

STATE BOARD OF TECHNICAL EDUCATION, BIHAR
Scheme of Teaching and Examinations for
VTH SEMESTER DIPLOMA IN MODERN OFFICE PRACTICE
(Effective from Session 2020-21 Batch)

THEORY

Sr. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME	EXAMINATION – SCHEME							Credits	
			Periods per Week	Hours of Exam.	Teacher's Assessment (TA) Marks (A)	Class Test(CT) Marks (B)	End Semester Exam. (ESE) Marks (C)	Total Marks (A+B+C)	Pass Marks ESE	Pass Marks in the Subject		
1.	Professional Language & Comm. Skill (Eng + Hindi)	2026501	03	03	10	20	70	100	28	40	03	
2.	Office Equipment Services & Office Automation	2026502	03	03	10	20	70	100	28	40	03	
3.	Commercial & Industrial Law	2026503	03	03	10	20	70	100	28	40	03	
4.	Short Hand-1 (English)	2026504	03	03	10	20	70	100	28	40	03	
5.	Business Org. & Management	2026505	03	03	10	20	70	100	28	40	03	
Total:- 15							350	500				15

PRACTICAL

Sr. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME	EXAMINATION – SCHEME					Credits
			Periods per Week	Hours of Exam.	Practical (ESE)		Total Marks	Pass Marks in the Subject	
					Internal (PA)	External (ESE)			
6.	Office Equipment Services Lab & Office Automation Lab.	2026506	04 50% Physical 50% Virtual	03	15	35	50	20	02
Total:- 04							50		02

TERM WORK

Sr. No.	SUBJECTS	SUBJECT CODE	TEACHING SCHEME	EXAMINATION – SCHEME				Credits
			Periods per week	Marks of Internal (PA)	Marks of External (ESE)	Total Marks	Pass Marks in the Subject	
7.	Office Equipment and Services & Office Automation (TW)	2026507	04	15	35	50	20	02
8.	Professional Language & Comm. Skill (Eng + Hindi) (TW)	2026508	04	15	35	50	20	02
9.	In office training & visit to Organization (Typing/shorthand/stenography)	2026509	4 weeks continuous	15	35	50	20	02
10.	Course Under Moocs /Swayam / Others	2026510	02	15	35	50	20	01
Total:- 10						200		07
Total Periods per week Each of duration one Hours = 29						Total Marks = 750		24

PROFESSIONAL LANGUAGE & COMMUNICATION SKILL
(English+Hindi)

Subject Code 2026501	Theory			No of Period in one session :			Credits 3
	No. of Periods Per Week			Full Marks			
	L	T	P/S	ESE	:	100	
	03	—	—	TA	:	10	
				CT	:	20	

PART- I PLCS (HINDI)

उद्देश्य

विभिन्न शैक्षणिक, प्रशासनिक एवं व्यावसायिक स्तरों। पर हिन्दी भाषा के स्वरूप से छात्रों को परिचित कराना पाठ्यक्रम का उद्देश्य है। सूचना, संचार, तकनीकी, उद्योग, व्यवसाय बाजार आदि के क्षेत्रों में हिन्दी भाषा के विभिन्न प्रयोग एवं प्रभाव में होनेवाली वृद्धि को देखते हुए यह आवश्यक हो जाता है कि छात्र हिन्दी भाषा के विभिन्न प्रयोग में सक्षम हो सकें। हिन्दी भारत की राष्ट्रभाषा, राजभाषा, व्यवहार-भाषा तो है ही यह शैक्षणिक भाषा के साथ-साथ एक व्यावसायिक भाषा का रूप भी ले चुकी है। यह शिक्षा का माध्यम भी है। इस भाषा में ज्ञान – विज्ञान, वाणिज्य, उद्योग, व्यवसाय, पत्रकारिता, तकनीक आदि से संबंधित अपनी शब्दावली है। हिन्दी भाषा के इन विभिन्न रूपों को ध्यान में रखते हुए इस पाठ्यक्रम की रूप रेखा तैयार की गयी है। पाठ्यक्रम के पूरा होने के पश्चात् छात्र व्यवसायिक संचार के सैद्धान्तिक पक्ष से परिचित होंगे। व्यवसाय – जगत में होनेवाले संचार से परिचित होंगे। जन – संचार माध्यमों के द्वारा अपने विचारों के अभिव्यक्त करने में सक्षम हो सकेंगे। अनुवाद के महत्व से परिचित होंगे।

Contents : Theory		Hrs	Marks
Unit-1	हिन्दी राजभाषा के रूप में क. राष्ट्रभाषा हिन्दी ख. राजभाषा हिन्दी ग. सम्पर्क भाषा एवं मानक भाषा के रूप में हिन्दी घ. राष्ट्रभाषा एवं राजभाषा में अंतर ड. वैज्ञानिक और तकनीकी क्षेत्र में हिन्दी भाषा की स्थिति	[05]	
Unit-2	व्यावसायिक पत्राचार क) आवेदन – पत्र ख) क्रयादेश संबंधी पत्र ग) बैंक – पत्र घ) बीमा – पत्र ड.) संपादक के नाम पत्र च.) बायोडाटा	[05]	
Unit-3	बैंको में हिन्दी प्रयोग के विविध स्तर क) वर्तमान स्थिति ख) समस्याएँ और समाधान ग) शब्दावली	[05]	
Unit-4	जन संचार माध्यम और हिन्दी क) समाचार – पत्र ख) दूरदर्शन ग) रेडियो (आकाशवाणी)	[05]	
Unit-5	अनुवाद क) स्वरूप ख) प्रकार ग) महत्व घ) हिन्दी से अंग्रेजी में अनुवाद ड.) अंग्रेजी से हिन्दी में अनुवाद	[05]	

Unit-6	व्यक्तित्व विकास क) सामूहिक परिचर्चा ख) वार्ता ग) शुद्ध उच्चारण का अभ्यास घ) वाद – विवाद ड.) हिन्दी शब्द – सम्पदा	[05]	
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संदर्भ पुस्तकें

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|----|---|---|---|
| 1. | प्रयोजनमूलक हिन्दी संरचना एवं अनुप्रयोग | — | डा० रामप्रकाश, डा० दिनेश गुप्त
राधाकृष्ण प्रकाशन |
| 2. | अंग्रेजी – हिन्दी शासकीय प्रयोग कोश | — | गोपीनाथ श्रीवास्तव
राजपाल एंड सन्स |
| 3. | एडवांस लर्नर्स डिक्शनरी | — | आक्सफोर्ड यूनिवर्सिटी प्रेस |
| 4. | व्यावसयिक हिन्दी | — | डा० रामप्रकाश, डा० दिनेश गुप्त |
| 5. | Business Communication | — | Keval J. Kumar, Jaico Books
Jaico Publishing House |
| 6. | हिन्दी विविध व्यवहारों की भाषा | — | सुवास कुमार |
| 7. | राजभाषा समस्या : व्यावहारिक समाधान | — | आचार्य देवेन्द्रनाथ शर्मा |
| 8. | हिन्दी भाषा शिक्षण | — | डा० भोलानाथ तिवारी, कैलाशचन्द्र
भाटिया |

Rationale:

Communication is a vital aspect of the managerial process. In fact superior subordinate relation cannot thrive in through effective and meaningful communication. Use of appropriate word, proper construction of sentences, decorous language and coherent presentation conforming to widely accepted corporate practices make communication effective, effective communication includes exchange of thoughts, facts, opinion and information by two or more persons so as to bring about understanding or confidence. Communication may be through words, symbols, letters or actions. It is all pervasive and it influences every function of management. Effective communication helps to build a highly dedicated and motivated work force needed to achieve the objective. Thus the success of all managerial function largely depends upon effective communication. The subject, therefore, assumes special importance in general and to the students of modern office management in particular. As such an attempt has been made in the given course content to give an exposure to students of various communication situations in general.

Objective:

The main objectives for introducing the subject are as under :

- (i) To develop among students in general the habit of effective communication and develop among them the abilities for implementing the same in actual practice.
- (ii) To lay down a firm foundation of communication capabilities of a high order commensurate with challenging professions.
- (iii) To make the students conversant with clear, simple, easy and understandable language and practices prevalent in trade and business world.
- (iv) To make the students understand the importance of securing and maintaining co-operation between superiors and subordinates for accomplishment of enterprise objectives through communication.
- (v) To make the students aware of and to utilize the informal organization to supplement the communication channels of the formal organization.

S.No.	Chapter
01	Introduction
02	Oral & Written Communication
03	Office Orders
04	Business Letters
05	Economic & Commercial Essays
06	Collection and Presentation of Data and Audio- Visual Aid
07	Meeting of Board and then Committees

Contents : Theory		Hrs	Marks
Unit-1	<u>INTRODUCTION:</u> Essentials of good English Enriching Vocabulary	[05]	
Unit-2	<u>ORAL & WRITTEN COMMUNICATION:</u> Oral Communication: - Introduction Effective oral communication: - Dictation - Telephoning and - Public Speaking Written Communication: - Pattern - Form and Media of Communication - Essentials of Communication Written Communication analysed précis writing	[02]	
Unit-3	<u>OFFICE ORDERS:</u> Office circulars Office Notes- Suggestion- Complaints and office memorandum Office manuals- Internal enquiries and reports Advertisement & Press Release	[05]	
Unit-4	<u>BUSINESS LETTERS:</u> - Introduction - Format of a business letter - Style of a business letter (written letter/interoffice/appointments/rejected letters, letter of enquiries/replies, status enquiring & replies, orders & complaints, collection and follow up letters, circular letters, miscellaneous correspondence.)	[05]	

Unit-5	<u>ECONOMIC & COMMERCIAL ESSAYS:</u> Steps in economic & commercial essays	[05]	
Unit-6	<u>COLLECTION AND PRESENTATION OF DATA AND AUDIO- VISUAL AID:</u> - Collection of data- diagram - Graphic Method - Rules for framing data collection and presentation Audio Visual aid	[05]	
Unit-7	<u>MEETING OF BOARD AND THEN COMMITTEE:</u> Board's report and Chairman's speech.	[03]	

OFFICE EQUIPMENTS SERVICES & OFFICE AUTOMATION

Subject Code 2026502	Theory			No of Period in one session : 60			Credits 3
	No. of Periods Per Week			Full Marks			
	L	T	P/S	ESE	:	100	
	03	—	—	TA	:	10	
				CT	:	20	

Sl. No.	Topics	Periods
01	Office Equipment and Machine.	
02	Mail Services, Communication and Telecommunication	
03	Postal Services	
04	Use of different Machines	

CONTENTS : (THEORY)		Hrs	Marks
UNIT – I	OFFICE EQUIPMENT AND MACHINE :- 01.01 Basic Principle of Selecting Furniture, Equipment and Machine. 01.02 Office Furniture viz. Desk, Table, Chair and Miscellaneous types 01.03 Office Machine and its Advantage and Disadvantages 01.04 Mechanization of office work 01.05 Types of Office Machines and their uses : Typewriter, Stenographic Tools, Duplicating Machines, Imprinting Machines and Processes, Computing, Accounting and Tabulating Machines, Punching Machines, Electronic Computer, Dictating Machines, Mailing Machines, Franking Machines, FAX, Intercom and Telephone, Teleprinter, PABX, PBX, Addressing Machine, Xerox and other Miscellaneous Machine.	[05]	
UNIT – 2	MAIL SERVICE, COMMUNICATION AND TELECOMMUNICATION :- 02.01 Mailing Department, Centralization of Mail Services, Handling of Inward Mail and Outward Mail. 02.02 Internal Communication like Oral and Written Communication 02.03 External Communication viz. use of telephone and guidelines thereto, Telephone tones, Long Distance Calls, Telephone numbers, Cordless Telephone, Intercom Services, Emergency Call, Telephone Directories and Yellow Pages, Fax.	[05]	
UNIT – 3	POSTAL SERVICES :- 03.01 Letters, Registered Letters, Under Certificate of Posting, Foreign Letters, Parcels, Business Reply Services and Telegrams.	[05]	
	Total-	[15]	

OFFICE AUTOMATION

UNIT – 1	<u>THE MODERN OFFICE :</u> <ul style="list-style-type: none"> - Introduction Function - Business Communication - Informative Management - Conventional Data Processing Methods - Office Information System - Information Cycle - System Attributes -Problems of the Present Office 	[05]	
UNIT – 2	<u>THE ELECTRONIC OFFICE :</u> <ul style="list-style-type: none"> - Introduction - Need for Electronic Devices - Electronic Tasks - Office Automation 	[05]	
UNIT – 3	<u>AUXILIARY WP EQUIPMENT :</u> <ul style="list-style-type: none"> - Introduction - Media Input Devices - Optical Character Reader (OCR) - Graphics Tablets - Dictation Systems - Transcription System - Micrographics Equipment - Graphic Plotters - Duplicators - Photocopying Machines - Electronic Copiers - Photo Composers - Collating and Binding Machines - Facsimile System - Telex Equipment - Fax - E-mail - Teleconferencing - Tele-Text - Desktop Publisher 	[05]	

	<ul style="list-style-type: none"> - Electronic Type-Writer - Voice-Mail - Video Text - Dicta Phone - Telephone - EPBX - Paging Service 		
UNIT – 4	<u>ELECTRONIC MESSAGE TRANSMISSION :</u> <ul style="list-style-type: none"> - Introduction - Type of Communication - Elements of Message Transmission System - Transmission Channels - Transmission Networks - Nodal Hardware - Automex Message Switcher - SFT System - Local Area Network 	[05]	
UNIT – 5	<u>COMPUTER MAIL / MESSAGE SYSTEM :</u> <ul style="list-style-type: none"> - Introduction - Message Distribution - Voice Mail System (VMS) - Transmission of Text - Video Text - Transmission of Pictures - Teleconferencing - Computerized Teleconferencing 	[05]	
UNIT – 6	<u>WORD PROCESSING AT WORK :</u> <ul style="list-style-type: none"> - Introducing - Repetitive Letter - Standards Documents - Special Reports - Financial Reports 	[05]	
UNIT – 7	<u>WP HARDWARE :</u> <ul style="list-style-type: none"> - Introduction - Input Component - Processing Unit 	[05]	

	- Storage Devices - Output Devices		
		Total-	[50]

Books Recommended :-

1.	Secretarial Duties	Jhon Haurison
2.	A Text Book of Office Organisation and	G.N. Sahoo Management P.P. Patnaik

COMMERCIAL & INDUSTRIAL LAW

Subject Code 2026503	Theory			No of Period in one session :			Credits 3
	No. of Periods Per Week			Full Marks			
	L	T	P/S	ESE	:	70	
	03	—	—	TA	:	10	
			CT	:	20		

Contents : Theory		Hrs	Marks
Unit-1	Group A	[25]	
	1.01 Law of Contract : 1.01.01 Definition of Essential Elements of a Contract 1.01.02 Offer and Acceptance 1.01.03 Consideration 1.01.04 Void and Voided Agreements 1.01.05 Capacity of Parties 1.01.06 Free Consent 1.01.07 Performance of contracts 1.01.08 Termination of contracts 1.01.09 Indemnity and Guarantee 1.01.10 Bailment and pledge 1.01.11 Law of Agency	[04]	
	1.02 Law relating to Negotiable Instruments 1.02.01 Definition and Characteristics of various Negotiable Instruments like promissory Notes Cheque and Bills of Exchange etc.1 1.02.02 'Holder' and 'Holder' in due course		
Unit-2	Group B	[25]	
	2.01 Factories Act : 2.01.01 Definitions under the factories Act. 2.01.02 Objects and application of the Act. 2.01.03 Provisions relation to Health safety and welfare of the workers. 2.01.04 Provisions relation to working Hours, Holiday, Annual leave etc.	[04]	
	2.02 Workmen's compensation. Act 2.02.01 Definition, Scope, Rules regarding workmen's compensation.	[06]	
	2.03 Industrial Disputes Act. 2.03.01 Definition 2.03.02 Referring of Disputes, Strikes and Lock outs lay off and Retrenchments	[06]	
	2.04 Maximum Wages Act. 2.04.01 Definitions 2.04.02 Fixation of Minimum Wages rate, working hours and rate of claims wage.	[06]	
	2.05 Payment of wages Act. 2.05.01 Object, Scope and Rules regarding payment of wages.	[05]	
Total		75	

BOOKS RECOMMENDED

- | | |
|------------------------------------|---------------------------|
| 1. Commercial & Industrial | - N.D. Kapoor |
| 2. Commercial Law & Industrial Law | - Das Gupta |
| 3. Commercial Law | - M.C. Shukla Sen & Mehta |

SHORT HAND-I (ENGLISH)

Subject Code 2026504	Theory			No of Period in one session : 50			Credits 3
	No. of Periods Per Week			Full Marks			
	L	T	P/S	ESE	:	100	
	03	—	—	TA	:	70	
				CT	:	10	

Contents : Theory SHORT HAND- ENGLISH

Unit -1	<p>Introduction to Stenography and Brief History of Short Hand.</p> <ul style="list-style-type: none"> • Origin of modern system, entry of Short hand in India. • Use of short hand in legislatures, equipment, ideal teacher.
Unit -2	<ul style="list-style-type: none"> • Consonants- Definition, their classification, Arrangement and direction of Consonantal Strokes, Joining of Strokes. • Vowels- long & short , places, following and preceding, intermediate vowels, place of joined strokes and vowels. • Diphthongs- definition and places, trip thongs
Unit -3	<p>Alternative (Downward) Forms of R&L, RR & LR</p> <ul style="list-style-type: none"> • H stroke, H tick and dot, Upward stroke of Sh. • Semi circles of semi vowels W&Y, diaphone and triphone. • Phraseography (joining of word and short form)
Unit -4	<ul style="list-style-type: none"> • Circle –Small and large circles , S and Z Circles and Strokes, Places of Vowel in circles, Circle and Stroke H, circle and Stroke H, Circle and L. • Loops- Small loop St/sd and big loop Str loop and vowel.
Unit -5	<p>Initial Hooks- R&L Hooks, Shr & Shl, use of Vowels with Hooked Strokes, Vowels.</p> <p>Double Consonants- Alternative forms of hooked strokes- right and left curves of hooked F/V, th/three strokes, upward: Sh&hooks.</p>
Unit -6	<p>Compound Consonants –Definition, Initial Large Hooks of Whr, whl, kw/Gw/Gy, Mp/mb</p> <p>Compound Stroke Consonants.</p>
Unit -7	<p>Halving and Doubling Principal- Halving of Strokes for t/d: Halving of m, n, l, r for d Halving of Mp/Mb/ng/Hooked Strokes.</p> <ul style="list-style-type: none"> • Doubling of strokes of tr/dr, doubling of knp/mb/ng/strokes doubling of strokes of L strokes for tr restriction of halving and doubling.

BOOK RECOMMENDED :-

- 1.Pitman Shorthand Instruction (New Era Edition)- Issac Pitman
2. work book on shorthand, Dictation & Correspondence,-Dr. G.D. Bist
3. Speedography (1100Phrases & Ditation) -,-Dr. G.D.Bist

BUSINESS ORGANIZATION & MANAGEMENT

Subject Code 2026505	Theory			No of Period in one session : 62			Credits 3
	No. of Periods Per Week			Full Marks			
	L	T	P/S	ESE	:	70	
	03	—	—	TA	:	10	
			CT	:	20		

Rationale:

S. No.	Topics
01	Meaning and Classification of Business
02	Forms of Business Organisation
03	Plant location and layout
04	Purchase Organisation and Control
05	Store Organisation and Control
06	System of Wage Payment
07	Production Planning and Control
08	Cost Analysis

Contents : Theory		Hrs	Marks
Unit-1	MEANING AND CLASSIFICATION OF BUSSINESS	[06]	
Unit-2	FORMS OF BUSINESS ORGANISATION: 02.01 Meaning Characteristics, Merits and Demerits and Demerits and Demerits of Sole Trading Business 02.02 Meaning Characteristics, Merits and Demerits and Demerits and Demerits of Partnership Firm 02.03 Meaning Characteristics, Merits and Demerits and Demerits and Demerits of Co-operative societies 02.04 Meaning Characteristics, Merits and Demerits and Demerits and Demerits of Joint Stock Company 02.05 Meaning Characteristics and forms of Public Enterprises	[10]	
Unit-3	PLANT LOCATION AND LAYOUT	[06]	
Unit-4	PURCHASE ORGANISATION AND CONTROL: 04.01 Importance of Purchase Department 04.02 Function of Purchasing Department 04.03 Steps in Purchasing 04.04 Centralized Purchasing 04.05 Decentralized Purchasing	[08]	
Unit-5	STORES ORGANISATION AND CONTROL: 05.01 Functions of Stores Department 05.02 Procedure for issue of Materials 05.03 Maintenance of Stores Records 05.04 Location of Stores 05.05 Duties of a Storekeeper 05.06 Meaning of Inventory Control 05.07 Techniques of Inventory Control	[10]	
Unit-6	SYSTEM OF WAGE PAYMENT: 06.01 Meaning, Advantage and Disadvantages of Piece rate System 06.02 Meaning, Merits and Demerits of Time rate System 06.03 Incentive Plans 06.04 Classification of Wages	[06]	
Unit-7	PRODUCTION PLANNING AND CONTROL: 07.01 Meaning and Importance of Production Planning and Control 07.02 Steps in Production, Planning and Control	[06]	
Unit-8	COST ANALYSIS: 08.01 Meaning of Cost 08.02 Element of Cost 08.03 Classification of cost 08.04 Meaning and Classification of Overheads 08.05 Preparation of a simple Cost Sheet	[10]	
Total		62	

OFFICE EQUIPMENT SERVICES LAB & OFFICE AUTOMATION LAB

Subject Code 2026506	Practical			No of Period in one session : 60			Credits 02
	No. of Periods Per Week			Full Marks			
	L	T	P/S	Internal (PA)			
	—	—	04	External (ESE)			

Contents : Practical		Hrs	Marks
Unit-1	कार्यालय संबंधी मशीनें	20	
Unit-2	डाक व्यवस्था संबंधी मशीनें	20	
Unit-3	संप्रेषण संबंधी मशीनें	20	
	Total	60	

विभिन्न प्रकार के मशीनों को संचालित करने का ज्ञान एवं रख-रखाव की विस्तृत जानकारी।

1.	M.S. ACCESS : Creating a Data Base	7
2.	Creating a Parent Table-Basic Data Table	7
3.	Creating Form	7
4.	Query : Extracting Data from single Table	7
5.	Creating Child Table – Academic Data Table	7
6.	Append Query	7
7.	Building Relationship	7
8.	Manipulation of Data	7
9.	Retrieving Data From Multiple Tables	7
10.	Creating and Running Reports	7
11.	INTERNET : Creation of an E-mail I.D	7
12.	Composing and Sending a E-Mail	7
13.	Sending the E-Mail with attachment	7
14.	Searching for a detail and down loading it	7
15.	Checking, viewing and saving the mail and taking printout	7

OFFICE EQUIPMENT SERVICES & OFFICE AUTOMATION -TW

Subject Code 2026507	Term Work			No of Period in one session :			Credits 02
	No. of Periods Per Week			Full Marks	:	50	
	L	T	P/S	Internal (PA)	:	15	
	—	—	04	External (ESE)	:	35	

S. No.	Topics	Periods
1.	कार्यालय संबंधी मशीनें	
2.	डाक व्यवस्था संबंधी	
3.	संप्रेषण संबंधी मशीनें	

Contents : Term Work		Hrs	Marks
Unit-1	कार्यालय संबंधी मशीनें		
Unit-2	डाक व्यवस्था संबंधी मशीनें		
Unit-3	संप्रेषण संबंधी मशीनें		

विभिन्न प्रकार की मशीनों को संचालित करने का ज्ञान एवं रख-रखाव की विस्तृत जानकारी।

1.	M.S. ACCESS : Creating a Data Base	7
2.	Creating a Parent Table-Basic Data Table	7
3.	Creating Form	7
4.	Query : Extracting Data from single Table	7
5.	Creating Child Table – Academic Data Table	7
6.	Append Query	7
7.	Building Relationship	7
8.	Manipulation of Data	7
9.	Retrieving Data From Multiple Tables	7
10.	Creating and Running Reports	7
11.	INTERNET : Creation of an E-mail I.D	7
12.	Composing and Sending a E-Mail	7
13.	Sending the E-Mail with attachment	7
14.	Searching for a detail and down loading it	7
15.	Checking, viewing and saving the mail and taking printout	7

PROFESSIONAL LANGUAGE & COMMUNICATION SKILL
(English +Hindi) - TW

Subject Code 2026508	Term Work			No of Period in one session :			Credits 2
	No. of Periods Per Week			Full Marks	:	50	
	L	T	P/S	Internal (PA)	:	15	
	—	—	04	External (ESE)	:	35	

PART-I PLCS (HINDI)

व्याख्यान 30

उद्देश्य

व्यवस्था संचार के सात्रिक पाठ्यक्रम में व्यावसायिक हिन्दी के विभिन्न रूपों पर विचार किया या है एवं अभ्यास पर विशेष बल दिया गया है। इस पाठ्यक्रम को पूरा करने के पश्चात् छात्र –

- व्यावसायिक लेखन क्षमता विकसित कर सकेंगे।
- पर्याप्त अभ्यास के द्वारा अपने व्यक्तित्व को विकसित करने का प्रयास कर सकेंगे।

विषय :-

1. समाचार – पत्रों का अवलोकन। विभिन्न पुस्तकों का अध्ययन
2. विभिन्न प्रकार के लेखन का अभ्यास
3. हिन्दी से अंग्रेजी में अनुवाद का अभ्यास
4. अंग्रेजी से हिन्दी में अनुवाद का अभ्यास
5. शुद्ध उच्चारण का अभ्यास
6. वैज्ञानिक, तकनीकी एवं व्यावसायिक का शब्दावली का अध्ययन
7. समाचार – पत्रों में प्रकाशित समाचारों, प्रेस – सूचना, विज्ञप्ति आदि का हिन्दी और अंग्रेजी में अनुवाद का अभ्यास।
8. बायोडाटा

परीक्षा का आयोजन

सत्र के अंत में छात्रों द्वारा पाठ्यक्रम के सभी विषयों से संबंधित अभ्यास का अभिलेख प्रस्तुत करना आवश्यक होगा।

आंतरिक अंक	10
वार्षिक परीक्षा अंक	<u>15</u>
	<u>25</u>

Rationale:

The primary aim of Business Communication (Sessional) is to help the students acquire skill of communication (either oral or written) for development of their personality and for a successful professional life.

The curriculum has therefore been so designed as to meet the above requirements by seeking to bring about an overall improvement in their way of presentation, both orally and in writing. It also seeks to develop the student's power of communication through effective use of worksheets and exercises.

Objectives:

The students will be able to:

- (1) Develop their personality traits.
- (2) Comprehend the conversation with people.
- (3) Develop & maintain good contacts with people.
- (4) Develop their skills of communication orally and in writing

S.No.	Topic
01.	Practice on written Communication. (a) Letter Writing (b) Report writing (c) Precis/ Summary writing (d) Drafting advertisements (e) Drafting Fax messages/ Telegrams
02.	Writing effective Bio-data/ Curriculum Vitae
03.	Exercises in Oral Communication (a) Debates, Elocution, speeches, mock interviews

Contents : Term Work		Hrs	Marks
Unit-1	<u>PRACTICE ON WRITTEN COMMUNICATION:</u> 01.01 Drafting letters: Official, Business, D.O, (a) Format (b) Content (c) Style/language 01.02 Report Writing: types (a) General/Informative (b) Technical (c) Enquiry Report (d) Report of complaint 01.03 Precis/ Summary Writing: (a) Reading & Understanding (b) Selection of important points (c) Writing down points in own words (d) To stay within limits prescribed 01.04 Drafting advertisements: (a) Format (b) Style of presentation (c) Brevity of words used 01.05 Drafting Telegrams/ Faxograms (a) Make text concise & precise (b) Arrange words appropriately		

Unit-2	<p><u>WRITING EFFECTIVE BIO- DATA/ CURRICULUM VITAE:</u></p> <p>02.01 Contents of Bio-data</p> <p>02.01.01 Personal Information</p> <p>(a) Name</p> <p>(b) Age</p> <p>(c) Marital Status</p> <p>(d) Address (with telephone no. etc.)</p> <p>02.01.02 Educational background</p> <p>02.01.03 Academic honors, if any</p> <p>02.01.04 Employment history</p> <p>02.01.05 Extra- curricular Activities:</p> <p>- Personal achievement</p> <p>- Hobbies & Interests</p> <p>02.01.06 Career goals & job objectives</p> <p>02.01.07 Preparations made towards attainment of career goal through training/courses taken, articles/papers published etc.</p> <p>Hints:</p> <p>(a) Remember that the Bio-data serves as a personal advertisement of the job seeker and must therefore appear interesting, attractive, brief and informative.</p> <p>(b) The Bio-Data may not include the following items unless specifically asked for by the employer:</p> <p>(i) Willingness to travel extensively</p> <p>(ii) Statement of health</p> <p>(iii) Reasons for leaving past job</p> <p>(iv) Names and addresses of referees</p> <p>(c) The Bio-data is the first contact between the candidate and the interview board. It serves as a starting point of the interview. Hence the information given in the Bio-data should be brief, to the point and effective enough to catch the attention of the interviewer.</p>		
Unit-3	<p><u>EXERCISES IN ORAL COMMUNICATION:</u></p> <p>04.01 Essentials of debating, elocution, extempore speech.</p> <p>04.01.01 Taming fears</p> <p>04.01.02 Preparation of text/ subject matter</p> <p>04.02.01 Conversational- logical flow</p> <p>04.02.02 Adequate information, examples</p> <p>04.03 Presentation</p> <p>04.03.01 Language, style, pronunciation, fluency</p> <p>04.03.02 Manners, gestures, posture, expressions</p> <p>04.03.03 Establishing eye contact with audience – every section of audience to again confidence, control.</p> <p>04.03.04 Image projection – appear confident, calm and composed- professional image, garments, accessories, shoes, face, hands, hair.</p> <p>04.04 Vocal skills</p> <p>04.04.01 Listening effectively</p> <p>04.04.02 Projection of voice appropriately (up or down)</p> <p>04.04.03 Varying voice & pace of speech</p> <p>04.04.04 Varying vocal pitch and inflection</p> <p>04.04.05 Enunciation</p>		

**IN OFFICE TRAINING AND VISIT TO ORGANIZATION (TYPING /
SHORTHAND / STENOGRAPHY) - TW**

Subject Code 2026509	Term Work						Credits
	No. of Periods Per Week			Full Marks	:	50	2
	L	T	P/S	Internal (PA)	:	15	
	—	—	4 Week Continues	External (ESE)	:	35	

1. **In Office Visit:** - (Related to Typing/Shorthand/Stenography).

It is very important for the student of M.O.P. to visit the office of Secretariat, Different offices in District and Muffasil, any big organization – such as Bank, L.I.C., S.S.C. Industrial Estate etc.

Contents : Term Work		Hrs	Marks
Unit-1	COMFED (Sudha Dairy Project)		
Unit-2	Patna Museum		
Unit-3	Darbhangha Museum		
Unit-4	BIHAR STATE ELECTRICITY BOARD, PATNA		
Unit-5	Hazipur Industrial Estate		
Unit-6	Muzaffarpur Industrial Estate		
Unit-7	Bank (Govt & Private Sector)		
Unit-8	STATE BOARD OF TECHNICAL EDUCATION (SBTE)		
Unit-9	Govt Polytechnic Institution.		
Unit-10	PATNA SECRETERIATE.		
Unit-11	Bhagalpur Silk Industrial		
Unit-12	Dying and Finishing Plant-Darbhangha		
Unit-13	Oil Refinery, Barauni		
Unit-14	Thermal Power Station, Barauni.		
Unit-15	Thermal Power Station, Kanti, Muzaffarpur		

COURSE UNDER MOOCS / SWAYAM / OTHERS - TW

Subject Code 2026510	Term Work			No of Period in one session :			Credits
	No. of Periods Per Week			Full Marks			
	L	T	P/S	Internal (PA)	:	50	
	—	—	02	External (ESE)	:	15	
					35	01	