

# **CURRICULUM IN MODERN OFFICE PRACTICE**

*(THIRD SEMESTER)*

**For Delhi State**

BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES  
(GOVERNMENT OF DELHI)  
OPP. MADHUBAN, SHAKARPUR (Ext. ), DELHI-110092  
**Phone:** 011-22543891 **Fax:** 011-22016134: **Extn.** 209 **E-mail:** [bpibs.delhi@nic.in](mailto:bpibs.delhi@nic.in)

*Prepared by:*

**Curriculum Development Centre**  
**TECHNICAL TEACHERS' TRAINING INSTITUTE**  
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**SECTOR 26, CHANDIGARH 160019 (INDIA)**

SEPTEMBER, 19

## Third 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			
L	P									
3.1	English and Communication Skills-III	5	-	25	--	75	3	-	-	100
3.2	Typing-III (English)	-	5	-	25	-	-	75	2	100
3.3	Shorthand-III	-	6	-	25	-	-	75	2	100
3.4	Handling of Office Machines and Equipments(SP-II)	2	3	-	25	25	2	50	3	100
3.5	Personality & Human Relations Development	5	-	25	-	75	3	-	-	100
3.6	Computer Applications-III	1	4	-	25	-	-	75	2	100
3.7	Business Correspondence -I	5	-	25	-	75	3	-	-	-
* Student Centred Activities		-	4	-	-	-	-	-	-	100
Total		18	22							700

\*Student Centred 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.

## **3.1 English and Communication Skills-III**

### **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**

#### **Section-I**

1. Text: Text Book: Prose for communication by CT Thomas
2. Seen passages for Précis/Comprehension
3. Essay type questions
4. Questions on vocabulary- spellings, antonyms, synonyms, pairs of words

#### **Section-II**

5. Translation from English to Hindi and Hindi to English
6. Practice in punctuation (Advanced exercises)
7. Paragraph writing in topics of general interest
8. Phrases and idioms
9. One word substitution

### **LIST OF PRACTICALS/ASSIGNMENTS**

1. To read short stories other than the prescribed ones for developing comprehension skill
2. To translate sentences/passages from English to Hindi and vice-versa
3. Practice in composing paragraphs on general/current topics
4. to encourage the use of phrases and idioms in general expression
5. To read the text (prescribed) with the objective of improving conversational and writing skill

### **SUGGESTED READINGS**

Collegiate English Grammar, Composition and Translation by CD Sishu, Prem Nath and Kapir Kapoor (Khosla Publishing House) in addition to other suggested books.

### 3.1 हिन्दी भाषा एवं संप्रेषण—III

#### भाग – एक

1. पाठ्य पुस्तक – हिन्दी नाटक : "आषाढ का एक दिन" लेखक – मोहन राकेश
2. संक्षेपण एवं गद्यांश लेखन
3. प्रश्नोत्तर
4. शब्द ज्ञान, वर्तनी, समानार्थक एवं विपरीतार्थक शब्द, शब्द—युग्म

#### भाग – दो

##### 1. अनुवाद

- (1) हिन्दी से अंग्रेजी में अनुवाद
- (2) विराम चिन्ह – ज्ञान
- (3) सामान्य रूचि के विषयों पर गद्यांश—लेखन
- (4) मुहावरे एवं लोकोक्तियां
- (5) अनेक शब्दों के लिए एक शब्द

#### प्रस्तावित पुस्तकें

1. संक्षेपण और पल्लवन – कैलाश चन्द भाटिया, सुमन सिंह (प्रभात प्रकाशन)
2. हिन्दी कार्य बोध – हरिबाबू बंसल (प्रभात प्रकाशन)
3. मानक व्यवहारिक हिन्दी एवं व्याकरण – श्यामजी गोकुल वर्मा (आर्य बुक डिपो)
4. सुगम हिन्दी व्याकरण – (वाणी प्रकाशन)
5. हिन्दी व्याकरण विमर्श – तेजपाल चौधरी (वाणी प्रकाशन)

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## 3.2 Typing-III (English)

### RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The student 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. Development of speed to attain accurate speed of 30 wpm.
2. Display of different types of business letters (indented, semi-blocked and fully blocked letters).

### Attainment

30 WPM speed test and one job- business letter

### BOOKS RECOMMENDED

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 Dr. GD Bist Published by Shorthand House
3. Typewriting Theory and Practice by RC Bhatia; Sterling Publishers Pvt. Ltd.

## हिन्दी टंकण – III

1. टाइपिस्टों की दैनिक कार्य मात्रा (नार्म)
2. सरकारी एवं व्यावसायिक पत्र आदि टाइप करना
3. टाइप गति परीक्षा 25 शब्द प्रति मिनट

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### **3.3 Shorthand-III (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 series of courses these skills can be provided to the students.

#### **DETAILED CONTENTS**

1. Advanced phraseography (from instructor)
  - a) Section 1
  - b) Section 2
  - c) Section 3
  - d) Section 4
  - e) Section 5
  - f) Section 6
  - g) Section 7
2. Business Phrases (from instructor)
3. Revision of short forms and theory
4. Speed development
5. Note taking and transcription  
(From instructor of Pitman Shorthand)

#### **Attainment**

At the end of III semester the student should not only complete the phraseography but should also be able to take down dictation @ 60 W.P.M. and transcribe it on the typewriter

#### **PRACTICAL**

60 w.p.m. (Based on exercises from 1 to 140 from New Course Books)

#### **BOOK RECOMMENDED**

1. Text Book Pitman Shorthand- New Course
2. Pitman Shorthand- Grand Dictation studies
3. Pitman Shorthand- Instructor (Publisher: AH Wheeler & Sons)

### 3.3 हिन्दी आशुलिपि : सिद्धांत एवं व्यावहारिक – III

1. देशों, राज्यों तथा प्रमुख शहरों के नाम ।
2. दिन एवं महीनों के नाम ।
3. जोड़े तथा दो बार प्रयोग में आने वाले शब्द ।
4. क्रियाओं का प्रयोग ।
5. पुस्तक गति अभ्यास द्वारा शब्द चिन्हों का पुनः अभ्यास ।
6. नोट लिखना तथा अनुवाद आदि ।
7. पुस्तक गति अभ्यास 66 से 83 तक ।

परीक्षा के लिए गति 60 शब्द प्रति मिनट ।

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## **3.4 Handling of Office machines and Equipments(SP-II)**

### **RATIONALE**

The basis thrust of the course is to generate efficiency, effectiveness and excellence in the work and performance of the office vis-à-vis to achieve optimum productivity in the office operations. An emphasis is laid in this course to inculcate practice amongst the students to use time and labour saving devices as well as different systems and procedures and to keep them abreast with the latest and modern techniques and practices in offices within and out side the country.

### **DETAILED CONTENTS**

#### **1. Need and importance of office machines**

- 1.1 Meaning, advantages and their scope
- 1.2 Selection of appropriate machines for an office

#### **2. Traditional Machines**

- 2.1 Typewriter- standard and portable
- 2.2 Duplicator and method of duplicating
- 2.3 Adding and listing machines
- 2.4 Dicta phone
- 2.5 Photostat machine
- 2.6 Thermal copier
- 2.7 Dylene copier

#### **3. Modern office machines**

- 3.1 Electronic typewriter
- 3.2 Mailing equipments
- 3.3 Addressing machine
- 3.4 Embossing machine
- 3.5 Franking Machine
- 3.6 Binding machine
- 3.7 Lamination machine
- 3.8 Paper weeder
- 3.9 Cheque writer

#### **4. Modern Reprography Equipments**

- 4.1 Electrostat
- 4.2 Computer
- 4.3 Copy printer
- 4.4 Scanner

#### **5. Modern Communication System**

- 5.1 Telephone with memory, directory and conference equipments
- 5.2 Telephone answering machine
- 5.3 Cordless telephone and Hand free sets
- 5.4 Telephone (Main line and extension, PBX, PABX Intercom)
- 5.5 Telex/Teleprinter
- 5.6 Fax

- 5.7 Public Address System
- 5.8 Network
- 5.9 Paging System
- 5.10 E-mail
- 5.11 Internet
- 5.12 Mobile phone/ Cell phone/ Airtel
- 5.13 Scheduling devices
- 6. Modern material Storing Systems and Equipment**
  - 6.1 Floppies Workable Computer
  - 6.2 Scanner
  - 6.3 Bar Code System
  - 6.4 Incoming/outgoing inventory register
- 7. Modern Accounting Equipments**
  - 7.1 Electronic Calculator
  - 7.2 Electronic billing machine
  - 7.3 Electronic cash register
  - 7.4 Electronic weighing machine
  - 7.5 Electronic ledger system
  - 7.6 Coin and Note storing and counting machine
- 8. Modern Office Security System and Equipment**
  - 8.1 CCTV
  - 8.2 Time/Attendance recorder
  - 8.3 Visitor counting machine
  - 8.4 Metal/Gas/Smoke Detector'
  - 8.5 Fire Extinguisher- ceases fire
  - 8.6 Security alarms/remote control locking system

### **ASSIGNMENT**

1. The student may be asked to perform practicals in above eight areas and their proficiency may be evaluated by their teacher.
2. The student will be required to participate in group discussions and practical operations of the equipments
3. The student may be exposed to practical work during the course of practical training and industrial visit in order to know the detailed process of handling of office machine and equipments
4. the students may be promoted to visit trade fair and exhibitions in order to gather more details in respect of latest technological changes and development in the field of office machines and equipments.

### **BOOKS RECOMMENDED**

1. Office Management by Ghosh and Aggarwal
2. Office Management by Gupta, Bansal, Jain, malik
3. Modern Office Management by Dr. I.M. Sahai
4. Office Automation by KK Bajaj
5. Office Practice made Simple- Geoffrey Whitehead
6. Latest Periodicals and Magazines on Office Automation

## **3.5 Personality and Human Relation Development**

### **RATIONALE**

Organizational growth and success are a result of utilization of individual talent and potential and mobilize group efforts. The study and practice of personality and human relations development approaches will develop leadership skills and personality of the students. Their commitment, motivation and enthusiasm for excelling in jobs will be aroused. Thus the students will develop sensitivity to their own strengths and weakness. They will also experience and gain insight into the process of self development, team building and utilising individual strengths through improved human relations.

The course will also benefit the students through identification of their own leadership behaviour and learn to modify when necessary for individual and organisational growth.

### **DETAILED CONTENTS**

#### **1. Understanding Personality**

- 1.1 Various stages of personality development
- 1.2 Theories of personality, major determinants of personality
- 1.3 Individual differences
- 1.4 Improvement of personality
- 1.5 Self development

#### **2. Group Behaviour**

- 2.1 Form of group and group dynamics
- 2.2 Inter and intra group conflicts and resolving conflicts
- 2.3 Team building and its importance

#### **3. Transactional Analysis**

- 3.1 Interpersonal behaviour
- 3.2 Basic life positions and life scripts
- 3.3 Analysis of ego states
- 3.4 Benefits of transactional analysis

#### **4. Human Realtion**

- 4.1 Meaning and importance of Human relations
- 4.2 Tools and techniques for improving Human relations
- 4.3 Buliding effective relationship

#### **5. Oraganisation Culture and Climate**

Impact of organizational culture and climate in improving personal effectiveness

#### **6. Stress management**

- 6.1 Meaning of stress
- 6.2 Causes of stress
- 6.3 How to remove stress

### **LIST OF PRACTICALS**

- 1. Exercises relating to self awarness through questionnaire
- 2. Discuss appropriate case study for personality development
- 3. Design a scheme for improvement in your personality in an office after visiting some establishment
- 4. Role play exercise

### **BOOK RECOMMENDED**

- 1. Management Development and Appraisal by Chakaraborty: McMillan
- 2. Organisational Development for Excellence by Ramaswamy VS: McMillan

## **3.6 Computer Application-III**

### **RATIONALE**

During third semester, the student will be exposed the application of computer in the areas of Desktop Publishing (DTP) and printing and presentation software. Project assignments will be identified from the contents and given to the students to generate the desired capabilities in the concerned areas.

### **DETAILED CONTENTS**

#### **1. Desktop Publishing**

- 1.1 Introduction to DTP system
- 1.2 Capabilities of a DTP system
- 1.3 Setting up news letters
- 1.4 Editing news letters
- 1.5 Batting tags and text attributes
- 1.6 Preparation of catalogues, visiting cards, certificates etc
- 1.7 Preparation of bills and vouchers
- 1.8 Printing

#### **2. Presentation Software (POWER POINT)**

- 2.1 Introduction to Power Point, main screen
- 2.2 Introduction to POWERPOINT view, view button, slide view, outline view, slide sorter view, notes view, slide show, file slide set up and file properties.
- 2.3 Creating first presentation, putting power point to work, file menu overview, hands on activity, built in wizards(quote content wizards)
- 2.4 Working with text and lists, controlling text and list, formatting tool bar, format menu, hands on activity
- 2.5 Working with colors and transitions, adding header and footer (slide, notes and handouts dialogue) drawing tools

#### **2.6 Multimedia in Windows**

- Introduction
- Objectives
- Multimedia add-ons
- Media types (Audio and Visual)

- Multimedia tools
- CD Player
- Media Player
- Sound recorder
- Volume control

### **LIST OF PRACTICALS**

1. To prepare a title page/coverage of a book on DTP
2. To prepare visiting card of Principal of your Polytechnic giving name, qualification, name of polytechnic, address, phone number, residential address etc.
3. To prepare invitation card for wedding/ reception/ institution annual day celebrations.
4. To prepare a sheet of bill book
5. To prepare merit certificate
6. To prepare a brochure for a state level seminar
7. To prepare a presentation about your institute comprising ten slides
8. To prepare presentation on any scientific topic of your choice
9. To make an inter active presentation on any topic
10. To make use of multimedia elements in the presentation

NOTE: Teachers may give more exercise to students on computers pertaining to above mentioned theory and practicals

## **3.7 Business Correspondence-I**

### **RATIONALE**

A diploma holder in modern office practice has to work as private secretary to the executive and office executive in the organization. To handle his job, knowledge of correspondence is must. In fact he has to acquire the skill of effective correspondence as he has to control the office and has to provide help to his chief executive.

### **DETAILED CONTENTS**

- 1. Correspondence**
  - 1.1 Meaning and impotence
  - 1.2 Process
  - 1.3 Uses
  
- 2. Essentials of a good business letter**
  - 2.1 Parts of letter
  - 2.2 Formats/ styles of a business letter
  
- 3. Enquiry letters**
  - 3.1 Meaning and importance of enquiries
  - 3.2 Quotations
  - 3.3 Catalogues
  - 3.4 Replies of enquiries
  - 3.5 Special terms
  
- 4. Order Letters**
  - 4.1 Placing of an order
  - 4.2 Follow up letters
  - 4.3 Acceptance and refusal of an order
  - 4.4 Cancellation of an order
  
- 5. Sales Letters**
  - 5.1 Introduction of a new product
  - 5.2 Promotion of a product
  - 5.3 Publicity of business
  - 5.4 Special offers/ discount etc.

## **6. Circulars**

- 6.1 Change of address
  - 6.2 Opening of new branches
  - 6.3 Introduction of a partner
  - 6.4 Retirement of a partner
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- 7. Claims, Complaints and Adjustments
  - 8. Remittance and collecting letters
  - 9. Letters of introduction
  - 10. Letters of credit and status enquires

NOTE: The student will be required to draft various letters such as enquiry letters, order letter, Sales letters circulars, complaints, adjustments and remittance letters, letters of introduction, letters of audit and status enquiries during the practical period

Students may be asked to correct the given letter with reference to layout, format, style and drafting and language and may be given other appropriate and related assignments

## **BOOKS RECOMMENDED**

- 1. Essentials of Business Communication by Pal and Karlahalli: S. Chand and sons
- 2. Effective Business Communication by MV Roodsiques: Concept publishing company
- 3. Business Communication by Sinha: Galgotia, New Delhi
- 4. English Grammar Composition and Correspondence by Pink and Thomas: Sultan Chand and Company

## 3.7 व्यावसायिक पत्राचार – I

### अध्ययन की आवश्यकता

डिप्लोमा माडर्न ऑफिस प्रैक्टिस प्राप्त विद्यार्थियों को किसी भी संगठन में अधिशासी, कार्यालय अधिशासी के निजी सचिव के रूप में कार्य करना होता है । उपरोक्त पद संबंधी कार्य हेतु पत्र व्यवहार का ज्ञान आवश्यक है । वास्तव में उसे प्रभावशाली पत्र व्यवहार तैयार करने की क्षमता इसलिए प्राप्त करनी होती है क्योंकि उसे कार्यालय का नियंत्रण एवं मुख्य अधिशासी की सहायता करनी होती है ।

### विषय क्रम

#### 1. पत्र व्यवहार

- 1.1 अर्थ एवं महत्व
- 1.2 प्रक्रिया
- 1.3 प्रयोग

#### 2. एक अच्छे व्यावसायिक पत्र के अनिवार्य तत्व

- 2.1 पत्र के भाग
- 2.2 व्यावसायिक पत्र के प्रारूप के प्रकार

#### 3. पूछताछ पत्र

- 3.1 अर्थ एवं महत्व
- 3.2 निविदा
- 3.3 सूची पत्र
- 3.4 पूछताछ का उत्तर (निर्ख पत्र)
- 3.5 विशेष शर्तें

#### 4. आदेश पत्र

- 4.1 आदेश का प्रेषण
- 4.2 अनुगमन पत्र
- 4.3 आदेश की स्वीकृति और अस्वीकृति
- 4.4 आदेश निरस्तीकरण

## 5. विक्रय पत्र

- 5.1 नए उत्पाद का परिचय
- 5.2 उत्पादन की प्रौन्नति
- 5.3 व्यवसाय का प्रचार
- 5.4 विशेष प्रस्ताव/छूट इत्यादि

## 6. परिपत्र (गश्ती पत्र)

- 6.1 स्थान का परिवर्तन
- 6.2 नई शाखाएं खोलना
- 6.3 साझीदार का परिचय
- 6.4 साझीदार का अवकाश ग्रहण

## 7. दावे, शिकायतें और समायोजन

## 8. भुगतान एवं भुगतान की वसूली के पत्र

## 9. परिचय पत्र एवं साख पत्र

नोट: विद्यार्थियों को चाहिए कि वे प्रयोगात्मक कक्षाओं के दौरान विभिन्न पत्रों के प्रारूपों का अभ्यास करें जैसे पूछताछ पत्र, आदेश पत्र, विक्रय पत्र, परिपत्र, शिकायत, समायोजन के पत्र और धन प्रेषण संबंधी पत्र इत्यादि ।

विद्यार्थियों से किसी दिए गए पत्र में रूपरेखा प्रारूप भाषा आदि से संबंधित त्रुटियों के बारे में पूछा जाए तथा इसी प्रकार के अन्य अभ्यास करने को कहा जाए ।

### (प्रस्तावित पुस्तकें)

1. पत्र-व्यवहार निदेशिका- डॉ. भोलानाथ तिवारी, डॉ. विजय कुलश्रेष्ठ (वाणी प्रकाशन, दिल्ली)
2. व्यावसायिक हिन्दी- डॉ. प्रेमचंद्र पातांजलि (वाणी प्रकाशन, दिल्ली)
3. व्यापारिक संप्रेषण एवं पत्राचार- डॉ. रमाकांत शर्मा, हरि प्रकाश भारद्वाज (सुल्तान चंद एंड संस)

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