CONTENTS

1- ,frgkfld i"BHkfie   2 ?kaVs
   1-1 vk'kfyfi dk mn; fodkl ,oa mnnÂÍ;
   1-2 vk/kfud vk'kfyfi] /ofu y$[ku fl)kUr

2- 0;atu   4 ?kaVs
   2-1 0;atuka ds ladrka dk mn;
   2-2 0;atu j$[kkvka ds vkdkj] idkj
   2-3 v/kkeq[kh] m/oeq[kh ,oa lery 0;atu
   2-4 0;atuka dks feykuk

3- Loj   4 ?kaVs
   3-1 nh?kLoj ¼eksVs fcUnq eksVs M$k½ ds iz;ksx
   3-2 y?kLoj ¼gYds fcUnq gYds M$k½ ds iz;ksx
   3-3 Loj LFkku ¼izkFke] f}rh;] r`rh;½
   3-4 Loj voLFkk ¼iwoZ ,oa i'pkr voLFkk½
   3-5 ek/;fed Loj iz;ksx

4- lf{klr : i   4 ?kaVs
   4-1 'kCn fpUg
   4-2 'kCnk{kj ,oa lf{klrk{kj
   4-3 0;kdj.k fpUgka dk iz;ksx

5- f}/ofud ,oa f=/ofud Loj   2 ?kaVs
   5-1 f}Loj fpUg iz;ksx
   5-2 f=Loj fpUg iz;ksx

6- okD;kad   2 ?kaVs
   6-1 okD;kad cukus ds fu;e
   6-2 fØ;k foHkfDr;ka dk iz;ks

7- ^r* 0;atu   2 ?kaVs
   7-1 ckak okyk pki iz;ksx
   7-2 nkak okyk pki iz;ksx

8-		o&fdfYid 0;atu : i										4 ?kaVs
	8-1		^j* 0;atu ds Åij okyk Wipord) ,oa Domord) dk
			iz,kx
	8-2		^y* 0;atu ds Wipord) ,oa Domord) dk iz,kx
	8-3		^g* 0;atu ds Wipord) ,oa Domord) dk iz,kx
	8-4		~"k* 0;atu ds o&fdfYid iz,kx

9-		oRr ds iz,kx										4 ?kaVs
	9-1		I] 'k] "k] t ds NkVs oRr ds iz,kx
	9-2		o'r ,oa 0;atu js[kk iz,kx
	9-3		NkVs o'r dk ^y*] ^g* 0;atu ds IkFk iz,kx ,oa v/kZY] 0] ;
			dk iz,kx
	9-4		Lo cMs+ oRr ds vkjfEHkkd] ek/;fed o vfUre iz,kx

10-		pki iz,kx										2 ?kaVs
	10-1		LV] LFkk] "V = ds NkVs pki ¼yui½ ds iz,kx
	10-2		LVj] Lrj] = ds cMs+ pki ds iz,kx

11-		vul,okj ,oa vuqukfld								2 ?kaVs
	11-1		vul,okj iz,kx
	11-2		vuqukfld iz,kx

ijh{kk %	ckSMZ }kjk fu/kkZjr vad ,oa le;kuqlkj fyf[kr iz/ui= }kjk lEiUu djk;h tk,xh A

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	2	6
2	4	12
3	4	12
4	4	12
5	2	6
6	2	6
7	2	6
8	4	12
9	4	12
10	2	6
11	2	10
Total	**32**	**100**

'kkVⁿg&M fgUnh 1 ¼0;ogkfjd½

1-	0;atu js[kkvka ds eⁿuy vH;kl	6 ?kaVs
	1-1　　　0;atuka dks feykuk	
2-	Loj	10 ?kaVs
	2-1　　　nh?kLoj ¼　 M$k½ vH;kl	
	2-2　　　y?kq Loj ¼4cUnq M$k½ vH;kl	
3-	Loj LFkku	12 ?kaVs
	3-1　　　iFke LFkku Loj vH;kl	
	3-2　　　f}rh; LFkku Loj vH;kl	
	3-3　　　r`rh; LFkku Loj vH;kl	
	3-4　　　Loj voLFkk,a ¼4ⁿuwkⁿ,oa i'pkr voLFkkvka dk vH;kl ½	
4-	I f{kIrk{kj	08 ?kaVs
	4-1　　　'kCn fpUg vH;kl	
	4-2　　　'kCnk{kj ,oa I f{kIrk{kj vH;kl	
	4-3　　　0;kdj.k fpUgka ds iz;kx dk vH;kl	
5-	f}/ofud ,oa f=/ofud Loj	06 ?kaVs
	5-1　　　f}Loj fpUgka dk vH;kl	
	5-2　　　f=Loj fpUgka dk vH;kl	
6-	okD;ka'k	08 ?kaVs
	6-1　　　okD;ka'k vH;kl	
	6-2　　　fØ;k foHkfDr;ka fpUgka dk vH;kl	
7-	^r* oxⁿ 0;atu	10 ?kaVs
	7-1　　　ck;ka okyk pki vH;kl	
	7-2　　　nk;ka okyk pki vH;kl	
8-	o&dfYid 0;atu :i	8 ?kaVs
	8-1　　　^j* 0;atu ds Åij rFkk uhps fy[kus dk vH;kl	
	8-2　　　^y* ds Åij rFkk uhps fy[kus dk vH;kl	
	8-3　　　v/kⁿbRr ^o* vH;kl	
	8-4　　　0;atu ^g* ds Åij rFkk uhps fy[kus dk vH;kl	
	8-5　　　^*k* 0;atu ds m/oⁿq[kh fpUgka dk vH;kl	
9-	oRr iz;kx	12 ?kaVs
	9-1　　　I] 'k] "k] t ds NkVs oRr ds vH;kl	
	9-2　　　oRr ,oa 0;atu js[kkvka ds iz;kx ,oa vH;kl	
	9-3　　　NkVs oRr ;k ^y* ^g* 0;atu ds IkFk vH;kl	

	9-4	cMs oRr ds vkjfEHkd] ek/;fed o vfUre iz;kx	
		dk vH;kl A v/kZ oRr] o]e] vH;kl	
10-	pki iz;kx		8 ?kaVs
	10-1	LV@"i@Lr ds pki dk vH;kl I A	
	10-2	LVj] Lrj cMs pki dk vH;kl A	
11-	vukokj ,oa vuqkfld		8 ?kaVs
	11-1	vuqkfld ¼ukfl E; Loj½ vH;kl	
	11-2	vukokj ¼ukfl E;½ Loj vH;kl	
		96 ?kaVs	

y{;% ikB~;p;kZ ds ifBr v/;k;ksa ls vk'kfyfi ea 30 'kCn ifr feuV dh xfr ls fy[kdj mldh vuqfyfi djuk A

&   ifDVdy ijh{kk ckMZ }kjk yh tk,xh A

ijh{kk fof/k% ikB~;p;kZ ds v/;k;ksa ls vk'kfyfi ea 30 'k0 i0 fe0 dh xfr ls fy[kdj mldh vuqfyfi djuk & 5 feuV & 1 ?kaVk

ukV& vk'kfyfi ifDVdy ijh{kk dh eY;kadu ,oa vadu fof/k ckMZ }kjk r$kj dj ckg;
                                ijh{kdkadksnh tk,xh A

TYPING TUTORIAL (HINDI)

L   T   P
-   -   4

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-	dEI;Vj ds Vkbfiax lh[kus ds ykHk ,oa mi;ksfxrk	2 ?kaVs
2-	dEI;Vj ds lEeq[k cBus dh fLFkfr	2 ?kaVs
3-	dEI;Vj ds ckgjh Hkkxksa dk ikjfEHkd Kku	2 ?kaVs
4-	dqthiVy lpkyu dh tkudkjh	
4-1	vk/kkj ifDr	4 ?kaVs
4-2	iFke ifDr	4 ?kaVs
4-3	f}rh; ifDr	4 ?kaVs
4-4	uEcj ifDr] cSd Lis] dSI] ,jkj ,UVj] bUM	4 ?kaVs
4-5	f'kQV dh (key) dk iz;ksx] Tab key dk iz;ksx	4 ?kaVs
5-	Vad.k dy dh izkkfy;ksa dh tkudkjh ¼Li'kZ izkkyh ds ykHk ,oa fo'ks"krk,½	2 ?kaVs
6-	dEI;Vj ds j[k&j[kko@lkQ lQkbZ dh tkudkjh	2 ?kaVs
7.	dEI;Vj dks [kksyuk@cUn djuk ,oa Blank Document dks yksuk	4 ?kaVs
8-	gkf'k;k fu/kkj.k	
8-1	mijh gkf'k;k	2 ?kaVs
8-2	uhps okyk gkf'k;k	2 ?kaVs
8-3	ck;ka gkf'k;k	2 ?kaVs
8-4	nk;ka gkf'k;k	2 ?kaVs
8-5	'kh"kZd Vkbi djuk	2 ?kaVs
8-6	nk;ka ,d leku gkf'k;k fu/kkj.k	2 ?kaVs
8-7	v'kqf);ka dks Bhd djuk	2 ?kaVs

9- fojke fpUgka dk mfpr djuk

    9-1   iwkZ fojke] vgZ fojke] vYifojke] il'uokpd fpUg]
          vorj.k fpUg] ;kstd fpUg] bUoVZ dkek] foLe;kf/kcks/kd
          fpUg] dks"Bd vkfn A   4 ?kaV/s

10-   MkD;weaV dks lso djuk] QkV cnyuk] lkbt cnyuk   4 ?kaV/s

11-   fofHkUu mgj.k dk vH;kl djuk   4 ?kaV/s

12-   i=ka dks Vfidr vH;kl djuk   4 ?kaV/s

    12-1   0;fDrxr i=
    12-2   0;kikfjd i=
    12-3   'kkl dh; i= tSls ifji=] vu.qekjd] i"Bkadu
    12-4   v/kZ'kkl dh; i=] dk;ky; vkns'k] fufonk lpuk vkfn

ijh{kk% 15 'kCn ifr feuV dh xfr ls 150 'kCn dh ,d mnj.k ,oa ,d 0;fDRxr i=] 10
       'kCn ifr feuV dh xfr ls ckSMZ }kjk fu/kkfjr vad vkSj le; vuqlkj

SHORTHAND (ENGLISH) – I

L   T   P
3   -   4

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

Note: Relevant Theory will be taught along with the Practical Exercises

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)

- Straight
- Curves
- Others

6.	Joining of uneven strokes	(4 hrs)
7.	Vowel signs-Vowel indication	(8 hrs)

- First place
- Second place
- Third place

8.	Alternative forms of `R' (upward and downward)	(2 hrs)
9.	Diphthongs and Consonant `H'	(3 hrs)
10.	Abbreviated 'W'	(1 hr)
11.	Phraseography	(2 hrs)
12.	Circle 'S' and 'Z'	(6 hrs)
13.	Large Circle 'SW' and 'SS'	(2 hrs)
14.	Loop 'ST' and 'STR'	(2 hrs)

15.   Initial hooks   (4 hrs)

SPECIAL NOTES

1.   All students should be divided into two groups. Each group should comprise of maximum 15-20 students.
2.   Assignments will be based on Pitman shorthand instructor and key by Sir Isaac Pitman

ATTAINMENT OF SPEED

At the end of semester the students should be able to take down dictation at a minimum speed of 20 words per minute.

ASSIGNMENT

1.   Practicing sitting posture including the position of note-book and holding of pen/pencil.
2.   Practice of consonants with special attention to their formation, length, angle, size, direction, thickness, etc. joining of strokes.
3.   Repeated practice of using vowels and exercises from the text books.
4.   Practice of using grammalogues, punctuation marks, phrases, diphthongs, triphones
5.   Practice of using circles and loops
6.   Practice of using initial hooks
7.   Class work-Reading and dictation along with transcription regularly
8.   Home work-Reading and copying work (everyday throughout the semester)

INSTRUCTIONAL STRATEGY

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

RECOMMENDED BOOKS

1.   Pitman Shorthand Instructor and Key by sir Isaac Pitman.
2.   Pitman's Shorthand-New Course by Sir Isaac; Pitman's Publications, London.
3.   Pitman's Shorthand Dictionary by Pitman; Pitman's Publications, London
4.   Graded Exercises in Shorthand by Pitman; Journal
5.   Workbook for Shorthand, Dictation and Corerespondence by Dr. G.D, Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
6.   Shorthand Quiz (Question/Answers) by G. D. Bisat; Vishishit Prakashan, C4B/66 Janakpur, New Delhi
7.   Model Speed Dictations (Subject wise Volumes by Dr. G.D. Bist; Vishishit Prakashan, C4B/66, Janakpur, New Delhi.
8.   Shorthand Instruction with Key by Pitman, Sir Isaac.

9.   Shorthand Made Easy for Beginners by Kuthiala O.P; Pitman Publications.
10. Shorthand Transcription by Sir Kailash Chander; F-35, East of Kailash, New Delhi
11. Shorthand Reading and Dictation Exercises (Monthly) by PSS Publications, New Delhi.
12. Pitman Shorthand-Guided Dictation Studies; Published by AH Wheeler and Sons

In Theory: Theory paper taken by Board

In Practical: 1)   One passage in speed of 30 w.p.m. Maximum from the given passages
                    2)   One accuracy Passage
                    3)   10, 15, 20 words

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time 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.	2	4
9.	3	6
10.	1	2
11	2	4
12.	6	12
13.	2	4
14.	2	4
15.	4	8
Total	**48**	**100**

OFFICE MANAGEMENT

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RATIONALE

One of the main objective of the diploma programme in Modern Office Management is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing various office operations. This subject on office management aims at making the students well conversant with the services provided by a modern office and help them to perform efficiently and effectively.

DETAILED CONTENTS

1. **Introduction** (10 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** (10 hrs)

    2.1 Office building
    2.2 Sections and sub-sections of office
    2.3 Office location
    2.4 Office accommodation
    2.5 Office layout- objectives, principles and private verses open office

3. **Office Environment** (8 hrs)

    3.1 Significance of external surroundings and internal environment
    3.2 Working facilities – lighting arrangements, seating arrangement, recreational facilities, safety and sanitary arrangement, pollution control, etc.

4. **Handling Office Correspondence** (10 hrs)

    4.1 Incoming correspondence procedures
    4.2 Outgoing correspondence procedures
    4.3 Equipment, furniture and accessories required.
    4.4 Ordinary post, Resgistered post, Parcel, Registered Parcel, Speed post, Courier, Airmail and e-mail etc.

5. **Office Records** (10 hrs)

    5.1   Meaning and significance – types of records, objectives and principles
    5.2   Essentials of a good filing system
    5.3   Classifications of files
    5.4   Traditional and modern filing methods and equipment
    5.5   Indexing- Meaning, importance and methods
    5.6   Computer based indexing and recording

6. **Office Forms** (4 hrs)

    6.1   Meaning and significance
    6.2   Types of forms
    6.3   Form designing

7. **Professional Ethics of office personal** (4 hrs)

8. **Office Stationery** (8 hrs)

Types, use and control

ASSIGNMENTS

1. Handling of mail- sorting, recording of inward mail and its distribution. Preparation of envelopes, use of stamps, folding machine, franking machine, record in dispatch book and open book, preparation of parce;s.

2. Practice of filing and indexing – f i ling papers in the appropriate files, arranging files alphabetically, numerically, subject wise and geographically. Taking out a particular file from a filing cabinet.

3. Retrieving of paper/ documents/ records

4. Preparation of hand-book of all the equipment and material available in the department, helping the librarian in preparing cards for books. Displaying given information on strip index and card index.

5. Assembling papers, punching, use of tags and binding machine.

6. Peon book, receipt register, dispatch register, appointment diary, message book application.

7. Folded letters, addressed envelopes, stamped envelopes, use of staples, u-cip, all pins and other stationary/office materials used in offices.

INSTRUCTIONAL STRATEGY

The teacher of this subject should supplement the classroom teaching with industrial/field visits. Experts from various organizations should be invited to deliver expert lectures. Teacher should lay emphasis on identification and proper execution of tutorial assignments. Mock situations may be created in the classroom and students may be given live experiences/environment/ culture to enable them appreciate the real life situation

RECOMMENDED BOOKS

1. Office Management by Shashi Gupta and Sushil Nayyar, Kalyani Publications

2. Office Management by P.K. Gupta.

3. Office Management by Ghosh and Agarwal.

4. Office Management by Gupta, Bansal, Jain, Malik.

5. Office Management and Practices by R.K. Sharma, Shashi Kr. Gupta, Sushil and

   Nayyer

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	10	16
2.	10	16
3.	8	12
4.	10	16
5.	10	16
6.	4	6
7.	4	6
8.	8	12
Total	**64**	**100**

PRINCIPLES OF MANAGEMENT

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RATIONALE

The study and understanding of principles of management concepts and different functions of management is very essential for the students of this diploma. The subject includes elementary knowledge of concepts of management viz. planning, organizing, staffing, directing and controlling. The basic knowledge of various functions of management will enable the students to take effective steps for performing various office duties.

DETAILED CONTENTS

1.   Introduction   (10 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   (10 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   (6 hrs)

    3.1   Meaning, importance and types of decision
    3.2   Scientific decision making process

4.   Organizing   (12 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   (10 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   (8 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   (8 hrs)

     7.1   Meaning Importance and process of Control
     7.2   Traditional and modern methods

ASSIGNMENTS

1.   Preparation of Organization Charts for Commercial and industrial organizations
2.   Visit to industrial Organization and preparation of report
3.   Role of playing exercises on Motivation
4.   Discuss Case studies
5.   Discuss the leadership styles and determine an appropriate style for a given situation

NOTE:

Teacher may invite experienced Managers from industries and other organizations to deliver extension lectures. The teacher should plan and prepare appropriate tutorial assignments for the students. Students may be encouraged to prepare and present the case studies.

INSTRUCTIONAL STRATEGY

Teacher may invite experienced Mangesrs from industries and other organizations to deliver extension lectures. The teacher should plan and prepare appropriate tutorial assignments for the students. Students may be encouraged to prepare and present the case studies

RECOMMENDED BOOKS

1.   Management Concepts and Organizational Behaviour by Dr. NK Sahni, Kalyani Publications

2.   Business Studies by RK Singla, VK Publishers

3.   Principles and practices of Management- Prasad L.M.; Sultan Chand & Sons, New Delhi.

4.   Management – Theory and Practice by Gupta, C.B

5. Principles of Business Organization and Management by Reddy, P.N. and Gulshan, S.S.; Sultan Chand and Sons, New Delhi.

6. A text book of Business Organization by Vinayakam, N., Radhaswami, M. and Vasudevan.

7. Business Organization Principles and Practices by Katyal, J.C by Gupta C.B; Sultan Chand & Sons, New Delhi.

8. Management- Text and Case Studies by Satyaraju Parthsarthy; published by Prentice Hall of India Ltd., New Delhi

9. Entrepreneurship by Robbins and Coulter published by Prentice Hall of India Ltd., New Delhi

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2.	10	16
3.	6	10
4.	12	18
5.	10	16
6.	8	12
7.	8	12
Total	**64**	**100**