

ANDHRA UNIVERSITY



Telegrams: UNIVERSITY
Telephone: 284 4000
Fax: 0891-2755324

All Official letters, packages etc, should be addressed to the Registrar by designation and not by name.

No. L I (1&2)/U.G. SEC's Courses/ Syllabi & MQP/2020-21

Visakhapatnam,
Dt: 22-12-2022

From: **THE REGISTRAR**

To

The Controller of Examinations,
Andhra University,
Visakhapatnam.

Sir,

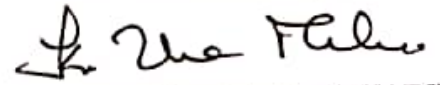
Sub: Approval of Syllabus & Model Question Papers – Reg.
Ref: B.A. & B.Sc. Syllabus & Model Question Papers.

With reference to the above, I am by direction to inform you that the Choice Based Credit System, U.G. Skill Enhancement Courses (w.e.f. 2020-2021) Syllabus & Model Question Papers have been approved as detailed below:

S.No.	Subject/Email dated	Name & Designation	Name of the College	Syllabus & Model question paper	Name of the Paper
1.	B.A Office Management and Secretarial Practice / 11-12-2022	-	-	Semester-V Model Question Paper & Syllabus	1.Paper VII (a)-Computer Applications and Stenography. 2.Paper VI (a)- Advanced Stenography and Computer Applications.
2.	B.A. Economics / 12-12-2022	Chairman	-	Semester-V Model Question Paper	1.Course-6 (C) Insurance Services. 2.Course-7 (C) Banking and Financial Services.
3.	B.Sc. Botany / 11-12-2022	Chairperson	Govt. Degree College (M), Srikakulam	Semester-V Model Question Paper	1.Paper-6 A Plant Propagation 2.Paper-7 A Seed Technology 3.Paper-6 B Vegetable Crops- Cultivation Practices. Paper-7 B Vegetable Crops- Post Harvest Practices.
4.	B.Sc. Zoology / 12-12-2022	-	-	Semester-V Model Question Paper	1.Paper 6 A: Sustainable Aquaculture Management. 2 Paper 7 A: Post Harvest Technology of Fish and Fisheries.

Hence, I request to arrange to circulate the same among the Teaching Staff and Students concerned and placed in A.U. website.

Yours faithfully,



(K. UMA MAHESWARI)
DEPUTY REGISTRAR (ACADEMIC)

Copies to:

1. The Dean of Academic Affairs, A.U., VSP.
2. The Dean, U.G. & P.G, Professional Courses, A.U., Vsp.
3. The Dean, CDC, A.U., Vsp.
4. The Dean, Confidential, A.U., Vsp.
5. All Principals, A.U. Affiliated Colleges Offered in U.G. courses.
6. The Superintendent S.I Section for taking necessary further action.
7. The Secretary to V.C., Rector Table, P.A. to Registrar, A.U., Vsp.
8. The Director, Computer Centre, A.U., Vsp.
9. O.C. & O.O.F.

ANDHRA UNIVERSITY
B.A (CBCS) DEGREE EXAMINATION
SEMESTER V

Part - II OFFICE MANAGEMENT AND SECRETARIAL PRACTICE

Paper VII (a) - Computer Applications and Stenography

(Effective from the admitted batch of 2020-21)

Time : 3 Hours

Maximum marks : 75

SECTION-A (5×5=25 Marks)

Answer any Five of the following eight questions.

1. Explain business phrases?
2. Explain about banking phrases?
3. Explain the essential features of a report?
4. Write about industry visit report?
5. Explain executive summary of the report?
6. Explain the use of MS word?
7. Explain the use of PowerPoint?
8. Explain about transcriptions?

SECTION -B (5×10=50 Marks)

Select and answer one question from each of the following

9. (a) write about pitman shorthands instructions?

or

- (b) Explain about intersections, Business phrases, and banking phrases?

10. (a) Explain the elements of a project report?

or

(b) Explain about the validity of a good report?

11. (a) Explain the structure of a report?

or

(b) Explain about findings and limitations of a report ?

12. (a) Explain the preparation of report in power point?

or

(b) Explain use of tables, charts and functions in preparation of a report?

13. (a) Explain how office practices useful for writing business surveys?

or

(b) Explain about report writing and transcriptions?

ANDHRA UNIVERSITY
B.A (CBCS) DEGREE EXAMINATION
SEMESTER V

Part - II OFFICE MANAGEMENT AND SECRETARIAL PRACTICE
Paper VI (a) - Advanced Stenography and Computer Applications
(Effective from the admitted batch of 2020-21)

Time : 3 Hours

Maximum marks : 75

SECTION-A (5×5=25 Marks)

Answer any Five of the following eight questions.

1. Explain how to create a table in MS word?
2. Explain about references in MS word?
3. Explain how to insert a chart in MS Excel?
4. Write about mathematical functions in MS Excel?
5. Explain how to create a sample attendance sheet in Excel?
6. What are transitions in PowerPoint?
7. Explain how to insert slide number in PowerPoint?
8. Explain how to create a sample presentation using PowerPoint?

SECTION -B (5×10=50 Marks)

Select and answer one question from each of the following

9. (a) write about pitman shorthands instructions?

or

- (b) explain any business research survey from your practice?

10. (a) explain how to transcribe on computer?

or

(b) Explain about a text formatting in MS Word?

11. (a) Explain how to create a sample document in MS word?

or

(b) Explain mathematical and statistical functions in MS Excel?

12. (a) write about arithmetic and logical functions in MS Excel?

or

(b) Explain how to use charts in MS Excel?

13. (a) Explain about special effects in MS PowerPoint?

or

(b) explain how to add multimedia in PowerPoint to slides?

B.A
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Discipline Specific Elective Paper 5(a):
SEMESTER -V Practical Stenography and E-
Typewriting
(Only English Medium)

Duration: 3 hrs.

Marks: 100

Credits: 6 Marks: 100(Theory- 25 Marks,

Internal Assessment = 25 Marks)

Practical -50 Marks

Paper-V

Unit I: Basic English Transcription Concepts

Homonyms(words which have the same spelling and pronunciation, but have different meanings); homophones(words which have the same pronunciation , but different spelling and meanings); homographs (words that are spelt the same, but have different pronunciations and meanings)

Unit II: E-Typewriting- Practical

Practice on key board skills for the speed of e-typewriting

E-typewriting: Introduction, functions, importance, advantages and disadvantages.Practice of on and off of computer system.

Keyboard practice: Setting of fingers on home keys, guide keys, dead keys, and their functions

Touch and sight typewriting- Meaning, advantages and disadvantages.

Type

writing speed and accuracy- (use of spacing and punctuation marks, errors and penalty.

Calculation of running and accurate speed (gross and net speed)

Unit III: Advanced Stenography-Theory and Practical

Special contractions (Section 1 to 5 with exercises) , Advanced Phraseography(Section 1 to 7) with exercises , Intersections, List of Gramalogues (alphabetically and phonetically).

Daily practice of Seen Passages from above exercises at the speed of 60 w.p.m and transcribe on the computer.

Unit IV: Word Processing -Practical

Word processing (MS-Office): working with documents, use of different views, navigation through document, text manipulation, formatting of documents.Hyperlink,Mail Merge

Document preparation : Styles of business letters, preparation of letters in word processor,

generate notices, agenda and minutes of meeting, office orders, circulars, memorandums, resumes. Merging of letter through mail merge and Printing

Unit V: Spreadsheet -Practical

Spreadsheet (MS Excel): Need of Spreadsheet, creating, opening and saving workbook, working with worksheet, editing worksheet, using links, applying different views, formulas and functions.

Guidelines for the conduct of Practical Examination

Time: 3 Hours

Maximum Marks:

		50		
Question No.	Description	No. of words	Marks	Time Allowed
1.	Seen Dictation from Unit 3 of the syllabus at the speed of 80/60 words per minutes	180	10	5 minutes for dictation 5 minutes for reading and 30 minutes for transcription on Computer
2	Shorthand outlines from Unit 3	20	10	20 Minutes (the examinees will have to write the Shorthand outlines of the words on the printed sheet which would be the Question Paper as well as the Answer Sheet)
3	Speed Test @ 30 w.p.m. (10 minutes) from Unit	More than 1500/2000 strokes	10	10 Minutes
4.	Project work practical assessment from Unit 4 and 5 two questions one from word processing and one of spreadsheet making the hyperlink		10 x 2	40 minutes

Note:

- 10 minutes time will be allowed to students for setting and adjustment of computers before the practical starts.
- 10 minutes time will be allowed to students for setting and adjustment of computers for e- typewriting speed test.
- The students have to produce the hard copies of the above questions for evaluation. Time should also be allowed for print-outs.

Practical:

There shall be Two Lectures per class and 4 Practical periods per batch to be taught in computer Lab.

Practical examination will be conducted by the Internal Examiner

References

- 700 Hundred Common Words- Reading and Dictation Exercises
- Bhatia, D.P & Sangal, S.S., *Principles of Typewriting*, Pitman S.S.Publications
- *Computer E-Typewriting Master*
- Kailash, C.Chandra, N.and Pitman I., *Shorthand Magazines*,
- S.S.Publications 2012 Kuthiala, *Shorthand Made Easy*, Pitman S.S.Publications
- Madan, S., *Computer Applications*, Mayur Paperbacks, New Delhi 2013.
- Pitman. I., *Pitman Shorthand Instructor and Key (old Course)*, Pearson Education Ltd. 2003.
- Sinha, P.K. and Sinha, P., *Computer Fundamentals*, BPB Publications. 2010 Thoope Edgar, *2000 Common Words Reading and Dictation Exercises*
- Tiwari H.N.and Thukral, S.*Information Technology*, International Book House Pvt. Ltd., Delhi 2014.

. B.A

OFFICE MANAGEMENT & SECRETARIAL PRACTICE

Discipline Specific Elective Paper 5(b):

SEMESTER -V Advanced Stenography
(Only English Medium)

Duration: 3 hrs.
6

Marks: 100

Credits:

Paper-5b

Unit I

Dictation of revisionary exercises and contractions by reading, writing and copying shorthand outlines and reading accurately by the students.

- Chapter XXVIII- Exercise 100, Revisionary
- Exercise (c) Chapter XXIX Contractions
(Exercises 111 to 119)

Unit II

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

- Chapter XXX- Figures etc. (Exercise 120)
- Chapter XXXI Note Taking
Transcription, etc.
- Chapter XXXII- Essential Vowels (Exercise 121 to 123)

Unit III

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word

processor.

- Chapter XXXIII- Special contractions (Exercise 124 to 144)
- Chapter XXXIV Advanced Phraseography (Exercise 145 to 183)

Unit IV

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

- Chapter XXXV- Intersections (Exercise 186 and 187)
- Chapter XXXVI Business Phrases (Exercise 188 to 191)
- Chapter XLIII Special list of words (Exercise 216 to 231)

Unit V

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

- Chapter XLIV- Shorthand in Practice
- Revision of Gramalogues
- Special List of Contractions
- Business and Medical Transcriptions

References

- Pitman, Isaac: *Pitman Shorthand Instructor and Key* (old course), Sir Isaac Pitman Ltd., Pearson Education Ltd. and Dorling Kindersley Publishing.
- *Shorthand Magazines* by Kailash Chandra, Naresh Gupta and Pitman S.S. Publications.

ANDHRA UNIVERSITY
B.A ECONOMICS
SEMESTER-V, COURSE – 6 (C)
INSURENCE SERVICES
MODEL QUESTION PAPER

SECTION-A

Answer any **FIVE** of the following questions

5 x 5 = 25 Marks

- 1) Function of insurance
- 2) Revival of insurance policy
- 3) Surrender of life insurance policy
- 4) Motor vehicle insurance
- 5) Claim settlement
- 6) Registration of insurance agencies
- 7) Insurance customer categories
- 8) Features of unit linked policy

SECTION –B

Answer **ALL** the following questions

5 X 10= 50 Marks

- 9 a) What is the meaning of insurance? Explain the principal of insurance?
(or)
b) Briefly write a note on IRDA?
- 10 a) What do you mean by life insurance? And explain the various aspects of it?
(or)
b) Explain the different steps in issue of life insurance policy?
- 11 a) What are the different types of general insurance policies in India?
(or)
b) Define health insurance? And explain different types of health insurance policies in India?
- 12 a) Explain insurance contract and terms of insurance policies?
(or)
b) Explain the impotent web sites &apps of insurance in India?
- 13 a) Explain the case study of insurance customer categories & ethical behaviour of consumers?
(or)
b) Discuss the two different case studies related to life and general health insurance?

Prof.S.Pullu Rao
Chairman
BOS (UG) Economics



ANDHRA UNIVERSITY
B.A ECONOMICS
SEMESTER-V, COURSE -7(C)
Banking and Financial Services
MODEL QUESTION PAPER

Section A

Answer any FIVE of the following questions

5 x 5 = 25 Marks

- 1) Features of Banking
- 2) KYC- Know your customer details
- 3) Recovery of Loans
- 4) Concept of Microfinance
- 5) Loan Procedure
- 6) Anti- money Laundering
- 7) Fixed Deposits
- 8) Tele Banking

SECTION -B

Answer ALL the following questions

5 x 10 = 50 Marks

- 1) a) Define banking and bring out the features and structure of Indian banking system
(or)
b) Describe the functions of banks?
- 2) a) Explain different categories of loans?
(or)
b) Define negotiable instruments and explain the types of negotiable instruments?
- 3) a) What is common service centre and explain provisions of services by common service centre?
(or)
b) Explain different activities of banking correspondents?
- 4) a) Define NBFIs and explain important financial services offered by NBFIs?
(or)
b) Explain the problems and challenges of NBFIs in India?
- 5) a) What is finance Service Company? What are the types of loans offered by finance service companies?
(or)
b) Explain the procedure and requirements of FSC's loan sanction?

Prof.S.Pulla Rao
Chairman
BOS (UG) Economics

B.Sc (CBCS) DEGREE EXAMINATION

FIFTH SEMESTER

BOTANY

PAPER-6 A (Plant Propagation) (Skill Enhancement Course (Elective)

(With effect from 2020-21 Admitted Batch)

Model question paper

Max Time: 3 Hr

Max Marks: 75

SECTION-A

Answer all questions.

5X2=10M

1. Cold Frame
2. Define Polyembryony, give an example
3. Give any two examples for cutting
4. What is layering? give an example.
5. Chip budding.

SECTION-B

Answer any three of the following and draw a labelled diagram wherever necessary.

3X5=15 M

6. Write brief notes on mist chamber
7. What is the significance of Apomixis
8. Write about the factors influencing rooting of cuttings.
9. Write the technique of Air layering
10. Write a brief note on Grafting techniques.

SECTION -C

Answer all questions. Draw a labelled diagram wherever necessary

5X10=50M

- 11 a) Write an essay on any two propagation structures.

(Or)

- b) Write an essay on vegetative propagation by division and Separation.

(Or)

b) What are the advantages and disadvantages of Apomixis?

13 a) Write the importance of plant growth regulators in rooting of cuttings

(Or)

b) Write about root and leaf cuttings in vegetative propagation.

14 a) What are the methods of Ground layering? Explain.

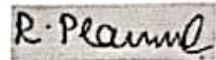
(Or)

b) What is layering? Which factors influencing layering?

15 a) What is grafting ? Write about the grafting types.

(Or)

b) Write an essay on Scion-stock relationship, and their influence.



(Dr.R.Prameela)
Chairperson, BOS
UG Botany, AU

B.Sc (CBCS) DEGREE EXAMINATION

FIFTH SEMESTER

BOTANY

PAPER-7 A (Seed Technology) (Skill Enhancement Course (Elective)

(With effect from 2020-21 Admitted Batch)

Model question paper

Max Time: 3 Hr

Max Marks: 75

SECTION-A

Answer all questions.

5X2=10M

1. What is the difference between seed and grain.
2. Grading
3. Seed viability
4. Dusting
5. Seed Inspector

SECTION-B

Answer any three of the following and draw a labelled diagram wherever necessary.

3X5=15 M

6. What are the differences between Dicot and Monocot seed?
7. What are the principles of seed processing?
8. How do you analyse the seed purity?
9. How do transmit the seed borne diseases?
10. Write about Indian seed Act.

SECTION –C

Answer all questions. Draw a labelled diagram wherever necessary

5X10=50M

- 11 a) Write an essay on role and goals of seed technology.

(Or)

- b) What is dormancy? write about the methods to break seed dormancy.



12 a) Write an essay on Seed storage.

(Or)

b) What are the safety precautions. during processing.

13 a) Explain TZ test to determine seed Viability

(Or)

b) What are the methods of seed moisture determination.

14 a) Write a brief account on seed borne diseases.

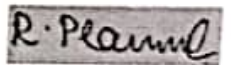
(Or)

b) Write about seed treatment methods

15 a) Write about new seed policy (1988)

(Or)

b) Write an essay on seed certification



(Dr.R.Prameela)
Chairperson,BOS
UG Botany, AU

B.Sc (CBCS) DEGREE EXAMINATION

FIFTH SEMESTER

BOTANY

PAPER-6 B (Vegetable crops - Cultivation Practices)

(Skill Enhancement Course (Elective))

(With effect from 2020-21 Admitted Batch)

Model question paper

Max Time: 3 Hr

Max Marks: 75

SECTION-A

Answer all questions.

5X2=10M

1. What is olericulture?
2. Define weed, and give example of a weed.
3. Give two examples for fruit Vegetables from Cucurbitaceae
4. Name two pea crops, which are Studied by you
5. Give any two examples for Root crops.

SECTION-B

Answer any three of the following and draw a labelled diagram wherever necessary.

3X5=15 M

6. Write classification of vegetable crops Based on economic parts used.
7. Write any two of leafy vegetables.
8. What are the irrigation systems used in Fruity vegetables
9. What are the harvesting methods are used in Peas vegetables?
10. Write about pest management in Tuber Vegetable crops.

SECTION -C

Answer all questions. Draw a labelled diagram wherever necessary

5X10=50M

- 11 a) Write an essay on Types of Vegetable Gardens.

(Or)

- b) Which implements are used in Vegetable Garden? Explain.

12 a) Write systematic position, nutritive Value and Production of Fenugreek

(Or)

b) Write an essay on general cultivation practices of leafy vegetables

13 a) Write a brief account of locally cultivated crops.

(Or)

b) What are the nutritive values of Okra and Tomato

14 a) General cultivation practices of Dolichos & cluster bean.

(Or)

b) Write about the Seed production of French bean.

15 a) Study the root crops of Carrot & Radish.

(Or)

b) Write an essay on Tuber vegetable crops.

R. Prameela

(Dr.R.Prameela)
Chairperson, BOS
UG Botany, AU

B.Sc (CBCS) DEGREE EXAMINATION

FIFTH SEMESTER

BOTANY

PAPER-7 B (Vegetable Crops – Post Harvest Practices)

(Skill Enhancement Course (Elective))

(With effect from 2020-21 Admitted Batch)

Model question paper

Max Time: 3 Hr

Max Marks: 75

SECTION-A

Answer all questions.

5X2=10M

1. What is ripening
2. Define shelf life
3. Grading
4. Food additives
5. Marketing.

SECTION-B

Answer any three of the following and draw a labelled diagram wherever necessary.

3X5=15 M

6. What are the important factors responsible for ripening.
7. Write about pit storage.
8. Write brief notes on grading.
9. Write short notes on food colours.
10. What are the important marketing agencies?

SECTION –C

Answer all questions. Draw a labelled diagram wherever necessary

5X10=50M

11a) Write an essay on Post-harvest technology

(Or)

b) What are the harvest techniques of vegetables? Explain.



12 a) Write an essay on Refrigerated storage

(Or)

b) Differentiate the Cacteric and non-climacteric types.

13 a) What are the causes for spoilage Vegetables? explain

(Or)

b) Write an essay on 'safe chemicals'

14 a) What are the commonly used food additives in preservation? Explain

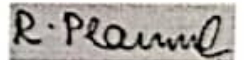
(Or)

b) Write an essay on 'process of frying'.

15 a) What is transportation? write its importance in marketing.

(Or)

b) What is the importance of co-operative marketing



(Dr.R.Prameela)
Chairperson, BOS
UG Botany, AU

Section – A

Answer any Five of the following.

5x5=25 marks

1. Present global status of aquaculture
ఆకాశకల్పర్ యొక్క ప్రస్తుత ప్రపంచ స్థితి
2. Cultivable brackish water fish species
సాగు చేయదగిన ఉప్పునీటి చేప జాతులు
3. Production ponds
ఉత్పాదక చెరువులు
4. Manure application in culture ponds
సంవర్ధన చెరువులలో ఎరువుల వాడకం .
5. Algal blooms
శైవలాల తిట్లు
6. Post stocking management practices in Indian major carp culture ponds
బారతీయ మేజర్ కార్ప్ కల్చర్ చెరువులలో పోస్ట్ స్టాకింగ్ నిర్వహణ పద్ధతులు
7. Commercial importance of shrimp
రొయ్యల యొక్క వాణిజ్య ప్రాముఖ్యత
8. Fungal diseases in finfishes
చేపలలో శిలీనాళులు కలుగ జేయు వ్యాధులు.

Answer all the following.

5x10=50 marks

9. a) Give a detailed account of various types of culture practice systems in aquaculture.
ఆకాశకల్పర్ లో వివిధ సంవర్ధన వ్యవస్థలను గూర్చి వివరింపుము.
Or
b) Write an essay on design and construction of shrimp farm.
రొయ్యల పారమ్ రూపకల్పన మరియు నిర్మాణంపై ఒక వ్యాసం రాయండి.
- 10 a) Write in detail about the optimum physico-chemical conditions of soil and water required for aquaculture.
ఆకాశకల్పర్కు అవసరమైన మృత్తిక మరియు నీటి యొక్క భౌతిక-రసాయన పరిస్థితుల గురించి వివరంగా వ్రాయండి.

Or

- b) Explain about rearing, stocking and quarantine ponds in aquaculture.
ఆకాశకల్పంలో పెంపక, స్టాకింగ్ మరియు క్వారంటైన్ చెరువుల గురించి వివరించండి

- 11 a) Describe in detail about induced breeding in fishes.
చేపలలో ప్రేరేపిత సంతానోత్పత్తి గురించి వివరంగా వివరించండి.

Or

- b) Write an essay on the stocking management practices in Major carp culture.
మేజర్ కార్ప్ సంవర్ధనంలో స్టాకింగ్ నిర్వహణ పద్ధతులపై వ్యాసం రాయండి.

- 12 a) Give a detailed account of culture of *L. vannamei*.
L.వెన్నామీ సంవర్ధనమును గూర్చి వివరింపుము.

Or

- b) Write an essay on mixed culture of fishes and prawns.
చేపలు మరియు రొయ్యల మిశ్రమ పెంపకముపై వ్యాసం రాయండి.

- 13 a) Explain about the viral diseases of fin fish and shell fish.
ఫిన్ ఫిష్ మరియు షెల్ ఫిష్ యొక్క వైరల్ వ్యాధుల గురించి వివరించండి.

Or

- b) Explain about the bacterial diseases of fin fishes and shell fishes.
ఫిన్ ఫిష్ మరియు షెల్ ఫిష్ యొక్క బ్యాక్టీరియల్ వ్యాధుల గురించి వివరించండి.

Section – A

Answer any Five of the following.

5x5=25 marks

1. Storage and transport of freshwater fish.
మంచినీటి చేపల నిల్వ మరియు రవాణా.
2. Accelerated freeze drying
వేగవంతమైన ఫ్రీజ్ ఎండబెట్టడం (AFD)
3. Salt curing
లవణీకరణ
4. Fish meal
చేప మీల్
5. Shark fins
శరచేప వాజములు
6. Personal hygiene in processing plants
ప్రాసెస్సింగ్ ప్లాంట్లలో వ్యక్తిగత పరిశుభ్రత
7. Good laboratory practices
మంచి ప్రయోగశాల పద్ధతులు
8. HACCP

Answer all the following.

5x10=50 marks

- 9 a) Write an essay on post mortem changes, spoilage in freshwater and marine fish.

మంచినీటి మరియు సముద్ర చేపల చెడిపోవడం, పోస్ట్ మార్టం మార్పులపై వ్యాసం రాయండి..

Or

- b) Explain the principles of fish preservation.

చేపల నిల్వ చేయుటలో సూత్రాలను వివరించండి

- 10 a) Give a detailed account of traditional methods of fish preservation.

చేపలను నిల్వ చేయు సాంప్రదాయ పద్ధతుల గురించి వివరణ వ్రాయుము.

Or

- b) Explain the advanced methods of fish preservation

చేపలను నిల్వ చేయు ఆధునిక పద్ధతుల గురించి వివరణ వ్రాయుము.

- 11 a) Write an essay on various fish products.
వివిధ చేప ఉత్పత్తులపై వ్యాసం రాయండి.

Or

- b) Write an essay on fish byproducts
చేపల ఉపఉత్పత్తులపై వ్యాసం రాయండి

- 12 a) Describe in detail the sanitation in processing plants.
ప్రాసెసింగ్ ప్లాంట్లలో పారిశుధ్యం గురించి వివరంగా వివరించండి.

Or

- b) Elucidate quality control of fish and fishery products.
చేపలు మరియు మత్స్య ఉత్పత్తుల నాణ్యత నియంత్రణను వివరించండి.

- 13 a) Describe the seafood quality assurance and systems.
మత్స్య నాణ్యత హామీ మరియు వ్యవస్థలను వివరించండి.

Or

- b) Give a detailed account of national and international standards of quality assurance systems.

నాణ్యత హామీ వ్యవస్థల జాతీయ మరియు అంతర్జాతీయ ప్రమాణాల వివరించండి.

B.A
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Paper I: SEMESTER –I
Business Communication

Duration: 3 hrs.

Marks: 100

Credits: 6

Paper-I

Unit I: Communication Process

Communication- nature, process, importance and types (verbal & non-verbal); Different forms of communication; Barriers to effective communication

Unit II: Vocabulary in Business

Vocabulary words often confused, words often mis-spelt, common errors in English

Unit III: Oral Presentation

Importance, characteristics, presentation plan, power point presentation

Unit IV: Business Correspondence

Letter writing, presentation, placing orders, sales letters, memorandum, notices, agenda, minutes; Job application letter; Preparing the resume

Unit V: Report Writing

Business reports, types, characteristics, importance, elements of structure, process of

References

Khanna, P. *Effective Business Communication*. Vikas Publishing.

Lehman, C. M., DuFrene, D. D., & Sinha, M. (2011). *Business Communication*. Cengage Learning India Pvt. Ltd.



B.A
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Paper 2: SEMESTER II
Office Management & Secretarial Practice
(English/Hindi Medium)

Duration: 3 hrs.

Marks: 100

Credits: 6

Paper-II

Unit-I: Office Management and Office Automation

Introduction to office management, objectives and principles of Office Management, primary and administrative management functions, importance of modern office, organisational chart, hierarchy, centralization and decentralization of office services, changing the nature and scope of office work, functions of office manager, essential qualification, experience and supervisory skills required for Office Manager.

Modern Office Equipment: Introduction, meaning and importance of Office automation, objectives and use of office automation tools - printers, scanner, fax machines, personal computers, photocopier, calling bell, telephones, mobile phones, video conferencing, CCTV Camera, biometric attendance machines. Tools for planning, office layout, concept of open office, back office, front office, Use of modular office furniture, emerging office concepts (green office

building, work at home, flexible office hours etc.), factors affecting choice of office location and working environment.

Unit II: Office Forms, Mail and Records Management

Office forms: Introduction, meaning, importance of forms, advantages and disadvantages of the use of forms, types of forms, factors affecting forms design, principles of form design, form control. Stationery: Management of stationery in stock register. Mail Management: meaning and importance of mail, Inward and outward mail, mail procedure centralization and decentralization of mail system, dispatch of official documents using postal and courier services.

Principles and objectives of records: management and record keeping, essentials of record management, Centralization vs Decentralization of record keeping, meaning and importance of filing, essentials of good filing and indexing, concept of paperless office, methods of filing, classification of files, advantages and disadvantages of filing, filing system, digitalization and retrieval of records, retention and weeding of old records.

Unit III: Budget Control and Audit

Office Budget: Annual, estimated and revised budget, essentials of a budget, plan and non-plan expenditure/recurring and non-recurring expenditure, budgetary control, essential requirement for preparation of budget. Audit: Definition, importance of audit process. Meaning of voucher, Types of vouchers, Need and importance of vouching, verification (in brief), consumables/stock register, depreciation and disposal of assets.

Unit IV: Role of Secretary

Role of Secretary: Appointment and qualification of a personal/executive secretary. Functions of personal secretary/stenographer in office_attending phone calls, maintenance of appointment diary, dictation, drafting of letters, fax messages, emails, notice of the meeting, minimum quorum, proceedings of agenda and minutes of the meeting Use of Modern technology and Office Communication, mail, voice mail, multi-media, video conferencing, web-casting.

Computers: Introduction, Role of computers, components of computers, input and output devices, general softwares used in office, computer applications in office management, handling of files in computer system, advantages and disadvantages of computerization, internet.

Unit V: Banking and other terms used in Offices

Introduction: Banking, Bank accounts-Saving Account, Recurring Account, Current Account, Demat Account, Debit Card, Credit Card, ATM, Net banking, transfer of payments through RTGS/NEFT, E-Wallets, E-Commerce, M-Commerce, pass books and cheque books, other forms used in banks, demand drafts. Cheques: pre-dated and post-dated cheques, dishonored cheque, stale cheque. GEM etc

Importance of Employee Welfare in work place, Grievance handling mechanism, Employee morale and productivity, Social Security (PF, Pension, Insurance, medical benefits).

References

- Bhatia, R.C. *Office Management* - Galgotia Publishers, New Delhi.
- Chopra R. K., *Office Management*, Himalaya Publishing House.
- Duggal, B , *Office Management & Commercial Correspondence*, Kitab Mahal, New Delhi
- Ghosh, P. K. *Office Management*, Sultan Chand & Sons, New Delhi
- Krishnamurthy S., *Office Management*, S.Chand Publications.
- Pillai, R.S.N and Bagavathi, *Office Management*, S. Chand & Company Ltd, New Delhi
- Shrama and Gupta, *Office Organisation and Management*, Kalyani Publications.

B.A
OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Paper 3: SEMESTER III
COMPUTER APPLICATIONS
(ENGLISH/HINDI MEDIUM)

Duration: 3 hrs.

Marks: 100

Credits: 6

Paper-III

Unit I: Basic Knowledge of Computer

History of computer, generations of computers, characteristics of computers, advantages, functions of computers, limitations of computers, classification of computers- Digital computers, classification by size: Mini Computers, Mainframe computers, personal computers, super computers

Input and Output devices, monitors, printers, scanners, pendrives, keyboard terminals, their functions, Hardware, software, liveware and firmware. Types of softwares: System software: Operating systems and its functions, Application Software: General purpose packaged software and tailor made software, Layout of keyboard: Touch and sight system of computer.

Unit II: Internet& Networking

Meaning, growth, and types, basic internet technologies: Webpage, homepage, world wide web, E-mail, website, Advantages and disadvantages of Internet. Difference between Internet, Intranet and WWW

Basics of Networking and Internet Security, Internet Protocols, Net Etiquettes, Usage of internet for society, Search Engines and their types.

Unit III: Word Processing

Introduction to word processing, word processing concepts, working with word document: opening an existing document/creating a new document. Saving, difference between save and save as, selecting text, editing text, finding and replacing text, closing a document, formatting text, checking and correcting spellings, justification and alignment, bullets and numbering, tabs, paragraph formatting, page formatting, mail merge and use of smart art tool. Keyboard Operations.

Unit IV: Spreadsheet

Spreadsheet concepts, creating a work book, saving a work book, editing a work book, inserting and deleting work sheets, entering data in a cell, formulae coping, moving from data selected cells, handling operators in formulae, inserting charts: LINE, BAR and PIE, use of basic formulae used in excel, cell referencing and their types, use of basic functions: Financial, logical, statistical, mathematical.

Unit V: Power Point

Meaning of Power point, uses of power points, slide designs, slide layout, slide setting, slide show, print options, set up row, rehears timings, slide transition and slide animation.

Practical: There will be no practical examination in this semester but we need projector for demonstration and computer lab for practice sessions of Unit 3, 4, 5

References

- Arora, Sumita, *Computer Applications in Business*, Dhanpat Rai & Co., New Delhi.
ITL Education Solutions Limited, *Introduction to Information Technology* Pearson Publishers, New Delhi
Madan, Susheela, *Computer Applications in Business*, Mayur Paperbacks, New Delhi
Rajaram, V., *Introduction to Information Technology*, PHI.
Saxena, Sanjay, *A First Course in Computers*, Vikas Publishing House.
Sinha, Pradeep K., and Sinha, Preeti, *Foundation of Computing*, BPB Publications.

B.A

OFFICE MANAGEMENT & SECRETARIAL PRACTICE

Paper 4: SEMESTER IV

STENOGRAPHY (ENGLISH)

(Only English Medium)

Duration: 3 hrs.

Marks: 100

Credits: 6

Paper-IV

Unit I: Basics of Stenography

Stenography – Introduction, brief history of Pitman's Shorthand, types of other writing methods
Consonants-Definitions, types of consonants, consonant and consonant stroke, form of strokes, number, size and direction of strokes, joining of strokes.

Vowels-its definition, long and short vowels, vowels signs and their places, position of outlines according to vowels, intervening vowel, diphthongs/triphones, punctuation signs, and their application.

Short Forms-Definition, importance and use of logograms, grammalogues and phraseography, the phraseograms, its essential qualities.

Alternative forms of strokes: downward R & L strokes, downward and upward H, tick H and dot H, upward, "ish" strokes, semi circle or abbreviated w and their use

Unit II: Circles & Loops

Circle 'S' & 'Z', use of small circles with straight and curved strokes, exceptions to the use of Circle 'S'/'Z', Large Circles 'SW', 'SS' or 'SZ', use of large circles with straight and curved strokes, Use of large circles in Phrascography, Loops 'ST' and 'STR', use of small and big loops with straight and curved strokes, medial use of loops, exceptions to the use of loops

Unit III: Initial and Final Hooks

Small Initial Hooks: 'R' and 'L', use of initial hooks with straight and curved strokes, alternative forms for 'Fr', 'Vr' etc., use of circles and loops preceding initial hooks.

Small Final Hooks: 'N', 'F/V', use of final hooks with straight and curved strokes, medial use of small final hooks, use of small final hooks in Phrascography, Exceptions to the use of small final hooks, circles and loops to final hooks.

Large Final Hook 'Shun Hook': use of Shun Hook with straight and curved strokes, medial use of Shun Hook, Use of Shun Hook after Circle 'S' and 'NS', Use of Shun Hook in Phrascography and KW/GW/KY/GY, compound consonants.

Unit IV: Halving and Doubling Principles

Halving Principle: vocalizing of half length forms, halving for T or D, circle following half length forms, half length H, situations where halving principle not used. Halving and thickening of the strokes, M, N, L, R. The signs for RT and LT. Joining of strokes of unequal length. Use of halving principle for past-tense, halving principle in phrascography.

Doubling Principle: The general rule for doubling, doubling of straight strokes and the strokes MP and NG, alternative forms of MPR, MBR, NG-KR and NG-GR. Doubling of stroke L, circle S and double length strokes, use of doubling principle in phrascography.

Unit V: Prefixes and Suffixes

Diphones: Use of Diphones, Medial Semi-Circle, Left Semi-Circle, Right Semi-circle.

Prefixes: expression of the prefixes, initial common-, medial com-, accom-, intro-, etc.

Logograms as prefixes.

Suffixes: Suffixes and Terminations – The dot-ing, expressing ality, -logical-ly, ment, mental-ly-ity, -ship, figures and contractions, etc.

References

Aiyar, K.S.: *Reporter's Phrase Book*, A.H. Wheeler Publications.

Bhatia, R.C., *Principles of Short-hand Theory*, G.Lal & Co

Hynes James: *The Practical Phraser*, Wheeler Publications.

Kuthiala, O.P., *Shorthand Made Easy*, Pitman S.S. Publications

Pitman, Isaac: *Pitman's Shorthand Instructor*, A.H. Wheeler Publications.

Pitman, Isaac: *The New Phonographic : Phrase Book*.

Thorpe, E and Kuthiala, O.P.: *You too can write 200 wpm and above*, Pitman SS Publication.

B.A

OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Discipline Specific Elective Paper 5(a): SEMESTER -V
Practical Stenography and E-Typewriting
(Only English Medium)

Duration: 3 hrs.

Marks: 100

Credits: 6

Marks: 100(Theory- 25 Marks, Internal Assessment = 25 Marks)
Practical -50 Marks

Paper-V

Unit I: Basic English Transcription Concepts

Homonyms(words which have the same spelling and pronunciation, but have different meanings);
homophones(words which have the same pronunciation , but different spelling and meanings);
homographs (words that are spelt the same, but have different pronunciations and meanings)

Unit II: E-Typewriting- Practical

Practice on key board skills for the speed of e-typewriting

E-typewriting: Introduction, functions, importance, advantages and disadvantages.Practice of on and off of computer system.

Keyboard practice: Setting of fingers on home keys, guide keys, dead keys, and their functions

Touch and sight typewriting- Meaning, advantages and disadvantages. Typewriting speed and accuracy- (use of spacing and punctuation marks, errors and penalty. Calculation of running and accurate speed (gross and net speed)

Unit III: Advanced Stenography Theory and Practical

Special contractions (Section 1 to 5 with exercises) , Advanced Phraseography(Section 1 to 7) with exercises , Intersections, List of Grammalogues (alphabetically and phonetically).

Daily practice of Seen Passages from above exercises at the speed of 60 w.p.m and transcribe on the computer.

Unit IV: Word Processing -Practical

Word processing (MS-Office): working with documents, use of different views, navigation through document, text manipulation, formatting of documents.Hyperlink,Mail Merge
Document preparation : Styles of business letters, preparation of letters in word processor, generate notices, agenda and minutes of meeting, office orders, circulars, memorandums, resumes.
Merging of letter through mail merge and Printing

Unit V: Spreadsheet -Practical

Spreadsheet (MS Excel): Need of Spreadsheet, creating, opening and saving workbook, working with worksheet, editing worksheet, using links, applying different views, formulas and functions.

Guidelines for the conduct of Practical Examination

Maximum Marks: 50

Time: 3 Hours

Question No.	Description	No. of words	Marks	Time Allowed
1.	Seen Dictation from Unit 3 of the syllabus at the speed of 80/60 words per minutes	180	10	5 minutes for dictation 5 minutes for reading and 30 minutes for transcription on Computer
2	Shorthand outlines from Unit 3	20	10	20 Minutes (the examinees will have to write the Shorthand outlines of the words on the printed sheet which would be the Question Paper as well as the Answer Sheet)
3	Speed Test @ 30 w.p.m. (10 minutes) from Unit	More than 1500/2000 strokes	10	10 Minutes
4.	Project work practical assessment from Unit 4 and 5 two questions one from word processing and one of spreadsheet making the hyperlink		10 x 2	40 minutes

Note:

10 minutes time will be allowed to students for setting and adjustment of computers before the practical starts.

10 minutes time will be allowed to students for setting and adjustment of computers for e-typewriting speed test.

The students have to produce the hard copies of the above questions for evaluation.

Time should also be allowed for print-outs.

Practical:

There shall be Two Lectures per class and 4 Practical periods per batch to be taught in computer Lab.

Practical examination will be conducted by the Internal Examiner

References

700 Hundred Common Words _ Reading and Dictation Exercises
 Bhatia, D.P & Sangal, S.S., *Principles of Typewriting*, Pitman S.S.Publications
Computer E-Typewriting Master
 Kailash, C.Chandra, N.and Pitman I., *Shorthand Magazines*, S.S.Publications 2012
 Kuthiala, *Shorthand Made Easy*, Pitman S.S.Publications
 Madan, S., *Computer Applications*, Mayur Paperbacks, New Delhi 2013.
 Pitman. I., *Pitman Shorthand Instructor and Key (old Course)*, Pearson Education Ltd.
 2003.
 Sinha, P.K. and Sinha, P., *Computer Fundamentals*, BPB Publications. 2010
 Thoope Edgar, *2000 Common Words – Reading and Dictation Exercises*
 Tiwari H.N.and Thukral, S.*Information Technology*, International Book House Pvt. Ltd.,
 Delhi 2014.

. B.A

OFFICE MANAGEMENT & SECRETARIAL PRACTICE
Discipline Specific Elective Paper 5(b): SEMESTER -V
Advanced Stenography
(Only English Medium)

Duration: 3 hrs.

Marks: 100

Credits: 6

Paper-5b

Unit I

Dictation of revisionary exercises and contractions by reading, writing and copying shorthand outlines and reading accurately by the students.

Chapter XXVIII _ Exercise 100, Revisionary Exercise (c)
 Chapter XXIX _ Contractions (Exercises 111 to 119)

Unit II

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

Chapter XXX _ Figures etc. (Exercise 120)
 Chapter XXXI _ Note Taking Transcription, etc.
 Chapter XXXII _ Essential Vowels (Exercise 121 to 123)

Unit III

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

Chapter XXXIII _ Special contractions (Exercise 124 to 144)
 Chapter XXXIV _ Advanced Phrascography (Exercise 145 to 183)

Unit IV

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

Chapter XXXV – Intersections (Exercise 186 and 187)

Chapter XXXVI – Business Phrases (Exercise 188 to 191)

Chapter XLIII – Special list of words (Exercise 216 to 231)

Unit V

Dictation of exercises (read, copy and transcribe). Transcription of exercises using word processor.

Chapter XLIV – Shorthand in Practice

Revision of Grammalogues

Special List of Contractions

Business and Medical Transcriptions

References

Pitman, Isaac: *Pitman Shorthand Instructor and Key* (old course), Sir Isaac Pitman Ltd., Pearson Education Ltd. and Dorling Kindersley Publishing.

Shorthand Magazines by Kailash Chandra, Naresh Gupta and Pitman S.S. Publications.

B.A

OFFICE MANAGEMENT & SECRETARIAL PRACTICE

Discipline Specific Elective Paper 6(a): SEMESTER -VI

Advanced Stenography and Computer Applications (Practical)

(English Medium Only)

Duration: 5 hrs.

Marks: 100 (Practical)

Credits: 6

Paper-VI

Unit I: Advanced Stenography - Seen

Daily practice of Seen Dictation exercises from Pitman Shorthand Instructor Book (Exercise 145-

191) at the speed of 100 words per minutes. Practice in different settings (e.g. Class Rooms, Interviews for Social/Business Research Surveys).
Daily practice of Seen Passages from above exercises at the speed of 100 w.p.m (in graded manner) and transcribe on the computer

Suggested readings may also be used for practices.

Unit II: Advanced Stenography – Unseen

Practice of Unseen Passages at the speed of 80 words per minute (in graded manner) from monthly Shorthand Magazines with their transcription on computer.

Unit III: Word Processing (MS Word)

Word Processing (MS Word) –Inserting Table of Contents, Index and Managing Bibliography/References. Using Voice activated Word Processing in PC and Mobile Applications.
Making the Hyperlinks
Practice of typewriting speed passages.

Unit IV: Spreadsheet (MS-Excel)

Spreadsheets (MS-Excel)- Preparation of Pay Rolls by applying mathematical and statistical functions. Preparation of mark sheets, Attendance Sheet, Employee Data Base by applying formulae and IF Function.
(Arithmetic and Logical functions)

Unit V: Power Point Presentation (PPT)

Preparing Presentations, Slides, Handouts, Speaker's Notes - Outlines -Media Clips - Charts – Graphs, Adding the Transitions to the Slide Show - Special effects in detail, - Setting Slide timings, Power point - Preparation and Presentation of slides in PowerPoint.

Guidelines for the conduct of Practical Examination

Time: 5 Hours

Marks: 100

Question No.	Description	No. of words	Marks	Time Allowed
1.	Seen Dictation from Unit 1 of the syllabus at the speed of 100 words per minutes	500	20	5 minutes for dictation 5 minutes for reading and 50 minutes for transcription on Computer
2.	Outlines of words consisting of phrases given in the syllabus	40 outlines	20	15 Minutes (the examinees will have to write the Shorthand outlines of the words on the printed sheet which would be the Question Paper as well as the Answer Sheet)
3.	Unseen Dictation at the speed of 80 words per minute	400	10	5 minutes for dictation 5 minutes for reading and 40 minutes for transcription on Computer
4.	One question from Unit 4/5 - Ms-Excel/power point and one from 3	1500/ 2000 strokes	25x2	80 Minutes (70+10 minutes)
Speed Test @ 30/40 w.p.m. (10 minutes)				

Note:

10 minutes time be allowed to students for setting and adjustment of computers before the practical starts.

10 minutes time will be allowed to students for setting and adjustment of computers for e-typewriting speed test.

The students have to produce the hard copies of the above questions for evaluation.

Time should also be allowed for print-outs.

Practical:

There shall be Two Lectures per class and 4 Practical periods per batch to be taught in computer Lab.

Being practical no internal Assessment required

References

- 700 Hundred Common Words _ Reading and Dictation Exercises*
Bhatia, D.P & Sangal, S.S., *Principles of Typewriting*, Pitman S.S.Publications
Computer E-Typewriting Master
Kailash, C.Chandra, N.and Pitman I., *Shorthand Magazines*, S.S.Publications 2012
Kuthiala, *Shorthand Made Easy*, Pitman S.S.Publications
Madan, S., *Computer Applications*, Mayur Paperbacks, New Delhi 2013.
Pitman. I., *Pitman Shorthand Instructor and Key (old Course)*, Pearson Education Ltd. 2003.
Sinha, P.K. and Sinha, P., *Computer Fundamentals*, BPB Publications. 2010
Thoope Edgar, *2000 Common Words – Reading and Dictation Exercises*
Tiwari H.N.and Thukral, S.*Information Technology*, International Book House Pvt. Ltd., Delhi 2014

B.A

OFFICE MANAGEMENT & SECRETARIAL PRACTICE **Discipline Specific Elective Paper 6(b): SEMESTER -VI**

Computer Applications and Stenography (Practical)

Duration: 5 hrs.

Marks: 100

Credits: 6

Paper-6b

Unit-I: Shorthand Dictation and Transcription

Shorthand dictation of seen and unseen passages. Practice of outlines from Advanced phraseography, Intersections, Business Phrases, Political Phrases and Banking Phrases from Pitman's Shorthand Instructor (New Era Edition) by Isaac Pitman, London (old course).

Practice of transcription of dictations on seen and unseen passages from shorthand magazines or parliamentary/budget/banking/office administration reports/Business Research Survey.

Unit II: Research and Office Reports

Introduction, Meaning and Course Objectives of secretarial practice in project reports, importance of reports, essential features, content and format of the good report, samples of office report, industry visit report, references and bibliography, writing of reports on office practices, preparation of stenography transcripts and its translation in office documentation, design of office reports.

Unit III: Structure of Reports

How to prepare the Reports: Executive summary (Abstract), Introduction- Background, Purpose, Nature and Scope, Objective of the study, Methodology, Discussions, Summary, Findings and Limitations.

Unit IV: Computer Applications for Writing Report

- (i) Preparation of Reports using keyboard skills in computer software- word processing, spreadsheet and power point-Practice of transcription/dictation exercises, content report exercises, tables, charts, use of arithmetic functions.
- (ii) Preparation and presentation of report in PowerPoint

Unit V: Visit to Industries and Writing of Report

- (i) Observe the office practices used by various industries for writing of business surveys/articles/research papers on the topics related to office management practices and secretarial practices.
- (ii) Daily practice on report writing, transcriptions and keyboard typewriting speed passages,

References

- Bhatia, R.C. *Business Communications* - Galgotia Publishers, New Delhi.
Bhatia, R.C. *Office Management* - Galgotia Publishers, New Delhi.
Bretag Crossman Bordia, *Communication Skills*, Tata McGraw Hill Education Private Limited, New Delhi.
Computer e-Typewriting Tutor Master and Pitman Typing Speed Passage Part- 1 & II.
Madaan Sushila, *Computer Applications*, Mayur Paperbacks, New Delhi.
Pitman, Isaac: *Pitman Shorthand Instructor and Key* (old course), Sir Isaac Pitman Ltd., Pearson Education Ltd. and Dorling Kindersley Publishing.
Pitman, Isaac: *Pitman Shorthand Instructor and Key* (old course), Sir Isaac Pitman Ltd., Pearson Education Ltd. and Dorling Kindersley Publishing.
Shorthand Magazines by Kailash Chandra, Naresh Chandra and Pitman S.S. Publications.
Zane K. Quible, *Administrative Office Management* (Eight Edition) An Introduction, PHI Learning Private Limited, New Delhi.

Guidelines for Office Management and Secretarial Practice (Practical)

Duration: 5 Hours

Marks: 100

Under the guidance of the Instructor (OMSP), each student of this Course shall undertake a visit to an organisation assigned to him/her and submit an office/project Report (English language and/or stenography transcript) highlighting his/her own experience and observation in the structure on areas prescribed. The duration of the visit should not be less than 15 days. The report in the neatly typed shaped (along with a stenography transcript) with a performance certificate from the office concerned specifying that he/she had visited the organisation during the period for the purpose, should be submitted by the student within one month from the date he/she was deputed for the purpose.

The assessment shall be done on the basis of information gathered by the student and produced in the Report alongwith translation in stenography transcript. The student achievement shall be assessed by using the following methods of assessment by both the internal and external examiner:

Sl.No.	Methods of Assessment	Weight age of marks	Evaluation
1	Practical Test from Unit-I, II, III& IV from the area chosen by the student based on the project report prepared by the student.	35	Internal and external examiner
2	Direct observation of Typing speed test	25	Internal and External Examiner
3	Secretarial Practice Project Report	15	Internal and External Examiner
4	Power Point presentation	15	Internal and External Examiner
5	Viva	10	Internal and External Examiner
Total		100	

Instructions:

Project Report on Office Management and Secretarial practices complete in all respect with the cover page and bibliography should carry 10 to 15 pages. The students will visit approved Business/Industrial Units/Govt./Service/Bank/Insurance Companies/educational Institutions/Courts/Tribunals/PSUs/SMSIs under the supervision of the teacher concerned and prepare the report. Two copies of the report will be prepared and submitted well in advance (one copy each will be served to the internal as well as external examiner) and they will fix the date for the Practical exam (along with other regular practical exams) as per above mentioned guidelines.

Note:

10 minutes time will be allowed to students for setting and adjustment of computers before the practical starts.

10 minutes time will be allowed to students for setting and adjustment of computers for e-typewriting speed test.

The students have to produce the hard copies of the above questions for evaluation.

Time should also be allowed for print-outs.

-

ANDHRA UNIVERSITY
B.A ECONOMICS
SEMESTER-V, COURSE – 6 (C)
INSURENCE SERVICES
MODEL QUESTION PAPER

SECTION-A

Answer any **FIVE** of the following questions

5 x 5 = 25 Marks

- 1) Function of insurance
- 2) Revival of insurance policy
- 3) Surrender of life insurance policy
- 4) Motor vehicle insurance
- 5) Claim settlement
- 6) Registration of insurance agencies
- 7) Insurance customer categories
- 8) Features of unit linked policy

SECTION –B

Answer **ALL** the following questions

5 X 10= 50 Marks

- 9 a) What is the meaning of insurance? Explain the principal of insurance?
(or)
b) Briefly write a note on IRDA?
- 10 a) What do you mean by life insurance? And explain the various aspects of it?
(or)
b) Explain the different steps in issue of life insurance policy?
- 11 a) What are the different types of general insurance policies in India?
(or)
b) Define health insurance? And explain different types of health insurance policies in India?
- 12 a) Explain insurance contract and terms of insurance policies?
(or)
b) Explain the impotent web sites &apps of insurance in India?
- 13 a) Explain the case study of insurance customer categories & ethical behaviour of consumers?
(or)
b) Discuss the two different case studies related to life and general health insurance?

Prof.S.Pullu Rao
Chairman
BOS (UG) Economics



ANDHRA UNIVERSITY
B.A ECONOMICS
SEMESTER-V, COURSE -7(C)
Banking and Financial Services
MODEL QUESTION PAPER

Section A

Answer any **FIVE** of the following questions

5 x 5= 25 Marks

- 1) Features of Banking
- 2) KYC- Know your customer details
- 3) Recovery of Loans
- 4) Concept of Microfinance
- 5) Loan Procedure
- 6) Anti- money Laundering
- 7) Fixed Deposits
- 8) Tele Banking

SECTION -B

Answer **ALL** the following questions

5 x 10 = 50 Marks

- 1) a) Define banking and bring out the features and structure of Indian banking system
(or)
b) Describe the functions of banks?
- 2) a) Explain different categories of loans?
(or)
b) Define negotiable instruments and explain the types of negotiable instruments?
- 3) a) What is common service centre and explain provisions of services by common service centre?
(or)
b) Explain different activities of banking correspondents?
- 4) a) Define NBFI's and explain important financial services offered by NBFI's?
(or)
b) Explain the problems and challenges of NBFI's in India?
- 5) a) What is finance Service Company? What are the types of loans offered by finance service companies?
(or)
b) Explain the procedure and requirements of FSC's loan sanction?

Prof.S.Pulla Rao
Chairman
BOS (UG) Economics

