

**DEPARTMENT OF COMMERCE &
MANAGEMENT**

COURSE CURRICULUM & MARKING SCHEME

**CERTIFICATE IN BUSINESS
SKILLS (CBS)**

SESSION 2022-23



ESTD : 1958

**GOVT. V.Y.T. PG AUTONOMOUS COLLEGE,
DURG,491001 (C.G.)**

(Former Name-Govt. Arts & Science College, Durg)

**NAAC Accredited Grade A+, College with CPE-Phase
II(UGC) STAR COLLEGE (DBT)**

Phone No. : 0788-2212030

Website-www.govtsciencecollegedurg.ac.in

Email- autonomousdurg2013@gmail.com

INTRODUCTION TO THE PROGRAMME

Every individual and department within an organization can benefit from stronger business acumen. In an increasingly competitive market, its more-and-more important to develop and refine people and process skills, in order to do any job role effectively.

Learn tactics to motivate teams, how to better negotiate with vendors, communicate more effectively within and across teams, and gain conflict resolution skills. With an extensive range of courses featuring subject-matter experts delivering real-world scenarios, you can rely on our business skills training to become an effective leader, manager and complete professional.

Objectives:

The main objective of this programme is to develop business skills among the students. They can avail gainful self-employment opportunities. It gives more emphasis to self-employment. The certificate programme make the learners competent in the areas of business communication, entrepreneurship, basic computer knowledge, business organization and accounting.

Scheme of Certificate in Business Skills (CBS)Session 2020-2021 will be introduce from this session. The CBS is offered by the Govt. V.Y.T. PG Autonomous College, Durg (C.G.) through the medium of both English and Hindi. The syllabi and scheme of examination are detailed below:

Minimum Duration: 6 Months

Maximum Duration: 2 Years

Eligibility: 10+2 from any recognized secondary education board of any state of India.

Medium: English or Hindi

Maximum Age: 25 years.

In Certificate in Business Skills (CBS)shall be three theory papers each of 60 marks, laboratory course of 60 marks and assignments will be of 20 marks, thus total marks in the course will be 300.

Minor component of the evaluation system

Assignments: - Submission of assignments is compulsory. Assignments of a Course carry 30% weightage. Student will have to submit one assignments for each paper. Students will not be allowed to appear for the final examination for a CBS, if they do

not submit the assignment in time. If student do not get a passing marks in any assignments student have to submit it again.

Major component of the evaluation system

Theory Paper: -Theory paper carries 70%weightage in the final result.

In case, student fail to secure a pass score (40% marks) in the final examination, student will be eligible to reappear in the next year final examination for CBS.

Practical examination

There will be a final practical Examination of three hours duration for a maximum of 60 marks. Final Practical examination will consist of 2 Questions. The first question will cover the areas under Lab Course-I and the second question will cover areas under Lab Course-2.

Evaluation

Evaluation consists of three parts: 1) assignments, 2) final Examination and 3) Laboratory course. In the final result, assignment of a CBS carries 30% weightage, While 75% weightage is given to final examination, Following is the scheme of awarding divisions and grades:

| Division | Percentage Range | Grade |
|--------------|------------------|--------------------|
| First | 80 and above | A - Excellent |
| First | 60 to 79.99 | B- Very Good |
| Second | 50 to 59.99 | C - Good |
| Pass | 40 to 49.99 | D - Satisfactory |
| Unsuccessful | Below 40 | E - Unsatisfactory |

Students are required to score at least 40% marks in assignments as well as final examination separately. In the overall computation also, you must get at least 40% marks in each paper to claim the Certificate in CBS.

Re-evaluation:-

There is provision for re-evaluation of final exam (theory) answer copies (anyone or two). The students can apply for re-evaluation of final exam (theory) answer copies against payment of Rs.250/- per theory paper.

- 1. There will be no ATKT.**
- 2. Students will get Two chance to With in two years from the date of Admission.**

EVALUATION PATTERN

| Theory Paper | | 50 Marks |
|--------------|---|----------|
| Paper-I | Business Organisation | 50 Marks |
| Paper-II | Preparatory Course in Commerce | 50 Marks |
| Paper-III | Business Communication and Entrepreneurship | 50 Marks |
| Paper-IV | Laboratory course | 50 Marks |

6. The scheme of marks (Practical) should be as follows:

| | |
|----------------------------------|----------|
| One Question from Lab course - 1 | 15 Marks |
| One Question from Lab course - 2 | 15 Marks |
| Sessional | 10 Marks |
| Viva | 10 Marks |
| Total | 50 Marks |

Syllabus and Marking Scheme for CBS.

| Paper No. | Title of the Paper | Marks Allotted | Internal Assessment |
|-----------|---|----------------|---------------------|
| | | Theory | |
| Paper-I | Business Organisation | 50 | 20% of M.M. |
| Paper-II | Preparatory Course in Commerce | 50 | 20% of M.M. |
| Paper-III | Business Communication and Entrepreneurship | 50 | 20% of M.M. |
| Paper-IV | Laboratory course | 50 | 20% of M.M. |
| Total | | 200 | |

Syllabus

Certificate in Business Skills (CBS)

Session 2022-2023

PAPER- I

Business Organisation

Max. Marks - 50 (Internal Marks 20%)

UNIT- 1: Basic Concepts and Forms of Business Organisation

Introduction, Human Activities, Business, Industry, Commerce, Organisation, Sole Trader Organisation, Partnership Form of Organisation, Company Form of Organisation, Cooperative Form of Organisation, Requisites of an Ideal Form of Business Organisation, Comparison of Various Forms of Organisations, Criteria for the Choice of Organisation, Choice of Form of Organisation, An Entrepreneur, Promotion, Promotion of Different Types of Organisations.

UNIT- 2: Financing of Business

Need for and Importance of Finance, Types of Financial Needs, Capital Structure, Methods of Raising Capital, What is a Stock Exchange? , Functions of Stock Exchanges, Method of Trading on a Stock Exchange, Types of Dealings in a Stock Exchange, Some Important Terms, Listing of Securities on a Stock Exchange, Speculation and Stock Exchange, Factors Affecting Prices in a Stock Exchange, Advantages and Shortcomings, Regulation and Control of Stock Exchanges, Nature and Importance of Long-term Finance, Sources of Long-term Finance, Underwriting,

UNIT- 3: Marketing

Introduction, what is Foreign Trade? India's Foreign Trade Performance, Regulations Governing Foreign Trade, Export Trade Procedure, Import Trade Procedure, Who is a Wholesaler? Importance of Wholesalers, Types, Functions and Services of Wholesalers, Meaning and Importance of Retailing, Functions of Retailers, Services of Retailers, Itinerant Retailers, Fixed Shop Retailers, Home Trade and Distribution System, What is a Channel of Distribution? Functions of Channels of Distribution, Channels of Distribution Used, Factors Influencing the Choice of Channel, Types and role of Middlemen, Meaning and Importance of Media, Types of Media and Their

Characteristics,
Requisites of an ideal Medium, Evaluation of Media, Choice
of Media, Role of Advertising Agencies, What is advertising?
Difference between Advertisement and Objectives of
Advertisement, Essentials of an Effective Advertisement.
Role of Advertising in the Society,

UNIT- 4: Business Services

Trade and Barriers to Trade, Transport- Its Importance,
Essentials of a Good Transport System, Modes of Transport,
Choice of Mode of Transport, Containerisation, Clearing and
Forwarding Agents, Warehousing, Types of
Warehouses, What is a Business Risk? Pervasiveness of Risks
in Business, Types of Business Risks, Risk Management,
What is Insurance? Insurable Risks and Non-insurable
Risks, Contract of Insurance, Kinds of Insurance, What is a
Bank, Types and Role of Commercial Banks, Banker and
Customer, Types of Bank Accounts, Modes of Making
Payments, Advances, Modes of Creating Charge, Other Bank
Services.

UNIT- 5: Government and Business

What is a Public Utility? Features of Public Utilities,
Organisation and Management of Public Utilities, Pricing
Policy of Public Utilities, Sales Policy of Public Utilities,
Public Control and State Regulation, Departmental
Organisation, Public Corporation, Government Company,
Comparison of the Forms of Organisation. Reasons
Underlying Government Control Over Private Business,
Instruments of Government Control, Why Does the
Government Participate in Business? What is a Public
Enterprise? Features and Objectives of Public Enterprises,
Performance of Public Enterprises, Contribution of Public
Enterprises, Problems of Public Enterprises.

References:

01. Bhushan, Y.K., 1987, Fundamentals of Business Organisation and Management, Sultan Chand: New Delhi. (Part One, Chapters I & 2)
02. Ramesh M.S., 1985, Principles and Practice of Modern Business Organisation, Administration & Management, Kalyani Publishers: New Delhi. (Volume 1, Chapters 1, 2 & 3)

03. Singh, B.P., and T.N. Chhabra, 1988, Business Organisation and Management, KitabMahal: Allahabad. (Part One, Chapters 1, 2 Rt3)
04. Burch, John G., 1986, Entrepreneurship, John Wiley & Sons: New York (Part-111, Chapter 5 and Part V, Chapter 12).
05. Sharma R.A., 1985, Entrepreneurial Performance in Indian Industry, Inter-India Publications: New Delhi. (Chapters 1,2)
06. Shukla, M.C., 1983, Business Organisation and Management, S. Chand & Company: New Delhi. (Chapters 3-5)
07. Ghosh, Prasanta K., 1986, Company Secretarial Practice, Sultan Chand & Sons: New Delhi. (Chapter 3-5)
08. Sohni, S.K. 1985. Stock Exchanges in India Practices Problems Prospects, North Publishing Corporation: Delhi.
09. Musselman, Vernon A, and John H. Jackson, 1985. Introduction to Modern Business, Prentice-Hall of India: New Delhi. (Chapter 14)
10. Mathew, M.J. 1985. International Trade, Policies and Prospective~ in Developing Economy, Sri Ram Book Company: Jaipur.
11. Verrna, M.L. 1988. Foreign Trade Management in India, Vikas Publishing House Private Limited: New Delhi.
12. Varshney, R.L. and B. Bhattacharya. 1984. International ~ a r k e t i n ~ Management: An Indian Perspective, Sultan Chand & Sons: New Delhi.
13. Trerarne, Williams D. 1985. Commerce. Longman: New Delhi.
14. Amarchand D. and B. Varadarajan, 1983, An Introduction to Marketing, Vikas Publishing House: New Delhi. (Chapter 2)
15. Kotler, Philips 1986. Marketing Management, Prentice-Hall of India: New Delhi. (Chapter 18)
16. Kotler, Philip, 1986. Marketing Management-Analysis, Planning and Control, Prentice Hall of India: New Delhi. (Chapter 20).
17. Wright, John S., Willis L. Winter Jr., and Sherilyn K. Zeigler, 1984. Advertising, Tata McGraw-Hill: New Delhi. (Chapters 1, 2 & 4).
18. Gartside, L. Commerce- A Guide to the Business World, Pitman Publishing, London.
19. Administrative Reforms Commission, 1967. Report of the Study Team on Public Sector Undertakings, Government of India: New Delhi. (Chapter 2).
20. Khera S.S., 1963, Government in Business, Asia Publishing House: New Delhi, (Chapter I).
21. Kolesov, V., 1980, The Public Sector, Sterling Publishers: New Delhi, (Chapter 2).
22. Laxmi Narain, 1988, Principles and Practice of Public Enterprise Management, S. Chand & Co.: New Delhi, (Chapters 1 & 2).

Certificate in Business Skills (CBS)

Session 2022-2023

PAPER- II

Preparatory Course in Commerce

Max. Marks – 50 (Internal Marks 20%)

UNIT-1: Basic concept of accounting

Nature of Business, Classification of Business Activities, Forms of Business Organisation, Need for Accounting, Objectives of Accounting, Definition and Scope of Accounting, Book-Keeping, Accounting and Accountancy, Parties Interested in Accounting Information, Branches of Accounting, Advantages of Accounting, Basic Accounting Terms, Basic Accounting Concepts, Systems of Book-Keeping,

UNIT-2: Books of Account-I

Introduction, Accounting Process, What is an Account? Classification of Accounts, Principle of Double Entry, Accounting Rules, What is Journal? Form of the Journal, Steps in Journalising, Transactions of Different Types, Compound Journal Entry, Opening Entry, Casting and Carry Forward, What is Ledger? Form of a Ledger Account, Posting into Ledger, Posting a Compound Journal Entry, Balancing Ledger Accounts, Significance of Balance, Trial Balance, Posting an Opening Entry,

UNIT-3: Books of Account-I

Need for Sub-division of Journal, Subsidiary Books, Advantages of Subsidiary Books, Cash Book, Single Column Cash Book, Two Column Cash Book, Petty Cash Book, What is a Bank? Types of Bank Accounts, Crossing of Cheques, Endorsement of Cheques, Dishonour of Cheques, Three Column Cash Book, Need for Reconciliation, Causes of Difference, Procedure for Ascertaining the Causes of Difference and Effect thereof,

Preparation of Bank Reconciliation Statement and when there is Overdraft, Adjusting the Cash Book Balance, Advantages of Bank Reconciliation Statement, Purchases Journal, Purchases Returns Journal, Sales Journal, Sales Returns Journal, Bills of Exchange, Journal Proper, What is a Trial Balance? Preparation of a Trial Balance, Preparation of Trial Balance from a Given List of Balances, Causes for the Disagreement of a Trial Balance, Locating Errors when the Trial Balance Disagrees, Errors not Disclosed by Trial Balance, Advantages of a Trial Balance, Limitations of a Trial Balance,

UNIT-4: Final Accounts - I

Basic Accounting Concepts Relating to Final Accounts, Bases of Accounting, Need for Distinction between Capital and Revenue, Capital and Revenue Expenditures, Capital and Revenue Receipts, Capital and Revenue Profits, Capital and Revenue Losses, Some Peculiar Items, What is Gross Profit? Form of Trading Account, Closing Entries, Cost of Goods Produced (Cost of Production), Form of Manufacturing Account, Form of Trading Account of a Manufacturing Concern, Trading Account without Manufacturing Account, Profit and Loss Account, Form of Profit and Loss Account, Some Important Points, Closing Entries in respect of Profit and Loss Account.

UNIT-4: Final Accounts - II

What is a Balance Sheet? Form of a Balance Sheet, Classification of Assets, Classification of Liabilities, Arrangement of Assets and Liabilities in the Balance Sheet, Distinction Between Profit and Loss Account and Balance Sheet, Vertical Presentation of Final Accounts, Need for Adjustments, Closing Stock, Outstanding Expenses, Outstanding Incomes, Prepaid Expenses, Income Received in Advance, Depreciation, Interest on Capital, Interest on Drawings, Bad Debts, Provision for Bad Debts, Provision for Discount on Debtors, Provision for Discount on Creditors, Some Practical Hints, Some Other Adjustments, Adjustment Items Given in Trial Balance, Rectification of Errors, Suspense Account and Rectification, Effect of Rectifying Entries on Profits.

References:

01. Acharya, B.K. & Govekar, P.B. Principles of Business Organisation (Allahabad: Kitab Mahal, 1982).
02. Bhushan, Y.K. Fundamentals of Business Organisation and Management (New Delhi: Sultan Chand & Sons, 1986).
03. Spriegel, William, R. Principles of Business Organisation and Operation (Bombay; Asia Publishing House, 1962).
04. Stephenson, James. Principles and Practice of Commerce (London: Issac Pitman & Sons. 1965).
05. Wheeler, Bayard, O . Business: An introductory Analysis (New York: Harper & Row Publishers, 1964). Ogilvy David - Ogilvy on Advertising. Prion Books, London: 1997.
06. Bierman, Harold & Drebin, Allan R. Financial Accounting: An Introduction (Philadelphia: W.B. Saunders Company, 1978).
07. Briston, R.J. Introduction to Accountancy & Finance (London: The Macmillan Press Ltd., 1981).
08. Maheshwari, S.N. Principles and Practice of Book-Keeping (New Delhi: Arya Book Depot, 1986).
09. Matulich, S. & Heitger, L.E. Financial Accounting (New York: McGraw Hill Book Company, 1980).
10. Patil, V.A. & Korlahalli, J.S. Principles and Practice of Book-Keeping (New Delhi: R. Chand & Co., 1985).
11. Grewal, T.S. Double Entry Book-Keeping (New Delhi: Sultan Chand & Sons, 1986) Chapter 3.
12. Frank Wood: Book-Keeping and Accounts (London: Pitman, 1986) Chapters 13 & 14.
13. Harold Bierman, Jr. and Drebin, Allan R. Financial Accounting: An Introduction (London: W.B. Saunders, 1978) Chapter 7.
14. Batliboi Jamshed, R. Advanced Accounting, Standard Accountancy Publications Private Ltd.: Bombay. (Chapter 11)

Certificate in Business Skills (CBS)
Session 2022-2023
PAPER- III
Business Communication and Entrepreneurship
Max. Marks – 50(Internal Marks 20%)

UNIT-1: Communication Skills for Business - I

Using a Dictionary, A Guide to Basic Punctuation, Traditional Parts of Speech, Sentence Structure, Mastering Subject-Verb Agreement, Writing Paragraphs, Transitions and Coherency, Business Letters, Writing a Business Letter, Writing an Inquiry or Request Information Letter, Writing a Request for Funding or Services Letter, The Response Letter, Writing a Memo, Parts of a Memo, Writing a Good Business Letter

UNIT-2: Communication Skills for Business - II

Writing Facts and Opinions, Writing for Community Involvement, The Process of Writing, Using Sentence Variety in Create interest,
Writing a Successful Project Proposal, Writing Reports, Writing for Community Relations, Turing Case Studies in to Success Stories,

UNIT-3: Entrepreneurship and Small Business - I

Beginning of the Entrepreneurship, Entrepreneur vs. Administrator, About Entrepreneurship, Why Choose to Become an Entrepreneur, Different Stages of Entrepreneurship, Who Can Be an Entrepreneur? Identifying

the Entrepreneur in Me, How to Develop and Strengthen Entrepreneurial Qualities, Future of Entrepreneurship, Self-appraisal Test.

UNIT-4: Entrepreneurship and Small Business - II

Entrepreneurship as a Person, Traits and Characteristics of Entrepreneurs, Delicate Uniqueness of Entrepreneurs, Opportunities in Self-employment, Idea Generation, Business Opportunities, Identifying My Business Choice-SWOT, Crucial Factors for Setting Up the Small Business, Preliminaries in Setting Up a Business or Trade, Product - Specific Formalities, Business Blueprint, Steps in Setting up a Small Business Enterprise, Small Business Analysis Skills, Market Research.

UNIT-5: Entrepreneurship and Small Business - III

Need for a Business Plan, Preparing Business Plan, The Potential Entrepreneur, Working Capital and Project Cost Assessment, Appraising the Business Plan, The Formal Credit System, The Government Sponsored Schemes, Alternative Credit Delivery System, Maintenance of Records and Accounts, Forms of Business Organizations, Sources of Finance, Contracts and Agreements, Standards of Weights and Measures, Insurance, Operating Banking Accounts, Model Partnership Deed.

References:

01. Cronen, V., & Pearce, W. B. (1982). The coordinated management of meaning: A theory of communication. In F. E. Dance (Ed.), Human communication theory (pp. 61-89). New York, NY: Harper & Row.
02. Habermas, J. (1984). The theory of communicative action (Vol. 1, p. 100). Boston, MA: Beacon Press.
03. Leavitt, H., & Mueller, R. (1951). Some effects of feedback on communication. Human Relations, 4, 401-410.
04. McLean, S. (2003). The basics of speech communication. Boston, MA: Allyn & Bacon.
05. McLean, S. (2005). The basics of interpersonal communication. Boston, MA: Allyn & Bacon.

06. Pearce, W. B., & Cronen, V. (1980). Communication, action, and meaning: The creating of social realities. New York, NY: Praeger.
07. Pearson, J., & Nelson, P. (2000). An introduction to human communication: understanding and sharing (p. 6). Boston, MA: McGraw-Hill.
08. Weekley, E. (1967). An etymological dictionary of modern English (Vol. 1, p. 338). New York, NY: Dover Publications.
09. Wood, J. (1997). Communication in our lives (p. 22). Boston, MA: Wadsworth.
10. Vocate, D. (Ed.). (1994). Intrapersonal communication: Different voices, different minds. Hillsdale, NJ: Lawrence Erlbaum.
11. Innovation and Entrepreneurship (1985) by Peter F. Drucker
12. The Art of Startup Fundraising: Pitching Investors, Negotiating the Deal, and Everything Else Entrepreneurs Need to Know by Alejandro Cremades
13. The Small Business Start-Up Kit by Peri Pakroo

Certificate in Business Skills (CBS)

Session 2022-2023

PAPER- IV

Laboratory course

Max. Marks - 50 (Internal Marks 20%)

Lab Course-1

INSTALL YOUR OPERATING (WINDOWS/LINUX) SYSTEM (WINDOWS/LINUX)

Windows Operating System, Features of Windows Operating System, Windows Installing Procedure (Windows XP), Basic Utilities for Windows, Linux Operating System, Features of Linux Operating System, How to Install Linux Operating System (Fedora 9), Linux Utilities and Basic Commands.

WORD PROCESSING

What is Word Processing? MS Word Basics, Edit and Formatting, Page Design and Document Management, Mail Merge.

SPREADSHEET

Start Excel, Working with Excel, Page Set-up, Formulas Basics, Functions, Function Wizard, Graphical Representation In Excel, Chart Wizard, Exit EXCEL.

Lab Course-2

PRESENTATION TOOL

Introduction to PowerPoint, Working with PowerPoint, Customizing the Presentation.

DATABASES

Introduction to MS-Access, Working with MS-Access, Creating Database with MS-Access, Interconnectivity.

INTERNET AND ITS APPLICATIONS

Introduction to Internet, Telnet, FTP, Gopher, Web Browser, Search Engines, Google Search Engine, E-mail, Internet Chat Session, Blog, Internet Development Tools, Internet Security and Security Measures.

WEB PAGE DESIGN

Basics of web page design using HTML, JavaScript and VBScript, Features of Microsoft Expression Web, Web Site Design Scripting Tools.

JAVA PROGRAMMING LAB

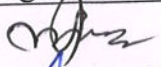
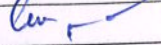
Programming with Java, PATH and CLASSPATH Setting, Example Programs.


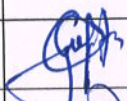
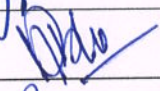
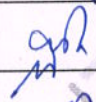
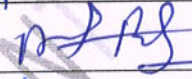


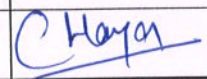
References:

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02. <http://www.linux.org>
03. <http://www.fedoraproject.org>
04. <http://www.redhat.com/docs/manuals/linux>
05. First Course in Computers by Sanjay Saxena, Vikas Publishing House Pvt Ltd
06. Essential Ms Word 2000 by Marmel, BPB Publications.
07. Fundamentals Of Computers And Information Technology by M N Doja, Deep & Deep Publications.
08. Ms Word 2000 An Introduction by M Lotia, BPB Publications.
09. <http://www.addbalance.com/word/wordwebresources.htm>
10. <http://www.bcschools.net/staff/WordHelp.htm>
11. Teach Yourself Ms Excel 2000 In 24 Hours by Reisner, Techmedia Publication..

12. Excel 2000: No Experienced Required by Gene Weisskopf, BPB Publication.
13. Excel 2000 For Windows by Langer, Pearson Education India
14. <http://www.vtc.com/products/Microsoft-Excel-2000-tutorials.htm>.
15. <http://www.fgcu.edu/support/office2000/Excel/>
16. <http://www.bcschools.net/staff/MicrosoftOffice.htm>
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18. Fundamentals of Information Technology by Alexis Leon and Mathews Leon;LeonTech World Publication;1999
19. Computer Fundamentals by Dr.LarryWeng;WileyDreamtech Publications;2004
20. Computer Today by Suresh.K.Basandra,Galgotia Publications; 2003
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24. Microsoft Office Access 2007 Inside Out by John Viescas and Jeffconrad;Microsoft Press; 2007
25. Access 2007 by Rutkosky; BPB Publications
26. Internet 101: A Beginner's Guide to Internet and World Wide Web by ElizabethCastro and Wendy G Lehnert; 1998; Addison Wesley Publications
27. How the Internet Works:Millenium Edition by Preston Gralla, Sarah Ishida, MinaReimer and Stephen Adams; Techmedia Publications
28. Java: An Introduction to Computer Science and Programming by WalterSavitch.
29. Problem Solving with Java by Elliot B. Koffman and Ursula Wolz.
30. Introduction to Programming Using Java: An Object-Oriented Approach byDavid M. Arnow and Gerald Weiss.
31. David M. Arnow and Gerald Weiss, Introduction to Programming Using Java:An Object-Oriented Approach, Addison-Wesley.
32. Ken Arnold, James Gosling, and David Holmes, The Java ProgrammingLanguage (Third Edition), Addison-Wesley.
33. Judith Bishop, Java Gently: Programming Principles Explained (Third Edition),Addison-Wesley.

BOS ACADEMIC YEAR 2022-23

| Sr.No. | External Experts | Signature |
|--------|--|---|
| 1 | Dr.S.D.Deshpandey,G.S.College of Commerce,Jabalpur |  |
| 2. | Dr.B.L. Goyal,Ex Principal, Bilaspur |  |

| | | |
|---|--|---|
| 3 | Dr.R.P. Agrawal. Kalyan PG.College, Bhilai |  |
| | Departmental Members | |
| 1 | Dr.O.P.Gupta,HOD |  |
| 2 | Dr.S.N.Jha |  |
| 3 | Dr.H.P.Singh Saluja |  |
| 4 | Anil Ballewar |  |
| 5 | CA. VIKRAM RAGHUVANSHI |  |
| 6 | SINETA SAO |  |
| 7 | Chhaya Sahu |  |

DEPTT. OF COMMERCE & MANAGEMENT

**DEPARTMENT OF COMMERCE &
MANAGEMENT**

COURSE CURRICULUM & MARKING SCHEME

**CERTIFICATE IN CONSUMER
PROTECTION (CCP)**

SESSION 2022-23



ESTD : 1958

**GOVT. V.Y.T. PG AUTONOMOUS COLLEGE,
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(Former Name-Govt. Arts & Science College, Durg)

**NAAC Accredited Grade A+, College with CPE-Phase II(UGC)
STAR COLLEGE (DBT)**

Phone No. : 0788-2212030

Website-www.govtsciencecollegedurg.ac.in

Email- autonomousdurg2013@gmail.com

INTRODUCTION TO THE PROGRAMME

Over the years, the need for consumer education has been felt all over the world. Rapid Industrialisation, revaluation in the Communication technology, globalisation, etc. have brought about dramatic changes in our need, perceptions, behaviour patterns, attitude towards rights, responsibilities and concerns as consumers. In developing countries like India, these issues have become more problematic. The goal of consumer education is to prepare students for their role as consumers, activists in consumer protection movement and professionals in NGOs and other concerned bodies. It is expected that after going through this programme the students apart from becoming aware of consumer affairs will be able to become consumer activists, participate and work in non-governmental organisations, file and plead own cases in consumer courts forums, work in Industries and governmental bodies and institutions connected with consumer affairs and redressal.

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Minor component of the evaluation system

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allowed to appear for the final examination for a CCP, if they do not submit the assignment in time. If student do not get a passing marks in any assignments student have to submit it again.

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Theory Paper:-Theory paper carries 70% weightage in the final result.

In case, student fail to secure a pass score (40% marks) in the final examination, student will be eligible to reappear in the next year final examination for CCP.

EVALUATION

Evaluation consists of two parts: 1) assignments, 2) project and 3) final Examination. In the final result, assignment of a CCP carries 30% weightage, While 70% weightage is given to final examination, Following is the scheme of awarding divisions and grades:

| Division | Percentage Range | Grade |
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| Pass | 40 to 49.99 | D - Satisfactory |
| Unsuccessful | Below 40 | E - Unsatisfactory |

Students are required to score at least 40% marks in assignments as well as final examination separately. In the overall computation also, you must get at least 40% marks in each paper to claim the Certificate in CCP.

Re-evaluation:-

There is provision for re-evaluation of final exam (theory) answer copies (anyone or two). The students can apply for re-evaluation of final exam (theory) answer copies against payment of Rs.250/- per theory paper.

- 1. There will be no ATKT.**
- 2. Students will get Two chance to With in two years from the date of Admission.**

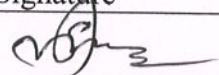
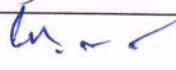

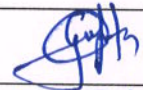

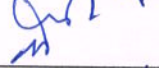

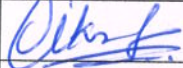
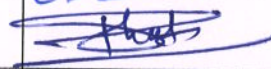
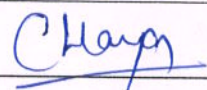
EVALUATION PATTERN

| Theory Paper | | |
|--------------|---|----------|
| Paper-I | Consumer and Consumer Protection Legislations | 50 Marks |
| Paper-II | Redressal of Consumer Grievances: Role of Various Stake Holders | 50Marks |
| Paper-III | Consumer Protection Issues | 50Marks |
| Paper-IV | Project Work in Consumer Protection | 50Marks |

Syllabus and Marking Scheme for CCP.

| Paper No. | Title of the Paper | Marks Allotted | Internal Assessment |
|-----------|---|----------------|---------------------|
| | | Theory | |
| Paper-I | Consumer and Consumer Protection Legislations | 50 | 20% of M.M. |
| Paper-II | Redressal of Consumer Grievances: Role of Various Stake Holders | 50 | 20% of M.M. |
| Paper-III | Consumer Protection Issues | 50 | 20% of M.M. |
| Paper-IV | Project Work in Consumer Protection | 50 | 20% of M.M. |
| Total | | 200 | |

BOS ACADEMIC YEAR 2022-23

| Sr.No. | External Experts | Signature |
|----------------------|--|---|
| 1 | Dr.S.D.Deshpandey,G.S.College of Commerce,Jabalpur |  |
| 2. | Dr.B.L. Goyal,Ex Principal, Bilaspur |  |
| 3 | Dr.R.P. Agrawal. Kalyan PG.College, Bhilai |  |
| Departmental Members | | |
| 1 | Dr.O.P.Gupta,HOD |  |
| 2 | Dr.S.N.Jha |  |
| 3 | Dr.H.P.Singh Saluja |  |
| 4 | Anil Ballewar |  |
| 5 | CA- VIKRANT RAJWANSHI |  |
| 6 | SWETA SAO |  |
| 7 | Chaya Sahu |  |

Syllabus

Certificate in Consumer Protection (CCP)

Session 2022-2023

PAPER- I

Consumer and Consumer Protection Legislations

Max. Marks - 50

UNIT- 1: Consumer: The Basics

Evolution of the Consumer and Consumerism, Profile of the Consumer, Consumer Environment, Consumer Behaviour in a Market Economy, Consumer Dynamics

UNIT- 2: Consumer Movement

Origin and Growth, Consumer Movement: Features, Issues and Trends, Consumer Movement in India, Consumer Movement: Global Scenario

UNIT- 3: Consumer Protection

Consumer Rights, Consumer Responsibilities, Consumer Education in India, Consumer and Corporate Social Responsibility (CSR)

UNIT- 4: Consumer Protection Legislations and Redressal Mechanism

Under Consumer Protection Act, 1986

Evolution of Consumer Protection Laws, Consumer Protection Act, 1986 - Basic Features, Consumer Protection Act. 1986 - Limitations and Guidelines for Filing Consumer, Complaints, Grievance Redressal Mechanisms and their Limitations

References:

01. http://www.jlexconsumerlaw.com/V11N3/JCCL_India.pdf
02. <http://www.yourarticlelibrary.com/essay-on-consumerism/50837>
03. Thomas J. Reynolds, Jerry C. Olson, Taylor & Francis, Understanding Consumer decision making.
04. H.K. Sawhney, Indian Consumer Behaviour, Education & Protection, Phoenix Publishing House Pvt. Ltd.
05. S.S. Gulshan, Consumer Protection and Satisfaction, Wiley Eastern Limited New Age International Limited.
06. Subha, Mehta C (1973), Indian Consumers: Studies and Cases for Marketing Decisions, Tata MCGRA Book Bombay.
07. Kotler, Philip, (1987), Principles of Marketing, Prentice Hall of India, New Delhi.
08. McGown, K.L., Marketing Research- Text and Cases, Winthrop Publishing House, Cambridge, Massachusetts
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10. Baset Abdel I M Hasouneh (2003), Consumer Behaviour, Sublime Publications Jaipur, India.

11. Premavathy Seetharaman and Mohini Sethi (2002), Consumerism: Strategies and Tactics, CBS Publishers and Distributors, New Delhi.
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15. London D.L and Dalla Bitta A.J., Consumer Behaviour- Concepts and Applications, Tata, Mcgeaw Hill, 1984.
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17. Assael Henry (1995), Consumer Behaviour and Marketing Action, 5Thed. , Kent Publishing Company, Boston.
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19. K.P.S. Kamath (1987), Servants not Masters, Published by Karnataka Consumer's Forum, Udipi, Karnataka, India.
20. Mohini Sethi and Premavathy Seetharaman (1994), Consumerism: A Growing Concept, Phoenix Publication, Delhi.
21. Sachdeva Sudha (1988), Advertising in India – Some Characteristics and Trends, Working paper IIPA, Corporate Studies Group.
22. Mehta SC, (1973) Indian Consumer, Tata MacGraw Hill Publishing Company, New Delhi.
23. Singh, SS, Misra, Suresh and Chadha, Sapna (2010), Consumer Education and Empowerment, Laws, Policies and Strategies, Abhijeet Publications, Delhi.
24. Saran, A. K. (2000), Consumer Psychology, Rajat Publication, New Delhi.
25. Aaker, D.A. & Day, G.S., Consumerism Search for the Consumer Interest, New York: The Free Press, 1974.
- 2) Antony, M.J., Consumer Rights, New Delhi: Hind Pocket Books Private Limited, 1995.
26. Arora, R., Consumer Grievances Redresaal, 1st Edition Manak Publications. Pvt .Ltd., 2005
27. Arch, W. T., Consumer Problems, New York: McGraw Hill Book Company, 1952.

Certificate in Consumer Protection (CCP)

Session 2022-2023

PAPER- II

Redressal of Consumer Grievances: Role of Various Stake Holders

Max. Marks - 50

UNIT-1: Role of Media and State/Govt. in Consumer Protection

Role of Media and Its Impact on Consumers, Misleading Advertisement - Regulatory Mechanisms, Role of the State and the Government, Government Initiatives.

UNIT-2: Role of Industry Bodies and Voluntary Consumer Organisations (VCOs)

Role of Industry Bodies, Establishing A Consumer Organisation, Role of Voluntary Consumer Organisations (VCOs) in Redressal of Consumer, Grievances.

UNIT-3: Alternate Dispute Redressal Mechanism

National Consumer Helpline (NCH), Complaint to Ombudsman, Arbitration, Mediation, Conciliation and other Redressal Forums.

UNIT-4: Consumer Organisations

Strategies (Campaign and Advocacy), Managing an Organisation, International Consumer Organisations.

References:

01. Ogilvy David - Ogilvy on Advertising. Prion Books, London: 1997.
02. David Aaker - Building Strong Brands. Fress Press: 1995.
03. Jaishri Jethwaney - Advertising Management. Oxford University Press:2010.
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07. For Press Council of India visit presscouncil.nic.in/
08. For details on Department of Consumer Affairs visit: consumeraffairs.nic.in/
09. Sanjay Kaptan, Consumer Movement in India: Issues and Problems (Sarup and Sons, New Delhi, 2003).
10. Rajyalakshmi Rao, Consumer is King (Universal Law Publishing Company,New Delhi, 2009).
11. Peter N. Streams,Consumerism in World History: The Global Transformation ofDesire (Routledge Publication, London, 2001).
12. S.K. Verma, M. Afzal Wani and S.S. Jaswal, A Treaties on Consumer Protection Laws (Indian Law Institute Publication, New Delhi, 2004).
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15. Rajyalakshmi Rao, Consumer is King (Universal Law Publishing CompanyPvt. Ltd, New Delhi, 2009).
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23. <http://www.assochem.org>
24. Gregory T. Kane, Consumers & The Regulators (Brooke Field PublishingCo., Brooke Field, 1980).
25. P. Leela Krishnan, Consumer Protection & Legal Control (Eastern BookDepot, Delhi, 1984).
26. Robert N. Mayer, The Consumer Movement - Guardians of the MarketPlace(Twayne Publishers, Boston, 1990).
27. Daniel A. McGowan, Consumer Economics (Rand McNally College

Certificate in Consumer Protection (CCP)

Session 2022-2023

PAPER- III

Consumer Protection Issues

Max. Marks - 50

UNIT-1: Consumer Protection Legal Framework

Consumer Protection — U.N. Guidelines 1985, 1999, 2015, Consumers Rights -Constitutional Perspective, Consumer Protection Law: International Perspective (US, UK and Australia), Consumer Protection Act, 1986 and Allied Laws: An Overview

UNIT-2: Consumer Problems, Issues and Remedial Measures

Consumer Problems, General Documents and Formats for Seeking Redressal under Consumer Protection Act, 1986, Settlement of Consumer Issues: Sector Case Studies-I, Settlement of Consumer Issues: Sector Case Studies-II

UNIT-3: Consumer Laws Governing Goods

Food Safety and Standards-I, Food Safety and Standards-II, Food Safety and Standards Authorities, Important Consumer Protection Judgments (Goods)

UNIT-4: Consumer Laws Governing Services

Protection of Consumers in Selected Services, Drugs and Cosmetics, Important Consumer Protection Judgments (Services), Consumer Protection Regulations, 2005

References:

01. Understanding Consumer decision making, Thomas J. Reynolds, Jerry C. Olson, Taylor and Francis.
02. Indian Consumer Behaviour, Education and Protection, H.K. Sawhney, Phoenix Publishing House Pvt. Ltd.
03. Consumer Protection and Satisfaction, S.S. Gulshan, Wiley Eastern Limited New Age International Limited.
04. Annual Report 2015-16, Department of Consumer Affairs, Government of India.
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06. The Consumer Protection Regulations, 2005
07. Consumer Protection Act, 1986.
08. Commentary on Consumer Protection Act, 1986 and Amendment as on 2002.
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12. <http://www.policyholder.gov.in/>
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14. <http://mudrabank.com/>

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19. Landmark Judgments on Consumer Protection Law.
20. The Consumer Protection Act, 1986 (Second Revised).
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25. Food Safety Law, Hardcover — Impon, 13 May 1997; authors– Michael S. Schumann, Thomas D. Schneid, B. R. Schumann, & 1 More.
26. Food Regulation: Law, Science, Policy, and Practice; 1st Edition; Author-Neal D. Forlin.
27. Food Safety Law in China: Making Transnational Law; author– Francis Snyder.
28. Food Safety and Standards Act, Rules & Regulations (English) 10th Edition; Author - Akalank Kumar Jain.
29. A Compellation Book for Food Safety Officers (Paperback) — 2014; Author- Mrs. Durvesh Kumari, Dr. S.K. Goyal; Er. Suresh Chandra.
30. Food Safety Law (Litigation Series) 1st Edition; Authors — James F. Neale, Angela Spivey.

Certificate in Consumer Protection (CCP)

Session 2022-2023

PROJECT

Max. Marks - 50

Every student has to do a Project which is carry 25 marks.

The student is provided with a Project Guide which has guidelines for doing the project. It has also a number of suggested project topics from which the student can choose anyone.

01. Survey of consumption of families from different income groups (say 50 families) and study differences.
02. Survey of consumption pattern of families from different occupations.
03. Survey of the products and brands available in market for specific categories and learn about their number and quality.
04. Survey of families' attitudes towards business environment.
05. Study of relationships between family incomes and products used.
06. Compare some electric goods, in terms of their safety components and report.
07. Study the impact of television advertisements on Teenaged students (school) by talking to about 50 students.
08. Study the impact of television advertisements on college going students.
09. Make enquiries from at least 50 neighbours whether they have at any time suffered from market malpractices like sale of adulterated goods, or short weights and measures used, or charged more than the Maximum Retail Price printed on the package. Those, having suffered may be requested to state what did they do about it and with what result?
10. Find out if all your neighbours using gas ovens, check the gas cylinders for leakage and check the weight of the cylinder with as at the time of delivery. Make a report on why do they check and why some do not.
11. Ascertain whether all your neighbours about 50 while buying medicine check the expiry date on the label of Phil's or strips. Prepare a report on why some do and some do not.
12. Make a survey in your locality to find out how many of the residents are aware of the consumer rights recognised by the Government under the Consumer Protection Act, 1986.
13. From those who are aware, find out if they also know what remedies they can seek in a consumer court (district forum) if (i) goods purchased are defective, (ii) if electrical gadget purchased causes injury or harm, (iii) goods bought are not genuine.
14. Find out from at least 10 shops located nearby whether the same product under different brand names are preferred by consumers because of (i) brand appeal, (ii) higher price being assumed to go with better quality, (iii) lower price with reasonable quality is within the means of the buyer. Do the survey with respect to-
 - (a) Detergent powders like those selling with brand names SURF, ARIEL, NIRMA,
 - (b) Toilet soaps under brand names LUX, PEARS, CAMAY, LYRIL.
15. Make a survey of telephone users in your locality to ascertain (a) whether they are satisfied with the working of telephones, and (b) if not, whether any of them have ever

complained against unsatisfactory services to the consumer court, and if so with what result?

16. Make a list of products consumed by your family on daily, weekly and monthly basis. Choose list of products in the following sub-headings:

Food

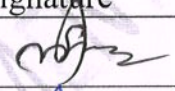
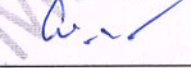
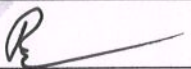



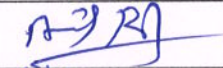
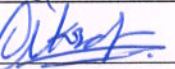
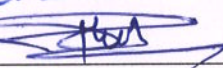

Clothing

Toiletries and Cosmetics

Washing and cleaning agents

Consumer durables.

BOS ACADEMIC YEAR 2022-23

| Sr.No. | External Experts | Signature |
|--------|--|---|
| 1 | Dr.S.D.Deshpandey,G.S.College of Commerce,Jabalpur |  |
| 2. | Dr.B.L. Goyal,Ex Principal, Bilaspur |  |
| 3 | Dr.R.P. Agrawal. Kalyan PG.College, Bhilai |  |
| | Departmental Members | |
| 1 | Dr.O.P.Gupta,HOD |  |
| 2 | Dr.S.N.Jha |  |
| 3 | Dr.H.P.Singh Saluja |  |
| 4 | Anil Baidya |  |
| 5 | CA. VIKRANT RAGHUVANSHI |  |
| 6 | SHWETA SAO |  |
| 7 | Chaya Sahu |  |

DEPARTMENT OF COMMERCE & MANAGEMENT

COURSE CURRICULUM & MARKING SCHEME

CERTIFICATE TOURISM STUDIES (CTS)

SESSION 2022-23



ESTD : 1958

**GOVT. V.Y.T. PG AUTONOMOUS COLLEGE,
DURG,491001 (C.G.)**

(Former Name-Govt. Arts & Science College, Durg)

NAAC Accredited Grade A+, College with CPE-Phase II(UGC) STAR
COLLEGE (DBT)

Phone No. : 0788-2212030

Website-www.govtsciencecollegedurg.ac.in

Email- autonomousdurg2013@gmail.com

INTRODUCTION TO THE PROGRAMME

Every individual and department within an organization can benefit from stronger business acumen. In an increasingly competitive market, it's more and more important to develop and refine people and process skills, in order to do any job role effectively.

Learn tactics to motivate teams, how to better negotiate with vendors, communicate more effectively within and across teams, and gain conflict resolution skills. With an extensive range of courses featuring subject-matter experts delivering real-world scenarios, you can rely on our business skills training to become an effective leader, manager and complete professional.

Objectives:

The main objective of this programme is to develop business skills among the students. They can avail gainful self-employment opportunities. It gives more emphasis to self-employment. The certificate programme makes the learners competent in the areas of business communication, entrepreneurship, basic computer knowledge, business organization and accounting.

Scheme of Certificate in Tourism Studies (CTS) Session 2022-2023 will be introduced from this session. The CTS is offered by the Govt. V.Y.T. PG Autonomous College, Durg (C.G.) through the medium of both English and Hindi. The syllabi and scheme of examination are detailed below:

Tourism Studies Employment Areas

- Hotels & Resorts
- Educational Institutes
- Hospitality Consultancy
- Private Clinics
- Tourism Companies
- Airlines
- Railways

Tourism Studies Job Types

- Marketing Assistant Manager
- Assist. Operation Manager
- Counter Sales Executive
- Assistant Placement Manager
- Key Account Manager
- Associate Executive
- Placement Coordinator

Minimum Duration: 6 Months

Maximum Duration: 2 Years

Eligibility: 10+2 from any recognized secondary education board of any state of India.

Medium: English or Hindi

Maximum Age: 25 years.

In Certificate in Tourism Studies (CTS) shall be four theory papers each of 50 marks, and assignments will be of 20% marks, thus total marks in the course will be 200.

Minor component of the evaluation system

Assignments: - Submission of assignments is compulsory. Assignments of a Course carry 20% weightage. Student will have to submit one assignments for each paper. Students will not be allowed to appear for the final examination for a CBS, if they do not submit the assignment in time. If student do not get a passing marks in any assignments student have to submit it again.

Major component of the evaluation system

Theory Paper: -Theory paper carries 80%weightage in the final result. In case, student fail to secure a pass score (40% marks) in the final examination, student will be eligible to reappear in the next year final examination for CTS.

Evaluation

Evaluation consists of three parts: 1) assignments, 2) final Examination and 3) Laboratory course. In the final result, assignment of a CBS carries 30% weightage, While 75% weightage is given to final examination, Following is the scheme of awarding divisions and grades:

| Division | Percentage Range | Grade |
|-----------------|-------------------------|--------------------|
| First | 80 and above | A – Excellent |
| First | 60 to 79.99 | B- Very Good |
| Second | 50 to 59.99 | C – Good |
| Pass | 40 to 49.99 | D – Satisfactory |
| Unsuccessful | Below 40 | E – Unsatisfactory |

Students are required to score at least 40% marks in assignments as well as final examination separately. In the overall computation also, you must get at least 40% marks in each paper to claim the Certificate in CTS.

Re-evaluation:-

There is provision for re-evaluation of final exam (theory) answer copies (anyone or two). The students can apply for re-evaluation of final exam (theory) answer copies against payment of Rs.250/- per theory paper.

1. **There will be no ATKT.**
2. **Students will get Two chance to With in two years from the date of Admission.**

EVALUATION PATTERN

| Theory Paper | | | Internal Assessment 20 % |
|--------------|---|----------|--------------------------|
| Paper-I | Foundation Course in Tourism-Part I | 50 Marks | 20% of M.M. |
| Paper-II | Foundation Course in Tourism-Part-II | 50 Marks | 20% OF M.M. |
| Paper-III | Tourims Development: Products,Operations and Case Studies-Part-I | 50 Marks | 20% OF M.M. |
| Paper-IV | Tourims Development:Products,Operations and Case Studies-Part-I | 50 Marks | 20% OF M.M. |

Syllabus and Marking Scheme for CBS.

| Paper No. | Title of the Paper | Marks Allotted | |
|-----------|---|----------------|---------------------|
| | | Theory | Internal Assessment |
| Paper-I | Foundation Course in Tourism-Part I | 50 | 20% |
| Paper-II | Foundation Course in Tourism-Part-II | 50 | 20% |
| Paper-III | Tourims Development:Products,Operations and Case Studies-Part-I | 50 | 20% |
| Paper-IV | Tourims Development:Products,Operations and Case Studies-Part-I | 50 | 20% |
| Total | | 200 | 20% |

Syllabus

Certificate in Tourism Studies (CTS)

Session 2022-2023

PAPER- I

Foundation Course in Tourism-Part-I

Max. Marks – 50 (80% external & 20% Internal)

Foundation Course in Tourism Part-I

Unit- 1

Block-I-Tourism Phenomenon

Unit-I-Understanding Tourism-1

Unit-II-Understanding Tourism-2

Unit-III-Historical Evolution and Development

Unit-2

Block-2-Tourism Industry

Unit-I-Tourism System

Unit-II-Constituents of Tourism Industry and Tourism Organisation

Unit-III-Tourism Regulations

Unit-IV-Statistics and Measurement

Unit-3

Block-3-Tourism Services and Operation-1

Unit-I-Modes of Transport

Unit-II-Tourist Accommodation

Unit-IV-Informal Services in Tourism

Unit-V- Subsidiary Services:Categories and Roles

Unit-VI-Shops,Emporiums and Meals

Unit-4

Block-4-Tourism Services and Operations-2

Unit-I-Travel Agency

Unit-II-Tour Operations

Unit-III-Guide and Escorts

Unit-IV-Tourism Information

Signature

Signature

Signature

Syllabus

Certificate in Tourism Studies (CTS)

Session 2022-2023

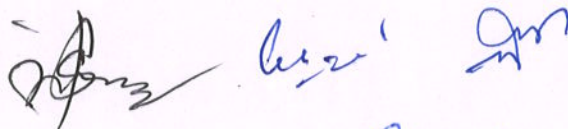
PAPER- II

Foundation Course in Tourism-Part-II

Max. Marks - 50(80% external & 20% Internal)

Foundation Course in Tourism Part-II

- Unit- 1 **Block-I-Geography and Tourism**
Unit-I -India's Bio-diversity:Landscape,Environment and Ecology
Unit-II-Seasonality and Destinations.
Unit-III-Map and Chart Work
- Unit-2 **Block-2-Tourism Marketing and Communications**
Unit-I-Tourism Marketing-1:Relevance,Product Design,Market Research
Unit-II-Tourism Marketing-2:Promotional Events,Advertising,
Publicity,Selling
Unit-III-Role of Media
Unit-IV-Writing for Tourism
Unit-V-Personality Development and Communicating Skills
- Unit-3 **Block-3-Tourism The Cultural Heritage**
Unit-I-Use of History
Unit-II-Monuments and Museums
Unit-IV-Living Culture and Performing Arts
Unit-V- Religions of India
- Unit-4 **Block-4-Tourism Planning and Policy**
Unit-I-Tourism Policy and Planning
Unit-II-Infrastructural Development
Unit-III-Local Bodies,Officials and Tourism
Unit-IV-Development Dependency and Mamila Declaration
- Unit-5 **Block-Tourism Impact**
Unit-I-Economic impact
Unit-II- Social,Environment and Political impact
Unit-II- Threats and Obstacles to Tourism







Syllabus

Certificate in Tourism Studies (CTS)

Session 2022-2023

PAPER- III

Tourism Development: Products, Operations and Case Studies Part-I

Max. Marks - 50(80% external & 20% Internal)

Tourism Development: Products, Operations and Case Studies Part-I

UNIT- 1

Block-I-Understanding Tourism and Hosts

Unit-I -Profiling Foreign Tourists

Unit-II-Profiling Domestic Tourists

Unit-III-Guest-Host Relationship

Unit-IV-Sociology, Anthropology and Tourism

Unit-2

Block-2-Guides and Escorts

Unit-I-Discovering a town: Guide and the City Tour

Unit-II-Describing a Monument: Taj Mahal etc.

Unit-III-The Mountain Guide: Sherpa

Unit-IV-Journey Through a Museum

Unit-V-Visiting National Park: A Guide's Perception

Unit-3

Block-3-Tourism Sites: Products and Operation-1

Unit-I-Dance and Music: The Khajuraho Festival etc.

Unit-II-The Business City: Mumbai etc.

Unit-IV-Cuisines, Customs, Festivals and Fairs.

Unit-4

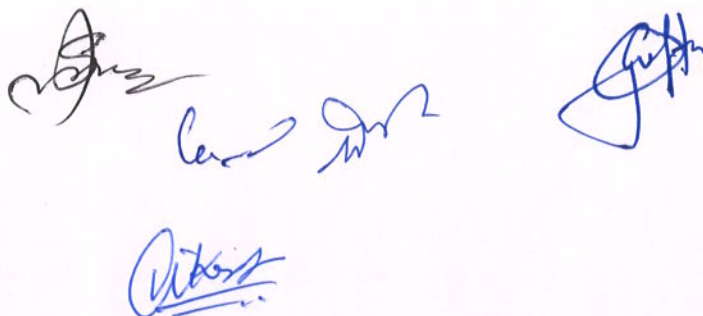
Block-4- Tourism Sites: Products and Operation-2

Unit-I-Adventure and Sports

Unit-II-Beach and Island Resorts: Kovalam and Lakshadweep etc.

Unit-III-Hill Station of India

Unit-IV-Wildlife : Jim Corbet and Gir National Parks etc.



Syllabus

Certificate in Tourism Studies (CTS)

Session 2022-2023

PAPER- IV

Tourism Development: Products, Operations and Case Studies Part-II

Max. Marks - 50 (80% external & 20% Internal)

Tourism Development: Products, Operations and Case Studies Part-II

UNIT- 1 **Block-I-Tourism Sites: Products and Operation3**

Unit-I -Profiling Foreign Tourists

Unit-II-Pilgrimage

Unit-III-Festivals

Unit-IV-Ethnic Tourism

Unit-V-Crafts and Folk Art

Unit-2 **Block-2-Promotional Skill Case Studies-I**

Unit-I-Festival of India:A Cultural Construction Abroad

Unit-II-India Fest

Unit-III-Kalinga-Bali Yatra

Unit-IV-Palace onWheels

Unit-3 **Block-3-Promotional Skills: Case Studies-2**

Unit-I-PATA: A Study of Travel Mart

Unit-II-Marketing Overseas:Tourism Department,Govt. of India

Unit-IV-State Govt.Tourism Promotional Plans:A Case Study of Maharashtra

Unit-4 **Block-4- Leaving from Others**

Unit-I-SITA

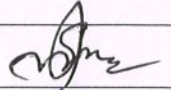
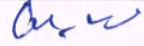
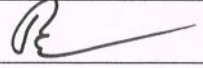
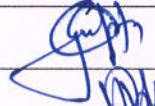
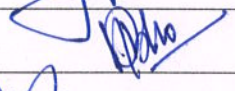
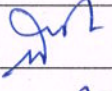
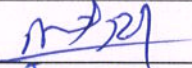


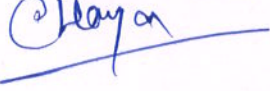
Unit-II-Air India

Unit-III-Highway Servies Haryan Tourism

Unit-IV-The Heritage Hotels

Sugested Study Material : Published Material by IGNOU,New Delhi

BOS ACADEMIC YEAR 2022-23

| Sr. No. | External Experts | Signature |
|---------|--|--|
| 1 | Dr.S.D.Deshpandey,G.S.College of Commerce,Jabalpur |  |
| 2. | Dr.B.L. Goyal,Ex Principal,Bilaspur |  |
| 3 | Dr.R.P. Agrawal. Kalyan PG.College, Bhilai |  |
| | Departmental Members | |
| 1 | Dr.O.P.Gupta,HOD |  |
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| 3 | Dr.H.P.Singh Saluja |  |
| 4 | Anil Ballewar |  |
| 5 | CA. VIKRANT RAGHUVANSHI |  |
| | G. SWETA SAO |  |
| | 7) Chhaya Sahu |  |

**DEPARTMENT OF COMMERCE &
MANAGEMENT
COURSE CURRICULUM**

**VALUE ADDED CERTIFICATE
COURSE (VACC)
SESSION 2022-23**



ESTD : 1958

**GOVT. V.Y.T. PG AUTONOMOUS COLLEGE,
DURG,491001 (C.G.)**

(Former Name-Govt. Arts & Science College, Durg)

NAAC Accredited Grade A+, College with CPE-Phase II(UGC) STAR
COLLEGE (DBT)

Phone No. : 0788-2212030

Website-www.govtsciencecollegedurg.ac.in

Email- autonomousdurg2013@gmail.com

GOVT.V.Y.T.PG.AUTONOMOUS COLLEGE,DURG(C.G.)

वणिज्य एवं प्रबंध विभाग
Department of Commerce & Management
Value Added Certificate Course

Syllabus of Certificate Course on ACADEMIC YEAR 2022-23

Basic Concepts of Accounting & Preparation of Final Accounts

लेखाकन की आधारभूत अवधारणा एवं अंतिम खाता का निर्माण.

Basic Concept of Accounting & Preparation of Final Accounts

Course Objectives :-

1. लेखाकर्म एवं पुस्तपालन के नियमों व सिद्धान्तों से परिचय कराना.
2. द्वि लेखा प्रविष्टि प्रणाली से अवगत कराना.
3. लेखाकन में पूँजी एवं आगम की अवधारणा को स्पष्ट करना.
4. लेखाकन की मूल प्रविष्टि, खाता बही एवं सहायक पुस्तकों से परिचय कराना.
5. परीक्षा सूची तैयार करना एवं समायोजन सहित अंतिम खाता तैयार करना.
- 1- To help the students to develop cognizance of the importance & Principles of accounting in Organization financial statements.
- 2- To enable students to describe how people analyze the corporate financial under different conditions and understand why people describe the financial statements in different manner.
- 3- To provide the students to analyze specific characteristics of Logistics Management Accounting and their future action for expenses and income.
- 4- To enable students to synthesize related information and evaluate options for most logical and optimal solution such that they would be able to predict and control cost incurrence and improve results.

पाठ्यक्रम विषय सामग्री Course Inputs:

| | | |
|----------|-----|--|
| UNIT-1 | 1- | Accounting : An Introduction |
| | 2- | Basci Concept and Principles |
| UNIT-II | 3- | Concept of Double Entry System |
| | 4- | Concepts of Capital & Revenue |
| UNIT-III | 5- | Books of Original Entry:Journal |
| | 6- | Ledger |
| UNIT-IV | 7- | Sub Division of Journal-Subsidiary Books |
| | 8- | Trial Balance |
| UNIT-V | 9- | Rectification of Errors. |
| | 10- | Final Accounts with Adjustments |

Course Outputs:

1. छात्र को लेखाकन की मूल अवधारणा से परिचय कराकर स्वयं से सक्षम होकर लेखा कार्य का ज्ञान अर्जित करना.
2. भविष्य में लेखाकर्म के अर्जित ज्ञान से स्वयं के व्यवसाय का लेखाकन कार्य कर पाना.
3. अर्जित ज्ञान से व्यवसाय के अंतिम खाते तैयार करना.

4. व्यवसाय में आगम व व्यय का विभाजन कर लाभ की गणना करना.
5. प्रबंधन और वित्तीय लेखांकन के मध्य अन्तर स्पष्ट कर पाना.
6. वित्तीय लेखांकन की जानकारी के मुख्य तत्वों का वर्णन कर पाना—संपत्ति, देनदारियों, राजस्व और व्यय
7. मुख्य वित्तीय विवरणों और उनके उद्देश्यों की स्पष्ट पहचान करने में सक्षम होना.

On completion of this certificate course, the students will be able to :-

- 1- Demonstrate the applicability of the concept of accounting to understand the managerial Decisions and financial statements.
- 2- Apply the financial statement analysis associate with financial data in the organization.
- 3- Analyse the complexities associated with management of cost of product and services in the organization-
- 4- Demonstrate how the concepts of accounting and costing integrate while identifications and resolution of problems pertaining to LM Sector.
- 5- Describe the main elements of financial accounting information-assets, liabilities, revenue and expenses.
- 6- Identify the main financial statements and their purposes.


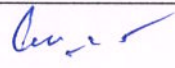

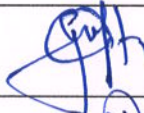
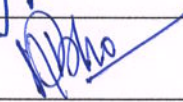
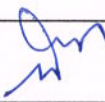
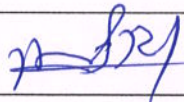

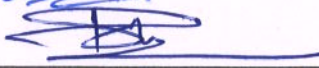
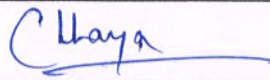
Methods of Instructions :-

1. By Lecture
2. Class Discussion
3. Written Assignments

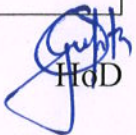
Certification :-The College needs to provide course completion certificate to every students who completed the course successfully.

Total Teaching Hours: More than 30 Hours.

BOS ACADEMIC YEAR 2022-23

| Sr.No. | External Experts | Signature |
|--------|------------------------------|---|
| 1 | DR. S.D.Deshpandey, Jabalpur |  |
| 2. | Dr. B.L.Goyal, Bilaspur |  |
| 3 | Dr. R.P.Agrawal, Bhilai |  |
| Sr.No. | Departmental Members | |
| 1 | Dr. O.P.Gupta, HOD Commerce |  |
| 2 | Dr. S.N.Jha |  |
| 3 | Dr. H.P. Singh Saluja |  |
| 4 | Anil Baidya |  |
| 5 | CA. VIKRANT RAJHUVANSHI |  |
| 6 | SHWETA SAO |  |
| 7 | Chaya Sahu |  |

Principal


HOD

GOVT.V.Y.T.PG.AUTONOMOUS COLLEGE,DURG(C.G.)

वणिज्य एवं प्रबंध विभाग

Department of Commerce & Management

Value Added Certificate Course

ACADEMIC YEAR 2022-23

Syllabus of Certificate Course on : Techniques of Data Collection and Presentation of Statistical Data

Course Objectives :-

- 1- Define and recognize key descriptive statistics.
- 2- To develop the students ability to deal with numerical and quantitative issues in business.
- 3- To enable the use of statistical,graphical techniques wherever relevant.
- 4- To have a proper understanding of statistical application in commerce & management.

Course Inputs :-

- Unit-I Introduction: Statistics as a subject, Defination & Nature of Statistics, Classification of Data, Types of Data, Descriptive Statistics, Statistical Methods of Descriptive Statistics.
- Unit-II Data Collection, Methods of Collecting of Data.
- Unit-III Consturction of Frequency Distribution.
- Unit-IV Questionare, Tabulation,Schedule & Interview, Editing of Data.
- Unit-V Methods and Graphical Presentation of Statistical Data.

Course Outputs:

- 1- Describe and discuss the key terminology,concepts ,tools and techniques used in business statistical analysis.
- 2- Discuss critically the uses and limitations of statistical analysis.
- 3- Conduct basic statistical analysis of raw data.
- 4- Understand how to organize and summarize data by using descriptive statistics and appropriate statistical graphics.

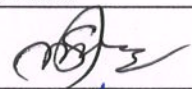
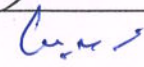
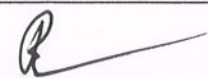
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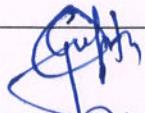
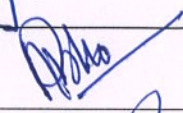
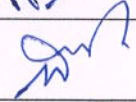
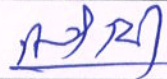
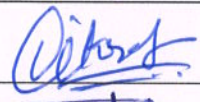

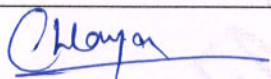
Total Teaching Hours: More than 30 Hours.

Recommended Books:-

- 1- Dr.SM.Shukla
- 2- Dr.B.N.Gupta

BOS ACADEMIC YEAR 2022-23

| Sr.No. | External Experts | Signature |
|--------|------------------------------|---|
| 1 | DR. S.D.Deshpandey, Jabalpur |  |
| 2. | Dr. B.L.Goyal,Bilaspur |  |
| 3 | Dr. R.P.Agrawal,Bhilai |  |
| Sr.No. | Departmental Members | |

| | | |
|---|----------------------------|---|
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| 2 | Dr.S.N.Jha |  |
| 3 | Dr.H.P.Singh Saluja |  |
| 4 | Ans) Ballewgr |  |
| 5 | CA. VIKRANT RAGHUVANSHI |  |
| 6 | SHWETA SAO |  |
| 7 | Chhaya Sahu |  |

Principal


HOD
Dept.of Commerce

DEPT. OF COMMERCE & MANAGEMENT

GOVT.V.Y.T.PG.AUTONOMOUS COLLEGE,DURG(C.G.)

वणिज्य एवं प्रबंध विभाग

Department of Commerce & Management

Value Added Certificate Course

ACADEMIC YEAR 2022-23

**Syllabus for Certificate Programme on
Basic Concepts & Provisions of GST**

Objective of the Course :-

The Certificate Programme on GST aims to provide specialized and updated knowledge in the area of GST by spilling students and industry members. The application of learning's of this course are in areas like supply chain optimization IT, accounting, tax compliance and pricing as they are affected by the GST. This course will provide an overview of GST as well as enhance your knowledge in the core aspects like tax invoice, credit, debit, notes, payments of tax and refunds along with demo sessions on registration of GST.

Course Content :-

- 1- Overview of GST-Important definitions in GST, levy and collection of tax, Scope of supply, tax liability on composite and mixed supplies, levy and collection composition levy.
- 2- Determination of nature of supply:- Inter-state supply, suppliers in territorial waters, understanding of RCM.
- 3- Time & Value of supply:-Time of supply of goods, Time of supply of Services, Value of taxable supply.
- 4- Place of supply of goods or services or both. Place of supply of goods ,place of supply a goods imported into or exported from India, Place of supply of services where location of supplier and recipient is in India. Place of supply of services where location of suppliers or location of recipient is outside India.
- 5- Input Tax
- 6- Registration Process
- 7- On line demo of GST
- 8- Tax invoice Credit & debits notes
- 9- Accounts and Reports
- 10- Returns
- 11- On line demo of all the GST Return
- 12- Payment of tax
- 13- Refunds
- 14- Assessment

Recommended Books:-

- 1- Dr.S M.Shukla & Mehrotra
- 2- Dr.Shree Pal Saklecha

Methods of Instructions :-

1. By Lecture
2. Discussion
3. Written Assignments

Certification :-The College needs to provide course completion certificate to every students who completed the course successfully.

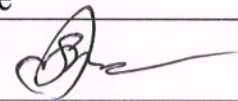
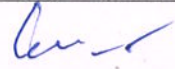

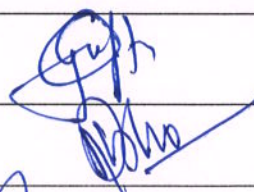

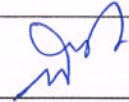
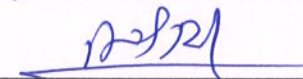
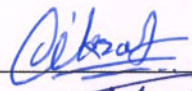

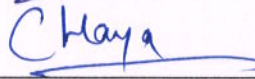
Total Teaching Hours: 30 Hrs.

Outcome form this course:

This course will make student capable for handling GST related work in following areas:-

- The course is designed to enable the students filter out unnecessary provisions of GST which is beneficial and work oriented.
- The only course that aims to make self assessment of GST liability.
- This course help students to prepare and filing GST Returns of different business.
- This course provide students own independence on GST related matters and removing dependency on professional.

BOS ACADEMIC YEAR 2022-23

| Sr.No. | External Experts | Signature |
|--------|------------------------------|---|
| 1 | DR. S.D.Deshpandey, Jabalpur |  |
| 2. | Dr. B.L.Goyal,Bilaspur |  |
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Principal


HOD

GOVT.V.Y.T.PG.AUTONOMOUS COLLEGE,DURG(C.G.)

वणिज्य एवं प्रबंध विभाग

Department of Commerce & Management

Value Added Certificate Course

ACADEMIC YEAR 2022-23

Syllabus of Certificate Programme on Income Tax Practice & E-Filing

Course Objectives:-This course aims at encouraging salaried individuals to file their own income tax return and the course material is useful in the following manners.

- 1- Gives complete details study about the provisions of Income Tax.
- 2- Helps the salaried employees to proactively plan their taxes in advance.
- 3- It is a quick tutorial for complete filling of returns.
- 4- The course contains meticulously designed tax calculators that simplify complicated calculations to give instant results.
- 5- It is an easy to grasp guide for one and all.

Why this Course?

- Easy to understand includes practical demonstration (as videos)of income tax return filling along with theoretical explanation of tax laws.
- The course is designed to enable you filter out unnecessary provisions which do not hold benefits for you.
- The only course that aims to make self assessment tax actually self assessable.
- Once you have read this course,you can help your entire family file their returns.
- This course makes you completely independent removing your dependency on professional for life.

Course Syllabus :

- 1- Introduction : What is the need to file ITR,Basic concepts of Income tax,Know your income tax returns.
- 2- Salary: Introduction to Salary, Valuation of Perquisites, Taxability of perquisites for specified employees, Allowances and exemptions, Provisions relevant at the time of retirement, Other provisions.
- 3- Income from House Property: Do you own a House Property?
- 4- Capital Gains: Introduction to Capital gains,
Have you sold land or building during the year?
Have you sold any shares or mutual funds during the year?
Have you sold any other Movable assets (liquid funds, debt-oriented mutual funds.
- 5- Profits and Gains from Business and Profession: Professional Income, Income from F&O trading
- 6- Income from Other Sources: Do you have any other receipts during the year?
- 7- Deductions available from total income: Chapter VIA
- 8- Set off and carry forward of Losses: Set off and carry forward of losses.

9- Payments of TDS and Advance Taxes: TDS & Advance tax

10- Filling Return: Payment of taxes and filling the return

Course Out Comes:- This course will make student capable for handling self assessment & e-filing of Income Tax:

- The course is designed to enable the students filter out unnecessary provisions which is beneficial for assesses.
- The only course that aims to make self assessment of tax liability.
- This course help students to prepare their entrie family returns.
- This course provide students own independence on tax matters and removing dependency on professional

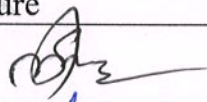
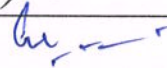

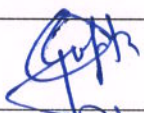
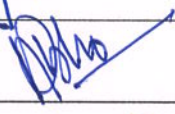
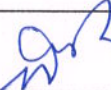
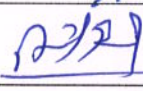

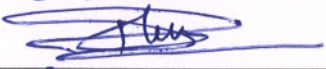
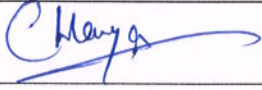
Methods of Instructions :-

1. By Lecture
2. Class Discussion
3. Written Assignments

Certification :- The College needs to provide course completion certificate to every students who completed the course successfully.

Total Teaching Hours: 30

BOS ACADEMIC YEAR 2022-23

| Sr.No. | External Experts | Signature |
|--------|------------------------------|---|
| 1 | DR. S.D.Deshpandey, Jabalpur |  |
| 2. | Dr. B.L.Goyal,Bilaspur |  |
| 3 | Dr. R.P.Agrawal,Bhilai |  |
| Sr.No. | Departmental Members | |
| 1 | Dr. O.P.Gupta,HOD Commerce |  |
| 2 | Dr.S.N.Jha |  |
| 3 | Dr.H.P.Singh Saluja |  |
| 4 | Ans) Ballewar |  |
| 5 | CA. VIKRANT RAGHUWANSHI |  |
| 6 | SWETA SAO |  |
| 7 | Chayan Bahu |  |

Principal


HOD

GOVT.V.Y.T.PG.AUTONOMOUS COLLEGE,DURG(C.G.)

वणिज्य एवं प्रबंध विभाग

Department of Commerce & Management

Value Added Certificate Course

ACADEMIC YEAR 2022-23

Syllabus of Certificate Programme on Direct Taxes

Course Objectives:-This course aims at encouraging salaried individuals to file their own income tax return and the course material is useful in the following manners.

- 1- Gives complete details study about the provisions of Income Tax.
- 2- Helps the salaried employees to proactively plan their taxes in advance.
- 3- It is a quick tutorial for complete filling of returns.
- 4- The course contains meticulously designed tax calculators that simplify complicated calculations to give instant results.
- 5- It is an easy to grasp guide for one and all.

Why this Course?

- Easy to understand includes practical demonstration (as videos)of income tax return filling along with theoretical explanation of tax laws.
- The course is designed to enable you filter out unnecessary provisions which do not hold benefits for you.
- The only course that aims to make self assessment tax actually self assessable.
- Once you have read this course,you can help your entire family file their returns.
- This course makes you completely independent removing your dependency on professional for life.

Course Contents :

- 1- Brief History of Income Tax in India.
- 2- Salient features of Income Tax.
- 3- Objectives of Charging Income tax.
- 4- Important Definations :
Previous Year, Assessment Year, Person, Assessee, Income
- 5- Features of Income: Gross Total Income : Income of Heads Name
1-Salary 2-Income from House Property 3 Income from Business & Profession 4- Income from Capital Gains 5- Income from Other Sources
- 6- Calculation of Total Income
- 7- Casual Income :
- 8- Exempted Income:1-Exempted incomes for all assesses,2- Exempted income of certain Institutions and funds.3- Exempted income for salaried Persons
- 9- Residence & Tax Liability : Only Introduction and types of resident and his tax liability.
- 10- Income from Salary-Computation of Taxable Salary-Only Chart Table
- 11- Process of Computation of Taxable Salary Under head Salaries.
- 12- Provident Fund : Meaning ,Types of Funds
- 13- Income from Salaries (Retirement & Retrenchment) Basic Knowledge.
- 14- Deduction from Gross total Income : U/S 80C to 80U
- 15- Assessment of Individuals: Computation of Total Income
- 16- Computation of Tax Liability of Individuals:- Tax Liability of Various Persons for Age Up to 60 Years ,More than 60 Years, More than 75 Years

- 17- Deduction at Tax at Source.
- 18- Procedure of Assessment
- 19- Knowledge About PAN Card
- 20- Knowledge About ADHAR Card
- 21- Types of Assessment: 1- Self Assessment,Regular Assessment,Best Judgement,Re-assessment
- 22- Recovery & Refunds of Tax
- 23- Advanced Payments of Tax
- 24- Provisions and Procedure of the filling the Return of Income and e-filing of Income Tax & TDS Returns: ITR-1,ITR-2,ITR-3,ITR-4S,ITR-5,ITR-6,ITR-7,Knowledge of Proforma ITR-V
- 25- e-filing of Income Tax Returns & TDS.

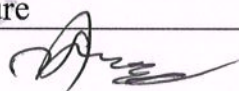
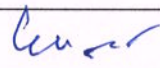

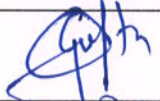
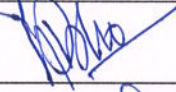

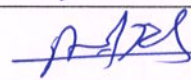

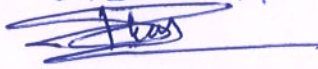
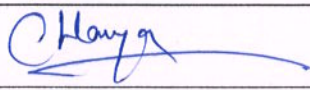
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Principal


HOD