TYUP

MAA SHAKUMBHARI UNIVERSITY

Saharanpur, Uttar Pradesh

FACULTY OF COMMERCE
SYLLABUS –

Four Years (NEP-2020)

BACHELOR OF COMMERCE

With effect from 2025-26

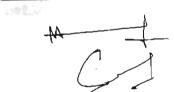
Man A

Rangt Mark

Syllabus Four Years B.Com. as per NEP 2020 (Effective from 2025-26)

Year	Semester	Course Code	Core/ Elective	Paper Title	Theory/ Practical/ Research	Credits	Internal Marks	External Marks (Min Marks	Total Marks	Passing Marks (INT+EXT)	Teaching Hours Theory
	ter - 1	0130101	Core Compulsory	Business Organization	Theory	6	25	75(25)	100	33	90
-1	Semester	0130102	Core Compulsory	Business Statistics	Theory	6	25	75(25)	100	33	90
Year	11-	0230101	Core Compulsory	Business Management	Theory	6	2.5	75(25)	100	33	90
	Semester	0230102	Core	Financial Accounting	Theory	4	25	75(25)	100	33	60
	Seni	0230180	Compulsory	Computerized Accounting	Practical	2	= 4 4	100	100	33	60
		0330101	Core Compulsory	Cost Accounting	Theory	6	25	75(25)	100	33	90
i	1			Any o	ne from the f	ollowings	100		100		488
	Semester	0330102	Elective	Company Law	Theory	6	25	75(25)	100	33	90
- II	Sci	0,330103	Elective	Business Regulatory Framework	Theory	6	25	75(25)	100	33	90
Year	ΛI	0430101	Core Compulsory	Income Tax Law and Accounts	Theory	6	25	75(25)	100	33	90
				Any o	ne from the f	ollowings					
	estc	0430102		Fundamentals of Marketing	Theory	4	25	75(25)	100	33	60
	Semester	0430180	Elective	Digital Marketing	Practical	2		100	100	3.3	60
L		0430103	Elective	Fundamentals of Entrepreneurship	Theory	6	25	75(25)	100	33	90
			Core Compulsory	Research Project	Research Project	3		100	10,0	33	45





Romed

Vear	Semester	Course Code	Core/ Elective	Paper Title	Theory/ Practical/ Research	Credits	Internal Marks	External Marks (Min Marks	Total Marks	Passing Marks (INT+EXT)	Teaching Hours Theory
		0530101	Core Compulsory	Corporate Accounting	Theory	5	25	75(25)	100	33	75
	>	0530102	Core Compulsory	Goods and Services Tax	Theory	5	25	75(25)	100	33	75
	Seniester	0530103	Core Compulsory	Business Finance	Theory	5	25	75(25)	100	33	75
) ig			Any or	ne from the f	ollowings			Mile.		
	Se	0530104	Elective	Principles and Practices of Insurance	Theory	5	25	75(25)	100	33	75
- III		0530105	Elective	Monetary Theory and Banking in India	Theory	5	25	75(25)	100	33	75
Year		0630101	Core Compulsory	Accounting for Managers	Theory	5	25	75(25)	100	33	75
		0630102	Core Compulsory	Auditing	Theory	5	25	75(25)	100	33	75
	1			Any or	e from the f	ollowings					
	Semester	0630103	Elective	Financial Institutions and Market	Theory	5	25	75(25)	100	33	75
	Ser	0630104	Elective	Human Resource Management	Theory	5	25	75(25)	100	. 33	75
		0630105	Elective	Business Ethics and Corporate Governance	Theory	5	25	75(25)	100	33	75
		0630170	Core Compulsory	Comprehensive Viva	Viva	5	25	75(25)	100	33	75

Note: One credit for practical paper is equal to two teaching hours.

* C 8

Ramy

Year	Semester	Course Code	Core/ Elective	Paper Title	Theory/ Practical/ Research	Credits	Internal Marks	External Marks	Total Marks	Passing Marks (INT+EXT)	Teaching Hours Theory
		0730101	Core Compulsory	Management Concepts and O.B	Theory	4	25	75	100	40	60
		0730102	Core Compulsory	Corporate Tax Planning	Theory	4	25	75	100	40	60
		0730103	Core Compulsory	Statistical Analysis	Theory	4	25	75	100	40	60
	Semester	0730104	Core Compulsory	Research Methodology	Theory	4	25	75	100	40	60
l	Se		All all	Anyo	ne from the	following	S				
1		0730105	Elective	Management Information System	Theory	4	25	75	100	40	60
3 - VI		0730165	Elective	Research Project (75% marks in UG)	Research Project	4			100	40	60
YEAR		0830101	Core Compulsory	Marketing Management	Theory	4	- 25	75	100	40	60
	=	0830102	Core Compulsory	Indirect Taxes - GST & Custom Law	Theory	4	25	75	100	40	60
	1117 ~ ?	0830103	Core Compulsory	Financial Management	Theory	4 4	25	75	100	40	60
	Semester	0830104	Core Compulsory	Advance Management Accounting	Theory	4	25	75	100	40	6.0
	Sei			Any o	ne from the	following	s	417	T.		
		0830105	Elective	Customer Relation Management	Theory	4	25	75	100	40	60
		0830165	Elective	Research Project (75% marks in UG)	Research Project	4			100	40	60

An A

9

. Sharry May

Programme: B.Com. with Research	Year: First	Semester: First		
B.Com. With Research				
	Subject: Com	merce		
Course Code:	Cours	Title: Business Organization		
Credits:	6 Core C	Core Compulsory / Elective: Compulsory		
Max. Marks: 2	5+75	Min. Passing Marks: 33		
	Total No. of Lea	tures: 90		
Unit	Topics	No. o		

Unit	Topics	No. of Lectures
ı	Business: Concept, Meaning, Features, Stages of development of business and importance of business. Classification of Business Activities. Meaning, Characteristics, Importance and Objectives of Business Organization, Evolution of Business Organization. Difference between Plant, Firm and Industry and Business & Trade, and Profession & Vocation, Modern Business and their Characteristics.	22
ıı	Promotion of Business: Considerations in Establishing New Business. Qualities of a Successful Businessman. Forms of Business Organisation: Sole Proprietorship. Partnership, Joint Stock Companies & Co-operatives and their Characteristics, relative merits and demerits, Difference between Private and Public Company, Concept of One Person Company and LPP	23
ID	Plant Location: Concept, Meaning, Importance, Factors Affecting Plant Location. Affred Weber's and Sargent Florence's Theories of Location. Plant Layout: Meaning, Objectives, Importance, Types and Principles of Layout. Factors Affecting Layout. Size of Business Unit—: Criteria for Measuring the Size and Factors affecting the Size. Optimum Size and factors determining the Optimum Size.	25
iv	Business Combination: Meaning, Characteristics, Objectives, Causes, Forms and Kinds of Business Combination. Rationalisation: Meaning, Characteristics, Objectives, Principles, Merits and demerits	20

- 1. Gupta, C.B., "Business Organisation", Mayur Publiction, (2014).
- 2. Singh, B.P., Chhabra, T.N., "An Introduction to Business Organisation&Management", Kitab Mahal, (2014).
- 3. Sherlekar, S.A. & Sherlekar, V.S., "Modern Business Organization & Management Systems Approach Mumbai", Himalaya Publishing House, (2000).
- 4. Bhusan Y. K., "Business Organization", Sultan Chand & Sons.
- 5. Prakash, Jagdish, "Business Organistaton and Management", Kitab MahalPublishers (Hindi and English)

Note: Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

Mr de

Shamp

Programme:	Year: First	Semester: First		
B.Com. with Research				
	Subject: Commerc	ce		
Course Code:	Course Title: Business Statistics			
Credits: 6	Corc Con	npulsory / Elective: Compulsory		
Max. Marks: 25+75	- 1	Min. Passing Marks:33		

Unit	Topics	No. of Lecture
I	Evolution of Statistics in India, contribution of Indian Statistics Prof. Prasanta Chandra Mahalanobis). Introduction to Statistics: Meaning, Scope, Importance and Limitation, Statistical Investigation- Planning and organization, Statistical units, Methods of Investigation, Census and Sampling. Collection of Data- Primary and Secondary Data, Editing of Data Classification of data, Frequency Distribution and Statistical Series, Tabulation of Data Diagrammatical and Graphical Presentation of Data.	20
n	Measures of Central Tendency – Mean, Median, Mode, Geometric and Harmonic Mean; Dispersion – Range, Quartile, Percentile, Quartile Deviation, Mean Deviation, Standard Deviation and its Co-efficient, Co-efficient of Variation and Variance, Test of Skewness and Dispersion, Its Importance, Co-efficient of Skewness.	25
ш	Correlation- Meaning, application, types and degree of correlation, Methods- Scatter Diagram, Karl Pearson's Coefficient of Correlation, Spearman's Rank Coefficient of Correlation, Concurrent method, Probable Error & Standard Error	25
ľV	Index Number: - Meaning, Types and Uses, Methods of constructing Price Index Number, Fixed - Base Method, Chain-Base Method, Base conversion, Base shifting deflating and splicing. Consumer Price Index Number, Fisher's Ideal Index Number, Reversibility Test-Time and Factor; Analysis of Time Series: Meaning, Importance and Components of a Time Series. Decomposition of Time Series: Moving Average Method and Method of Least square.	20

Suggested Readings:

- 1. Heinz, Kohler: Statistics for Business & Economics, HarperCollins;
- 2. Gupta, S.C. Fundamental of Statistics, Himalaya Publication.
- 3. Sharma J.K., Business Statistics, Pearson Education.
- 4. Gupta S.P. & Gupta Archana, Elementary Statistics. (English and Hindi) Sultan Chand & Sons. New Delhi.

Note: Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

W

1

Snowing

Programme:	Year: First	Semester: Second
B.Com. with Research	g	
	Subject: Comm	nerce
Course Code:	Course	Title: Business Management
Credits: 6	Core C	ompulsory / Elective: Compulsory
Max. Marks: 25+75		Min. Passing Marks:33

Unit	Topics	No. of Lectures
K	Discuss the Management Practices in Indian "Vedas". Introduction: Concept, Characteristics, Nature, Process and Significance of Management; Managerial Roles (Mintzberg); An overview of functional areas of Management; Development of Management Thought; Classical and Neo Classical System; Contingency Approach, System Approach.	24
11	Planning: Concept, Characteristics, Process, Importance and Types, Criteria of effective planning. Decision- Making: Concept, Process, Types and Importance. Management by Objectives. Organisation: Concept, Nature, Process and Significance. Authority and Responsibility Relationships. Centralization and Decentralization.	24
IH	Direction: Concept and Techniques, Coordination as an Essence of Management, Communication- Nature, Process, Importance, Types, Networks and Barriers. Effective Communication. Motivation: Concept, Types, Importance, Theories- Maslow, Hezberg, McGregor, Ouchi, Financial an Non-Financial Incentives. Leadership: Meaning, Concept, Functions and Leadership styles, Likert's Four System of Leadership.	-21
IV	Controlling: Meaning, Importance and Process, Effective Control System. Techniques of Control. Management of Change: Concept, Nature, Types of Changes and Process of Planned Change, Resistance to Change and methods of reducing resistance to change.	21

Suggested Readings:

- 1. Gupta, C.B., "Business Organisation", Mayur Publiction, (2014).
- 2. Singh, B.P., Chhabra, T.N., "An Introduction to Business Organisation&Management", Kitab Mahal, (2014).
- 3. Sherlekar, S.A. and Sherlekar, V.S, "Modern Business Organization & Management Systems Approach Mumbai", Himalaya Publishing House, (2000).
- 4. Bhusan Y. K., "Business Organization", Sultan Chand & Sons, (1970).
- 5. Jagdish Prakash, "Business Organistaton and Management", Kitab Mahalpublishers, (1997).
- 6. Agarwal K.K., "Business Organisation and Management".
- 7. Joshi, G.L., "Vyavasayik Sanghathan Evam Prabandha".
- 8. Prasad, Jagdish, "Vyavasayik Sanghathan Evam Prabandha".

Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all



Semester: Second Year: First Programme: B.Com. with Research Subject: Commerce Course Code: Course Title: Financial Accounting Credits: 4 Core Compulsory / Elective: Compulsory Max. Marks: Min. Passing Marks:33

Total No. of Lectures: 60

Unit	Topics	No. of Lectures			
1	Evolution of Accounting in India: Contribtuion of Shri Kalyan Subramani Aiyar (K.S. Aiyar) 1859-1940known as father of Accountancy in India. Introduction of Indian Accounting System: Nature and scope of Accounting, Generally Accepted Accounting Principles: Concepts and Conventions, Indian and International Accounting Standards, Accounting Mechanics: Double Entry System, Preparation of Journal, Ledger and Trial Balance, Profit and Loss A/c, Balance Sheet, Concept of Income and its Measurement.				
п	Hire Purchase Account - Accounting Records in the Books of Hire Purchaser and Vendor, Different Methods of Calculation of Interest and Cash Price, Maintenance of Suspense Account, Payment of Premium, Default in Payment and Partial Returns of Goods. Installment Payment System - Difference between Hire Purchase and Installment Payment System. Accounting Records in the book of Purchaser & Vendor, Interest suspense account.	15			
ш	Departmental Accounts - Meaning, Objects and Importance, Advantage, Methods of Departmental Accounts, Final Accounts of Non Corporate Departmental Business, Allocation of Indirect Expenses. Branch Accounts - Meaning and Objectives of Branch Account, Importance and Advantages, Classification of Branches, Accounting of Branch Accounts under various Methods including Foreign Branch.	15			
IV	Royalty Accounts - Accounting Records for Royalty in the books of Landlords and Lessee, Recoupment of Shortworking, Sub - lease, Short working Reserve Account, Nazarana. Insolvency Accounts- (for individuals/Sole trade only) Main provisions of IBC 2016, Preparation of Accounts under latest provisions. Insurance Claims - Computation of claim under loss of Stock Polocy & Loss of Profit policy.	18			

Suggested Readings:

- 1. Jain & Naranag, "Advanced Accounts", Jain Book Agency
- 2. Gupta K G and others, Financial Accounting K.G. Publication, Modinagar
- 3. Gupta, R. L. & Radhaswamy, M., Financial Accounting: Sultan Chand and sons.
- 4. Shukla, M.C., Grewal T.S. & Gupta, S.C., Advanced Accounts: S. Chand &Co.
- 5. Maheshwari S.N. & Maheshwari S. K, "A text book of Accounting forManagement", Vikas Publication

Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

Programme:
B.Com, with Research

Subject: Commerce

Course Code:

Course Outcomes: The purpose of this paper is provide to knowledge of accounting with computer.

Credits: 2

Core Compulsory / Elective: Compulsory

Max. Marks:

Min. Passing Marks: 33

Total No. of Practical Labs: 30

Unit	Topics	No. of Hours
16	Computerised Accounting-Concept, Objectives, Advantages And Limitations, Types Of Accounting Information; Users Of Accounting Information And Their Needs. Qualitative Characteristics Of Accounting Information. Role Of Accounting In Business.	4
n	Introduction To Computer and Accounting Information System {AIS}: (A) Introduction To Computers (Elements, Capabilities, Limitations Of Computer System). (B) Introduction To Operating Software, Utility Software And Application Software. Introduction To Accounting Information System (AJS) As A Part of Management Information System.	4
щ	Computerised Accounting Systems: Computerized Accounts by using any popular accounting software: Creating a Company; Configure and Features settings; Creating Accounting Ledgers and Groups; Creating Stock Items and Groups; Vouchers Entry; Generating Reports - Cash Book, Ledger Accounts, Trial Balance, Profit and Loss Account, Balance Sheet, Funds Flow Statement, Cash Flow Statement Selecting and shutting a Company; Backup and Restore data of a Company.	22

Suggested Readings:

- 1. Computerized Accounting System For B.Com. by Ajay Sharma and Manoj Bansal
- 2. Computerized Accounting System by Neeraj Goyal and Rohit Sachdeva
- 3. Computer Based Accounting by C Mohan Luneja, Sandeep Bansal and Rama Bansal
- 4. Robert N Anthony, David Hawkins, Kenneth A. Merchant, Accounting: Textond Cases. McGraw-Hill Education,
- 5. Charles T. Horngren and Donna Philbrick, Introduction to Financial Accounting, Pearson Education.
- 6. J.R. Monga, Financial Accounting: Concepts and Applications, Mayur Paper Backs, New Delhi. 7. M.C.Shukla, T.S. Grewal and S.C.Gupta. Advanced Accounts. Vol.-1. S. Chand & Co., New
- 8. S.N. Maheshwari, and S. K. Maheshwari. Financial Accounting. Vikas Publishing House, New Delhi.

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

dd

H

Snaving

Programme:	Year: Second	Semester: Third		
B.Com. with Research				
	Subject: Commerce			
Course Code:	Course Title	Course Title: Company Law		
Credits: 6	Core Corr	apulsory / Elective: Compulsory		
Max. Marks: 25+7.	5 N	fin. Passing Marks:33		

Unit	Topics	No. of Lectures
K	22	
n	Shares: Types, Share Capital-Kinds; Allotment Of Shares: Members - Categories, Modes Of Acquiring Membership, Rights And Liabilities; Transfer And Transmission- Difference, Methods Of Borrowing, Debentures, Mortgages And Charges - Fixed And Floating Charge	22
m	Management: Directors, Types And Number Of Directors, Managing Director, Whole Time Director – Appointment, Qualifications And Disqualification, Duties, Vacation, Resignation And Removal, Company Meetings- Kinds, Quorum, Voting, Resolution, Minutes.	25
IV	Majority Powers And Minority Rights: Protection Of Minority Rights; Prevention Of Oppression And Management. Mismanagement, Winding Up-Kinds And Conduct-Petition For Winding Up, Appointment Of Official Liquidator And Duties.	21

Suggested Readings:

- 1. Kapoor GK A Dhamija Sanjay Company Law Comprehensive Textbook OnCompanies Act 2013 Taxmann Publication
- 2. Singh Avtar Company Law Delhi India Eastern Book Company Bharat Law House
- 3. Gupta Company Adhiniyam Sahitya Bhawan Publication (Hindi and English)
- 4. Maheshwari SN And SK Maheshwari A Manual Of Business Law 2ndEdition Himalaya Publishing House

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open. for all

M

A

Xramed 24 2

Programme:	Year: Second	Semester: Third	
B.Com. with Research			
	Subject: Commerce		
Course Code:	Course Title: Cost Accounting		
Credits: 6	Core Comp	oulsory / Elective: Compulsory	
Max. Marks: 25+75	М	in. Passing Marks:33	
		Proj.	

Unit	Topics	No. of Lectures
1	Introduction: Nature, Scope and Advantages of Cost Accounting, Installation of Costing System, Difference between Cost and Financial Accounting, Classification of Costs. Material: Purchase, Storage and Control of Material, Stock Levels, Inventory, Control Techniques. Methods of Pricing Material Issues.	20
U	Labour: Meaning and Components of Labour Cost. Concept, Accounting and Control of Idle time and Overtime. Methods of Wage Payment and Incentive Plans, Labour Turnover. Overheads: Collection, Classification, Allocation, Apportionment and Absorption of Overheads (Primary and Secondary Distribution), Machine Hour Rate.	20
m	Unit Output Costing: Concept of and Need for UnitOutput Costing; Preparation of Cost Sheet and Tender Price; Preparation of Reconciliation Statement.	30
IV	Process Costing: Preparation of Process Accounts; Treatment of Normal and Abnormal Wastage; Treatment of Joint Product and By-product; Contract Costing: Preparation of Contract Account, Determination of Profit on Completed and Uncompleted Contracts; Operating Costing.	20

Suggested Readings:

- 1. Jain S.P. and Narang K.L: Cost Accounting; Kalyani New Delhi.
- 2. Maheshwari S.N: Advanced Problems and Solutions in Cost Accounting; SultanChand, New Delhi. (Hindi and English)
- 3. Tulsian P.C; Practical Costing: Vikas, New Delhi.
- 4. Garg A. K.; Cost Accounting: An Analytical Study, Swati Publication, Meerut.
- 5. Homgren, Charles, Foster and Datar: Cost Accounting A Managerial Emphasis; Prentice-Hall of India, New Delhi.

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

on/

+

_

Year: Second	Semester: Third	
Subject: Commerce		
Course Title: Bus	e: Business Regulatory Framework	
Соте С	Compulsory / Elective: Elective	
5	Min. Passing Marks:33	
	Subject: Commerce Course Title: Bus Core C	

Unit	Topics		
1	Indian Contract Act, 1872: Definition & Nature of Contract, Classification; Offer & Acceptance; Capacity of Parties; Free Consent; Consideration; Legality of Objects	20	
ıı	Void Agreements; Performance of Contracts; Discharge of Contract; Contingent Contracts; Quasi Contracts; Remedies for Breach of Contract, Special Contracts: Indemnity & Guarantee; Bailment & Pledge; Contract of Agency.	24	
ш	Sale of Goods Act, 1930: Contract of Sale of Goods, Conditions & Warranties; Transfer of Ownership; Performance of the Contract: Remedial Measures; Auction able Claims.	25	
īv	The Consumer Protection Act 2019 - Main Provisions The Limited Liability Partnership Act 2008 - Main Provisions The U.P. Shops and Commercial Establishment Act - Main Provisions	21	

Suggested Readings:

- 1. Kuchal M.C: Business Law; Vikas Publishing House, New Delhi.
- 2. Chandha P.R: Business Law; Galgoria, New Delhi.
- 3. Kapoor N.D: Business Law; Sultan Chand & Sons, New Delhi. (Hindi and English)
- 4. Desai T.R.: Indian Contract Act, Sale of Goods Act and Partnership Act; S.C.Sarkar & Sons Pvt. Ltd., Kolkata.
- Tulsian, P.C., Business Law, New Delhi, Tata McGraw Hill.
 Note- Latest edition of the text books should be used.
 This course can be opted as an elective by the students of following subjects: Open for

all

My/

116

Program		Year: Second Semester		: Fourth	
B.Com.	with Research	Subject	Commerce		
Course Co	de:	Cours	se Title: Inco	ome Tax Law and A	ccounts.
	Credits: 6		Core Con	npulsory / Elective:	Compulsory
	Max. Marks: 25+7	5	V	Ain. Passing Marks:	33
		Total No. o	of Lectures:	90	
Unit		Topics	4lbr	-1996	No. of Lectures
1	Introduction, Imp Total Income, As Income & its ass	Axation System in India. Important Definitions: Assessee, Person, Income. Assessment Year & Previous Year. Agricultural Inside State of the State of		22	
п					31
m	Capital gains, Inc Gross Total Inc Individual.		The state of the s		21

IV

1. Singhanai V.K: Students' Guide to Income Tax; Taxmann, Delhi.

ITR, Form 16 & Form 26AS

2. Mehrotra H.C: Income Tax Law & Accounts; Sahitya Bhawan, Agra. (Hindi and English)

Set off and carry forward of losses and Clubbing of Income, Procedure of Assessment, Advance Payment of Tax and

Deduction of Tax at Source. Basics of filling Return: Types of

- 3. Girish Ahuja and Ravi Gupta: Systematic approach to income tax; Sahitya BhawanPublications, New Delhi. (Hindi and English)
- 4. Jain, R.K., Income Tax Law and Accounts (Hindi and English), SBPD Publications, Agra
- Agarwal, B.K., Income Tax Law and Accounts (Hindi and English), Nirupam Sahitya Sadan Agra

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

,

M

Snaming

16

CA

1	ramme: om. with Research	The state of the s		
		Subject: Con	nmerce	
Course	Code:	Course T	itle: Fundamentals of Marketing	
	Credits:	4 Core C	ompulsory / Elective: Compulsory	
	Max. Marks:		Min. Passing Marks:33	
		Total No. of Le	ctures: 60	
Unit		Topics	777	No. of Lecture
1	Introduction: Nature, scope and importance of marketing; Evolution of marketing concepts; Marketing mix; Marketing environment. Micro and Macro environmental factors. Consumer Behaviour - An Overview: Consumer buying process; Factors influencing consumer buying decisions.			15
п	Market Selection: Market segmentation – concept, importance and bases; Target market selection; Positioning concept, importance and bases; Product differentiation vs. market segmentation. Product: Meaning and importance. Product classifications; Concept of product mix; Branding, packaging and labelling; After-sales services; Product life-cycle; New Product Development.			15
m	Pricing: Significance; Pricing policies and stra Promotion: Nature and selling, public relation characteristics; Promoti Marketing Communica	ategies. I importance of promotion; P s; sales promotion and publion mix; Factors affecting pro- tion Approach.	a product; Major pricing methods; romotion Tools: advertising, personal icity – concept and their distinctive emotion mix decisions; and Integrated	15
	Distribution: Channels of distribution - meaning and importance; Types of distribution channels; Wholesaling and retailing; Factors affecting choice of distribution channel; Distribution Logistics; Meaning, importance and decisions. Retailing: Types of retailing - store based and non- store based retailing, chain stores, specialty stores, supermarkets, retail vending machines, mail order houses, retail cooperatives; Management of retailing operations: an overview; Retailing in India: changing scenario. Recent developments in marketing: Social Marketing, Online Marketing, Direct Marketing, Services Marketing, Green Marketing, Relationship Marketing, Rural marketing.			

- Kotler, Philip; Keller, Kevin Lane; Koshy, Abraham, and Mithileshwar Jha, Marketing Management: A South Asian Perspective, Pearson Education.
- Palmer, Adrian, Introduction to Marketing, Oxford University Press, UK
- · Lamb, Charles W.; Hair, Joseph F., and Carl McDaniel, Principles of Marketing, South Western Publishing, Ohio
- Chhabra, T.N., Principles of Marketing, Sun India Publication.
- Kumar, Arun & N. Meenakshi, Marketing Management, Vikas Publications.
- · (Hindi and English)
- · McCarthy, E. Jerome., and William D. Perreault, Basic Marketing, Richard D.Irwin.
- · Pride, William M., and D.C. Ferell, Marketing: Planning, Implementation &Control, Cengage Learning.
- Majaro, Simon, The Essence of Marketing, Prentice Hall, New Delhi.
- Zikmund, William G. and Michael D'Amico, Marketing: Creating and KeepingCustomers in an E-Commerce World, Thomson Learning.
- Etzel, Michael J., Walker, Bruce J., Staton, William J., and Ajay Pandit, Marketing Concepts and Cases, Tatu McGraw Hill (Special Indian Edition).
- McCarthy, E. Jerome; Cannon, Joseph P., and William D. Perrault, Jr., BasicMarketing: A Managerial Approach. McGraw Hills.
- Note- Latest edition of the text books should be used.
- This course can be opted as an elective by the students of following subjects: Open for all

M /

Samo

Programme:	Year: Second	Semester: Fourth	
B.Com. with Research			
	Subject: Commerce		
Course Code:	Course Title: Di	Course Title: Digital Marketing (Practical)	
Credits: 2	Core Cor	mpulsory / Elective: Compulsory	
Max. Marks:		Min. Passing Marks: 33	

Total No. of Practical Labs: 30

Unit	Topics		
I	Introduction of the digital marketing, Digital vs. Real Marketing, Digital Marketing Channels, Creating initial digital marketing plan, Content management, SWOT analysis, Target group analysis.	4	
н	Web design, Optimization of Web sites, MS Expression Web, Creating web sites, SEO Optimization, Writing the SEO content, Writing the SEO content, Google AdWords- creating accounts, Google Ad Words- types.	6	
Ш	Introduction to CRM, CRM platform, CRM models, CRM strategy. Introduction to Wcb analytics, Web analytics – levels, Introduction of Social Media Marketing, Social Media Marketing plan, Facebook Ads, Creating Facebook Ads, Ads Visibility, Business opportunities and Instagram options, Optimization of Instagram profiles, Integrating Instagram with a Web Site and other social networks, Keeping up with posts.	10	
rv	Creating business accounts on YouTube, YouTube Advertising, YouTube Analytics, E-mail marketing, E-mail marketing plan, E-mail marketing campaign analysis, Keeping up with conversions, Digital Marketing Budgeting resource planning, cost estimating, cost budgeting, cost control.	10	

Suggested Readings:

- 1. Chaffey, D, F.E. Chadwick, R. Mayer, and K. Johnston (2015). Internet Marketing: Strategy, Implementation, and Practice. Pearson India
- 2. Frost, Raymond D., Alexa Fox, and Judy Strauss (2018). E-Marketing. Routledge
- 3. Gupta, Seema (2018). Digital Marketing. McGraw Hill Education (India) Private Ltd.
- 4. Kapoor, Neeru. E-Marketing, Pinnacle learning
- 5. Kotler, Philip, Hermawan Kartajaya, and Iwan Setiawan (2017). Digital Marketing:
- 4.0 Moving from Traditional to Digital. Pearson India
- 6. Ryan, Damian and Jones Calvin (2016). Understanding Digital Marketing: Marketing Strategies for engaging the Digital Generation.

Note-Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

Many A Stamps

Programme: B.Com. with Research	Year: Second	Semester: Fourth	
	Subject: Cor	nmerce	
Course Code: Course Title: I		e: Fundamentals of Entrepreneurship	
Credits: 6	1	Core Compulsory / Elective: Elective	
Max. Marks: 25+	75	Min. Passing Marks:33	
_		NA ALEXANDER	

Unit	Topics	No. of Lectures
	Entrepreneurship: Meaning, Concept, Characteristics, Need, Functions, Theories of Entrepreneurship. Entrepreneur: Meaning, Characteristics, Qualities, Functions, Types, Difference between Entrepreneurship & Entrepreneur. Difference between Entrepreneur, Intrapreneur & Manager. Entrepreneurship & Environment. Success story of some renowned Indian Enterpreneurs	
B	Entrepreneurship Development Programme (EDP): Meaning, Need, Objective, Steps, Outline, Achievements, Government Assistance and Incentives. Women Entrepreneurship: Meaning, Characteristics, Problems and Steps taken to promote Women Entrepreneur. Qualities of Women Entrepreneur.	31
Ш	Promotion of a Venture: Concept of Projects, Project Identification, Formulation and Report, Project Appraisal. Product Selection and Techniques, Raising of Funds: Concept, Need, Types and Sources.	21
IV	MSME Business: Process of Establishing MSME Business, Nature, Objectives and Importance of Small Business. Role of Financial Institutions in Financing of MSME Business, Infrastructural Facilities. Legal Requirements for Establishment of New Unit. Entrepreneurial Consultancy Process and Methods.	16

Suggested Readings:

- Desai, Vasant, "Dynamics of Entrepreneurial Development and Management", Himalaya Publishing House
- 2. Desai, Vasant, "Management of Small Scale Industry", Generic
- 3. Drucker, Perer, "Innovation and Entrepreneurship", Harper Business; Reprintedition
- 4. Gupta, C.B. & Srinivasan, N.P., "Entrepreneurship Development", S. Chand
- 5. Kenneth, P.Van, "Entrepreneurship and Small Business Management"
- 6. Pareek, Udai& Ven, "Developing Entrepreneurship book on Learning System"
- 7. Agrawal, R.C., 'UdyamitaVikas' (Hindi)
- Khanka, S.S. "Entrepreneurship Development", S. Chand & CompanyNote-Latest edition of the text books should be used.
- This course can be opted as an elective by the students of following subjects:

A. / N

Sharred 1110

Programs B.Com.	ne: with Research	Year: Thire	i Se	mester: Fifth
		Subject: (Commerce	
Course Co	de:	Co	ourse Title: Corporate Ac	counting
	Credits: 5		Core Compulsory / Elec	ctive: Compulsory
	Max. Marks: 25+7	75	Min. Passing N	Marks:33
		Total No. of	Lectures: 75	
Unit		Topics		No. of Lectures
I	Issue of Shares: Share Capital and its Types, Forfeiture And Re Issueof Shares, Redemption of Preference Shares.		d 15	
n	Debentures: Features & Types, Issue And Redemption of Debentures, Profit Prior To Incorporation, Final Accounts, General Instruction For Preparation of Balance Sheet And Statement of Profit And Loss.		ts,	
m	Accounts of Consolidate Ba		Subsidiary Companies with o	

External.

TV

- 1. Gupta RL Radhaswami M, Company Accounts Sultan Chand And Company(Hindi and English)
- 2. Maheshwari SN And Maheshwari SK Corporate Accounting Vikas Publishing(Hindi and English)
- Shukla SM And Gupta SP Advanced Accountancy Sahitya Bhawan Publication(Hindi and English)
- 4. Jaiswal K S Corporate Accounting Both English And Hindi Shukla MC Grewal

subsidiary only. Consolidated Profit and Loss Account

Objectives of Amalgamation,

Accounting For Amalgamation of Companies As Per Indian Accounting Standard 14. Meaning, Characteristics And

Accounting For Internal Reconstruction Internal And

Gupta K.G., Corporate Accounting, K.G. Publications, Modinagar
Note-Latest edition of the text books should be used.
This course can be opted as an elective by the students of following subjects: Open for all

Wey O

2 duste

21

Programme: Year: Third Semester: Fifth

B.Com. with Research

Subject: Commerce

Course Code: Course Title: Goods and Services Tax

Credits: 5 Core Compulsory / Elective: Compulsory

Max. Marks: 25+75 Min. Passing Marks: 33

Total No. of Lectures: 75

Unit	Topics			
ı	Indirect Tax: Meaning, Features, Difference Between Direct And Indirect Tax, Types Of Indirect Tax Before GST, Shortcoming Of Indirect Tax System During Pre GST Era. GST Meaning Advantages, Disadvantages Of Evaluation Of GST, Structure Of GST, CGST, SGST, IGST UTGST, And Important Definition Under GST Act.			
п	Time Of Supply: Meaning Of Goods And Services, TOS Under Reverse Charge Mechanism, Invoicing Provisions, Provisions Related With Change Changes In GST Rate. Place Of Supply: POS Meaning, POS Of Goods And Services, Intra state And Interstate Supply. Value Of Supply: Meaning, Provisions Related With Determination Of Value Of Supply Of Goods And Services, Determination Of GST Liability.	16		
m	Input Tax Credit ITC: Meaning Of Utilization Of ITC, Block Credit, Supply Not Eligible For ITC, Matching, Reversal And Reclaim Of ITC. Payment Under GST: Manner Of Payment Of GST Liability, Concept Of Electronic, Cash Credit And Liability Ledger, Refund Of Excess GST. Return: Meaning, Purpose And Importance, Different Types Of Return, Due Date Of Filing Return, Assessment Under GST: Meaning, Types Sales Assessment, Provisional Assessment, Summary Assessment, Best Judgment Assessment.	25		
IV	Registration: Meaning Of Final Registration, Compulsory Registration, and Procedure For New Registration, Amendment And Cancellation Of Registration. Accounts And Records: Manner Of Maintenance Of Accounts, Period Of Retention Of Relevant Records. Invoice: Format, Types Debit And Credit Note, Voucher Audit: Meaning, Types Mandatory, Departmental And Specific Audit, Penalty And Under GST, E-Way Bill.	17		

Suggested Readings:

- 1. Malhotta XE and Agarwal goods and services tax Agra India Sabib BhawanPublication English and Hindi
- 2. Agarwal Raj ke advanced handbook on GST background material on model GST law Sahitya Bhawan Publications.
- 3. Bansal K. M. GST Customer law taxman Publication private limited Universityedition
- 4. RK Singh PK a bird's eye view of GST Asia law house
- 5. Singhania VK student's guide to GST and customs law taxman Publication privatelimited University edition
- 6. Gupta & Maheshwari, Tyagi Goods and Services Tax, SBPD PUBLISHINGHOUSE, AGRA
- Babu, Deepak: GST: A Revolution on Indian Tax System, ISARA Solutions, NewDelhi Note-Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

In/

A &

Vianning!

Programme: Year: Third Semester: Fifth

B.Com. with Research

Subject: Commerce

Course Code: Course Title: Goods and Services Tax

Credits: 5 Core Compulsory / Elective: Compulsory

Max. Marks: 25+75 Min. Passing Marks: 33

Total No. of Lectures: 75

Unit	Topics	No. of Lectures		
ı	Indirect Tax: Meaning, Features, Difference Between Direct And Indirect Tax, Types Of Indirect Tax Before GST, Shortcoming Of Indirect Tax System During Pre GST Era. GST Meaning Advantages, Disadvantages Of Evaluation Of GST, Structure Of GST, CGST, SGST, IGST UTGST, And Important Definition Under GST Act.			
11	Time Of Supply: Meaning Of Goods And Services, TOS Under Reverse Charge Mechanism, Invoicing Provisions, Provisions Related With Change Changes In GST Rate. Place Of Supply: POS Meaning, POS Of Goods And Services, Intra state And Interstate Supply. Value Of Supply: Meaning, Provisions Related With Determination Of Value Of Supply Of Goods And Services, Determination Of GST Liability.	16		
im	Input Tax Credit ITC: Meaning Of Utilization Of ITC, Block Credit, Supply Not Eligible For ITC, Matching, Reversal And Reclaim Of ITC. Payment Under GST: Manner Of Payment Of GST Liability, Concept Of Electronic, Cash Credit And Liability Ledger, Refund Of Excess GST. Return: Meaning, Purpose And Importance, Different Types Of Return, Due Date Of Filing Return, Assessment Under GST: Meaning, Types Sales Assessment, Provisional Assessment,	25		
at medition by	Summary Assessment, Best Judgment Assessment. Registration: Meaning Of Final Registration,			
IV	Compulsory Registration, and Procedure For New Registration, Amendment And Cancellation Of Registration. Accounts And Records: Manner Of Maintenance Of Accounts, Period Of Retention Of Relevant Records. Invoice: Format, Types Debit And Credit Note, Voucher Audit: Meaning, Types Mandatory, Departmental And Specific Audit, Penalty And Under GST, E - Way Bill.	17		

Suggested Readings:

- 1. Malhotra XE and Agarwal goods and services tax Agra India Sahib BhawanPublication English and Hindi
- 2. Agarwal Raj ke advanced handbook on GST background material on model GSTlaw Sahitya Bhawan Publications.
- 3. Bansal K. M. GST Customer law taxman Publication private limited Universityedition
- 4. RK Singh PK a bird's eye view of GST Asia law house
- 5. Singhania VK student's guide to GST and customs law taxman Publication privatelimited University edition
- 6. Gupta & Maheshwari, Tyagi Goods and Services Tax, SBPD PUBLISHINGHOUSE, AGRA
- 7. Babu, Deepak: GST: A Revolution on Indian Tax System, ISARA Solutions, NewDelhi

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

Man to Stanford

Programme: B.Com. with Research				rifth
		Subject: Commerce		
Course Co	ode:	Course Title:	Business Finance	
	Credits: 5	Cure C	Compulsory / Elective: E	Elective
	Max. Marks: 25+	75	Min. Passing Marks:33	
	Tota	l No. of Lectures (in hours p	per week): 75	
Unit		Topics		No. of Lectures
I	Investment Fin Budgeting: Me	ace: Nature And Scope, I ancing And Dividend Do aning Nature And Import & Major Evaluation Criteria.	ecisions, Capital	15
п	Cost Of Capital: Meaning, Importance, CalculationOf Cost Of Debt, Preference Shares, Equity Shares And Retained Earnings, Combined (Weighted) Cost OfCapital, Capitalization-Meaning, Overcapitalization.			19
пĭ	Dividend Policies: Issues In Dividend Policies, Dividend Models, Sources Of Funds: Long Term Funds, Short Term Funds, Nature Significance And Determinants Of Working Capital Leverage Analysis			20
īv	business finance. Capital Market Functions And F	oney, Uses of simple and Cor (A) New Issue Market (B) tole Of Stock Exchange (BS Money Markets- Composition unities.	Secondary Market SE, NSE,) Money	21

- 1. Avadhani V A Financial System
- 2. Bhalla VK Modern Working Capital Management
- 3. Chandra Prasanna Financial Management Theory And Practices
- 4. Khan NY And Jain PK Financial Management Tax And Problems
- 5. Pandey I M Financial Management

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

Sharring

Unit		opics	No. of Lectures
	Tota	al No. of Lectures: 7	5
Ŋ	Max. Marks: 25+75		in. Passing Marks:33
	Credits: 5	Core Co	mpulsory / Elective: Elective
Course Code	Cour	rse Title: Principles ar	nd Practices of Insurance
	5	Subject: Commerce	
B.Com. wi	h Research		
Programme	: Y	ear: Third	Semester: Fifth

Unit	Topics	No. of Lectures
I	Risk: Meaning, Types, Causes, Methods of Handling Risks. Insurance: Meaning, Origin & Development, Functions, Types, Principles, Advantages, Reinsurance, Double-Insurance.	17
u	Life Insurance: Meaning, Importance, Essentials of Life Insurance Contract, Procedure of Life Insurance. Life Insurance Policies, Nomination & Assignment, Surrender Value. Life Insurance Corporation: Functions & Organization.	20
ın	Marine Insurance: Meaning, Significance, Scope and Insurable Risk, Characteristics of Marine Insurance, Contract, Types of Marine Policies, Main Clauses in Marine Policies and Marine Losses.	18
IV	Fire Insurance: Meaning, Hazards in Fire Insurance, Scope, importance, Fire Insurance Contract, Conditions of Fire Insurance Policy & Procedure. Miscellaneous Insurance: Motor Insurance, Burglary, Live-stock, Cropand Health Insurance.	20

I-Mishra M.N., Insurance- Principles & Practice.2-

Gupta O.S., Life Insurance.

3- Vinayakam, M. Radhaswami & Vasudevam, Insurance- Principles & Practice.4- Kothari & Bhall, Principles & Practice of Insurance.

5- श्रीवास्तव बालचन्द्र, बीमा के तत्व [

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

HA A

JULY Praway

Programme: B.Com. with Research		Year: Third Semeste		: Fifth
B.Com.	with Kesearch	Subject: Comr		
		·		
Co	urse Code:	Course Title: Mone	tary Theory and Banking in	India
	Credits: 5	5	Core Compulsory / Elective	: Elective
	Max. Marks: 25	+75	Min. Passing Marks:3	3
		Total No. of Lec-	tures: 75	
Unit	and the same of th	Topics		No. of Lectures
ı	Money: Functions, Alternative Measures To Money Supply In India And Their Different Components, Meaning And Changing Relative Importance Of Each Component, High Powered Money- Meaning And Uses, Sources Of Changes In High Powered Money.			17
Ħ	Indian Banking System: Definition Of Bank, Commercial Banks, Importance And Functions, Structure Of Commercial Banking System In India. Regional Rural Banks, Cooperative Bank In India. Process Of Credit Creation By Banks, Determination Of Money Supply And Total Bank Credit.			17
ш	The Reserve Bank of India: Functions, Instruments Of Monetary And Credit Control; Main Features Of Monetary Policy Since Independence, Interest Rates; Various Rates In India (As Bond Rate, Bill Rate, Deposit Rate, etc.) Impact Of Inflation And Inflationary Expectations. e-Banking and cyber threats			25
īv	Development Banks And Other Non-Banking Financial Institution: Main Features, Problems And Policies For Allocation Of Institutional Credit, Problem Between The Government And The Commercial Sector, Inter-Sectoral And Inter-RegionalProblems, Problem Between Large And Small Borrowers.			16

- 1. Saha SK Indian Banking System SBPD Publication (Hindi and English)
- 2. Deshmukh And Indian Banking System Chandralok Prakashan(Hindi and English)
- 3. Gupta SB Monetary Planning Of India
- 4. Khan M Y Indian Financial System Theory And Practice
- 5. Sengupta A K & Agarwa) K Money Market Operations In IndiaNote-Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all



Programme: Year: Third Semester: Sixth

B.Com. with Research

Subject: Commerce

Course Code: Course Title: Accounting for Mangers

Credits: 5 Core Compulsory / Elective: Compulsory

Max. Marks: 25+75 Min. Passing Marks: 33

Total No. of Lectures: 75

Unit	Topics	No. of Lectures	
1	Management Accounting- Concept, Meaning, Characteristics, Difference between Financial Accounting Management Accounting, Difference between Cost Accounting and Management Accounting, Techniques, Objectives and Importance. Management Accountant-Duties, Status, Functions and Responsibility. Financial Statement Analysis and Interpretation - Meaning, Objectives, Characteristics of an Ideal Financial Statement, Parties Interested in Financial Statement, Types of Financial Analysis - Horizontal, Vertical and Trend Analysis.	. 17	
11	Ratio Analysis: meaning, Utility, Classification of Ratios - Profitability Ratio, Activity Ratio and FinancialPosition Ratios. Fund Flow and Cash Flow Statement- Concept, Meaning of the term Fund and Preparation of Fund Flow Statement and Cash Flow Statement (As-3).		
m	Business Budgeting: Meaning of Budget and Budgeting, Objectives, Limitations and importance, Essentials of effective Budgeting, Classification of Budgets- Flexible budget and Zero Based Budget, Marginal Costing: Meaning, Determination of Profit under Marginal Costing, Pricing of Product, make or by Decision, Selection of most profitable channel. Break Even Analysis: Concept and Practical Applications of Break even Analysis.	22	
ïV	Standard Costing and Variance Analysis: Meaning and Objectives of Standard Costing Setting of Standard, Variance Analysis: Material and Labour Variance. Reporting to Management: Meaning, Objectives. Principles of Reporting, Importance of Reports, Classification of Reports, Reporting at different Levels of Management.	20	

Suggested Readings:

- Homgren, C.T., Gary L. Sundem and William O. Stratton: Introduction to Management Accounting, Prentice Hall of India, Delhi.
- Homgren, Charles T., George Foster and Srikant M. Dailiar; Cost Accounting; AManagerial Emphasis.
 Prentice Hall of India, Delhi.
- Lall, B.M. and I.C. Jain: Cost Accounting: Principles and Practice, Prentice Hallof India, Delhi.
- Welsch Glenn A., Ronald W. Hilton and Paul N. Gordon Budgeting, ProfitPlanning and Control, Prentice hall of India, Delhi.
- Baig Nafees: Cost Accounting, Rajat Publications, New Delhi. Baig Nafees: Management Accounting & Control, Ashish Publishing Home, New Delhi.
- Sharma R.K. and Gupta S.K.; Management Accounting, Kalyani Publishers, Ludhiyana. (Hindi and English)
- Lal Jawahar; Managerial Accounting, Himalya Publishing House, New Delhi.
- Misra, A.K., Management Accounting, (Hindi and English) Navneet Prakashan, Nazibabad.
- Note-Latest edition of the text books should be used.
- This course can be opted as an elective by the students of following subjects: Open for all



H

Somre

Year: Third	Semester: Sixth
Subject: Comme	erce
С	ourse Title: Auditing
Core Corr	npulsory / Elective: Compulsory
	Min. Passing Marks:33
	Subject: Commo

Unit	Topics	No. of Lectures
i	Audit and Audit Process: Meaning, Nature, Objectives and Various Classes of Auditing, Standard of Auditing, Pronouncements on accepted Auditing practices, Internal Control and the need for its evaluation by the Auditor. Methodology of Accounting, Auditing and Fraud risk management in Kautilya's Arthshastra.	. 17
11.	Audit Procedures: Verification programme-selective verification. Audit in depth, test checking, Auditor's Approach to statistical sampling, Routine checking, vouchers, verification and valuation of assets and liabilities, Auditor's Report on Profit and Loss Account and Balance Sheet.	15
m	Audit of Limited Companies: Qualifications and Appointment of Company Auditors, their powers, duties and liabilities as per Company Act 2013 Audit of share capital, share transfer and managerial remuneration, Additional matters in the Auditor's Report under CARO	
IV	Audit of Public Sector Undertaking and Banks: Special features concerning Audit of departmental undertakings, Statutory Corporations and Government Companies, Procedure of appointment of Auditors, Special features relating to the audit of Banks, Audit of Insurance Companies and audit of non-profit companies. Cost Audit: Importance of cost audit, Provisions regarding cost audit, Cost Audit report, Tax and Social Audit. Internal Audit: Objective and scope of Internal Audit, Responsibilities and Authority of Internal Auditors, Relationship between internal auditor and statutory auditor.	24

Suggested Readings:

- 1. Gupta Kamal: Contemporary Auditing, TATA Mc Graw, New Delhi.
- 2. Tandon, B.N.: Principles of Auditing, S. Chand & Company, New Delhi.
- 3. Pargare Dinkar: Principles and practices of Auditing, Sultan Chand, New Delhi.
- 4. Sharma, T.R.: Auditing Principles and Problems, Sahitya Bhawan, Agra. (Hindi and English)
- 5. Yadav, Pankaj, Auditing, Neel Kamal Prakashan, Delhi(Hindi and English)
- 6. Sharma, Sanjeev, Auditing: MK Publications, Agra (Hindi and English) Note-Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

the Shamest

Program B.Com.	me: with Research	Year: Third	Semester: Sixth	
		Subject: Com	merce	
Course Co	de:	Course T	itle: Financial Market Operatio	ns
	Credits: 5	Core	Compulsory / Elective: Elect	ive
	Max. Marks: 25+7	15	Min. Passing Marks:33	
		Total No. of Lec	tures: 75	
Unit	-45	Topics	77.00	No. of Lectures
K	its Significance Organized Sect Securities Mark Financial Guaran in India, Charact	Financial Markets an Overview: Meaning of Financial Market and its Significance in the Financial System. Financial Markets in the Organized Sector - Industrial Securities Market, Government Securities Market, Long-term Loans Market, Mortgages Market, Financial Guarantee Market, Meaning and Structure of Money Market in India, Characteristics of a Developed Money Market, Significance and Defects of Indian Money Market.		
m	Capital Market: New issue market - Meaning and Functions of New Issue Market, Instruments of New Issues, Players and their role in the New Issue Market, issue-pricing and marketing. Defects and Remedies of New Issue Market.			26
ш	Secondary market: Functions and role of stock exchange; Listing procedure and legal requirements; Public Stock Exchanges-NSE, BSE and OTCEI. Functionaries on Stock Exchanges: Brokers, Sub brokers, market makers, jobbers, portfolio consultants, institutional investors.			16
IV	SEBI Guidelines	tion: Grievances con removal, Demat Trading. - Primary Market, Second estor's interest, NCLT &N		16

- Machiraju, 'Indian Financial System' Vikas Publishing House.
- 2. Varshney P.N., & Mittal D.K., 'Indian Financial System', Sultan Chand & SonsNew Delhi.
- 3. Avadhani V.A Capital Market, Himalaya Publishing House, New Delhi
- 4. Mulay, M. A., "New Issues Capital Market in India"
- 5. Gordon & Natarajan, "Indian Financial System" Himalaya Publishing House.
- 6. Avdhani, V. A., "Investment Management" Himalaya Publishing House.
- 7. Gupta, O. P., "Indian Securities Market".

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

IN MOS ZUAS

Programme:	Year: Third	Semester: Sixth
B.Com. with Research		
	Subject: Commerce	
Course Code:	Course Title: Hu	nan Resource Management
Credits: 5	Core C	ompulsory / Elective: Elective
Max. Marks: 25+75	5	Min. Passing Marks:33
	Total No. of Lectures:	75

Unit	Topics	No. of Lectures	
ι	Human Resource Management concept and function, role of competencies of HR manager at our policies evolution of HRM emerging challenges of Human Resource Management workforce diversity empowerment VRS work life balance downsizing.		
n	Recruitment & Selection: Recruitment, factors affecting recruitment, sources of recruitment, Selection - Process, selection test, Interview, Orientation, Placement. Training & Development: Training-Objectives & Importance of training, Training Methods-On job training and off-the job training.	20	
ш	Employee Compensation: Compensation & Welfare, Job Evaluation. Performance Appraisal: Techniques, Job Enlargement & Job Enrichment, Quality of Work Life, Worker's Participation in Management.	25	
IV	EMPLOYEE WELFARE: Various welfare schemes & Safety Measures. Employee Benefits - Meaning and its types, Fringe Benefits; Remuneration - Salary, Bonus, Commission, Long Term Incentives, Perquisites. Grievance Handling & Discipline - Meaning, Importance. Collective Bargaining - Meaning and Importance, Process.	15	

- 1. Aswathappa K Maine resource management Tata McGraw Hill
- 2. Verma Pramod SaviBagiyaprabandhan Rao VSP human resource managementExcel books
- 3. Tripathi PC personnel management and Industrial Relations Sultan Chand andsons
- 4. Agarwal & Fauzdar, Human Resource Management-SBPD Publishing House, Agra (English/Hindi)

Note- Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

the Sharmen

Programme: B.Com. with Research	Year: Third	Semester: Sixth
B.Com. with Research	Subject: Comme	erce
Course Code:	Course Title: Business Ethics and Corporate Governance	
· Credits:	5 Core	Compulsory / Elective: Elective
Max. Marks: 25	i+75	Min. Passing Marks:33

Unit	Topics	No. of Lectures
I	Values – Importance, Sources of Value Systems, Types, Values, Loyalty and Ethical Behaviour, Values across Cultures; Business Ethics – Nature, Characteristics and Needs, Ethical Practices in Management. Indian Value System and Business Ethics	17
II	The Ethical Value System - Universalism, Utilitarianism, Distributive Justice, Social Contracts, Individual Freedom of Choice, Professional Codes; Culture and Ethics - Ethical Values in different Cultures, Culture and Individual Ethics.	26
m	Law and Ethics - Relationship between Law and Ethics, Other Bodies in enforcing Ethical Business Behaviour, Impact of Laws on Business Ethics; Social Responsibilities of Business - Environmental Protection, Fair Trade Practices, Fulfilling all National obligations under various Laws, Safeguarding Health and well-being of Customers.	16
IV	Corporate Governance: Issues, need, corporate governance code, transparency & disclosure, role of auditors, board of directors and shareholders; Global issues of governance, accounting and regulatory frame work, corporate scams, committees in India and abroad, corporate social responsibility.	16

Suggested Readings:

- 1. Kitson Alan-Ethical Organisation, Palgrave
- 2. L. T. Hosmer: The Ethics of Management, Universal Book.
- 3. D. Murray: Ethics in Organizational, Kogan Page.
- 4. S. K. Chakraborty: Values and Ethics in Organisation, OUPNote-Latest edition of the text books should be used.

This course can be opted as an elective by the students of following subjects: Open for all

In/

Programme: B.Com. with Research	Year: Fourth	Semester: Seven
	Subject: (Commerce
Course Code:	Course Title: Management Concept and Organization Behaviour	
Credits: 5		Core Compulsory / Elective: Core Compulsory
Max. Marks: 25+75		Min. Passing Marks:33
	Total No. of	Lectures: 75

Unit No.	Topics	No. of Lectures Allotted
Unit I	Managerial Functions: Planning-concept, significance, types; organizing-concept, principles, Theories, Types of Organizations, Authority, Responsibility, Power, Delegation, Decentralization, Staffing, Coordinating; Control-Nature, Process and techniques.	14
Unit II	Organizational Behavior: Organizational behavior - concept and significance; Relationship between management and organizational behavior; Emergence and ethical perspective; Attitudes; Perception; Learning; Personality; Transactional Analysis.	13
Unit III	Motivation: Process of motivation; Theories of motivation-need hierarchy theory; theory X and theory Y, Two factor theory, Maslow Need Hierarchy Theory, Hezberg Theory.	13
Unit JV	Group Dynamics and Team Development: Group dynamics-definition and importance, Types of groups, Group formation; Group development, Group composition. Leadership: Concept, Leadership styles, Theories – Trait theory, Behavior theory, Managerial grid; Likert's four systems of leadership.	20

- 1. Prasad, L. M.: Principles and Practice of Management; Sultan Chand & Sons, New Delhi.
- 2. Prasad L.M, Organizational Behaviour, Sultan Chand & Sons, New Delhi.
- 3. Stephen P. Robbins, Organisational Behaviour, Prentice Hall India, New Delhi.
- 4. Luthans Fred, Organizational Behaviour, McGraw Hill Book Co, Boston.
- 5. Koontz, H. and Weihrich, H.: Essentials of Management: McGraw Hill Education, New Delhi.

6. Stoner, J. A. F. et al: Management; Pearson Education, New Delhi.

,

A

Sommy

Programme: B.Com. with Research	Year: Fourth	Semester: Seven	
	Subject: C	Commerce	
Course Code:	Course Title: Corporate Tax Planning		
Credits	5	Core Compulsory / Elective: Core Compulsory	
Max. Marks: 25+75		Min. Passing Marks:33	
	Total No. of	Lectures: 75	

Unit No.	Topics	No. of Lectures Allotted
Unit I	Income Tax Act, 1961 – Special provisions relating to assessment of companies only. Introduction to tax management: concept of tax planning, tax avoidance and tax evasion, tax planning for new business – tax planning with reference to location, nature and form of Organization of new business.	18
Unit II	Tax planning for financial management decisions: Tax planning relating to capital structure decisions and dividend policy.	12
Unit III	Filing of return of Income: Types of ITRs and procedure of their filing. Return of income, compulsory filing return of income, Return of loss, provision relating to belated return, revised return etc., fee and interest to default in furnishing return of income.	15
Unit IV	Taxation of international transactions and non-residents under the Income Tax Act, 10961: Specific provisions relating to non residents: double taxation relief, transfer pricing and Advance rulings.	15

- 1. E.A. Srinivas, Corporate Tax Planning, Tata McGraw Hill.
- Vinod K. Singhania, Taxmann's Direct Taxes Planning and Management.
 V.S. Sundaram, Commentaries on the Law of Income-Tax in India, Law Publishers, Allahabad.
- 4. A.C. Sampath Iyengar, Law of Income Tax, Bharat Publishing House, Allahabad.
- 5. Taxman, The Tax and Corporate Law Weekly.
- 6. Bhagwati Prasad, Direct Taxes Laws Practice, Wishwa Prakashan



Programme: B.Com. with Research	Year: Fourth	Semester: Seven
	Subject: C	Commerce
Course Code:	Course Title: Statistical Analysis	
· Credits: 5		Core Compulsory / Elective: Core Compulsory
Max. Marks: 25+75		Min. Passing Marks:33
	Total No. of	Lectures: 75

Unit No.	Topics	No. of Lectures. Allotted
Unit I	Probability Theory: Classical Relative and subjective probability, Addition and Multiplication Rules, Conditional probability, Baye's Theorem, Bernoulli's Theorem.	12
Unit II	Theoretical Frequency Distribution: Binomial Distribution, Poisson distribution and Normal Distribution, their Characteristics and Application. Statistical Decision Theory: Decision Environment, Expected Profit Under Uncertainty, Expected Monetary Value, Risk, Decision Tree	13
Unit III	Sampling: Large Sample: Test of Hypothesis in Variables and Attributes Z Test Small Samples: Test Significance in t-test, F-test and Z-test Analysis of Variance: One way and Two Way Classification, Design of Experiment.	20
Unit IV	Association of Attributes: Two Altributes Only, Chi Square Test Interpolation And Extrapolation: Binominal, Newton and Langrange's Method.	15

1. Fundamentals of Statistics: D.V. Elhance and Veena Elhance

- 2. Statistics: R.S.N.Pillai and V.Bagavathi, S.Chand and Company, New Delhi
- 3. Fundamental of Statistics: S.C.Gupta, Himalaya Publishing House
- 4. Problems in Statistics: Y.R. Mahajan, Pimplapure Publishers, Nagpur
- 5. Business Statistics: S.Saha, New Central Book Agency, Kolkata
- 6. Statistical Methods: S.P.Gupta, Sultan Chand and Sons
- 7. Statistics: V.K.Kapoor, Sultan Chand and Sons
- 8. Statistics: B, Gupta, Sahitya Bhavan, Agra

V

M

Shaming

Programme: B.Com. with Research	Year: Fourth	Semester: Seven	
	Subject: Con	mmerce	
Course Code:	Course Title: Research	Course Title: Research Methodology	
Credi	ts: 5	Core Compulsory / Elective: Core Compulsory	
Max. Marks: 25+75		Min. Passing Marks:33	
	Total No. of L	ectures: 75	

Unit No.	Topics	No. of Lectures Allotted
Unit I	Understanding Research: Definition, Meaning, Characteristics, Types of Research, Research in Decision Making, Role of Research in Various Areas, Limitations of Research. Scientific Methods of Research: Definition, Characteristic and Basis of Scientific Method, Basis of Scientific Method, Components of Scientific Approach, Bias and Prejudice in scientific Research.	20
Unit II	Formulating Research Problem and Hypothesis: Research Process/ Planning Process, Research Problem - Need of Defining, Points to Ponder on Research Problem, Hypothesis Testing, Research Design.	12
Unit III	Methods of Research: Interview Definition, Meaning, Type, Advantage and Limitation; Questionnaire-Meaning Purpose, Types. Formulation. Advantage and Disadvantage; Survey - Definitions, Meaning, objective, Characteristics, types, planning, limitation and advantages; Experiment - Meaning, Objective, Advantage and Disadvantage, Basic Principles of Experimentation, Experimental Designs.	13
Unit IV	Data Presentation Processing and Analysis: Editing, Coding, Classification, Tabulation, Analysis and Interpretation of Data. Sealing and Attitudes Measurement Techniques: Attitudes, Attributes and Beliefs, Attitudes Measurement, Scaling Techniques, Types of Scales, Selection of an Approximate Scale, Limitations of Attitudes Measurement Scales.	15

- 1. Business Research Methods Donald Cooper & Pamela Schindler, TMGH, 9th edition
- 2. Business Research Methods Alan Bryman & Emma Bell, Oxford University Press.
- 3. Research Methodology C.R.Kothari
- 4. Panneerselvam, R., RESEARCH METHODOLOGY, Prentice Hall of India, New Delhi, 2004.



M 1



Programme: B.Com. with Research	Year: Fourth	Semester: Seven	
	Subject: C	ommerce	
Course Codc:	Course Title: Management Information System		
Credits: 5		Core Compulsory / Elective: Elective	
Max. Marks: 25+75 Min. Passing Marks: 33		Min. Passing Marks:33	
	Total No. of	Lectures: 75	

Unit No.	Topics	No. of Lectures Allotted
Unit I	Management Information System (MIS): Concept & definition, Role of MIS Process of Management, MIS-A tool for management process, Impact of MIS, MIS and computers, MIS and the user, IMS- a support to the Management.	15
Unit II	Planning & Decision making: The concept of corporate planning, Strategic planning Type of strategic, Tools of Planning, MIS Business Planning; Decision making concepts, Methods, tools and procedures, Organizational Decision making, MIS and Decision making concepts.	15
Unit III	Information ^ System: Information concepts, Information: A quality product classification of the information, Methods of data & information collection, Value of information, MIS and System concept, MIS and System analysis, Computer System Design.	15
Unit IV	Development of MIS: Development of long rage plans of the MIS. Ascertaining the class of information, determining the Information requirement, Development and Implementation of the MIS, Management of quality in the MIS, Organization for development of the MIS, MIS: the factors of success and failure.	15

- 1. Management Information System, W.S Jawadekar, Tata Mc Graw Hill Publication.
- 2. Management Information System, David Kroenke, Tata Mc Graw Hill Publication.
- 3. MIS: Management Perspective, D.P. Goyal, Macmillan Business Books.
- 4. MIS and Corporate Communications, Raj K. Wadwha, Jimroy Dawar, P. Bhaskara Rao, Kanishka Publishers.
- 5. MIS: Managing the digital firm, Kenneth C. Landon, Jane P. Landon, Pearson Education.

An

M

Transf

Programme:	Year: Fourth	Semester: Seven	
B.Com. with Research			
	Subject: Co	ommerce	
Course Code:	Course Title: Research Project		
Credits	: 5	Core Compulsory / Elective: Elective	
Max. Marks: 25+75		Min. Passing Marks:33	
	Total No. of I	Lectures: 75	

Students will select a topic of his/her choice to prepare a research project report which will be submitted by the student to the Department/College in before lst Semester Examination. This project report is to be evaluated by a Board of Examiners appointed by the University, consisting of one internal and one external examiner. The Board of examiners will conduct the Viva-Voce examination based on the project report of the student.

An

N .

Shawigh

Programme: B.Com. with Researc	Year: Fourth	Semester: Eight	
		Commerce	
Course Code:	Course Title: Marke	Course Title: Marketing Management	
Cred	fits: 5	Core Compulsory / Elective: Core Compulsory	
Max. Marks: 25+75		Min. Passing Marks:33	
	Total No. of	f Lectures: 75	

Unit No.	Topics	No. of Lectures Allotted
Unit I	Introduction: Nature and Scope of marketing, Core Concepts, Marketing environment – macro and micro components and their impact on marketing decisions. Buyer behavior and factors affecting buyer behavior, Consumer buying decision process, Market segmentation, targeting and positioning.	14
Unit II	Product and Pricing decision: Concept and Classification of product, Product mix Major product decisions — branding, packaging, labeling, new product development, product life cycle, Pricing: pricing objectives, factors affecting pricing, pricing strategies.	14
Unit III	Distribution (Place) and Promotion decision: Concept of Channels of Distribution, Functions and types of distribution channels, Channel Management decisions, channel integration. Promotion: Concept of Integrated marketing communication, promotion mix – Advertising, Personal selling, Sales promotion, Publicity and public relations.	14
Unit IV	Marketing Planning, Organization and control: Marketing planning process, methods of organizing marketing department, Ethical and legal aspects of marketing marketing audit and marketing control. Trends in marketing: Social marketing, marketing of services, Green marketing digital marketing. customer relationship marketing, rural marketing and other emerging trends in marketing.	18

- 1. K.S. Chandrasekar, MARKETING MANAGEMENT TEXT AND CASES, Tata McGraw-Hill Publication, New Delhi.2010
- Govindarajan, MARKETING MANAGEMENT CONCEPTS, CASES. CHHALLENGES AND TRENDS, Prentice Hall of India, New Delhl. 2009
- 3. Philip Kotler, MARKETING MANAGEMENT- ANALYSIS PLANNING AND CONTROL, Prentice Hall of India. New Delhi,
- Ramaswamy. V S & Namakumari. S, MARKETING MANAGEMENT-PLANNING IMPLEMENTATION AND CONTROL, Macmillan Business Books, New Delihi, 2002,

In.

M - 1

Subject: Commer	rce
Course Title: Indirect Taxes-GST and Custom Law	
Core C	Compulsory / Elective: Core Compulsory
]	Min. Passing Marks:33
	Course Title: Indirect Taxes

Unit No.	Topics	No. of Lectures Allotted
Unit I	Introduction: Constitutional framework of Indirect Taxes before GST (Taxation Powers of Union & State Government); Major Default in the structure of Indirect Taxes prior to GST; Structure of GST (SGST, CGST, UGST & IGST); GST Council, GST Network, State Compensation Mechanism.	15
Unit II	Levy and collection of GST: Taxable event "Supply" of Goods and Services; Place of Supply; Within State, Interstate, Import & Export; Time of Supply; Valuation for GST - Valuation rules, Taxability of reimbursement of expenses; Exemption from GST; Small supplies and Composition Scheme; Classification of Goods and Services; Compositeand Mixed Suppliers.	15
Unit III	Input Tax Credit & Value of Supply: Eligible and Ineligible Input Tax Credit; Apportionments of Credit and Blocked Credits; Tax Credits in respect of Capital Goods; Recovery of Excess Tax Credit; Availability of Tax Credit in special circumstances; Transfer of Input Credit (Input Service Distribution); Payment of Taxes; Refund; TDS, TCS, Reverse Charge Mechanism, Job work, Valuation Procedure.	15
Unit IV	Customs Law: Introduction Levy and collection duties: Taxable Events: custom duties Classification & Valuation of Import & Export Goods; Assessment; Abatement and Remission of Duty; Exemptions; Refund and recovery.	15

- 1. The Central Goods and Services Tax. 2017
- 2 The Integrated Goods and Services Tax, 2017
- 3. The Union Territory Goods and Services Tax, 2017
- 4. The Goods and Services Tax (Compensation to States), 2017
- 5. The Constitution (One hundred and First Amendment) Act, 2016
- 6. Gupta, S.S., GST- How to meet your obligations (April 2017), Taxmann Publications
- 7. Halakandhi, S., G.S.T (Vastu and Sevakar) (Hindi) Vol-1, 2017
- 8. Gupta, S.S., Vastu and Sevakar, Taxmann Publications, 2017

In Shamed

Programme:	Year: For	orth Semester: Eight	
B.Com. with Rescarc	h		
	Subje	ct: Commerce	
Course Code:	Course Title: Financial Management		
Credits: 5		Core Compulsory / Elective: Core Compulsory	
Max. Marks: 25+75		Min. Passing Marks:33	
Total No. of Lectures: 75			

Unit No.	Topics	No. of Lectures Allotted
Unit I	Introduction: Meaning, Nature, Scope and objectives of Financial Management: Finance Functions; Time Value of Money; Risk and Return	12
Unit (I	Capital Budgeting Decisions: Nature, Importance and process of Capital Budgeting; Techniques – Pay Back Method, Discounted Pay- Back Method; ARR Method; NPV Method; IRR Method; Terminal Value Method; Capital Method; Capital Rationing and Risk Analysis in Capital Budgeting.	15
Unit III	Cost of Capital and Financing Decisions: Cost of Long Term Financing; Estimation of components of Cost of Capital; Methods of calculating cost of Debt, Cost of Preference shares, Cost of Equity, Cost of Retained Earnings, Weighed Average cost of capital and marginal cost of capital. Theories of capital structure, leverage Measurement and effects on Profit; Determinants of capital structure.	15
Unit IV	Working Capital Decisions: Concept of working capital; Operating cycle and cash cycles; Risk – Return trade off; Sources of short term Finance; Working capital Estimation. Dividend Decisions: Issues in dividend decisions; Walter's valuation Model, Gordon's Growth Model, Capital Asset Pricing Model, Modigliani and Miller Theory, Cash and stock dividends, Dividend Policy and Determinants of dividend.	18

- 1. Khan MY, Jain PK, BASIC FINANCIAL MANAGEMENT, Tata McGraw Hill, Delhi , 2005.
 - 2. Chandra, Prasanna, FINANCIAL MANAGEMENT, Tata McGraw Hill, Delhi.
- 3. Bhabatosh Banerjee, FUNDAMENTALS OF FINANCIAL MANAGEMENT, PHI, Delhi, 2010
 4. Chandra Bose D, FUNDAMENTALS OF FINANCIAL MANAGEMENT, PHI, Delhi, 2010

Programme:	Year: Fourth	Semester: Eight	
B.Com. with Research			
	Subject: Co	ommerce	
Course Code;	Course Title: Advanced Management Accounting		
Credits;	5	Core Compulsory / Elective: Core Compulsory	
Max. Marks: 25	5+75	Min. Passing Marks:33	
	Total No. of I	Lectures: 75	

Unit No.	Topics	No. of Lectures Allotted
Unit I:	Management Accounting - Nature & Functions, Financial Vs. Management Accounting; Cost Vs. Management Accounting; Role of Management Accountant, Cost Concepts and Classifications.	15
Unit II	Activity Based Costing (ABC)- Concept and uses; Flow of Costs in ABC; Emerging Costing Approaches; Traditional Costing System Vs. ABC	15
Unit III	Variable and Absorption Costing - Concept, Comparison, Applications of Variable Costing, Preparation of Income Statements. Cost-Profit (CVP) Analysis - Contribution Margin; Break - Even Analysis: Profit Volume (P/V) Analysis, Multiple Product Analysis; Optimal use of Limited Resources. Standard Costing - Concept, Advantages; Types of Standards; Variance Analysis; Materials and Labour Variance.	15
Unit IV	Relevant information & Short- Run Managerial Decisions – Managerial Decision Making; Decision Making Process; Differential Analysis; Types of Managerial Decisions – Make/Buy, Add/Drop, Sell/Process Further, Operate/Shutdown, Special Order, Product – Mix Pricing Decisions. Responsibility Accounting: Concept	15

- 1. Management Accounting- R.S.N.Pillai, S.Chand and Company, New Delhi
- 2. Management Accounting- N.K. Agrawal, Galgotia Publication
- 3. Management Accounting- M. Willson, Humalaya Publication
- 4. Management Accounting- Jagwant Siugh, KitabMahal
- 5. Management Accounting- P.V.Rathnam, Kitab Mahal
- 6. Management Accounting- R.K.Sharma, Kalyani Publication
- 7. Management Accounting- M.G.Patkar, Phadke Prakashan
- 8. Management Accounting- M.R. Agrawal, Garima Publication

In A war way

Programme:	Year: Fourth	Semester: Eight			
B.Com. with Research					
Subject: Commerce					
Course Code:	Course Title: Customer Relationship Management				
Credits:	5 Core	Compulsory / Elective: Elective			
Max. Marks: 25	i+75	Min. Passing Marks:33			
Total No. of Lectures: 75					

Unit No.	Topics	No. of Lectures Allotted
Unit I	Introduction to CRM: Definition and concepts of CRM, Components of CRM, Understanding the goal of CRM and Customer Touch Points.	15
Unit II	CRM Process: Introduction and Objectives of a CRM Process: an Insight into CRM and e-CRTA/online CRM, The CRM cycle i.e. Assessment Phase; Planning Phase; The Executive Phase; Modules in CRM, 4C's (Elements) of CRMJ Process, CRM Process for Marketing Organization, CRM Affiliation in Retailing Sector.	15
Unit III	Developing CRM Strategy: Role of CRM in business strategy, Understanding Service Quality: Technical, Functional, and dimensions of service quality, Managing Customer communications.	15
Unit IV	CRM Implementation: Choosing the right CRM Solution; Framework for Implementing CRM; a step by step process; Five phases of CRM Projects: Development Customizations; Beta Test and Data Import; Train and Retain: Roll out and system hand off support.	15

- 1. Alok Kumar Rai, CUSTOMER RELATIONSHIP MANAGEMENT CONCEPT & CASES, Prentice Hall of India Private Limted, New Delhi. 2011
- 2. S. Shanmugasundarain, CUSTOMER RELA TIONSHIP MANAGEMENT, Prentice Hall of India Private Limted, New Delhi, 2008
- 3. Kaushik Mukherjee, CUSTOMER RELATIONSHIP MANAGEMENT, Prentice Hall of India Private Limited, New Delhi, 2008
- 4. Jagdish Seth, et al, CUSTOMER RELA TIONSHIP MANAGEMENT
- 5. V. Kumar & Werner J., CUSTOMER RELA TIONSHIP MANAGEMENT, Willey India, 2008

The Rooming

Programme:	Year: Fourth	Semester: Eight	
B.Com. with Research			
,	Subject:	Commerce	
Course Code:	Course Title: Research Project		
Credits: 5		Core Compulsory / Elective: Elective	
Max. Marks: 25+75		Min. Passing Marks:33	
	Total No. o	f Lectures: 75	

Students will select a topic of his/her choice to prepare a research project report which will be submitted by the student to the Department/College in before 1⁵¹ Semester Examination. This project report is to be evaluated by a Board of Examiners appointed by the University, consisting of one internal and one external examiner. The Board of examiners will conduct the Viva-Voce examination based on the project report of the student.

चार वर्षीय स्नातक पाठ्यकम के सम्बन्ध में सामान्य नियम

- 1. चार वर्षीय स्नातक हेत् एन०ई०पी०-2020 में दिये गये सभी नियम लागू होंगे।
- 2. यदि किसी विद्यार्थी द्वारा प्रथम वर्ष का पाठ्यक्रम ही पूर्ण किया जाता है तब ऐसी दशा में उसे स्नातक सर्टिफिकेट की उपाधि प्रदान की जायेगी।
- यदि किसी विद्यार्थी द्वारा दो वर्ष का पाठ्यकम ही पूर्ण किया जाता है तो उसे रनातक डिग्लोमा की उपाधि प्रदान की जायेगी।
- 4. यदि किसी विद्यार्थी द्वारा तीन वर्ष का पाठ्यकम पूर्ण किया जाता है तो उसे स्नातक डिग्री प्रदान की जायेगी।
- 5. यदि कोई विद्यार्थी चारों वर्ष का पाठ्यक्रम पूर्ण करता है उसे स्नातक ऑनर्स की उपाधि प्रदान की जायेगी।
- 6. यदि किसी विद्यार्थी द्वारा चतुर्थ वर्ष का पाठ्यक्रम निर्धारित मानदण्डों के अनुसार रिसर्च के साथ पूर्ण किया जाता है तो उसे स्नातक ऑनर्स विद रिसर्च की उपाधि प्रदान की जायेगी।
- ग्वार वर्षीय डिग्री पाठ्यक्रम के सम्बन्ध में शासन द्वारा समय-समय पर जारी किये गये निर्देश लागू होंगे।

