

**B.Com. (Hons.): Semester-VI**  
**Paper COM-601: INDIAN ECONOMY**

**Duration: 3 Hrs.****Marks: 100****Credits: 6****Course Objective**

- To make students develop ideas of the basic characteristics of Indian economy, its potential on natural resources.
- To make students understand the importance, causes and impact of population growth and its distribution, translate and relate them with economic development.
- To make students grasp the importance of planning undertaken by the government of India, have knowledge on the various objectives, failures and achievements as the foundation of the ongoing planning and economic reforms taken by the government especially NITI Aayog.
- To make students get exposure towards Indian Economy with reference to Foreign Trade.
- To make students know about international trade and issues emerging internationally.

**Course Learning Outcomes**

After completing the course, the student shall be able to:

CO1:	Develop ideas of the basic characteristics of Indian economy, its potential on natural resources.
CO2:	Understand the importance, causes and impact of population growth and its distribution, translate and relate them with economic development.
CO3:	Grasp the importance of planning undertaken by the government of India, have knowledge on the various objectives, failures and achievements as the foundation of the ongoing planning and economic reforms taken by the government especially NITI Aayog.
CO4:	Get exposure towards Indian Economy with reference to Foreign Trade.
CO5:	Know about international trade and issues emerging internationally.

**Course Contents**

### **Unit I**

**Structure of Indian Economy:** Concept of Economic Growth and Economic Development, Growth and Development. Basic Characteristics of Indian Economy Changes in structure of Indian Economy (Primary Sector, Secondary Sector & Tertiary Sector). Trends in National Income in India.

### **Unit II**

**Planning and Economic Development:** Objective of Economic Planning in India, NITI Aayog-establishment importance and functions. Industrial Policy-1991, Disinvestments of Public Enterprises.

### **Unit III**

**Problems in Indian Economy:** Economic Problems: Poverty, Inequality, Parallel Economy, Unemployment, Concentration of Economic Power, Balanced Regional Development, Low Capital Formation and Industrial Sickness.

### **Unit IV**

**Indian Economy & Foreign Trade:** Concept, Significance, Foreign Exchange Reserve, Balance of Payment, Balance of Trade, Current Foreign Policy, Foreign Exchange Management Act (FEMA).

### **Unit V**

**Indian Economy – Emerging Issues:** WTO and various agreement & Indian Economy (Emerging Areas), GATT, TRIMS, TRIPS, Foreign Direct Investment, Foreign Institutional Investment.

### **Reference books:**

- Datt, and Sundhram, R., (2009), Indian Economy, 61st edition, Sultan Chand & Sons.
- Prakash, B. A., (2009), The Indian Economy since 1991 – Economic Reforms & Performances, 1st edition, Pearson Education.
- Dhingra, I C., (2009), Indian Economy, Sultan Chand & Sons.
- Jaiganta, Sarkar, (2007), Indian Economy: Policies and Practices, 1st edition, Pearson Education.
- Mishra, S.K., and Puri, V.K., (2007), Problems of Indian Economy, Himalya Publishing House.

**B.Com. (Hons.): Semester-VI****Paper COM-602: INTERNATIONAL BUSINESS****Duration: 3 Hrs.****Marks: 100****Credits: 6****Course Objective**

- Knowledge: Basic and broad knowledge in international business environment, strategies and management. Ability to apply concepts, principles and theories to simple business situations.
- Global Perspective: Awareness of the different thinking and viewpoints of diverse cultures.
- Awareness of the global business environment and its impacts on businesses.
- Practical Application: Use of excel tools in real world scenarios.

**Course Learning Outcomes**

After completing the course, the student shall be able to:

CO1:	Explain the concepts in international business with respect to foreign trade/international business.
CO2:	Apply the current business phenomenon and to evaluate the global business environment in terms of economic, social and legal aspects.
CO3:	Analyse the principle of international business and strategies adopted by firms to expand globally.
CO4:	Integrate concept in international business concepts with functioning of global trade.
CO5:	Understand and apply foreign trade promotion measures.

**Course Contents**

**Unit I**

Introduction to International Business: Globalization and its growing importance in world economy; Impact of globalization; International business contrasted with domestic business - complexities of international business; Modes of entry into international business. International Business Environment: National and foreign environments and their components - economic, cultural and political-legal environments; Global trading environment - recent trends in world trade in goods and services; Trends in India's foreign trade.

**Unit II**

Theories of International Trade – an overview; Commercial Policy, Instruments - tariff and non-tariff measures; Balance of payment account and its components. International Organizations and Arrangements: WTO – Its objectives, principles, organizational structure and functioning; An overview of other organizations – UNCTAD, World Bank and IMF; Commodity and other trading agreements.

**Unit III**

Regional Economic Co-operation: Forms of regional groupings; Integration efforts among countries in Europe, North America and Asia. International Financial Environment: International financial system and institutions; Foreign exchange markets and risk management; Foreign investments - types and flows; Foreign investment in Indian perspective.

**Unit IV**

Organizational structure for international business operations; Key issues involved in making international production, finance, marketing and human resource decisions; International business negotiations. Developments and Issues in International Business: Outsourcing and its potentials for India; Strategic alliances, mergers and acquisitions; Role of IT in international business; International business and ecological considerations.

**Unit V**

Foreign Trade promotion measures and organizations in India; Special economic zones (SEZs) and 100% export-oriented units (EOUs); Measures for promoting foreign investments into and from India; Indian joint ventures and acquisitions abroad. Financing of foreign trade and payment terms.

**Recommended Books:**

- Charles, W.L. Hill and Jain, Kumar, Arun. International Business. New Delhi: Tata McGraw-Hill.

**Reference Books:**

- Johnson, Derbe., and Colin Turner. International Business - Themes & Issues in the Modern Global Economy. London: Routledge.
- Cherunilam, Francis. International Business: Text and Cases. Prentice Hall of India Ltd.
- Daniels John, D. Lee H. Radenbaugh and David P. Sullivan. International Business. Pearson Education (Singapore) Pvt. Ltd.
- Justin, Paul. International Business. Prentice Hall of India Ltd.
- Michael R. Czinkota. et al. International Business. Fortforth: The Dryden Press.
- RBI. Report on Currency & Finance, various issues.

- Griffin, Ricky W. and Michael W. Pustay. International Business - A Managerial Perspective. Prentice Hall.
- Bennett, Roger. International Business. Delhi: Pearson.
- UNCTAD Reports.
- WTO, Annual Report, various issues.

**B.Com. (Hons.): Semester-VI**  
**Paper COM-603: BUSINESS ETHICS**

**Duration: 3 Hrs.**

**Marks: 100**

**Credits: 6**

**Course Objective**

- Students will be able to understand the business ethics.
- Students will be able to Analyze corporate social Responsibility.
- Students will be able to analyze various ethical codes in corporate governance.
- Students will be able to Analyze the Employees conditions and Business Ethics.

## Course Learning Outcomes

After completing the course, the student shall be able to:

CO1:	Understand Basic concepts of Business, Ethics Understand Values, Norms and Beliefs Analyze the Role of values for managers.
CO2:	Understand Ethical Codes, Understand Corporate Social Responsibility, Analyze CSR initiatives.
CO3:	Analyze Financial markets, Analyze the Ethical issues in Corporate Governance, Analyze the problem of whistle blowing
CO4:	Understand Ethical issues in employer – employee relation Understand Ethical issues in marketing Analyze working conditions.
CO5:	Understand the issues in corporate government such as cases of corruption, corporate Scandals, whistle blowing, insider trading, discrimination.

## Course Contents

### Unit I: Ethics

Management Process and Ethics, Ethical Decision Making, Ethical Issues, Ethos of Vedanta in Management, Relevance of Ethics and Values in Business

### Unit II: Knowledge and Wisdom

Meaning of Knowledge and Wisdom, Difference between Knowledge and Wisdom, Knowledge Worker versus Wisdom Worker, Concept of Knowledge Management and Wisdom management, Wisdom Based Management.

Stress Management: Meaning, Sources and Consequences of Stress, Stress Management and Detached Involvement.

### Unit III: Understanding Progress, and Success - Results & Managing Transformation:

Progress and Results Definition, Functions of Progress, Transformation, Need for Transformation, Process & Challenges of Transformation.

Understanding Success: Definitions of Success, Principles for Competitive Success, Prerequisites to Create Blue Print for Success. Successful Stories of Business Gurus.

**Unit IV: Corporate Social Responsibility & Corporate Governance:**

Corporate Responsibility of Business: Employees, Consumers and Community, Corporate Governance, Code of Corporate Governance, Consumer Protection Act, Unethical issues in Business

**Unit V**

Cases of corruption, corporate Scandals, Whistle Blowing, Insider Trading, Discrimination, Advertising, Consumer Rights etc.

**Reference books:**

- Fernando, A.C., (2009), Business Ethics, 1st edition, Pearson education.
- Hartman, Laura and Chatterjee, Abha, (2006), Perspectives in Business Ethics, 3<sup>rd</sup> Edition, McGraw Hill Education.
- Dr.F.C.Sharma, Business Values & Ethics – Shree Mahavir Book Depot, Nai Sarak, New Delhi.
- C.S.V Murthy – Business Ethics, Himalya Publishing House.
- Shina Parkashan – Managerial Ethics – Rajat Publications.
- C.L.Dave – Social Accounting – Renuka Publishers, Jodhpur

**B.Com. (Hons.): Semester-VI****Paper COM-603: FINANCIAL MARKETS AND SERVICES****Duration: 3 Hrs.****Marks: 100****Credits: 6****Course Objective**

- To familiarize the student with the operations of Indian financial markets and basic concepts of different financial services along with the banking system.
- To enrich student's understanding of the fundamental concepts and working of financial service institutions.
- To equip students with the knowledge and skills necessary to become employable in the financial service industry.

**Course Learning Outcomes**

After completing the course, the student shall be able to:

CO1:	Understand the role and function of the financial system in reference to the macro economy.
CO2:	Demonstrate an awareness of the current structure and regulation of the Indian financial services sector.
CO3:	Evaluate and create strategies to promote financial products and services.
CO4:	To enrich student's understanding of the fundamental concepts and working of financial service institutions.
CO5:	Learn contemporary knowledge and skills necessary to become employable in the financial service industry.



## **Course Contents**

### **Unit I: Introduction to the Financial System**

Nature and role of financial system, financial system and financial markets, government intervention in the financial system, informal and formal financial system, components of formal financial system- institutions, intermediaries, markets and services, functions and weaknesses of Indian Financial System.

### **Unit II: Introduction to Financial Markets**

Money market and Capital market, money market instruments- T Bills, CPs & CDs. Capital Market-primary and secondary, methods of raising capital, Derivative concepts, Role of SEBI.

### **Unit III: Introduction to Financial services**

Fund based and Fee based service. Conceptual aspect of factoring, forfeiting, credit rating, bill discounting, leasing, securitization and consumer finance. Evaluation of strategic decisions regarding factoring, leasing and merger & acquisitions.

### **Unit IV: Insurance and Mutual funds**

Basic concepts of insurance and mutual funds, role of IRDA and AMFI

### **Unit V: Introduction to Banking**

An overview of the different activities performed by a bank. Retail Banking: Concepts, forms and products of retail banking. Corporate Banking: meaning, nature, functions and products.

### **Recommended books:**

- "Financial Markets and Services" E. Gordon & K. Natarajan, Himalaya Publishing House

### **Reference books:**

- "Financial Markets, Institutions and Financial Services" Clifford Gomez, Prentice Hall of India
- "Financial Markets and Institutions-An Introduction to the Risk Management Approach" A. Saunders & M. M. Cornett. Tata McGraw Hills Publication
- "Indian Financial System" Bharti Pathak, Pearson Education.
- "Financial Institutions and Markets- structure, growth and innovations" L. M. Bhole & Jitendra Mahakud. Tata McGraw Hills Publication

**B.Com. (Hons.): Semester-VI**

**Paper COM-603: INDUSTRIAL RELATIONS**

**Duration: 3 Hrs.**

**Marks: 100**

**Credits: 6**

**Course Objective**

- To acquaint the student to develop an understanding of the industrial relations and the legal framework of industrial and labor laws.

- To impart the students with the knowledge of laws and how law affects the industry and labor.
- To impart the students with the knowledge of the various processes and procedures of handling Employee Relations.

## Course Learning Outcomes

After completing the course, the student shall be able to:

CO1:	Understand the present state of Industrial relations in India.
CO2:	Familiar with the concept of Workers Participation in Management and Trade Union Act.
CO3:	Understand the various processes and procedures of handling Employee Relations
CO4:	Acquaint with the concepts, principles and issues connected with trade unions, collective bargaining, workers participation, grievance redressal, and employee discipline and dispute resolution
CO5:	Acquaint with the Payment of Wages Act and The Contract Labor (Regulation & Abolition Act, 1970)

## Course Contents

### Unit I

- Industrial Relations- Definition, importance and scope.
- ILO, Ministry of Labor, Commissions, National Conferences.

### Unit II

- Workers Participation in Management- Concept, forms of participation, benefits, of WPM.
- Trade Union Act.

### Unit III

- Service Conditions
- The Factories Act, 1948.
- Work Discipline, Standing Order Act.

#### **Unit IV**

- Industrial Disputes- Nature, Causes, Types of conflict Resolution, Collective Bargaining.
- Industrial Dispute Act, 1946
- Strike & lockout, Lay-off and Retrenchment
- Grievance Redressal Machinery

#### **Unit V**

- The Contract Labor (Regulation & Abolition Act, 1970).
- Payment of Wages Act.

#### **Recommended Book:**

- P. N. Singh, Neeraj Kumar, Employee Relations Management, Pearson.
- P.L. Malik, Handbook of Labour and Industrial Law, 5e, Eastern Book Company.

#### **Reference Books:**

- S. P. Jain, Industrial & labour laws.
- Kochan T.A. & Katz Henry 2<sup>nd</sup>, Collective Bargaining.
- P.C.Shejwalkar,S.B.Malegaonkar, Personnel Management & Industrial Relations.
- P. C. Tripathi, Industrial Relations and Personnel Management.

**B.Com. (Hons.): Semester-VI****Paper COM-604: HUMAN RESOURCE PLANNING****Duration: 3 Hrs.****Marks: 100****Credits: 6****Objective**

This paper has been designed keeping in mind the current need of organizations. Human resource planning has become a bigger challenge for organization due to growing globalization and emerging new trends specially because of changing environment. This paper addresses all those challenges and suggests ways to handle them efficiently.

The objective of this paper is to develop a conceptual as well as a practical understanding of Human Resource Planning in organizations.

**Course Objective**

- To develop a conceptual as well as a practical understanding of Human Resource Planning in organizations.
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**Course Learning Outcomes**

After completing the course, the student shall be able to:

CO1:	
CO2:	

CO3:	
CO4:	
CO5:	

## Course Contents

### Unit I

HR Planning: Conceptual framework, Definitions, Historical evolution, HR Planning levels,

### Unit II

HR planning at Enterprise level, Need for systematic planning, Planning process, **Variables to be accounted for in planning process**, Operating Environment- Internal & External, Job description, Models & techniques of Manpower demand and Supply forecasting. Retention-Redeployment and Exit strategies

### Unit III

Linkages with other HR business processes- Recruitment, Performance/ Productivity, Training and Development. Re-Engineering/ Organization Development etc

### Unit IV

Study of HR Planning process Practices in select businesses, Ramp-up and scale down practices and tools, Research in HR Planning area, Career Planning and Succession Planning,

### Unit V

Human Resource Information System- Concept, Objectives of HRIS, Types of information, Sources of Information, Method of Data collection, Procedure of maintaining HRIS at Micro & Macro level

#### Recommended Book

- Praveen Durai (2010), Human Resource Management, Pearson Education, South Asia

#### Reference Books

- Aloke K. Sen, Human Resource Development- Development Planning and Deployment- Asian Books

- John Storey, Graeme Salaman, Christopher Mabey(1998): Strategic Human Resource Management: A Reader, SAGE Publications, 1998
- Christopher Mabey, Rosemary Thomson (2011): Developing Human Resources, Routledge, Taylor and francis group, New York, USA.
- Dessler & Varkkey, (2010): Human Resource Management 11e, India, Prentice Hall
- Richard D. Johnson, Michael J. Kavanagh, Mohan Thite (2011): Human Resource Information System 2e, SAGE Publications, 2011.

**B.Com. (Hons.): Semester-VI**

**Paper COM-604: GOODS AND SERVICES TAX (GST)**

**Duration: 3 Hrs.**

**Marks: 100**

**Credits: 6**

**Course Objective**

- To make the students understand the basic concepts, definitions and terms related to Goods and Service tax (GST).
- To make students understand the concept of forward charge mechanism, reverse charge mechanism, composite supply, mixed supply and various exemptions under the new Goods and Service tax regime.
- To help the students to understand the compliance related to documentation under the new indirect tax regime.
- To help the students compute the Goods and Service Tax ( GST) payable by a supplier after considering the eligible input tax credit.
- To help students understand the persons liable for registration and the persons not required to obtain registration under the GST law.

## Course Learning Outcomes

After completing the course, the student shall be able to:

CO1:	Students should be able to understand various terms related to Goods and Service tax(GST).
CO2:	Students should be able to understand the difference between forward charge and reverse charge mechanism and also to understand the difference between composite and mixed supply. Students will be able to determine the time, place and value of supply.
CO3:	Students will be able to know the contents and format for various documents like tax invoice, bill of supply, debit note, credit note etc.
CO4:	Students will be able to compute the amount of CGST, SGST and IGST payable after considering the eligible input tax credit
CO5:	Students will be able to determine whether a person is required to obtain registration under GST law.

## Course Contents

### Curriculum



**Unit I: Introduction of Indirect Tax**

- Historical background of Indirect Tax in India.
- Introduction of GST Act in India,
- Commodities not falling under GST in India and Provision of tax on the same.
- Computation of tax on such commodities.

**Unit II: GST**

- Recognize the applicability of SGST, CGST and IGST,
- Define the concept of supply, Differentiate between taxable and nontaxable supply, Define the taxable event with respect to supply of goods,
- Identify the place of supply so as to decide the applicability of the tax, Define what is meant by the location of supplier of goods.

**Unit III: GST**

- List down the registration process for single or separate business, Goods and Services Tax (GST) Accounts Assistant, Note down the details to be furnished during the registration, Differentiate between taxable person versus registered person,
- Understand the benefits of registration, Register an Assessee under GST Independently.
- Identify instances for eligibility of input credit, Identify set-offs under GST wherever applicable.
- Identify in detail carry over credit, capital goods credit, embedded credits etc, Differentiate between consideration and valuation.

**Unit IV: Customs laws**

- Maintain the different types of ledgers, Prepare different types of periodic returns to be filed, File Returns Online, List the different types of payment, due dates, modes of payment with rules and collection of tax, penalties etc.,
- Differentiate on TDS versus, Calculate the amount of tax payable, Make the payment online.
- Basic concepts of customs law, Territorial waters, high seas
- Types of custom duties
- Basic, Countervailing & Anti- Dumping Duty, Safeguard Duty,
- Valuation of Custom Duty.

**Unit V: Customs Procedures**

- Import and Export Procedures, Baggage, Exemptions
- Provision related to Prohibited goods, Notified goods, Special goods, illegal importation/exportation of goods .
- Search, Seizer, and Arrest; Offences; Penalties; Confiscation and Prosecution.

**Reference books:**

- GST Law Manual 4th Edition (November 18, 2017) Paperback – 2017 by R. K. Jain
- GST Tariff (Set of 2 Volumes) with GST Rate Reckoner Paperback – 2017 by Taxmann (Author)
- GST Acts with Rules & Forms(Incorporating Notifications Issued till 17-11-2017) (Bare Act) Paperback – 2017 by Taxmann (Author)
- V.S. Datey. Indirect Tax Law and practice, Taxmann Publications Pvt. Ltd., Delhi, Latest edition
- S. S. Gupta. Service Tax -How to meet your obligation Taxmann Publications Pvt. Ltd., Delhi, Latest edition.

### **B.Com. (Hons.): Semester-VI**

#### **Paper COM-604: CONSUMER AFFAIRS AND CUSTOMER CARE**

**Duration: 3 Hrs.**

**Marks: 100**

**Credits: 6**

**Objective:** This paper seeks to familiarise the students with Basics of consumer affairs and behaviours their rights as a consumer, the social framework of consumer rights and legal framework of protecting consumer rights. The firm needs to know who buys their product. How they buy? When and where they buy? Why they buy? How they respond to marketing stimuli. What is Consumer Behavior about? How, why, where and when consumers make purchase decisions? Considers who influences the decisions? What is Consumer Behavior about?

It also provides an understanding of the procedure of redress of consumer complaints, and the role of different agencies in establishing product and service standards.

All these are important questions, which are to be known to the students and companies so that they can design, and implement marketing strategies to satisfy the customers.

### **Unit 1: Conceptual Framework: Consumer affairs and Behaviour**

Consumer and Markets: Concept of Consumer, Nature of markets, Concept of Price in Retail and Wholesale, Maximum Retail Price (MRP) and Local Taxes, Fair Price, labeling and packaging Experiencing and Voicing Dissatisfaction: Consumer Satisfaction/dissatisfaction-Grievances complaint, Consumer Behavior and its Application, Development of the Marketing Concept'. A Model of Consumer Decision Making.

STP Process and strategies, A Simple Frame work of CB, Consumer Behavior Roles.

### **Unit 2: Consumer Decision:**

Dynamic Process of CB, Pre- purchase, purchase and post-purchase issues of Consumers and challenges to marketers.

Individual Decision Making, Buying and Disposing, Organizational and Household Decision Making

### **Unit 3: Factors Influencing Consumer Behavior:**

Family Influence on CB, Family Life Cycle, Cultural and social influence on Consumer decision making process, Reference Groups and Social Influences.

### **Unit 4: The Consumer Protection Act, 1986 (CPA) & Grievance Redress Mechanism under the Consumer Protection Act, 1986:**

Objectives and Basic Concepts: Consumer, goods, service, defect in goods, deficiency in service, spurious goods and services, unfair trade practice, restrictive trade practice.

Who can file a complaint? Grounds of filing a complaint; Limitation period; Procedure for filing and hearing of a complaint; Disposal of cases, Relief/Remedy to be provided; Temporary Injunction, Enforcement of order, Appeal, frivolous and vexatious complaints; Offences and penalties.

### **Unit 5: Industry Regulators and Consumer Complaint Redress Mechanism**

- i. Banking: RBI and Banking Ombudsman
- ii. Insurance: IRDA and Insurance Ombudsman
- iii. Telecommunication: TRAI
- iv. Food Products: FSSAI (an overview)
- v. Electricity Supply: Electricity Regulatory Commission
- vi. Advertising: ASCI
- vii. Consumer Protection in India

**Reference Books:**

1. Hawkins, Best, Coney, Consumer Behavior, (Latest Edition) Tata McGraw Hill
2. David L Loudon and Albert J Della Bitta, Consumer Behaviour (Latest Edition), Tata McGraw Hill.
3. Roger D. Black Well et al, Consumer Behaviour, Thomson, (Latest Edition)

**Suggested Readings:**

1. Khanna, Sri Ram, Savita Hanspal, Sheetal Kapoor, and H.K. Awasthi. Consumer Affairs” (2007) Delhi University Publication. 334 pp.
2. Aggarwal, V. K. (2003). Consumer Protection: Law and Practice. 5th ed. Bharat Law House, Delhi, or latest edition.
3. Girimaji, Pushpa (2002). Consumer Right for Everyone Penguin Books.
4. Nader, Ralph (1973). The Consumer and Corporate Accountability. USA, Harcourt Brace Jovanovich, Inc.
5. Sharma, Deepa (2011). Consumer Protection and Grievance-Redress in India: A Study of Insurance Industry (LAP LAMBERT Academic Publishing GmbH & Co.KG, Saarbrucken, Germany. 263 pp.
6. Empowering Consumers e-book, [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)
7. ebook, [www.bis.org](http://www.bis.org) 8. The Consumer Protection Act, 1986

**Articles**

1. Verma, D. P. S. (2002). Developments in Consumer Protection in India. Journal of Consumer Policy. Vol. 25. No. pp 107 –123.
2. Verma, D.P.S. (2002). Regulating Misleading Advertisements, Legal Provisions and Institutional Framework. Vikalpa. Vol. 26. No. 2. pp. 51-57.
3. Ralph L. Day and Laird E. Landon, Jr. (1997). Towards a Theory of Consumer Complaining Behaviour. Ag Woodside, et al. (eds.). Consumer and Industrial Buying Behaviour. New York; North Holland pp. 425-37.
4. George, S. Day and A. Aaker (1970). A Guide to consumerism. Journal of Marketing. Vol. 34. pp 12-19.

5. Sharma, Deepa (2003).New measures for Consumer Protection in India. The Indian Journal of Commerce. Vol.56. No.4. pp. 96-106
6. Sharma, Deepa (2011).Consumer Grievance Redress by Insurance Ombudsman. BIMAQUEST.Vol.11. pp.29-47.

### **Periodicals**

1. Consumer Protection Judgments (CPJ) (Relevant cases reported in various issues)
2. Recent issues of magazines: Insight, published by CERC, Ahmedabad ‘Consumer Voice’, Published by VOICE Society , New Delhi.
3. Upbhokta Jagran, Ministry of Consumer Affairs, Govt, of India. New Delhi.

## **B.Com. (Hons.): Semester-VI**

### **Paper COM-605: PROJECT REPORT AND VIVA-VOCE**

**Duration: 3 Hrs.**

**Marks: 100**

**Credits: 6**

#### **Objective**

Student has to undergo a practical training of minimum forty five days after second semester. BBA being professional course it is essential for each student to practically apply or understand theoretical concepts what he/she learn during the course. During the training programme student is expected to collect vital information through internal and external source so as to reach concrete conclusions on the given subject. Student has to prepare the project report under the guidance of internal teacher. Director/Principal of the institution/college will decide the last date of submission of final copy. Student should submit two typed copies to the Institute. One copy for the institute

and another copy for his/her personal record. Students may prepare additional copies for the organization, guide etc.

A viva-voce examination will be conducted before the Semester IV examination. A viva-voce committee of minimum two members will be appointed by the university.

### **Guidelines for the project report**

Declaration from the student that the research work is not copied from any other existing reports. Certificate of the guide.- Guide should certify that the research work is original and completed satisfactorily under his guidance.

The Chapter scheme for the project report will be as follows-.

#### **CHAPTER NO-I – Introduction to the study.**

- 1.1 Introduction
- 1.2 Objectives and importance of the study
- 1.3 Scope and limitations of study
- 1.4 Research Methodology

#### **CHAPTER NO.II – Introduction to the organisation**

- 2.1 Introduction to the industry
- 2.2 Brief History of organisation
- 2.3 Subsidiaries, Associates of the company
- 2.4 Departments / Manufacturing process
- 2.5 Important statistical information
- 2.6 Future prospect
- 2.7 Organisation Structure

#### **CHAPTER – III - Theoretical Background**

Basic concepts

Necessary theoretical inputs may be added to support the research work.

#### **CHAPTER –IV – Data Analysis and Interpretation**

Data should be analyzed with help of various tools studied in the Subject "Application of Research Methods in Management".

#### **CHAPTER-V Findings / Observations**

#### **CHAPTER VI- Suggestions / Conclusion**

#### **Appendix**

Questionnaire / Charts / Data / Diagrams / Tables / etc.

#### **Bibliography**

The above guidelines are not the prescription on writing the project report but can be used as milestones while writing the Project Report. The guide has the every discretion to change the chapter scheme as per the requirement

**Note**

1. There should be proper linkage between objectives, data analysis and interpretation, findings and suggestions.
2. Student should not use logos and name of company on the project report pages. Header and Footer shall consist of university name and institute name respectively. No other information should be included in the Header and Footer.
3. Use of colors in text matter should be avoided.