

(2025-2026, 2026-2027, 2027-2028 & 2028-2029)
 B.A. (HONOUR) Part-II - 3rd Semester
 OFFICE MANAGEMENT AND SECRETARIAL PRACTICE
 OFFICE PRACTICE-I (A)
 CODE: BA310

Max. Marks: 100
 Time: 3 Hours
 Pass Marks: 35%
 Theory: 4-Practical-2
 Periods per week: 6

External: Theory- 50
 Practical- 20
 Internal: Theory- 20
 Practical- 10
 Credit: 3+1

Instruction for Paper Setter/ Examiners

Section-A

It will consist four essay type questions. Four questions will be set by the examiner from Unit-I of the syllabus and the candidate shall be required to attempt two. Each question will carry 8 marks: total weight of the section shall be 16 marks.

Section-B

It will consist four essay type questions. Four questions will be set by the examiner from Unit-II of the syllabus and the candidate shall be required to attempt two. Each question will carry 8 marks: total weight of the section shall be 16 marks.

Section-C

Section C will be compulsory with 9 short answer type questions 02 each, which will cover the entire syllabus.

Unit-I

Filing and Indexing - Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning need and types of indexing used in the business organization.

Office Forms: meaning, importance, advantages & disadvantages of using form, types of forms, Factors affecting form design, principles of form design, form control.

Unit-II

Meaning and importance of mail, centralization of mail, handling of work- its advantages, mail room equipment, sorting table and racks, letter openers, time & date stamps, postal franking machines, addressing machine.

Handling Mail: Inward Mail- receiving, sorting, opening, recording, marking, distributing. Outward Mail- folding of letters, preparations of envelopes, sorting, sealing, weighing, stamping, entering in letter sent book or peon book. Dispatching rail parcel service, air mail service, courier service.

Essentials of a good letter, drafting a business letter: enquiry, quotation, order, trade reference complaints, making payment, follow up letters.

Assisting Visitors: preparation of appointment schedules and maintain visitor's diary, furnishing desired information.

Seema Rain Dyl
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Manika
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Daisy
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Practical

Max. Marks: 20

Theory: 10, Practical: 10

Office Practice

1. Filing Indexing

Practice in Filing and Indexing Alphabetical numerically, arranging files subjection, searching a particular file, transforming of fold files for future references, weeding out of record, developing card indexing system for the college library.

2. Drafting of the following

- Application for a job.
- Interview Letter
- Appointment Letter
- Letter of Enquiry
- Letter of Order
- Office Notes
- Office Order
- Issue of Tenders

3. Recording of Inward/Outward Mail.

Course Outcome: This course will prepare the students to understand the office related work and its management. This knowledge will help them in efficiently managing their office work.

References

1. Chhabra, T.N., Modern Business Organization, New Delhi, Dhanpat Rai & Sons.
2. Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi.
3. P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
4. R.K. Chopra, Office Management, Himalaya Publishing House
5. Secretarial Practice: Bagaria, A.K. Vikash
6. Commercial correspondence & Office Management R.S.N. Pillai

Seema Rani Singh
Sharma

Mouli
Kopar

Daisy

Abhi

OFFICE PRACTICE-I (Practical)
Workshop on Life Skills

Max. Marks: 30

Theory: 10, Practical: 10

Evaluation Criteria: The students will prepare Power Point Presentations, discuss Case Studies, and Participate in Group Discussions and present different situations through Role Plays on the topics specified by department. The examiner will evaluate the students on the basis of their presentation, their performance in group discussion, role plays and case studies. The examiner can also propose a situation and the students will be asked to suggest ways to cope with that situation. Experiential and Reflective Workshop will be conducted on topics like:

- Effective Communication
- Interpersonal Relationship
- Creative Thinking
- Self-Awareness
- Empathy
- Critical Thinking
- Copping with Stress
- Copping with emotions

Course Outcomes: After completion of this course, students will be able to:

CO1: Learn those abilities that help promote overall well-being and competence to be able to face the realities of life.

CO2: Develop psycho social competencies and interpersonal skills that will help them to make informed decisions, solve problems, think critically and creatively, communicate effectively, build healthy relationships, empathize with others and cope with managing their lives in a healthy and productive manner.

CO3: Adapt and adjust well with the changing demands of the society as young adolescents extend their relationships beyond parents and family and are intensely influenced by their peers and the outside world.

CO4: Get support in dealing with emotional conflicts and personal problems in the college and will learn how to incorporate the same in their daily lives

Seena Rani Dyal
Shes

Aravind Kishore
Shiv

Kshit

OFFICE PRACTICE-I (Practical)

ON THE JOB TRAINING

Max. Marks: 10

The students who appear in BA, Part-I examination for vocational subject will take up 'On the job training' in summer vacations after the BA-I examination is over. They will prepare a Project Report based on their summer training. The evaluation and marks of this 'On the job training' are included in BA-II.

Similarly BA-II students after BA-II examination will take second 'On the job training' and prepare a project Report based on their summer training. The evaluation of this project report will be done in BA-III. The following instructions are to be followed for the selection of organization (where summer training is to be taken) and for the preparation of project report:

The summer training up to 4-6 weeks can be had in any of the following organizations: (1)

- (a) Banks/Financial Institutions
- (b) Offices of Centre/State/Local Government
- (c) Insurance Companies
- (d) Public Limited Companies
- (e) Stock Exchange
- (f) Chartered Accountants and Advocates dealing in Tax matters (For Tax related Add-on and Vocation Courses only).

Note: Sole proprietor organizations and partnership firms are not permitted for summer training.

- (2) The topic of study should be directly related to the vocational stream in which the student is studying.
- (3) Not more than 2 to 3 students should be permitted in one organization. The students getting training in the same organization should have different topics for their study.
- (4) Students shall work under the guidance of an official from the concerned organization during the period of training.
- (5) The training report should include:
 - (a) Certificate from the organization on letter pad or under the seal of the organization. The certificate should specify the name of the candidate, father's name, date of commencement of training and period of training.
 - (b) Objective, Scope and Methodology of the study.
 - (c) The finding of the study and suggestions made by the candidate, which would be based upon the work done by the candidate during training.

EVALUATION:

After completion of summer training students will be required to prepare a summer training report and all the Project Reports will be submitted through the principal of the concerned College to the University (Practical Branch) for evaluation up to December 31st, failing which students will be placed in compartment.

Seema Rani
Sharma

Mohit
Kapoor

Darsh
Dary

Abhi



B.A.(HONOUR) Part-II - 4th Semester
OFFICE MANAGEMENT AND SECRETARIAL PRACTICE
OFFICE PRACTICE-II (A)
CODE: BA410

Max. Marks: 100
 Time: 3 Hours
 Pass Marks: 35%
 Theory: 4-Practical-2
 Periods per week: 6

External: Theory- 50
 Practical- 20
 Internal: Theory- 20
 Practical- 10
 Credit: 3+1

Instruction for Paper Setter/ Examiners

Section-A

It will consist four essay type questions. Four questions will be set by the examiner from Unit-I of the syllabus and the candidate shall be required to attempt two. Each question will carry 8 marks: total weight of the section shall be 16 marks.

Section-B

It will consist four essay type questions. Four questions will be set by the examiner from Unit-II of the syllabus and the candidate shall be required to attempt two. Each question will carry 8 marks: total weight of the section shall be 16 marks.

Section-C

Section C will be compulsory with 9 short answer type questions 02 each, which will cover the entire syllabus.

Unit-I

Office and office Management meaning of office, function of office, primary and administrative functions, importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager. Concept of Office Organization: Centralisation Vs Decentralization of Office Authority & Responsibility, delegation of authority, the delegation process, principles of delegation.

Unit-II

The System concept- definitions, System analysis, Flow of Work, Analysis of Flow of Work, role of office manager in systems and procedures. Management by Objectives - Meaning, Process, Benefits and Weaknesses. Work Improvement & Measurement: meaning, method study, method improvement, work measurement: Motion study-advantages & limitations of Motion Study, Use & Application of work Sampling, Standardisation and Work Simplification. **Course Outcome:** this course will help the students to acquire knowledge of office management, systems & procedure.

Instructions for Practical

Candidates are required to prepare a project report on the topic covered in the above paper on the basis of field work / project work. The report will be submitted up to 30th April and the students will appear in the Viva-Voce examination to be conducted by external examiner from a panel of experts approved by the Board of under Graduate Studies in Commerce. Project Report and Viva-Voce will be of 10 marks each.

References

1. Chhabra, T.N., Modern Business Organization, New Delhi, DhanpatRai & Sons.
2. Duggal, Balraj, Office Management and Commercial Correspondence, KitabMahal, New Delhi.
3. P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
4. R.K. Chopra, Office Management, Himalaya Publishing House
5. Secretarial Practice: Bagaria, A.K. Vikash
6. Commercial correspondence & Office Management R.S.N. Pillai

Seema Rani Singh
Shashi

Chaitanya
Kapoor

Darshini
Singh

OFFICE PRACTICE-II (Practical)
Workshop on Personality Development

Theory: 20, Practical: 10

Max. Marks: 30

PURPOSE: To enhance holistic development of students and improve their employability skills.

INSTRUCTIONAL OBJECTIVES

- To re-engineer attitude and understand its influence on behavior.
- To develop inter-personal skills and be an effective goal-oriented team player.
- To develop communication and problem solving skills.
- To develop professionals with idealistic, practical and moral values.

Evaluation Criteria: The students will participate in discussion Case Studies, and participate in Group Discussions and present different situations through Role Plays on the topics specified by department. The examiner will evaluate the students on the basis of their presentation, their performance in group discussion, role plays and case studies. The examiner can also propose a situation and the students will be asked to suggest ways to cope with that situation. Experiential and Reflective Workshop will be conducted on topics like:

- Positive Thinking & Attitude
- Self Analysis & Self Confidence
- Communication Skills
- Time Management
- Stress & Conflict Management
- Appropriateness of Apparel
- Social Etiquette
- Decision Making & Problem Solving Process

Seema Rai
Shon Dyal

Alankar
Kapur
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