

CURRICULUM IN MODERN OFFICE PRACTICE

1st SEMESTER

For Delhi State

**BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)**

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First Semester

S.No.	Subject	Study Scheme		Evaluation Scheme						Total Marks
				Internal Assessment		External Assessment				
				Theory	Practical	Written Paper		Practical		
				Max Marks	Max. Marks	Max. Marks	Hrs	Max Marks	Hrs	
1.1	English and Communication Skills-I	5	-	25	--	75	3	-	-	100
1.2	Typing-I (English)	2	4	25	-	25	2	50	2	100
1.3	Shorthand-I	2	8	25	-	25	2	50	2	100
1.4	Office Methods & Practices	5	-	25	-	75	3	-	-	100
1.5	Principal of Management	5	-	25	-	75	3	-	-	100
1.6	Computer Applications-I	2	3	25	-	25	2	50	3	100
* Student Centred Activities		-	4	-	-	-	-	-	-	-
Total		21	19							600

*Student Centered Activities will include: field visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note:-

Students from Hindi Stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.

1.1 English and Communication Skills – I

RATIONALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life – personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

1. English Language – its need, importance and role in the present day context.
2. Essentials of Grammar:
 - 2.1 Sentence Structure
 - 2.2 Kinds of sentences (simple, compound, complex, compound-complex, mixed)
3. Forms: Assertive, interrogative, imperative, optative and exclamatory
Practice in learning good and effective sentences
4. Aids to correct writing: parts of speech
 - Noun
 - Pronoun
 - Adjective
 - Verb
 - Adverb
 - Preposition
 - Conjunction
 - Interjection

(Their function and usage)
5. Punctuation:
End punctuation marks
Middle punctuation marks (internal)
6. Comprehension: Answering questions from unseen passages
7. Story Writing: Developing stories from given outlines, moral, title or beginning sentence
8. Translation: Words and simple sentences

LIST OF PRACTICALS/ASSIGNMENTS

1. To collect material on the role and importance of English language
2. To frame and identify different types of sentences.
3. To spot errors in the given incorrect sentences (multiple choice)
4. Correcting the incorrect sentences
5. Punctuating the unpunctuated passages/sentences.
6. Discuss and develop paragraphs/stories

BOOKS RECOMMENDED

1. English grammar and Composition, by Pal and Suri (Sultan Chand and Sons)
2. A Book of English Grammar and Composition, by Ramji Lal, Vinod Kumar (R Chand and Company).
3. A University Grammar of English, by Radolph Chirk, Sidney Greenhamm (Langman)
4. English Grammar Composition and Correspondence, by Pink and Thomas (S.Chand and company)
5. Objective General English, By RS Aggarwal and Monika Aggarwal (S Chand and Company)
6. Essentials of Business Communication, by Pal and Korlahalli (Sultan Chand and Sons)
7. A Practical English Grammar by Thomson and Martinate (in three series)
8. Effective Business Communication – MV Rodriques; Concept Publishing Company, NewDelhi-59.

1.1 हिन्दी भाषा एवं संप्रेषण – I

विषय क्रम : हिन्दी व्याकरण एवं रचना

उपयोगिता : व्यावसायिक कार्य पद्धति के लिए संप्रेषण प्रत्येक स्तर पर महत्वपूर्ण होता है । डिप्लोमा प्राप्त विद्यार्थियों को औद्योगिक एवं व्यावसायिक संगठन में प्रयोग में आने वाली भाषा तथा प्रस्तुतिकरण का ज्ञान होना अनिवार्य है । इसलिए विद्यार्थियों को लिखित एवं मौखिक संप्रेषण में निपुण होना चाहिए । यह पाठ्यक्रम इसी उद्देश्य की पूर्ति हेतु बनाया गया है ।

1. विषय – (1) आज के युग में हिन्दी भाषा की आवश्यकता, महत्व और उपयोगिता ।
2. व्याकरण—(2) वाक्य रचना, वाक्यों के भेद, वाक्य की संरचना, साधारण, संयुक्त, मिश्रित, संयुक्त मिश्रित ।
3. प्रभावी वाक्य संरचना का अभ्यास
 - (1) सकारात्मक वाक्य
 - (2) प्रश्नवाचक वाक्य
 - (3) आज्ञा सूचक वाक्य
 - (4) नकारात्मक वाक्य
 - (5) विस्मयादिबोधक वाक्य
3. व्याकरण एवं शुद्ध लेखन के अंग – संज्ञा, सर्वनाम, विशेषण, क्रिया, क्रिया विशेषण, कारक, संयोजक, विस्मयादिबोधक (इनके कार्य और प्रयोग)
4. विराम चिन्ह – (1) वाक्य के अंत में आने वाले विराम चिन्ह ।
(2) वाक्य के मध्य में प्रयोग होने वाले विराम चिन्ह ।
5. अपठित गद्यांश – संक्षेपण एवं प्रश्नोत्तर, मूलभाव, प्रश्नोत्तर ।
6. कहानी संरचना – रूपरेखा, आरंभिक वाक्य, मुख्य संदेश अथवा शीर्षक के आधार पर ।
7. अनुवाद – शब्द और वाक्य (अंग्रेजी से हिन्दी / हिन्दी से अंग्रेजी)

(प्रस्तावित पुस्तकें)

1. सुगम हिन्दी व्याकरण तथा रचना – प्रो. वंशीधर, धर्मपाल शास्त्री
2. व्यावहारिक हिन्दी का शुद्ध प्रयोग – डॉ. ओम प्रकाश (राजपाल एंड संस)
3. कार्यालय कार्य बोध – हरिबाबू बंसल – प्रभात प्रकाशन
4. प्रयोजन मूल हिन्दी संरचना एवं प्रयोग – डॉ. रामप्रकाश, दिनेश गुप्त (राधा कृष्ण प्रकाशन)
5. व्यावसायिक हिन्दी – दूबे एवं गुप्ता – (नेशनल पब्लिशिंग हाऊस)

1.2 Typing – I (English)

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

DETAILED CONTENTS

1. Importance of typewriting and scope of job opportunities
2. Sitting posture
3. Insertion and removal of paper
4. Fixing and releasing margin stops
5. Carriage operation
6. Makes, categories and sizes of typewriters
7. Standard Typewriter
8. Touch typewriting and rhythm in typing
9. Knowledge of essential parts of typewriter

LIST OF PRACTICALS

1. Operation of the key Board and location of various parts on the typewriter
2. Insertion of paper, margin fixing
3. Carriage return
4. Line space adjustment
5. Operation of Bichrome switch

6. Operation of home keys on the typewriter with repetitive exercises
7. Operation of top row keys on the typewriter with repetitive exercises
8. Operation of bottom row keys on the typewriter with repetitive exercises.
9. Operation of shift keys.
10. Speed practice from various drills given. In the book starting from sentences to paragraphs etc.
11. Punctuation marks, spacing after punctuation, syllabification.

Attainment

At the end of Ist semester the student should be able to operate the typewriter correctly.

Speed: 15 w.p.m.

Books Recommended: Practical

1. Typewriting Made Easy For beginners (Book-I) by OP Kuthiala; Pitman Publications
2. Typewriting Speed and Accuracy (Book-II) by OP Kuthiala; Pitman Publications

Theory:

1. A Hand Book or Type Writing – Government of India Publication
2. English Typewriting Instructor by Bist G.D.; Published by Short hand House
3. Typewriting Theory and Practice by R.C. Bhatia; Sterling Publishers Pvt. Ltd.

1.2 हिन्दी टंकण – I

1. हिन्दी टाइपराइटिंग का संक्षिप्त इतिहास
2. मानक स्टैंडर्ड टाइप मशीन – संक्षिप्त इतिहास, प्रकार, गुण-दोष
3. यंत्र रचना –

(क) कागज नियंत्रक भाग (पेपर कंट्रोल डिवाइस)

(ख) टाइप तथा कुंजी पटल भाग (राइटिंग डिवाइस)

(ग) स्याही तथा रिबबन भाग (इंकिंग डिवाइस)

4. कुंजी पटल (की बोर्ड) : देवनागरी 'की बोर्ड' की यंत्र विशेषता
5. टाइपराइटर की सुरक्षा तथा संभाल के नियम
6. स्पर्श टंकण पद्धति, ताल रिदम
7. कुंजी पटल अभ्यास, ड्रिल गति अभ्यास
8. विभिन्न चिन्हों का प्रयोग
9. सुंदर टाइप करने के नियम, पंक्ति के अंत में शब्द विभाजन, कागज पर हाशिया छोड़ना, पिछले पृष्ठ का हाशिया, पृष्ठांकन, कैच वर्ल्ड या सूचक शब्द, कागजों के आकार (साइज) ।
10. शीर्षक डालने की विधि

केवल सैद्धांतिक (थ्योरी) पेपर

1.3 Shorthand-I (English)

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 these skills can be provided to the students.

DETAILED CONTENTS

1. Introduction
2. First six consonants
3. Next six consonants and second place vowels
4. First place vowels
5. Third place vowels
6. Two forms of 'R'
7. Diphthongs and consonant 'H'
8. 'S' circle
9. 'St' and 'Str' loops, 'Ses' and 'Sw' circles, and vowel indication
10. Halving, downward 'L', abbreviated 'W'

(From new course of Pitman Shorthand)

Attainment

At the end of 1st semester the student should complete 60 exercises from New Course Book

Books Recommended

1. Text Book: Pitman Shorthand – New Course

Others

1. Pitman Shorthand – Graded Dictation Studies
2. Pitman Shorthand – Instructor Publisher AH Wheeler and Sons

1.3 हिन्दी आशुलिपि : सिद्धांत एवं व्यावहारिक –I

1. हिन्दी आशुलिपि का संक्षिप्त इतिहास
2. व्यंजन रेखा के मूल सिद्धांत एवं प्रकार
3. स्वर (वावल्स), स्वर स्थान, स्वर संकेतों का व्यंजन 'व' और 'य' स्वर ध्वनि अनुस्वार का प्रयोग ।
4. दो व्यंजनों के बीच स्वर, व्यंजनों के लिखने का स्थान, शब्द चिन्ह तथा विराम चिन्ह, बहुवचन का प्रयोग ।
5. वैकल्पिक संकेत, र-ड़, ढ , ल तथा ह ।
6. वृत्त 'स-श' तथा 'ज' वृत्त (सर्किल) बाई तथा दाई गति, 'ल' रेखा तथा 'स' वृत्त और स्वर स्थान 'स-श' तथा 'ज' रेखाओं का प्रयोग, 'स' वृत्त और अनुस्वार, वृत्त और बहुवचन, सर्वनाम तथा विभक्तियां शब्द-चिन्हों का मेल ।
7. द्विध्वनिक स्वर, त्रिध्वनिक स्वर, द्विध्वनिक स्वर और बहुवचन का प्रयोग, संक्षिप्त 'व' ।
8. वाक्यांश (फेजोग्राफी) शब्द चिन्हों का परस्पर संयोग का प्रयोग । 'के लिए' वाक्यांश के लिए 'ल' संकेत का प्रयोग तथा 'है' के लिए टिक का प्रयोग, हूँ, हैं, था, थे, और थी के लिए विशेष चिन्हों का प्रयोग ।
9. 'स्व' तथा 'सस' के बड़े वृत्त ।
10. 'स्त', 'स्त्र' तथा 'ष्ट' लूप । वाक्यांशों में 'स्त' लूप का प्रयोग 'साथ' के लिए ।

केवल सैद्धांतिक (थ्यौरी) पेपर

1.4 Office Methods and practices – I

RATIONALE

The main objective of the course in Modern Office Practice is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing office operations. This paper aims at making the students well conversant with the services provided by a modern office and enable them to perform the same using modern methods and equipments.

DETAILED CONTENTS

- 1. Office**
 - 1.1 Meaning
 - 1.2 Importance
 - 1.3 Functions
 - 1.4 Relations with other departments
 - 1.5 Centralisation and Decentralisation of office services
- 2. Office Accommodation and Layout**
 - 2.1 Office location
 - 2.2 Office building
 - 2.3 Office layout - objectives, principles, open vs. private offices
- 3. Office Environment**
 - 3.1 Significance of external surroundings and internal environment
 - 3.2 Working facilities - lighting, interior decorator, ventilation, safety and sanitary arrangements, noise and pollution control.
- 4. Handling Mail**
 - 4.1 Inward mail routine
 - 4.2 Outward mail routine

4.3 Mail room equipments, furniture and accessories

4.4 Speed post, courier, airmail etc.

5. Office Communication

5.1 Meaning and importance

5.2 Means of verbal and written communication

5.3 Internal and external communication

5.4 Process of communication

6. Office Records

6.1 Meaning and significance

6.2 Essentials of a good filing system

6.3 Classification of files

6.4 Modern filing methods and equipments

6.5 Indexing – meaning, importance and methods

7. Office Forms

7.1 Meaning significance and control of forms

7.2 Types of forms

7.3 Forms designing

7.4 Filling up of forms

Assignments (Office Method and Practice)

1. Handling of mail - sorting recording of inward mail and its distribution. Preparation of envelopes use of stamps, folding machine, addressograph, franking machine, record in dispatch book and peon book, preparation of parcels.
2. Practice of filing and indexing – filing papers in the appropriate files, arranging files alphabetically, numerically, subject – wise and geographically, taking out a particular file from a filing cabinet.

3. Preparation of a 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.
4. Assembling papers, punching, use of tags and binding machine.
5. Peon book, receipt register, dispatch register, appointment diary, message book application.
6. Folded letters, addressed envelopes stamped envelopes, use of staples, u-clip, awl pins, etc.

BOOKS RECOMMENDED

1. PK Gupta, Office Management
2. Ghosh and Aggarwal – Office Management
3. Gupta Bansal Jain Malik - Office Management
4. Dr. IM Sahai – Modern Office Management
5. Geoffrey white Head – Office Practice Made Simple
6. RK Sharma, Shashi Kr Gupta, Sushil and Nayyer – Office

1.5 Principles of Management

RATIONALE

Besides oral and written communication the diploma holders of Modern Office Practice have to manage different aspects viz planning, organizing, staffing, directing and control etc. for which the understanding of necessary basic principles of management is essential for the students of this diploma. Through this course, functional management inputs shall be given to the students so that they can take appropriate decisions and actions while performing various office duties.

DETAILED CONTENTS

1. **Introduction:** Nature and functions of management, Role and objectives of management in changing environment – Manager as a facilitator rather than as a Dictator.
2. Nature and Process of planning; types of plans concept of corporate planning and strategic planning, decision making.
3. Nature and process of organization. Types of organizational formats – Functional product, geographical matrix, team, delegation and decentralization concept of empowerment. Elements of organizational conflict and its management.
4. Staffing formation its nature and significance
5. Leading function – An overview of communication leadership and motivation.
6. Controlling – nature and process, basic techniques of controlling.
7. Emerging horizon in management learning organization, concept of total quality management, time management, management of change.

ASSIGNMENTS

1. Study the structure of organization.
2. Prepare the planning of a company policies and ways of its implementation.

BOOKS RECOMMENDED

1. Principles of Practice of Management – Prasad LM
2. Management – Theory and Practice by Gupta CB
3. Principles of Management by Koontz O'Donel
4. Management by Stoner Freeman and Gilbert Jr.

1.6 Computer Applications-I

RATIONALE

This course has been introduced with a view to develop basic computer awareness amongst the students and provide better office services in the changing modern office scenario. The computer is one of the latest equipments which have brought a tremendous change in the office working environment. The students of this diploma will be exposed to various application and their aspects in modern offices and industries which will be of immense use in automating the function of an office and optimizing financial and human resources.

In the first semester, the students will be exposed to introduction to computer, familiarization with computer and application of word processing, project assignment will be identified and given to each student to have confidence during the semester.

DETAILED CONTENTS

1. Introduction

- 1.1 Block diagram of a computer and overview of its working followed by demonstration.
- 1.2 Study of input-output devices, primary and secondary storage-memory system.
- 1.3 Classification of computers and their capabilities.
- 1.4 Applications of computers in various fields.

2. Familiarisation with Computer

- 2.1 Identification of sub-systems and technology.
- 2.2 Inter-connecting various peripherals' like printer, mouse etc.
- 2.3 Introduction to DOS and WINDOWS – 95/98/2000.
- 2.4 Various types of drives.
- 2.5 Creating and working with directories and files.

3. Word Processing (Micro-Soft Office) – 1997/2000

- 3.1 MS-Word – 1977/2000 – Introduction, Text selection, opening documents and creating documents, saving/quitting documents, cursor control, printing a document, using the interface (menu, toolbars), editing text (copy, delete, move etc.), finding and replacing text, spell check feature, auto correct feature, grammar facility, retrieving oftenly used text, auto text, character format and page formatting.
- 3.2 Concept of document Enhancement: Adding borders, and shading, adding headers and footers generating tables with multiple columns, sorting blocks, adjusting margins and hyphenating documents, creating master document, creating data source, merging documents.
- 3.3 Using mail merge feature for labels and envelopes.

LIST OF PRACTICALS

1. Give live demonstration of computer and its peripherals. Disconnect all the peripherals and leads and reconnect at proper place. Specify various precautions to be kept in mind while connecting the leads and peripherals.
2. To give exercises relating to opening, retrieval, transferring of files.
3. Formatting of floppies.
4. To give exercises of margin settings.
5. To enter the given text in the computer.
6. Enter the given text with table (small) and data in the computer.
7. Enter the given text/titles. Give borders, shading at specific place.
8. Enter the given text where headers and footers are added.
9. Generate table having 12 columns and 15 rows and feed the given data.
10. Enter the given text having 8 paras. Delete para No.3. Print para No. 4. Correct the serial No. of paras. Apply spell check and align the paras.
11. Enter the given text having 7 paras and 2 tables with data. The placing of table-1 in para 2 and placing table-11 after para 6. Shift table-1 before table-2 and para 6 to para No.2 after applying spell check and alignment and have printout. Teachers may give more exercises to students on computer pertaining to above mentioned theory and practicals.
12. Practice of document enhancement.

