RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL

DIPLOMA IN MODERN OFFICE MANAGEMENT

SEMESTER: **FIRST**   SCHEME: **Jul.2012**
COURSE CODE: **101**   PAPER CODE: **5161**
NAME OF COURSE: **COMMUNICATION SKILLS**

RATIONALE

The wide range of communicative and functional need of English in the evolving global and technical professional environment has more than ever imposed a demand of acquiring proficiency in communication skills in our technicians and diploma pass outs. Besides being a professional language, it also acts as a window to technical and scientific knowledge. Diploma pass outs are required to communicate with personnel belonging to different echelons of authority. Therefore, acquiring proficiency in listening, speaking, reading and writing English is an integral part of professional and technical competence.

Upon completion of this course, the student will be able to:

-   Understand slowly delivered spoken material in Indian English.
-   Understand general purpose words of English.
-   Use general purpose words of English to express himself in speaking reasonably clearly and correctly on routine matters.
-   Write reasonably and grammatically correct English.
-   Develop a habit of reading with comprehension to achieve an optimum speed of 75 WPM.
-   Communicate effectively in a professional environment through speaking and writing to achieve desired objectives.

RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL
DIPLOMA IN MODERN OFFICE MANAGEMENT

SEMESTER: **FIRST**   SCHEME: **Jul.2012**
COURSE CODE: **101**   PAPER CODE: **5161**
NAME OF COURSE: **COMMUNICATION SKILLS**

Lectures: **6** Hrs. per week

SCHEME OF STUDIES

S. No.	Topic	SCHEME OF STUDIES		
		Hrs. of Study		
		Theory	Practical	Total
1.	COMMUNICATION PROCESS AND ITS NEEDS	24	-	24
2.	PASSAGES OF COMPREHENSION	24	-	24
3.	BUSINESS COMMUNICATION (ONE QUESTION WITH INTERNAL CHOICE)	18	-	18
4.	COMPOSITION & TRANSLATION	16	-	16
5.	UNSEEN PASSAGES & PRECIS WRITING	08	-	08
	TOTAL	90	-	90

RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL

DIPLOMA IN MODERN OFFICE MANAGEMENT

SCHEME: **Jul. 2012**

SEMESTER: **FIRST**   PAPER CODE: **5161**
COURSE CODE: **101**
NAME OF COURSE: **COMMUNICATION SKILLS**

Lectures: **6** Hrs. per week

COURSE CONTENTS

S.NO.	*TOPIC*	CONTENTS	HRS OF STUDY
01.	*COMMUNICATION PROCESS AND ITS NEEDS*	1.1 (i) How to make communication effective (ii) Barriers in communication, Removal of barriers 1.2 Grammar and vocabulary for correct English usage. (i) Determiners, Prepositions, Auxiliary verbs and subject-verb agreement (ii) Rewrite as directed (change voice, correct form of verbs/ tenses) (iii) Vocabulary – One word substitution, words often misused and wrongly spelt	24
02.	*PASSAGES OF COMPREHENSION*	2.1 Prescribed passages (six from existing syllabus) i Language of Science ii Desalination or Desalting Process iii Safety Practices iv Non-conventional Sources of Energy v Our Environment	24

S.NO.	TOPIC	CONTENTS	HRS OF STUDY
		vi Entrepreneurship	
		2.2 Writing summary, moral and characterization of any one story from the book prescribed.	
03.	***BUSINESS COMMUNICATION*** **(One question with internal choice)**	3.1 Principles of effective business correspondence Its parts, mechanics, styles and forms 3.2 Application for job, Bio-Data and C.V. 3.3 Letter of Enquiry 3.4 Placing order 3.5 Complaint	**18**
04.	***COMPOSITION & TRANSLATION***	4.1 Writing paragraphs of 150 words on topics of general interest i.e. pollution, ragging in college, importance of computers, importance of communication skill, importance of science and technology etc. 4.2 Translation (Hindi to English and vice-versa).	**16**
05.	***UNSEEN PASSAGES & PRECIS WRITING***	**i** **Answer the questions based on the passage.** **ii** **Give suitable title** **OR** **iii** **Writing Precis**	**08**

RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL

DIPLOMA IN MODERN OFFICE MANAGEMENT

SCHEME: **Jul.2012**

SEMESTER: **FIRST**   PAPER CODE: **5161**
COURSE CODE: **101**
NAME OF COURSE: **COMMUNICATION SKILLS**

REFERENCES

1. English Conversation Practice
       - Grant Taylor

2. Practical English Grammar
        - Thomson & Martinet

3. Communication Skills for Technical Students Book – I, Book – II
         - M/S Somaiya Publication, Bombay

4. Living English Structure
        - S. Allen

5. English Grammar, Usage, and Composition
        - Tickoo & Subramanian, S. Chand & Co. Standard Allen Longman.

6. Essentials of Business Communication
         - Dr. Rajendra Pal & J.S. Korlahalli S.Chand & Sons, New Delhi.

7. Effective Business Communication
        - M.V. Rodriques, Concept Pub. Co., New Delhi.

8. Communication for Business
         - Shirely Taylor, Longman, England.

9. Communication for Engineers and Professors
         - P. Prasad, S.K.Kataria and sons publications, New Delhi

10. Technical English Book-II,
          - Somaya Publications, New Delhi

RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL

DIPLOMA IN MODERN OFFICE MANAGEMENT

SCHEME: **Jul.2012**

SEMESTER: **FIRST**
PAPER CODE: **5161**

COURSE CODE: **101**

NAME OF COURSE: **COMMUNICATION SKILLS**

SUGGESTED READINGS

S.No.	SUGGESTED READINGS
1	<u>To enhance the reading skills and generate interest</u> ➤ A Brief History of Time: - Stephan Hawking, Bentham Books, Great Britain ➤ Cosmos: - Carl Sagan, Bentham Books, Great Britain. ➤ Ignited Minds: - A.P.J. Abdul Kalam, Penguin Books. ➤ India 2020: - A.P.J. Abdul Kalam, and Y.S. Rajan Penguin Books. ➤ Beyond the Last Blue Mountain: - J.R.D. Tata, Penguin Books ➤ Life and Times: - Albert Einstein, Bentham Books. ➤ Power of Oration: - Abraham Lincoln. <u>Faster reading for deriving Pleasure.</u> ➤ Interpreter of Maladies: - Jhumpa Lahiri.,Harper & Collins. ➤ Short stories by R.K.Narayan,Tagore,Tolstoy,Mulkraj Anand,O.Henry.
2	<u>For Vocabulary Building.</u> ➤ Word Power made Easy: - Norman Lewis, Bloomsbury ➤ Reading, Spelling, Vocabulary, Pronunciation, Book 1,2 &3: - Norman Lewis. ➤ The Joy of Vocabulary: - Levine, Levine & Levine. ➤ Roget's Thesaurus of Synonyms and Antonyms. ➤ Cambridge English Pronouncing Dictionary: - Danial Jones . ➤ Audio- Visual learning resources and multimedia learning material for pronunciation improvement and listening skills.
3	

MODERN OFFICE MANAGEMENT

OFFICE PROCEDURE & CORRESPONDENCE

Paper Code: 6540   **SEMESTER I**   **Course Code: 102**

Time : 3 Hours   **Max. Marks : 70**

Theory Hour per week- 04
Practical Hour per week- 02

Unit : I   **Office :** Meaning , functions & objectives. Role & Importance of Office . Office procedure.

Office Manager- Meaning, Functions and Importance, Qualities of Office manager.

Unit : II   **Correspondence** :- Meaning, Importance & types, Essentials of a good business letter, structure/format of business letters, Inward & Outward registers. Stamp Record Register, Dak Book.

Unit : III   **Business Correspondence** :- Letters regarding Enquiries, Offers, Quotation, Orders, Letters of confirmation and execution of order. Letters of refusal and cancellation of order, collection letters (dunning letters), circulars, follow-up letters.

Unit : IV   **Official/Government Correspondence** :- Meaning and format of Official/Government Letter, Notification, resolution, Memo, Memorandum, Tender, Circular, D.O. Letters, Reminder, Endorsement, Press-communiqué, Note-sheet.

Unit : V   **Recruitment Correspondence** :- **Introduction, Meaning, Types of Recruitment Correspondence, Advertisement for Vacant Post,** Application for employment, Letter for Written

Exam. Letter for Interviews, Information of Selection, Appointment Letter.

Practical-Project Report/Job Assignment

1- Entries in the incoming and outgoing Mail Register.
2- Entries in the stamp record register.
3- Entries in the dak book
4- Drafting business or official letters in proper form.
5- Writing of note sheet for different issues and matters.
6- Application for employment.

Suggested Readings

1. कार्यालयीन प्रक्रिया एवं पत्र व्यवहार, डॉ.आर.के. भूतड़ा, म.प्र. हिंदी ग्रंथ अकादमी, भोपाल
2. कार्यालय प्रबंध, डॉ.आर.के.अग्रवाल, साहित्य भवन, पब्लिशर्स एंड डिस्ट्रीब्यूटर्स, आगरा
3. कार्यालय प्रबंध, घोष एवं अग्रवाल, एस.चंद. एंड कंपनी लिमिटेड, दिल्ली

MODERN OFFICE MANAGEMENT

INTRODUCTION TO COMPUTER

Paper code : 6541   **SEMESTER I**   **Course code: 103**

Time : 3 Hours   **Max.Marks : 70**

Theory Hour per week- 04
Practical Hour per week- 02

UNIT-I

Basic Concept:- Generation of computer, Block diagram of computer system, Classification of computer, Characteristics of computer, Application of computer, Hardware & Software & Liveware.

UNIT-II

Input devices:- Keyboard, mouse, Trackball, Joystic, Scanner, OMR, OCR, MICR, Web cam, Video cameras, etc.

Output devices :- Monitor, printer, dot matrix, inkjet & laser, plotter computer, multimedia projector, dumb, smart & intelligent Terminal.

Storage devices :- Primary and secondary storage, Characteristics and limitation, floppy, hard disk, CD ROM, DVD, PEN drive

Microprocessor :- Registers, arithmetic unit, Control Unit, Buses.

Memory Concepts :- Concept of memory, unit of memory, types of memory, RAM,ROM, EPROM,EEPROM, Cache Memory.

UNIT-III

Computer Software : System Software V/S Application Software, Operating System Programs, Language Processor, Assembler, Complier & Interpreter, Types of Application Software and their examples. High Level Language, Low Level Language, Assembly language.

UNIT-IV

Operating System: Overview of DOS-Internal Commands, External Commands.

Windows Operating System : Overview of different versions of Windows, Characteristics of Facilities of Windows, Terminologies of Windows-Desktop,

Icon, Menu, Components of Desktop, Working with Files and Folders, Windows Utilities and Accessories-Notepad, WordPad, Paintbrush, Windows Explorer, Calculator.

UNIT-V

Internet Basics : Concept of Internet, Introduction to Data Communication, Backbone of Internet: ISP,TCP/IP, Telnet, HTTP, IP Address, web page.

Web Browsers : Definition of Browser, Navigation through Browser, Type of Browser-IE, Netscape, Toolbar of Internet Explorer, Add favorites.

 E-Mail : Terminologies: Attachment, forward, reply, all, CC, BCC, BCC, Inbox, Outbox etc, Search Engine.

Multimedia : Basic of Multimedia, Components- Tex, graphics, animation, audio, images & video. Multimedia applications.

List of EXPERIMENTS

1. Study of various components of computer like CPU, keyboard, mouse, monitor, printer, CVT & storage devices.
2. Internal and external commands of DOS
3. Using windows operating systems, study of desktop, control panel, accessories , & settings.
4. File management in windows explorer, study of wordpad, notepad, paintbrush, calculator, etc.
5. data entry & keyboard pressing in ENGLISH :- practical knowledge of function & parts of computer keyboard, letter typing, manuscripts identification of symbols, amendment & change editing of text etc. repartition of corbob copy,   preparation of tabulation & arranging of data acceding to the table.
6. Using Internet, Browser and various options.
7. Using Internet, Surfing and Chatting.
8. Using Search Engines.
9. Create and E-Mail account for yourself.
10. Sent E-Mail with attachment.
11. Receiving and printing E-Mail.

MODERN OFFICE MANAGEMENT

FINANCIAL ACCOUNTING

Paper Code : 6542   SEMESTER I   Course Code : 104

Time : 3 Hour   Max. Marks : 70

Theory Hour per week- 05
Practical Hour per week- 01

UNIT I :   **Introduction :** Meaning, Objective and Importance of accounting. Accounting Concept, Terminology, Double Entry System, Accounting Equation, Capital and revenue.

UNIT II :   Preparation of Journal, Subsidiary Books.

UNIT III :   Preparation of Cash Book, Ledger, Trial Balance.

UNIT IV: Classification of Errors & their rectification.

Preparation of Bank Reconciliation Statement.

UNIT V :   Preparation of Trading, Profit and Loss Account and Balance Sheet with adjustments of Sole Trade-

PROJECT WORK OR JOB ASSIGNEMNT

1.   Preparation of various vouchers- invoice, cash memo, etc.
2.   Preparation of Financial instruments viz cheque, demand draft, bills of exchange,
3.   Prepare Bank Reconciliation Statement.
4.   Internal checking of various Account Books.
5.   Prepare Expenditure Lists from Ledger.
6.   Prepare Journal and cash book from voucher specimen.

Suggested Readings

1.   Financial Accounting:- R.L. Gupta and M. Radha Swami, S.Chand and sons, New Delhi.
2.   Advance Accounts:- M.C. Shukla, T.S. Gnewal and S.C. Shukla, S. Chand and sons, New Delhi.
3.   Financial Accounting :- Dr. Ramesh mangal, Satish Printers Indore.

4. वित्तीय लेखांकन–शरीन एण्ड खनूजा, साहित्य भवन पब्लिशर्स एण्ड डिस्ट्रीब्यूटर्स, आगरा
5. वित्तीय लेखांकन–डॉ. पंकज जैन, संजय प्रकाशन, जयपुर

MODERN OFFICE MANAGEMENT

COMPUTER TYPING (ENGLISH)

Paper Code :6544   **SEMESTER I**   **Course Code : 106**
Time : 1 Hour   **Max. Marks : 100**
Practical Hour per week- 06
………..

SCHEME OF STUDY AND COURSE CONTENTS

S.N.	UNIT	TOPIC	ALLOTED HOURS	ALLOTED MARKS
1	UNIT-1	Typing practice of Computer Keyboard	15	-
2	UNIT-2	Typing of running letter (not more than 150 words)	15	15
3	UNIT-3	Typing of table (not more than 6 column & 6 row)	15	20
4	UNIT-4	Typing of manuscript (not more than 150 word)	15	15
5	UNIT-5	Speed typing running matter/letter (not more than 400 word)	30	50
		TOTAL	**90**	**100**

SCHEME OF EXAMINATION :-

Paper should be divided in to two parts A & B ;

TOTAL MARKS- 100   **PASSING MARKS- 40**   **TIME : ONE HOURS**

** Typing will be done either on MS Word 2007 or Latest Version of MS Word.**

PART- A Total ONE Question- Time- 10 MIN.

Speed matter 40 W.P.M. duration of 10 Minutes up to 400 Words .   **50 Marks**

PART- B Total THREE Questions Time- 50 MIN.

1.   Business letter up to 150 words .   **15 Marks**
2.   Tabulation 6 Column and 6 Rows   **20 Marks**
3.   Manuscript matter up to 150 words   **15 Marks**

PRACTICAL WORK-

1. (One paper total 4 questions including speed Matter) 100 Marks
2. It practical knowledge of function and parts of Computer
3. Practical training of using a key board of Computer.
4. Manuscripts identification of symbols, amendment and change editing of text etc.
5. Preparation of tabulation and arranging of data acceding to the table.
6. Knowledge of Printing Process.

Note - No extra time to be given for any work'

SCHEME OF VALLUATION-

One marks will be deducted per every **<u>ONE mistakes</u>**. Mistakes include omission, spellings, punctuation marks etc.

INSTRUCTIONAL STRATEGIES:

l The teacher should do demonstration of typing methodology.
l Speed typing of letter/other documents etc.
l Regular assignments should be given on every topic.
l Assessment of term work of conduction of minimum two progressive tests during the session.

LIST OF PRACTICAL/TUTORIALS :

l Demonstration of typing methodology.
l Preparation of letter /other documents typing etc.
l Speed typing of passage.
l Speed typing of Commercial or business letters.
l Speed typing of Official and Demo-Official letters.

******

MODERN OFFICE MANAGEMENT

GENERAL AWARENESS AND ENVIRONMENT

Paper Code :6543   **SEMESTER I**   Course Code :105

Time : 3 Hours   Max. Marks : 70

Theory Hour per week- 04
Practical Hour per week- 02

Unit – I   General Knowledge related to M.P. State : Geographical, Historical, Tourism, Minerals, Agriculture and Industries etc.

Unit – II   Preamble of the constitution, fundamental rights, fundamental duties, directive principles of the state.

Unit – III   Environment : Meaning, Definition, Importance, Factors of Environment, Impact of Environment on Human Health and working Conditions, Need of Environment Conservation, Limitations of Environment – Conservation.

Unit – IV   Environment Pollution : Meaning and Definition, Types of Pollution – Air, Water, Noise Biological, Thermal Radio etc. Suggestions for controlling Pollution, Sources of Pollution, Controlling Devices of Pollution and their working Principles.

Unit- V   Right to Information act 2005 : An Introduction, Meaning of Information, Meaning of Right to Information, Duties of Public/Asst. Public information officer, documents, Application for information.

Books Recommended

1. General Awareness and Environment by Dr. Alok Kumar Yadav, Deepak Prakashan, Gwalior.

2. Environment & Pollution by Dr. Raghuwanshi & Dr. Raghuwanshi, Madhya Pradesh Hindi Granth Academy, Bhopal.

3प पर्यावरण एवं जन चेतना– डॉ.एम ए. बेग इस्माईल खाँ मध्यप्रदेश हिन्दी ग्रंथ अकादमी भोपाल

4. Upkar Madhya Pradesh General Knowledge by Jain & Bhatnagar, Upkar Prakashan, Agra.

5. Environment Education by Dr. Pankaj Shrivastava, Environment Care & Sustainable Development Society, Jabalpur.

6. Constitution of India – Cental Law Agencey, Allahabad.

7. Geographical Knowledge of Madhya Pradesh By Dr. Pramila Kumar, Madhya Pradesh Hindi Granth Academy, Bhopal.

8. Booklet issued by M.P. Tourism development Corporation, Bhopal.

MODERN OFFICE MANAGEMENT
PROFESSIONAL ACTIVITIES

SEMESTER I
LIBRARY STUDY

A student is required to refer to various Journals, News Papers and Periodicals in the Library Periods for preparation of her Seminar Topics. They will update their knowledge in current affairs by utilizing Library Periods. They may take the help of department faculties for the said purpose.

****