





# BCOM H Paper Code: BCOM 102 Subject: Corporate Accounting

#### A. Introduction

**Objective**: The course aims to help Students to acquire conceptual knowledge of corporate accounting system and to learn the techniques of preparing the financial statements of companies.

COBCOM102.1	To make students understand the accounting for equity and debt capital of a company
	Company
COBCOM102.2	To Prepare financial statements (Profit & Loss Account, Balance Sheet,
NA	etc.)usingsoftware
COBCOM102.3	To Analyze revisions in the balance sheet after Internal Reconstruction of
	company
COBCOM102.4	To Develop proficiency in the process of e-filing of annual reports of
44	companies
1-	2

# **C. Program Outcomes**

PO1.	Exhibit understanding of overall business and financial environment in India
PO2.	Demonstrate in-depth knowledge of financial operations and decision
3	making in an organization
PO3.	Develop comprehensive understanding and problem solving abilities in
	financialservices and operations
PO4.	Develop critical thinking skills and analytical abilities to analyze business
तेजा	data using various techniques and tool
PO5.	Develop effective communication, interpersonal and team skills
PO6.	Demonstrate awareness of ethical issues and sensitivity towards social
	andenvironmental challenges

# **D. Program Specific Outcomes**

PSO.1.	Demonstrate an understanding of technological interventions in Finance
PSO.2.	Develop skills for investments and trading in capital markets
PSO.3.	Develop understanding on Banking and Financial services in India
PSO.4.	Apply quantitative techniques and tools in Commerce













PSO.5	Imbibe human values and sense of responsibility towards self, society andenvironment
PSO.6	Undergo holistic personality development with skills for effective functioning

#### E. Pedagogy:

#### The pedagogy would be the combination of the following techniques:-

MANAGEMENT

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers

#### F. Evaluation

Criteria	Description	Maximum Marks
Internal Assessment	Mid-Term Exam	10
EET	PSDA	5
SN	Assignment	10
External Assessment	End-Term Exam	75
~A 1	TOTAL	100
G. Syllabus		

#### G. Syllabus

#### **Unit 1: Accounting for Share Capital & Debentures**

Accounting for different types of Capital –Debt and Equity; Issue and Pro-rata allotment of shares; concept & process of book building; forfeiture and reissue of forfeited shares; Issue of rights and bonus shares; ESOPs and Buy Back of shares; Issue and Redemption of preference shares and Debentures.(In reference to Relevant Accounting Standards (AS and Ind AS) and Guidance Notes as applicable.) Accounting treatment for alteration of share capital and reduction of the share capital; Preparation of balance sheet after Internal Reconstruction. Profit or loss Prior to Incorporation: Meaning of profit or loss prior to incorporation; accounting `treatment of profit or loss prior to incorporation.

# Unit 2: Preparation of Financial Statements of Companies including one Person **Company**

Preparation of financial statements of corporate entities including one Person Company (excluding calculation of managerial remuneration) as per Division I and II of Schedule III of the Companies Act 2013; Preparation of Statement of Profit and Loss, Balance Sheet and Cash













flow Statement of corporate entities manually and using appropriate software.(In reference to Relevant Accounting Standards, AS and Ind AS, as applicable.)

# **Unit 3: Amalgamation of Companies**

Concepts Amalgamation and Business Combination of companies; Consideration/purchase price for amalgamation/business combination; accounting entries for amalgamation/business combination; preparation of amalgamated balance sheet (excluding inter-company holdings) applying AS 14/Ind AS 103.

#### **Unit 4: Corporate Financial Reporting**

Meaning, need and objectives; Constituents of Annual Report and how it is different from financial statements; Contents of annual report; mandatory and voluntary disclosures through annual report. Contents of the Report of the Board of Directors; E-filing of annual reports of companies and XBRL Filing with specific practical exercises;

#### H. References

# Suggested Readings:

- 1. Maheshwari, S. N., Maheshwari, S. K., & Maheshwari, S. K. (2018). Corporate Accounting. New Delhi: Vikas Publishing House.
- 2. Jain, S. P., & Narang, K. L. (2015). Corporate Accounting. New Delhi: Kalyani Publishers 3. Tulsian, P. C., & Tulsian, B. (2016). Corporate Accounting. S. New Delhi: Chand Publishing.
- 3. Monga, J. R. (2019). Fundamentals of Corporate Accounting. New Delhi: Mayur Paperbacks.
- 4. Shukla, M. C., Grewal, T. S., & Gupta, S. C. (2016). Advanced Accounts. Vol.-II. New Delhi: S. Chand Publishing.
- 5. Sehgal, A. (2011). Fundamentals of Corporate Accounting. New Delhi: Taxmann Publication.

Lecture	Topic(s)	Mode of	Corresponding	<b>Mode of Assessing CO</b>
No.	ISO 9001:201	Delivery	CO	5
1	Introduction to different types	Lecture/	CO1	MCQs & Subjective
	of Capital	Discussion		Assessment
2	Accounting for equity	Lecture	CO1	MCQs & Subjective
				Assessment
3	Issue and Pro-rata of shares	Lecture	CO1	MCQs & Subjective
				Assessment
4	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
5	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment













6	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
7	Forfeiture and reissue of shares	Lecture	CO1	MCQs & Subjective
				Assessment
8	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
9	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
10	Issue of right and bonus shares	Lecture	CO1	MCQs & Subjective
				Assessment
11	Continue	Q & A Method	CO1	MCQs & Subjective
	NAAC AC	CKEL	JIIED	Assessment
12	ESOP and Buy Back of Shares	Lecture	CO1	MCQs & Subjective
	ARRIVA	-MZN7		Assessment
13	Continue	Lecture	CO1	MCQs & Subjective
	0		777	Assessment
14	Continue	Q & A Method	CO1	MCQs & Subjective
			Z	Assessment
15	Concept of book Building	Lecture	CO1	MCQs & Subjective
	10		0	Assessment
16	Continue	Lecture	CO1	MCQs & Subjective
				Assessment
17	Issue and Redemption of	Lecture	CO1	MCQs & Subjective
	Preference shares		V	Assessment
18	Continue	Q & A Method	CO1	MCQs & Subjective
9		0		Assessment
19	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
20	Issue and Redemption of	Lecture	CO1	MCQs & Subjective
	Debentures			Assessment
21	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
22	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
23	Accounting treatment for	Lecture	CO1	MCQs & Subjective
	alteration of share capital			Assessment
24	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
25	Continue	Q & A Method	CO1	MCQs & Subjective













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26	A a counting tractment for	Lastrus	CO1	Assessment  MCOs & Subjective
26	Accounting treatment for	Lecture	COI	MCQs & Subjective
	reduction of share capital	0.0 4 3/1 1	CO1	Assessment
27	Continue	Q & A Method	CO1	MCQs & Subjective
			~~.	Assessment
28	Continue	Q & A Method	CO1	MCQs & Subjective
				Assessment
29	Preparation of balance sheet	Lecture	CO1	MCQs & Subjective
	after internal reconstruction			Assessment
30	Continue	Q & A Method	CO1	MCQs & Subjective
	NIA A O A O	OPE		Assessment
31	Continue	Q & A Method	CO1	MCQs & Subjective
		E na e-		Assessment
32	Meaning of Profit or loss prior	Lecture	CO1	MCQs & Subjective
	to incorporation		Q A	Assessment
33	Continue	Q & A Method	CO1	MCQs & Subjective
	44		- T	Assessment
34	Continue	Q & A Method	CO1	MCQs & Subjective
			2	Assessment
35	Treatment of Profit or loss prior	Lecture	CO2	MCQs & Subjective
	to incorporation		0	Assessment
36	Google quiz	Class Activity	CO2	MCQs
37	Preparation of financial	Lecture	CO2	Class Activity
	statements of corporate entities	- 1	0	
	including OPC	FIF		
38	Continue	Q & A Method	CO2	Class Activity
39	Preparation of P& L of	Lecture	CO2	Class Activity
0	corporate entities	1991	Cioid	13
40	Continue	Q & A Method	CO2	Class Activity
41	Preparation of Balance Sheet of	Lecture	CO2	Class Activity
	corporate entities			
42	Continue	Q & A Method	CO2	Class Activity
43	Preparation of Cash Flow of	Lecture	CO2	Class Activity
	corporate entities			_
44	Continue	Q & A Method	CO2	Class Activity
45	Class Test	Class Activity	CO2	Class Activity
46	Concept of Amalgamation	Lecture	CO3	Presentation
	1 0			
47	Accounting entries of	Q & A Method	CO3	Presentation













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48	Continue	Q & A Method	CO3	Presentation
49	Continue	Q & A Method	CO3	Presentation
50	Micro Teaching Learning	Presentation	CO3	Presentation
	Session			
51	Meaning and objectives of	Lecture	CO4	MCQ
	financial reporting			
52	Mandatory and Voluntary	Lecture	CO4	MCQ
	disclosures			
53	E-Filing of Annual reports	Lecture	CO4	MCQ
54	XBRL Filing	Lecture	CO4	MCQ
55	Doubt Session	Discussion		
56	Revision Class	Discussion	HIED	

# J. Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
COBCOM102.1	3	3	3	3	2	3	3	3	3	3	3	1
COBCOM102.2	3	3	3	3	2	3	3	3	3	1	3	3
COBCOM102.3	3	3	3	3	2	3	1	1	3	3	3	3
COBCOM102.4	3	3	3	3	3	3	3	3	3	3	3	3

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

#### **K.** Expectations from Students:

- 1. Actively participate in the classroom discussions /seminar
- 2. Follow the class rules
- 3. Must be on time
- 4. Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty Contact Details:

Name:Ms. Chahat WadhwaDesignation:Assistant ProfessorRoom & Block No.:Wing CEmailchahatfimtofficial@gmail.com













# B.Com Paper Code: B.COM (H) 104 Subject: BUSINESS LAWS

#### A. Introduction

**Objective**: The course aims to give the Students a broad understanding about important aspects of legal environment of business; to make them study how various special contracts are brought into force; and to impart knowledge about legal agreement so that they get acquainted with the process of establishing legal relationships and to have knowledge of various measures protecting the interest of the consumers.

C ACCREDITED

# **B.** Course Outcomes

CO B.Com104.1	Examine the laws while entering into a contract and implications of different types of contract
CO B.Com104.2	Analyze the regulation governing the Contract of Sale of Goods
CO B.Com104.3	Evaluate the laws governing partnership and legal consequences of their transactions and other actions in relation with the partnership, and examine contractual obligations and provisions governing limited liability partnership
CO B.Com104.4	Assess the provisions of the Consumer Protection Act to protect the interest of the consumers;
CO B.Com104.5	Analyze the law governing negotiable instruments and management of foreign exchange

# C. Program Outcomes

PO1.	Develop comprehensive understanding of overall business and financial environment in India
PO2.	Exhibit in-depth knowledge of financial operations and decision making in an organization
PO3.	Enhance problem solving abilities for decision making in financial services and operations
PO4.	Augment critical thinking skills and analytical abilities to analyze business data using various techniques and technological tools
PO5.	Communicate effectively, articulate accurately and present professionally
PO6.	Create an inclusive culture with congenial interpersonal relationships
PO7.	Demonstrate awareness of ethical issues and sensitivity towards social and environmental challenges













# **D. Program Specific Outcomes**

PSO.1.	Demonstrate an understanding of technological interventions in Finance
PSO.2.	Apply legal Augment skills for investments and trading in capital markets
PSO.3.	Develop understanding on banking and financial services in India
PSO.4.	Apply quantitative techniques and tools in Commerce
PSO.5	Imbibe human values and sense of responsibility towards self, society and environment
PSO.6	Undergo holistic personality development with skills for effective functioning

# E. Pedagogy:

# The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers
- Case Study

# F. Evaluation

Criteria	Description	Maximum Marks
T de la decembra de	Mid-Term Exam	15
Internal Assessment	PSDA	5
ISO 9001:2015 &	Assignment	5
External Assessment	End-Term Exam	75
TOTAL	100	













# G. Syllabus

#### Unit 1: Indian Contract Act, 1872

(14 lectures)

Nature of contract and its essentials, Void, valid and voidable contracts, Consent, consideration and its' impact on contract, Agreements in restraint of trade, Performance, breach of contract and remedies, revocation and termination of contract, Agency and bailment contracts, Contract of Indemnity, Contract of Guarantee and Pledge. Arbitration, Mediation, Commercial Courts Act 2016

#### Unit 2: Sale of Goods Act, 1930

(14 lectures)

Objective, Definition of Contract of sale, Sale and Agreement to Sell, definition of goods, conditions and warranties, implied conditions and implied warranties, Performance of contract of sale and right of unpaid seller, rights of sellers and buyers, transfer of property. Unpaid seller and rights of unpaid seller

# Unit 3: Indian Partnership Act, 1932 and Limited Liability Partnership Act, 2008 (14 lectures)

Definition of Partnership, Registration of Partnership Firm, Rights and duties of Partners, Dissolution of Partnership and Partnership firm. Formation and incorporation of LLP, Partners and their relations, financial disclosures, conversion into LLP, Foreign LLP, Winding up and dissolution.

#### Unit 4: Consumer Protection Act, 2019, Negotiable Instruments Act (14 lectures)

Important definitions — Consumer, Complainant, Consumer Dispute, Unfair trade practices, Rights of consumers, Consumer Disputes Redressal Mechanisms, Offences and Penalties, RBI Guidelines on KYC. Meaning and types of negotiable instruments- Cheques, Promissory Notes, Bills of Exchange, holder and holder in due course, types of endorsements, types of crossing of cheques, dishonor of cheques and consequences. Competition Act,

#### H. Suggested Readings:

- 1. Bose, D. C. (2008). Business Law. New Delhi: PHI Limited.
- 2. Maheshwari & Maheshwari, *Principles of Business Laws*. New Delhi: Himalaya Publishing House
- 3. Kuchhal, M. C., & Kuchhal, V. (2018). Business Laws. NewDelhi: Vikas Publishing.
- 4. Singh, A. (2009). *Business Law*. Delhi: Eastern Book Company Ravinder Kumar, Legal Aspects of Business. (1st Edition, 2013), Cengage Learning
- 5. Tulsian P.C., Business Law, Tata McGraw Hill, New Delhi.
- 6. Chadha P R Business Law, Galgotia Publishing Company, New Delhi
- 7. Singh, Avtar, The Principles of Mercantile Law, Eastern Book Company, Lucknow













#### I. Lecture Plan

Lecture No.	Topic(s)	Mode of Delivery	Corresponding CO	Mode of Assessing CO
1	Nature of contract	Lecture	CO1	MCQs & Subjective Assessment
2	Essentials of contract	Lecture	CO1	
3	Void, valid and voidable contracts	Lecture	CO1	D
4	Consent, consideration and its' impact on contract	Lecture/ Discussion	CO1	
5	Agreements in restraint of trade	Lecture/ Discussion	CO1	- 47
6	Performance,	Lecture/ Discussion	CO1	010
7	breach of contract and remedies		07	
8	revocation and termination of contract	Lecture/ Discussion	CO1	
9	Agency and bailment contracts		CO1	
10	Contract of Indemnity, Contract of Guarantee	Lecture/ Discussion	CO1	स्तु
11	Contract of Guarantee and Pledge	Lecture/ Discussion	CO1	015
12	Arbitration, Mediation		CO1	
13	Commercial Courts Act 2016	Lecture/	CO1	
14	Objective of sale of goods act	Lecture/ Discussion	CO2	Presentation & Subjective assessment
15	Definition of Contract of sale	Lecture/	CO2	













		Discussion		
16	Sale and Agreement to Sell	Lecture/ Discussion	CO2	
17	Definition of goods	Lecture/ Discussion	CO2	
18	Conditions and warranties	Lecture/ Discussion	CO2	
19	Conditions and warranties	Lecture	СО	D
20	Implied conditions and implied warranties	Lecture	CO2	
21	Implied conditions and implied warranties	Lecture	CO 2	,
22	Performance of contract of sale	Lecture	CO2	E Z
23	Right of unpaid seller	Lecture/ Discussion	CO2	0
24	Rights of sellers and buyers	Lecture/ Discussion	CO2	
25	Rights of sellers and buyers	Lecture/ Discussion	CO2	
26	Transfer of property	IId 8	CO2	Æđ
27	Unpaid seller and rights of unpaid seller	Lecture/ Discussion	CO2	015
28	Definition of Partnership	Lecture	CO3	MCOs and subjective assessment
29	Registration of Partnership Firm		CO3	
30	Registration of Partnership Firm		CO3	
31	Rights and duties of Partners	Lecture	CO3	
32	Dissolution of Partnership		CO3	













33	Dissolution of Partnership firm	Lecture	CO3	
34	Formation and incorporation of LLP	Lecture/ Discussion	CO3	
35	Continue		CO3	
36	Continue		CO 3	
37	Partners and their relations	Lecture/ Discussion	CO3	
38	Continue	CCR	CO3	D
39	Financial disclosures	Lecture/ Discussion	CO3	
40	Conversion into LLP		CO3	
41	Foreign LLP	Lecture/ Discussion	CO3	NO
42	Winding up and dissolution.	Lecture/ Discussion	CO3	00
43	Consumer, Complainant, Consumer Dispute, Unfair trade practices	Lecture/ Discussion	CO4	Case study and subjective assessment
44	Rights of consumers	Lecture/ Discussion	CO4	स्तु
45	Consumer Disputes Redressal Mechanisms	Lecture/ Discussion	CO4	015
46	Consumer Disputes Redressal Mechanisms	Lecture/ Discussion	CO4	
47	Offences and Penalties		CO4	
48	RBI Guidelines on KYC.		CO4	
49	Meaning and types of negotiable instruments	Lecture/ Discussion	CO5	













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50	Cheques, Promissory Notes	Lecture/	CO5
		Discussion	
51	Bills of Exchange	Lecture/	CO5
		Discussion	
52	holder and holder in due course	Lecture/	CO5
		Discussion	
53	types of endorsements	Lecture/	CO5
		Discussion	
54	Types of	Lecture/	CO5
	Crossing of cheques, dishonor of	Discussion	
	cheques and consequences.	Discussion	A/-
	M Dia		
55	dishonor of cheques and	Lecture/	CO5
	consequences	Discussion	THE STATE OF THE S
	41		
56	Competition Act		CO5
	= -	Tet 8 1	
57	Competition Act	- See	CO5
58	Revision	Discussion	9
50	CI T	D: :	
59	Class Test	Discussion	
I		V 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	

# J. Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	SO4	<b>SOO5</b>	<b>SOO6</b>
CO P C	2	-	d	43	2	2	2		4	-	$\exists$		
CO B.Com 104.1	50	900	01:	20	2	2	2	00	1:2	01	5		
COB.Com 104.2	1	2	-	-	3	1	1						
COB.Com 104.3	3	3	2	2	2	3	2						
COB.Com 104.4	-	-	-	-	1	-	3						













COB.Com	1		1	-	-	1	2			
104.5		2								

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K.** Expectations from Students:

Actively participate in the classroom discussions /seminar

Follow the class rules

Must be on time

Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty Contact Details:

Name:	Ms. Nikita Bharti
<b>Designation:</b>	Assistant Professor
Room & Block No.:	
Email	















B.COM (H)

Paper Code: BCOM 106

**Subjects: MACRO ECONOMICS** 

#### A. Introduction

**Objective**: The course is designed specifically not only to introduce students with key aggregate concepts but also aims to help students to integrate and apply their prior learning to various economic situations. The course aims to support BCOM (H) programme objectives with solid grounding in GDP, employment theories, value of money concept and crossfunctional issues.

COBCOM106.1	Assess the problems and issues related to measurement of national income in India.
COBCOM106.2	Analyze the role of consumption, saving and investment in an economy.
COBCOM106.3	Evaluate the impact of inflation and deflation on business and economy
COBCOM106.4	Explore the value of money, multiplier, accelerator and demonetization.
COBCOM106.5	Analyze the policy framework governing the macroeconomic system in India.
COBCOM106.6	Understand the crucially important role that the macro economics concepts play in the setting and implementation of an economics decisions.

# C. Program Outcomes

PO1.	Develop comprehensive understanding of overall business and financial environment in India.
PO2.	Exhibit in-depth knowledge of financial operations and decision making in an organization
PO3.	Enhance problem solving abilities for decision making in financial services and operations
PO4.	Augment critical thinking skills and analytical abilities to analyze business data using various techniques and technological tools.
PO5.	Augment critical thinking skills and analytical abilities to analyze business data using various techniques and technological tools.
PO6.	Create an inclusive culture with congenial interpersonal relationships and
PO7	Lead productive and proactive teams
PO8	Demonstrate awareness of ethical issues and sensitivity towards social and environmental challenges













# **D. Program Specific Outcomes**

PSO.1.	Demonstrate an understanding of technological interventions in Finance.			
PSO.2.	Augment skills for investments and trading in capital markets;			
PSO.3.	Develop understanding on banking and financial services in India			
PSO.4	Apply quantitative techniques and tools in Commerce.			
PSO.5	Imbibe human values and sense of responsibility towards self, society and environment.			
PSO.6	Undergo holistic personality development with skills for effective functioning			

# E. Pedagogy:

The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers
- Case Study

#### F. Evaluation

Criteria	Description	Maximum Marks
Internal Assessment	Mid-Term Exam	10
तेजस्व नाव	PSDA	<b>4-6</b> <sup>5</sup>
ISO 9001:2015 &	Assignment	10
External Assessment	End-Term Exam	75
TOTAL	100	













# **Syllabus**

#### **UNIT I:**

Nature and Scope of Macro Economics Macro-economic Variables, Circular flow of Money, national income, employment, savings and investments. National Income: Usefulness and significance; Different Concepts GDP, NNP, GNI, NNI; National Income at market price and constant price. Measurement-of National Income in India, Limitations and challenges of National Income. The Keynesian theory of Determination of National Income in two sector model, three sector model, and four sector model.

#### **UNIT II:**

Macro-Economic theory

Classical theory of Output and Employment Say's Law of Market, Keynes criticism of Classical theory, Principle of Effective Demand: Aggregate Demand and Aggregate Supply, Consumption function, Attributes of consumption function, Propensity to consume, Significance of consumption function. Concept of savings, Determinants of savings, saving function. Concept of multiplier, Functioning of multiplier, Assumption of multiplier theory, Leakages and shortcomings of multiplier theory, Acceleration principle, Investment – Investment function, determinants of business fixed investment, effect of tax, determinants of residential investment and inventory investment

#### UNIT III:

Business cycle: Concept, phases, causes and remedies; Inflation: concept, types, determinants, remedial measures; Recessionary trends, its effect on different sectors of economy and remedial measures; Reflation Concept, characteristics, measures and implications.

### **UNIT IV:**

Value of Money Value of Money: Concept, theories- Quantity Theory of Money (Fisher's Transactions approach), Cambridge equation, Keynesian theory of demand for money, Baumol-Tobin Transaction approach, Tobin's Portfolio Balance approach, Criticism. Demonetizationconcept and its implications on Economic Development, Monetary Policy, Fiscal Policy, IS-LM functions.

#### **Suggested Readings:**

- 1. N.G. Mankiw, Principles of Macroeconomics, 7th edition, CENGAGE
- 2. Hubbard R. Glenn and O'Brien Anthony, Macroeconomics, 5th edition, Pearson
- 3. Colander (9th Edition, 2017) Macroeconomics, Mc Graw Hill Education 2. Dwivedi, D. N. (2019). Macro Economics. Chennai: Mc Graw Hill Education.
- 4. Mithani, D. M. (2019). Macro Economics. Mumbai: Himalaya Publishing House Pvt. Ltd.
- 5. Jhingan, M. L. (2019). Macro Economics Theory. Delhi: Vrinda Publications Pvt. Ltd.
- 6. Samuelson, P. A., & Nordhaus, W. D. (2015). Macro Economics. New York: McGraw Hill Education













#### I. Lecture Plan

Lecture No.	Topic(s)	Mode of Delivery	Corresponding CO	Mode of Assessing CO
1	Nature and Scope of Macro Economics Macro-economic Variables,	Lecture/ case study	CO1	
2	Circular flow of Money, national income, employment, savings and investments.	Lecture	CO1	
3	National Income: Usefulness and significance; Different Concepts GDP, NNP, GNI, NNI; National Income at market price and constant price.	PPT	CO2	
4	Measurement-of National Income in India, Limitations and challenges of National Income.	Case Study	CO1	
5	The Keynesian theory of Determination of National Income in two sector model, three sector model, and four sector model.	Lecture/ Discussion	CO3	
6	Classical theory of Output and Employment Say's Law of Market, Keynes criticism of Classical theory,	Case study	CO1	-
7	Principle of Effective Demand: Aggregate Demand and Aggregate Supply,	Lecture/ case study	CO4	5
8	Consumption function, Attributes of consumption function, Propensity to consume, Significance of consumption function	Lecture	CO5	
9	Concept of savings, Determinants of savings, saving function.	Lecture/ Discussion	CO5	
10	Concept of multiplier, Functioning of multiplier, Assumption of	Student PPT	CO1	













	multiplier theory			
11	Assumption of multiplier theory, Leakages and shortcomings of multiplier theory	Lecture/ case study	CO2	
12	Acceleration principle, Investment  – Investment function,	Lecture	CO3/ CO5	
13	, determinants of business fixed investment, effect of tax, determinants of residential investment, and inventory investment	Student PPT	CO5	
14	Business cycle: Concept, phases, causes and remedies; Inflation: concept, types, determinants, remedial measures;	Lecture/	CO3	
15	Recessionary trends, its effect on different sectors of economy and remedial measures;	Lecture/ case study	CO3	
16	Reflation Concept, characteristics, measures and implications.	Lecture	CO2	
17	Value of Money: Concept, theories- Quantity Theory of Money (Fisher's Transactions approach), Cambridge equation	Lecture/ case study	CO3/CO5	
18	Keynesian theory of demand for money, Baumol-Tobin Transaction approach, Tobin's Portfolio Balance approach, Criticism.	Lecture	CO5	3
19	Demonetization concept and its implications on Economic Development, Monetary Policy, Fiscal Policy, IS-LM functions.	Student PPT	CO2/CO4	













# J. Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	SO4	SO05	SOO6
COBCOM1 06.1	3	3	3	3	3	1	3	3	1	3	3	2	3
COBCOM1 06.2	3	3	3	3	3	1	3	3	3	3	3	3	3
COBCOM1 06.3	3	3	3	3	1	1	3	3	3	3	3	3	2
COBCOM1 06.4	3	3	3	3	CO	R	3	3	3	3	3	3	2
COBCOM1 06.5	3	3	3	3	1	1	3	3	3	3	3	2	2
COBCOM1 06.6	3	3	2	-	-	-	2	3	3	3	3	1	3

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K.** Expectations from Students:

Actively participate in the classroom discussions.

Follow the class rules

Must be on time

Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty Contact

**Details:** 

Name: Dr. LAXMI

**Designation:** Associate Professor

Room & Block No.: B111

Email laxmidhania389@gmail.com













# BBA (G) Paper Code: BCOM 108 Subject: Business Statistics

#### A. Introduction

**Objective**: The objective of this paper is to train the Students to use basic statistical tools to summarize and analyze quantitative information and use it for business decision making.

COBCOM 108.1	Use statistical tools for decision making in organizations.
COBCOM.108.2	Analyze data characteristics before applying statistical tools
COBCOM.108 .3	Apply probability concepts to discrete and continuous random variables in a business decision context.
COBCOM.108 .4	Examine relationships between the variables using correlation and regression analysis.
COBCOM.108 .5	Analyze macroeconomic data using index numbers.
COBCOM.108 .6	Decipher the trends in time series data and interpret it for business decisions

# **C. Program Outcomes**

93	
PO1.	Develop comprehensive understanding of overall business and financial
	environment in India
PO2.	Exhibit in-depth knowledge of financial operations and decision making
	in an organization
PO3.	Enhance problem solving abilities for decision making in financial
1 6	services and operations
PO4.	Augment critical thinking skills and analytical abilities to analyze
(1011	business data using various techniques and technological tools.
PO5.	Communicate effectively, articulate accurately and present
100	professionally.
PO6.	Create an inclusive culture with congenial interpersonal relationships
	and Lead productive and proactive teams
PO7.	Demonstrate awareness of ethical issues and sensitivity towards social
	and environmental challenges.













# **D. Program Specific Outcomes**

PSO.1.	Demonstrate an understanding of technological interventions in Finance				
PSO.2	Augment skills for investments and trading in capital markets				
PSO.3.	Develop understanding on banking and financial services in India				
PSO.4.	Apply quantitative techniques and tools in Commerce				
PSO.5	Imbibe human values and sense of responsibility towards self, society and environment				
PSO.6	Undergo holistic personality development with skills for effective functioning.				

# E. Pedagogy:

The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers

# F. Evaluation

Criteria	Description	Maximum Marks
Internal Assessment	Mid-Term Exam	15
ISO 9001:2015 8	PSDA	<b>)15</b> 5
	Assignment	5
External Assessment	End-Term Exam	75
TOTAL	100	













### G. Syllabus

Unit-1 (14 hours)

Nature and classification of data – Univariate, bivariate and multivariate data; time-series and cross-sectional data. Measures of Central Tendency. a) Concept and properties of mathematical averages including arithmetic mean, geometric mean and harmonic mean b) Positional Averages including Mode and Median (and other partition values - quartiles, deciles, and percentiles) with graphic presentation. Measures of Dispersion: absolute and relative. Range, quartile deviation, mean deviation, standard deviation, and their coefficients; Properties of standard deviation/variance. Moments: Calculation and significance; Skewness: Meaning and Measurement (Karl Pearson and Bowley's measures); Kurtosis.

Unit 2: (14 hours)

Probability and Probability Distributions (14 Hours) Theory and approaches of probability. Probability Theorems: Addition and Multiplication (Proof not required). Conditional probability and Bayes' Theorem (Proof not required). Expectation and variance of a random variable. Business Applications. Probability distributions: a) Binomial distribution: Probability distribution function, Constants, Shape, Fitting of binomial distribution. b) Poisson distribution: Probability function (including Poisson approximation to binomial distribution), Constants, Fitting of Poisson distribution. c) Normal distribution: Properties of Normal curve and computation of Probabilities and applications

Unit 3: (14 hours)

Simple Correlation and Regression Analysis (14 Hours) Correlation Analysis: Meaning and types of Correlation; Correlation Vs Causation; Pearson's coefficient of correlation: computation and properties (proofs not required). Probable and standard errors; Rank correlation. Regression Analysis: Principle of least squares and regression lines; Regression equations and estimation; Properties of regression coefficients; Relationships between Correlation and Regression coefficients; Standard Error of Estimate.

Unit 4: (14 hours)

Index Number and Time Series Analysis (14 Hours) Meaning and uses of index numbers; Construction of Index numbers: fixed and chain base, univariate and composite; Tests of adequacy of index numbers; Base shifting, splicing and deflating; Time Series Data; Components of time series; Additive and Multiplicative models. Trend analysis; Fitting of trend line using principle of least squares – linear, second degree parabola and exponential; Shifting of Origin and Conversion of annual linear trend equation to quarterly/monthly basis and vice-versa













#### H. References

#### **Text Books**

- 1. Blumann, Elementary Statistics, 9th Edition, McGrawHill 2. Vohra, N. D. (2017).
- 2. Business Statistics, New Delhi: McGraw-Hill Education India. 3. Anderson, D. R.
- 3. (2014).
- 4. Statistics for Students of Economics and Business Boston: Cengage Learning. 4. Gupta, S. P., & Gupta, A. (2014).
- 5. Business Statistics: Statistical Methods. New Delhi: S. Chand Publishing. 5. Hazarika, P. (2017). A Textbook of Business Statistics. New Delhi: S. Chand Publishing.
- 6. Levin, R., Rubin, D. S., Rastogi, S., & Siddqui, M. H. (2011). Statistics for Management. London: Pearson Education.
- 7. Thukral, J. K. (2016). Business Statistics, New Delhi: Taxmann Publication.

#### I. Lecture Plan

Lecture	Topic(s)	Mode of Delivery	Corresponding	Mode of
No.	F -		СО	Assessing CO
1	Nature and classification of data	Lecture &	CO1	Subjective
	<ul> <li>Univariate, bivariate and multivariate data;</li> </ul>	Example method	100	Assessment
2	Time-series and cross-sectional	Lecture &	CO1	
	data.	Example method		
3	arithmetic mean, geometric	Lecture &	CO1	
	mean and harmonic mean	Example method		
4	Positional Averages including	Lecture &	CO1	
-	Mode and Median (and other	Example method	144	
	partition values - quartiles, deciles, and percentiles) with graphic presentation.	5 & 1400	1:2015	5
5	Measures of Dispersion:	Lecture &	CO1	
	absolute and relative	Example method		
6	Range, quartile deviation,	Lecture &	CO1	
		Example method		
7	mean deviation, standard	Lecture &	CO1	
	deviation, and their coefficients;	Example method		
8	Properties of standard	Lecture/	CO1	
	deviation/variance.	Discussion		













9	Moments: Calculation and	Lecture &	CO1	
9			COI	
	significance	Example method		
10	Skewness	Lecture &	CO1	
		Example method		
11	Meaning and Measurement	Lecture/	CO1	
		Discussion		
12	Karl Pearson and Bowley's	Lecture/	CO1	
	measures	Discussion		
13	Kurtosis	Lecture &	CO1	
		Example method		
	NAAC AC	OPEN	TED	
14	Theory and approaches of	Lecture/	CO2	
	probability.	EME	G0.4	
15	Probability Theorems: Addition	Lecture &	CO2	
	and Multiplication	Example method		
16	Conditional probability and	Lecture &	CO2	
10	Bayes' Theorem	Example method	602	
	Dayes Theorem	Example method	Z	
17	Expectation and variance of a	Lecture/	CO2	
	random variable.	Discussion	0	
	2		9	
18	Business Applications	Lecture/	CO2	
	- 47	Discussion		
19	Binomial distribution:	Lecture/	CO2	
	Probability distribution function,	Discussion &		
	Constants, Shape, Fitting of	Example method		
	binomial distribution.	Care II		
20	Continue	Lecture	CO2	5
21	Poisson distribution: Probability	Lecture &	CO2	
	function (including Poisson	Example method		
	approximation to binomial			
	distribution), Constants, Fitting			
	of Poisson distribution.			
22		<b>T</b> .	GC 2	
22	Continue	Lecture	CO 2	
23	Normal distribution: Properties	Lecture &	CO2	
	of Normal curve and	Example method		
	computation of Probabilities and	•		
	applications			
		•		













24	Continue	Lecture/ Discussion	CO2
25	Correlation Analysis: Meaning and types of Correlation;	Lecture/ Discussion	CO3
26	Correlation Vs Causation;	Lecture/ Discussion	CO3
27	Pearson's coefficient of correlation: computation and properties	Lecture & Example method	CO3
28	Continue	Lecture/ Discussion	CO3
29	Probable and standard errors	Lecture & Example method	CO3
30	Rank correlation.	Lecture/ Discussion	CO3
31	Regression Analysis: Principle of least squares and regression lines;	Lecture & Example method	CO3
32	Continue	Lecture	CO3
33	Regression equations and estimation	Lecture/ Discussion	CO3
34	Properties of regression coefficients	Lecture	CO3
35	Relationships between Correlation and Regression coefficient	Lecture/ Discussion	CO3
36	Continue	Lecture/ Discussion	CO3
37	Standard Error of Estimate	Lecture/ Discussion	CO 3













38	Meaning and uses of index numbers	Lecture/ Discussion	CO4	
39	Construction of Index numbers: fixed and chain base	Lecture & Example method	CO4	
40	Continue	Lecture/ Discussion	CO4	
41	Univariate and Composite	Lecture & Example method	CO4	
42	Tests of adequacy of index numbers	Lecture & Example method	CO4	
48	Base shifting	Lecture & Example method	CO4	
49	Splicing and Deflating	Lecture & Example method	CO4	
50	Time Series Data	Lecture & Example method	CO4	
51	Components of time series; Additive and Multiplicative models.	Lecture & Example method	CO4	
52	Continue	Lecture	CO4	
53	Trend analysis;	Lecture & Example method	CO4	
54	Fitting of trend line using principle of least squares – linear, second degree parabola and exponential	Lecture & Example method	CO4	
55	Continue	Lecture	CO4	
56	Shifting of Origin and Conversion of annual linear trend equation to quarterly/monthly basis and vice-versa	Lecture & Example method	CO4	
57	Continue	Lecture	CO4	













# J. Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	SO4	SO05	SOO6
COBCOM 108.1	-	2	2	3	1	1	1						
COBCOM 108.2	2	2	1	2	1	1	2						
COBCOM 108.3	2	3	3	3	1	1	1	DI	TE				
COBCOM 108.4	2	2	2	3	3	lvi é	I N	>	_				
COBCOM 108.5	2	3	3	3	1	1	1	2	750				

<sup>&</sup>quot;-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K.** Expectations from Students:

Actively participate in the classroom discussions /seminar

Follow the class rules

Must be on time

Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty Contact Details:

Name:	Dr. Nisna Datt
<b>Designation:</b>	Assistant Professor
Room & Block No.:	
Email	dr.nishafimtofficalgmail.com













# **B.COM** Paper Code: BCOM 110

**Subject: - Environmental Science and Sustainability** 

# A. Introduction

Objective: To develop and acquire the values and attitude towards understanding complex environmental economic-social challenges and active participation in solving current environmental and preventing future ones.

COBCOM.110.1	To gain in depth knowledge on natural processes and resources that							
	ustain life and govern economy							
COBCOM.110.2	To understand the consequences of human action on the web of life,							
	global economy and quality of human life							
COBCOM.110.3	To develop ability for shaping strategies for environmental protection,							
0"	conservation of biodiversity, sustainable development							
COBCOM.110.4	To Interpret significance of carbon footprints; Green strategies							
COBCOM.110.5	To have in depth knowledge about legal environment in context of							
J	industries.							
COBCOM.110.6	Acquire values and attitudes towards understanding complex							
in Te	environmental economic-social challenges, and active participation in							
2	solving current environmental problems and preventing the future one							

# **C. Program Outcomes**

PO1.	Critical Thinking: Take informed actions after understanding the legal provisions well and identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.
PO2.	Effective Communication: To improve the communication skills and oratory skills through mooting, debating, negotiating and mediation exercises.
PO3.	Social Interaction: Elicit views of others, mediate disagreements and help reach conclusions in group settings.
PO4.	Effective Citizenship: Demonstrate empathetic social concern and equity centred national development, and the ability to act with an informed awareness of social and legal issues and participate in civic life through volunteering.
PO5.	Ethics: To inculcate professional ethics and to recognize different value systems including your own, understand the moral dimensions of your decisions, and accept responsibility for them.













2100	2018 & ISO 14001: 2015 & ISO 9001:2015											
	PO6.	Environment and Sustainability: Understand the role of Law regarding issues										
		of environmental and sustainable development.										
	PO7.	Self-directed and Life-long Learning: Acquire the ability to engage in										
		independent and life-long learning in the broadest context socio-										
		technological changes										

# **D. Program Specific Outcomes**

PSO.1.	Ability to link technology with different environmental aspect to have better understanding of environmental problems and their solution.							
PSO.2.	Ability to apply various environmental laws in context of various industrial projects.							
PSO.3.	Ability to conduct effective research and exploring different environmental issues.							
PSO.4.	Clarity on both conceptual and application oriented skills in commerce,							
C	Finance & Accounting and it Applications in Business context.							
PSO.5	The student should be able to communicate the technical information both							
-	orally and in writing professionally in context of environment							
PSO.6	Ability to apply ethics, values, sustainability and creativity aspects on							
-	environmental problems.							

# E. Pedagogy:

The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations Classroom Activities
- Discussions, Questions & Answers
- Case Study

# F. Evaluation

Criteria	Description	Maximum Marks
	Mid-TermExam	10
ernal Assessment	PSDA	5
	Assignment	10
<b>External Assessment</b>	End-TermExam	75
TO	100	

G. Syllabus















#### Unit 1:

Introduction Environmental Studies: Meaning, Nature, Scope, Importance and Limitations; Ecosystems; Biodiversity and Natural Systems; Natural Cycles and flows- material and energy; Levels of biological diversity: genetic, species and ecosystem diversity; Biogeographic Zones of India; Biodiversity patterns and global biodiversity hotspots. Salient Features: Wildlife (Protection) Act, 1972; Water (Prevention and control of pollution) Act, 1974; Forest (Conservation) Act, 1980; Air (Prevention and control of pollution) Act, 1981; Environmental Protection Act, 1986.

#### Unit 2:

Measurement and Reporting ISO Standard 14001: Environmental Management System; Carbon Foot printing and Ecological Handprints; Environmental Impact Analysis, Environmental Impact Assessment in India: procedure & practices. Green Tax Incentives and Rebates (to Green Recommended Projects: Students may be encouraged to attempt the following for enhanced learning and Companies). Green Reporting. National Green Tribunal: Structure, composition and functions. Environmental Accounting: Concept, Significance, and Types. Environmental Economics, KYOTO Protocol: Aim, Vision, and Functioning; Carbon Trading.

#### Unit 3:

Sustainable Development Goals (SDGs)

Sustainable Development Goals (SDGs): Meaning, Background, Transition from Millennium Development Goals (MDGs) to SDGs. Role of UNDP; SDG Integration. SDGs (1-6): No Poverty, Zero Hunger, Good Health and Well-Being, Quality Education, Gender Equality, Clean Water and Sanitation. SDGs (1-6) in India: Key indicators of performance. SDGs (7-17): Affordable and Clean Energy, Decent Work and Economic Growth, Industry, Innovation and Infrastructure, Reduced Inequalities, Sustainable Cities and Communities, Climate Action, Life below Water, Life on Land. Peace, Justice and Strong Institutions, Partnerships for the Goals. SDGs (7-17) in India: Key indicators of performance

#### Unit 4:

Responsible Production and Mindful Consumption Responsible Production and mindful consumption: concept, rationale, implications, challenges and opportunities. Global initiatives on Sustainable Development by Industry: World Business Council for Business Development. Socially Responsible Investment: Green Bonds, Carbon Credits. Socially Responsible Mutual Funds. Global Reporting Initiatives.













# **Text Books**

- 1. S.P. Mishra, S.N. Pandey; Essential Environmental Studies; Ane Books Pvt. Ltd.; Sixth Edition
- 2. Asthana, D. K. (2006). Text Book of Environmental Studies. S. Chand Publishing

#### I. Lecture Plan

Lecture No.	Topic(s)	Topic(s)  Mode of Delivery				
1	Multi disciplinary nature of environmental studies	Lecture	CO1	MCQs & Subjective Assessment		
2	continue	ENT	9			
3	components of environment	Lecture	CO1			
4	continue		E			
5	scope and importance of environmental studies	Lecture	CO1			
6	Various Acts related to Air, Water and Forest	Lecture	CO5			
7	concept of sustainable development and related goals	Lecture/ Discussio n	CO1,CO6 ,C04			
8	continue	EL				
9	climate change and global warming	Lecture/ Discussion	CO2	Fa		
10	continue			3		
150	ozone layer depletion and acid rain	Lecture/ Discussion	CO2	15		
12	continue					
13	international environmental protection agreement	Lecture/ Discussion	CO5			
14	continue					
15	international environmental protection agreement		CO5			
16	continue					
17	MCQ					













तेजस्विनावधीतम  50 21001: 2018 & 150 14001: 2015 & 150	Approved by BCI & NCTE Recognised uni	der 2(f) of UGC Act of 1956	ONE EARTH . ONE FAMILY - ONE FUTURE	
18	structure of ecosystem	Lecture/ Discussio n	CO1	
19	continue			
20	types of ecosystem		CO1,CO6	
21	continue			
22	different strategies to preserve the	Lecture/	CO3	
	ecosystem	Discussio n		
23	continue	DEN	TED	
24	renewable and non renewable	Lecture/	CO3	
	sources of energy	Discussion		
25	continue	ENT		
26	INTERNAL ASSESSMENT	A 4		
27	definition and concept, levels of  Biodiversity	<b>1</b>	CO3,CO6	
28	continue			
29	threats to bio diversity	Lecture/	CO3	
30	continue	4 \		
31	bio diversity conservation strategies	Lecture/ Discussio n	CO3	
32	continue			
33	environmental air pollution causes, effects ,control	Lecture/ Discussio n	CO3	
34	continue	-0		
35	water pollution ,causes,effect,control	Lecture/ Discussion	CO3	
36	continue	1/100	1-2015	
37	nuclear hazards and human health risk	Lecture/ Discussion	CO3	
38	continue			
39	solid waste management	Lecture/ Discussion	CO3,CO4	
40	continue			
41	environment impact assessment	Lecture	,CO4	













ISO 21001: 2018 & ISO 14001: 2015 & ISO	9001:2015			
42	Green tax incentives, National	Lecture	CO5	
	green tribunal			
43	environment management	Lecture	CO3	
	assessment			
44	Carbon foot printing	Lecture	CO2	
45	Kyoto protocol	Lecture	CO5	
46	Social responsible investment	Lecture	CO6,CO1,C	
			O3	
47	Green bonds	Lecture	CO6,CO1,C	
			O3	
48	Socially responsible mutule funds	Lecture	CO6,CO1,C	)
11.40	AAU AUUI		O3	P
	CLASS TEST, REVISION			
		a company of the comp	•	

# J. . Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	2	3	04	5	06	07	SO1	SO2	SO3	04	SOO5	SOO6
COBCA.110	47		3							è			
.1	1	-	-		-		1	-	-	1 =	-	-	-
COBCA.110	1	-	-	2	1	1	-	-	-	1 [		-	-
COBCA.110	2	~	1	2	1	1	1	3/		100	-	-	-
COBCA.110 .4	-	_ <	7		1	1		-	-	1	_	-	1
COBCA.110 .5	-		q ,	1	2	N	1	-	2	-	_	-	1
COBCA.110	1	_	1	-	1	-	_	_	_	-		_	1

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K. Expectations from Students:**

- Actively participate in the classroom discussions /seminar
- Follow the class rules
- Must be on time
- Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty ContactDetails:

Name:	Kawaljeet singh	
Designation:	Assistant Professor	













B.COM (H)

Code: B.COM 202

**Subjects: Management accounting** 

#### A. Introduction

**Objective**: The course is designed specifically not only to introduce students with key strategy concepts but also aims to help students to integrate and apply their prior learning and explore new development in the field of economic policy and process of commerce. The course aims to support B.COM (H) program objectives with solid grounding in ethics, globalization and crossfunctional issues.

COB.COM202.1	To make the students aware about the concept of management accounting;	
COB.COM202.2	To make various budgets by the students and to make them understand about how to measure the performance of the business firm applying budgetary control measures;	
COB.COM202.3	To Compute standard costs and analyze production cost preparing variance report;	
COB.COM202.4	To make students understand the practical application of the concepts of costing for decision making.	
COB.COM202.5	To Analyze cost, volume and profit and to solve short run decision making problems applying marginal costing and Break- Even techniques	

# **C. Program Outcomes**

PO1.	Exhibit understanding of overall business and financial environment in		
	India		
PO2.	demonstrate in dept knowledge of financial operations and decision		
-	making		
PO3.	develop comprehensive understanding and problem solving abilities in		
	financial service		
PO4.	To expose students to various perspectives and concepts in the field of		
	Strategic Management develop critical thinking skills and analytical		
	abilities in financial service		
PO5.	Develop effective communication, interpersonal and team skills.		
PO6.	demonstrate awareness of ethical issues and sensitivity towards social		
	challenges		

# **D. Program Specific Outcomes**

PSO.1.	demonstrate an understanding of technological intervention in finance	
PSO.2.	develop skills for investments and trading in capital market	













PSO.3.	develop understanding on banking service in india	
PSO.4	apply quantitative tools in commerce.	
PSO.5	imbibe human values and sense of responsibility towards self, society.	

# E. Pedagogy:

The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers
- Case Study

# F. Evaluation

Criteria	Description	Maximum Marks	
Internal Assessment	Mid-Term Exam	10	
SN	PSDA	5	
	Assignment	10	
External Assessment	End-Term Exam	75	
TOTAL		100	
तजास्य माययातमस्त्			

ISO 9001:2015 & 14001:2015













## G. Syllabus

#### **COURSE CONTENT**

#### **UNIT 1: INTRODUCTION**

Meaning, Objectives, and Scope of management accounting; Difference between financial accounting, cost accounting and management accounting; Comparative financial statements, common size financial statements, trend analysis, Ratio analysis, cash flow statement

## **UNIT 2: BUDGETARY CONTROL AND VARIANCES**

Concept and types of budgeting and budgetary control; meaning, objectives, merits, and limitations of budgetary control; budget administration; Functional budgets including cash budget; Fixed and flexible budgets: meaning and preparation; Zero-based budgeting; Performance budgeting, difference between performance & traditional budgeting. Meaning of Variance and Variance Analysis – material, labour, overheads and sales variances. Disposition of Variances, Control Ratios.

## **UNIT 3: COSTING AND PROFIT PLANNING**

Meaning of Variable Costing, Absorption Costing and Marginal Costing; uses of Marginal costing; Cost-Volume-Profit Analysis, Profit/Volume ratio. Break-even analysis - algebraic and graphic methods. Angle of incidence and margin of safety.

#### **UNIT 4: MANAGERIAL DECISION MAKING**

Decision making based on Marginal Cost Analysis - profitable product mix, Make or Buy, Addition or Elimination of a product line, sell or process further, operate or shut down. Managerial Decision-making using spreadsheets and Expert System for Management Accountants; Use of Enterprise Resource Planning (ERP) and its role in Business Decision Making.

#### **Suggested Readings:**

- 1. Horngren, C. T., Sundem, G. L., Stratton, W. O., Burgstahler, D., &Schatzberg, J. (2005). Introduction to Management Accounting. New Jersey: Pearson Prentice Hall.
- 2. Khan, M. Y., & Jain, P. K. (2017). Management Accounting: Text, Problems and Cases. New Delhi: Mc-Graw Hill Education India.
- 3. Atkinson, A. A., Kaplan, R. S., Matsumura, E. M., & Young, S. M. (2013). Management Accounting Information for Decision-Making and Strategy Execution. London: Pearson Education.
- 4. Singh, S. (2016). Management Accounting. New Delhi: PHI Learning.
- 5. Arora, M. N. (2014). Management Accounting. New Delhi: Himalaya Publishing House Pvt. Ltd.
- 6. Maheshwari, S. N., & Mittal, S. N. (2017). Management Accounting-Principles & Practice. New Delhi: Mahavir Publications.













LECTURE NO.	TOPICS(S)	Mode of Delivery	Corresponding CO.
1.	Difference B/W Financial Accounting, Cost Accounting and Management Accounting	Lecture	CO1
2.	Continue	Lecture	CO1
3.	Continue	Lecture	CO1
4.	Continue	Lecture	CO1
5.	Comparative Financial Statements	Lecture	CO1
6.	Continue	Lecture	CO1
7.	Common size Financial Statements	Lecture	CO1
8.	Continue	discussion	CO1
9.	Continue	Lecture	CO1
10.	Trend Analysis	Lecture	CO1
11.	Continue	Lecture	CO1
12.	Continue	Lecture	CO1
13.	Continue	Lecture	CO1
14.	Ratio Analysis	Lecture	CO1
15.	Continue	discussion	CO1
16. [5	Continue	Lecture	CO1
17	Continue	Lecture	CO 2
18.	Cash Flow Statement	Lecture	CO 2
19.	Continue	Lecture	CO 2
20.	Continue	Lecture	CO 2
21	mcq	test	CO 2
22.	Meaning, objectives of Budgetary Control	Lecture	CO 2













23.	merits and limits of Budgetary Control	Lecture	CO 2
24.	Continue	Lecture	CO 2
25.	Budget Administration	Lecture	CO 2
26.	Continue	Lecture	CO 3
27.	Functional budget; cash budget	Lecture	CO 3
28.	Fixed and Flexible Budgets: meaning and preparation	Lecture	CO 3
29.	Zero Based Budgeting	Lecture	CO 3
30.	Continue	Lecture	CO 3
31.	Performance budgeting	Lecture	CO 3
32.	Continue	Lecture	CO 3
33.	Difference between performance and traditional budgeting	Lecture	CO 3
34.	Continue	Lecture	CO 3
35.	Performance budgeting	Lecture	CO 3
36	Continue	Lecture	CO 3
37.	Continue	Lecture	CO 3
38.	Meaning of variance and variance analysis	Lecture	CO4
39	Continue	Lecture	CO4
40.	Continue	Lecture	CO4
41.	Control Ratios	Lecture	CO4
42.	mcq	Lecture	CO4
43.	Meaning of Variable Costing	Lecture	CO4
44.	Absorption costing and Marginal costing	Lecture	CO4
45.	Continue	Lecture	CO4
46.	Uses of Marginal costing	Lecture	CO4













47.	Cost-Volume-Profit Analysis	Lecture	CO4
48	Continue	Lecture	CO4
49.	Continue	Lecture	CO5
50.	Profit/Volume ratio	Lecture	CO5
51.	Continue	Lecture	CO5
52.	Break-even analysis - algebraic and graphic methods	Lecture	CO5
53	Angle of incidence and margin of safety.	Lecture	CO5
54.	Continue	Lecture	CO5
55.	mcq	Lecture	CO 5
56.	Decision making based on Marginal Cost  Analysis - profitable product mix	Lecture	CO 6
57	Continue	Lecture	CO 6
58.	Make or Buy, Addition or Elimination of a product line	Lecture	CO 6
59.	Continue	Lecture	CO 6
60.	operate or shut down. Managerial Decision- making using spreadsheets and Expert System for Management Accountants	Lecture	CO 6
61	Continue	Lecture	CO 6
62	Continue	Lecture	CO 6
63.	Use of Enterprise Resource Planning (ERP)	Lecture	CO 6













64.	Continue	Lecture	CO 6
65.	Continue	Lecture	CO 6
66.	role in Business Decision Making.	Lecture	CO 6
67.	Continue	Lecture	CO 6
68.	mcq	Lecture	CO 6

# J. . Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	SO4	<b>SOO5</b>	<b>SOO6</b>
				AL	GE	IVIZ	EN						
COB.COM	-	1 🤘	1	- 1	4.7	1	-	- 32	1	1	-	-	-
202.1		<			1				2				
COB.COM2	2	2	1	2	1	1	2	2	2	1	2	1	1
02.2	14	/ 9						1500	1				
COB.COM2	2	2	1	1	<u>-</u> _00	-	1	2	2	-1	1	-	-
02.3	[		17	12	M		- 1	118		0			
COB.COM2	2	2	2	-	- 10	201	2	2	2	2	-	-	-
02.4	r.							A	W G	5			
COB.COM2	2	7 1	2	-	-	-	2	2	. 7	2	-	-	-
02.5		2							2				
COB.COM2	3	3	2	-	Y-TE Y	<b>4</b> [	2	3	3	2	-	-	-
02.6			1	100	100		1	_					

<sup>&</sup>quot;-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K.** Expectations from Students:

Actively participate in the classroom discussions.

Follow the class rules

Must be on time

Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty Contact

**Details:** 

Name: Ms. Sonam
Designation: Assistant Professor

Email sonamfimtofficial@gmail.com













Affiliated to GGSIP University & an 'A' Grade College by DHE, Govt. of NCT Delhi Approved by BCI & NCTE Recognised under 2(f) of UGC Act of 1956

# **NAAC ACCREDITED**



तेजस्व नावधीतमस्तु ISO 9001:2015 & 14001:2015













B COM (H)

Paper Code: BCOM 204 **Subject: Corporate Finance** 

## A. Introduction

Objective The objective of this course is to: (i) develop fundamental knowledge and conceptual understanding of various principles of financial management; (ii) aware students about various options available for optimizing the costs of capital and investment to maximize the return on investment having due regard to various risks; (iii) acquaint them to various tools and techniques for taking effective decisions with respect to financial management in highly dynamic and competitive market conditions both on supply side and demand side of credit markets.

COBCOM204.1	Explore the nature and significance of decisions related to corporate finance
COBCOM204.2	Examine the risk and return on investments at different time intervals
COBCOM204.3	Evaluate capital investment decisions applying capital budgeting techniques
COBCOM204.4	Assess the capital structure of a firm using its cost of capital
COBCOM204.5	Analyze factors affecting dividend policy;
COBCOM204.6	Design working capital policy based on the assessment of financial requirements.

### C. Program Outcomes

PO 1	Exhibit understanding of overall business and financial environment in India
PO 2	Demonstrate in-depth knowledge of financial operations and decision making in an organization
PO 3	Develop comprehensive understanding and problem-solving abilities in financial services and operations
PO 4	Develop critical thinking skills and analytical abilities to analyze business data using various techniques and tools
PO 5	Develop effective communication, interpersonal and team skills
PO 6	Demonstrate awareness of ethical issues and sensitivity towards social and environmental challenges













# **D. Program Specific Outcomes**

PSO.1	Demonstrate an understanding of technological interventions in Finance				
PSO.2	Develop skills for investments and trading in capital markets				
PSO.3	Develop understanding on Banking and Financial services in India				
PSO.4	Apply quantitative techniques and tools in Commerce				
PSO.5	Imbibe human values and sense of responsibility towards self, society and environment				
PSO.6	Undergo holistic personality development with skills for effective functioning				

# E. Pedagogy:

The pedagogy would be the combination of the following techniques: -

- Lectures
- Presentations
- **Classroom Activities**
- Discussions, Questions & Answers

## F. Evaluation

Criteria	Description	Maximum Marks
Internal Assessment	Mid-Term Exam	10
तजास्व ना	PSDA	5
ISO 9001:2015	Assignment	10
External Assessment	End-Term Exam	75
TOTAL	100	













## G. Syllabus

#### **COURSE CONTENTS:**

## **Unit 1:Introduction**

Nature, scope, and objectives of financial management- profit maximization Vs wealth maximization; Value maximization- concept and implications, Economic Value Added (EVA), Market Value Added (MVA). Functions and Responsibilities of Finance Manager. Time value of money

# **Unit 2: Capital Budgeting**

Capital Budgeting Process, Cash Flow Estimation, Payback Period Method, Discounted Payback Period Method, Accounting Rate of Return, Net Present Value (NPV), Net Terminal Value, Internal Rate of Return (IRR), Profitability Index, Capital budgeting under Risk & Uncertainty-Certainty Equivalent Approach and Risk- Adjusted Discount Rate Method. Responsible Investment-Environmental, Social and governance (ESG) factors into investment decisions, to better manage risk and generate sustainable long-term returns. Use of expert system in Capital Budgeting Decisions.

## **Unit 3: Cost of Capital and Financing Decision**

Sources of long-term financing, Components of cost of capital, Method for calculating Cost of Equity, Cost of Retained Earnings, Cost of Debt and Cost of Preference Capital, Weighted Average Cost of Capital (WACC) and Marginal Cost of Capital. Capital Structure- Theories of Capital Structure (Net Income, Net Operating Income, MM Hypothesis, Traditional Approach). Operating Leverage, Financial Leverage and Combined Leverage. EBIT-EPS Analysis. Cost-Benefits Analysis including social cost. Determinants of Optimum Capital Structure. Use of expert system in financing decisions.

#### **Unit 4: Managing Profit and Working Capital**

Theories for relevance and irrelevance of dividend decision for corporate valuation- Walter's Model, Gordon's Model, MM Approach, Forms of dividend payment, types of dividend policies and Determinants of Dividend policy. Concept of Working Capital, Operating & Cash Cycles, Risk-return Trade off, working capital estimation, cash management, an overview of receivables management, factoring and inventory management. Use of expert system in working capital decisions.

### H. References:

# **Suggested Readings:**

- Khan, M. Y., & Jain, P. K. (2018). Financial Management: Text and Problem. New Delhi: Tata McGraw Hill Education India.
- Chandra, P. (2007). Financial Management-Theory and Practice. New Delhi: Tata McGraw Hill Education.
- Pandey, I. M. (2021). Financial Management. New Delhi: Vikas Publications.
- Horne, J. C., & Wachowicz, J. M. (2008). Fundamentals of Financial Management.
- New Jersey: Prentice Hall.
- Srivastava, R., & Mishra, A. (2011). Financial Management. New Delhi: OUP India.
- Rustagi, R. P. (2015). Fundamentals of Financial Management. New Delhi: Taxmann Publication













Lecture No.	Topic(s)	Mode of Delivery	Corresponding CO	Mode of Assessing CO
1	Nature, scope, and objectives of financial management	Lecture/ Discussion	CO1	MCQs & Subjective Assessment
2	Value maximization- concept and implications	Lecture	CO1	MCQs & Subjective Assessment
3	Economic Value Added (EVA), Market Value Added (MVA)	Lecture	CO1	MCQs & Subjective Assessment
4	Functions and Responsibilities of Finance Manager	Lecture/ Discussion	CO1	MCQs & Subjective Assessment
5	Time value of money	Lecture/ Discussion	CO1	MCQs & Subjective Assessment
6	Continue	Question and Answer Method	CO1	MCQs & Subjective Assessment
7	Continue	Question and Answer Method	CO1	MCQs & Subjective Assessment
8	Continue	Question and Answer Method	CO1	MCQs & Subjective Assessment
9	MCQ	MCQ	CO1	MCQ













10	Capital Budgeting: Features and	Lecture	CO1	Class activity
10	Importance of Capital Budgeting Decisions;	Lecture	COT	Chass detivity
11	Types of Capital Budgeting Decisions;	Lecture	CO1	Class activity
12	Estimation of Initial Subsequent and Terminal Cash Flows	Lecture	CO1	Class activity
13	Continue	Question and Answer Method	CO1	Class activity
14	Continue	Question and Answer Method	CO1	Class activity
15	Techniques of Capital Budgeting	Question and Answer Method	CO1	Class activity
16	Payback Period Method, Discounted Payback Period Method, Accounting Rate of Return	Question and Answer Method	CO1	Class activity
17	Continue	Question and Answer Method	CO2	Class activity
18	Continue	Question and Answer Method	CO2	Class activity
19	Net Present Value (NPV), Net Terminal Value, Internal Rate of Return (IRR), Profitability Index	Question and Answer Method	CO2	Class activity
20	Continue	Question and Answer Method	CO2	Class activity
21	Continue	Question and Answer Method	CO2	Class activity
22	Capital budgeting under Risk & Uncertainty	Question and Answer Method	CO 2	Class activity













23	Responsible Investment	Question and Answer Method	CO2	Class activity
24	Cost of Capital: Concept and significance of Cost of Capital;	Lecture	CO2	Class test
25	Measurement of Cost of Capital	Lecture	CO2	Class test
26	Cost of Bonds & Debentures; Cost of Preference Share Capital	Question and Answer Method	CO2	Class test
27	Cost of Equity Under Different Dividend assumptions	Question and Answer Method	CO2	Class test
28	Cost of Retained Earnings; Implicit and Explicit Cost of Capital; Factors Affecting Cost of Capital;	Question and Answer Method	CO2	Class test
29	Weighted Average Cost of Capital; Historical, Marginal, and Target Weights, Book Value versus Market Value Weights;	Question and Answer Method	CO2	Class test
30	Leverages: Concept and Importance of Leverages; Operating Leverage; Financial Leverage; Combined Leverage	Lecture	CO2	Class test
31	Continue	Question and Answer Method	CO2	Class test
32	Capital Structure – Net Income approach,Net Operating Income Approach;	Lecture	CO2	Class test
33	Continue	Question and Answer Method	CO2	Class test
34	Modigliani and Miller Hypothesis	Question and Answer Method	CO3	Class test
35	Continue	Question and Answer Method	CO3	Class test













36	EBIT-EPS Analysis	Question and Answer Method	CO3	Class test
37	Continue	Question and Answer Method	CO3	Class test
38	Dividend Decisions: Concept of Dividend and Valuation of Firm	Lecture	CO3	Class test
39	Continue	Question and Answer Method	CO3	Class test
40	Dividend theories	Lecture	CO3	Class test
41	Continue	Question and Answer Method	CO3	Class test
42	Continue	Question and Answer Method	Class test	
43	Definition of Working Capital	Lecture	CO4	Presentation
44	Concept of Operating Cycle; Liquidity versus Profitability	Lecture	CO4	Presentation
45	Continue	Question and Answer Method	CO4	Presentation
46	Inventory Management: Costs of Maintaining Inventory	Lecture	CO4	Presentation
47	Continue	Question and Answer Method	CO4	Presentation
48	Cash Management	Lecture	CO4	Presentation
49	Overview of receivables management	Lecture	CO4	Presentation
50	Factoring	Lecture	CO4	Presentation
51	Revision			
52	Class test			













# J. . Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PSO1	PSO2	PSO3	PSO4	PSOO5	PSOO6
COBCOM204.1												
	3	3	3	3	3	3	3	3	3	3	3	3
COBCOM204.2												
	3	3	3	3	2	3	3	3	3	3	1	3
COBCOM204.3	$\triangle$	C	A (	P10		2 1	= ID	117				
11 10 27	3	3	3	3	1	3	3	2	2	3	3	3
CORCOLIO				(3)	= 11/2	_						
COBCOM204.4		03	275			=1	V>					
	3	3	3	3	1	2	3	3	3	3	2	3
COBCOM204.5	<	1				11/-	-	1	Day .			
<	3	3	3	3	3	3	3	3	3	3	3	3
COBCOM204.6							< Z		5			
1	3	3	3	3	1	3	3	3	3	3	3	3
			07	-		<i>-</i> 1				pill.		

<sup>&</sup>quot;-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation.

# **K.** Expectations from Students:

- Actively participate in the classroom discussions.
- Follow the class rules
- Must be on time
- Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty Contact Details:

Name:	Ms. Chahat Wadhwa
Designation:	Assistant Professor
Room & Block No.:	chahatfimtofficial@gmail.com
Email	













# Paper Code BCOM 206

**Subject:** - Business Ethics and CSR

A. Introduction

**Objective**: To develop and acquire the moral values and ethics in context of business decision making and also understanding its significance in current business scenario.

COBCOM.IV.1	Decipher morality and ethics in personal and professional behavior
COBCOM.1V.2	Explore values and ethics in business decision making for an organization
COBCOM.1V.3	. Assess the impact of business processes on stakeholders;
COBCOM.1V.4	Evaluate the social responsibility of business organization and take steps to meet them
COBCOM1V.5	Role of spirituality in developing business ethics

# C. Program Outcomes

PO1.	Critical Thinking: Take informed actions after understanding the legal							
5	provisions well and identifying the assumptions that frame our thinking							
	and actions, checking out the degree to which these assumptions are							
1	accurate and valid, and looking at our ideas and decisions (intellectual,							
2	organizational, and personal) from different perspectives.							
PO2.	Effective Communication: To improve the communication skills and							
	oratory skills through mooting, debating, negotiating and mediation							
PO3.	Social Interaction: Elicit views of others, mediate disagreements and help							
	reach conclusions in group settings.							
PO4.	Effective Citizenship: Demonstrate empathetic social concern and equity							
	centred national development, and the ability to act with an informed							
CIOII	awareness of social and legal issues and participate in civic life through							
100.0	volunteering.							
PO5.	Ethics: To inculcate professional ethics and to recognize different value							
	systems including your own, understand the moral dimensions of your							
	decisions, and accept responsibility for them.							
PO6.	Environment and Sustainability: Understand the role of Law regarding							
	issues of environmental and sustainable development.							
PO7.	Self-directed and Life-long Learning: Acquire the ability to engage in							
	independent and life-long learning in the broadest context socio-							
	technological changes							













# **D. Program Specific Outcomes**

PSO.1.	Demonstrate an understanding of technological interventions in Finance				
PSO.2.	Develop skills for investments and trading in capital markets				
PSO.3.	Develop understanding on Banking and Financial services in India				
PSO.4.	Apply quantitative techniques and tools in Commerce				
PSO.5	Imbibe human values and sense of responsibility towards self, society and environment				
PSO.6	Undergo holistic personality development with skills for effective functioning				

# E. Pedagogy:

The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations Classroom Activities
- Discussions, Questions & Answers
- Case Study

#### F. Evaluation

Criteria	Description	Maximum Marks
- 14 F I	Mid-Term Exam	10
Internal Assessment	-0-	
तजास्व नाव	PSDA	5——
ISO 9001:2015 &	Assignment	10
<b>External Assessment</b>	End-Term Exam	75
TOTAL	100	

# G. Syllabus

## Unit 1:

## **INTRODUCTION**

Concept and significance of Business Ethics in Organizational contexts; Approaches and Practices governing Ethical Decision Making; Codes of Ethics; Normative and descriptive













ethical theories. Ethos of Vedanta in management, Role of various agencies in ensuring ethics in corporation; Setting standards of ethical behavior; assessing ethical performance

#### Unit 2:

**Human Values & Business** 

Meaning of Human Values; Formation of Values: Socialization; Types of Values: Social Values, Aesthetic Values, Organizational Values, Spiritual Values; Value Crisis; concept of knowledge and wisdom, wisdom-based management. Concept of Karma and its kinds: Karma Yoga, Nishkam Karma, and Sakam Karma.

#### Unit 3:

Moral Issues in Business Implications of moral issues in different functional areas of business (finance, HR, and marketing). Whistle blowing; Marketing truth and advertising: Manipulation and coercion, Allocation of moral responsibility in advertising; Trade secrets, Corporate disclosures, Insider trading; Equal employment opportunity, Affirmative action, Preferential hiring; Consumerism; Environmental protection.

### Unit 4:

Corporate Social Responsibility (CSR) Concept of CSR, Corporate Philanthropy, Strategic Planning and Corporate Social Responsibility; Relationship of CSR with Corporate Sustainability; CSR and Business Ethics, CSR and Corporate Governance; CSR provisions under the Companies Act 2013; CSR Committee; CSR Models, Codes, and Standards on CSR. ISO 26000 Social Responsibility definition, principles, scope, benefits, certification.

#### **Text Books**

- 1. Fernando AC (2013), Business Ethics, Pearson Education
- 2. Balachandran V (2011), Corporate Governance, Ethics and Social Responsibility, PHI
- 3. Mandal SK (2012) Ethics in Business and Corporate Governance, Mc Graw Hill Education

Lecture	Topic(s)	Mode of	Corresponding	Mode of Assessing
No.		Delivery	CO	CO
1	Concept and significance of Business Ethics	Lecture	CO1	MCQs & Subjective
	Lunes			Assessment
2	continue			
3	Approaches and Practices governing Ethical Decision Making	Lecture	CO2	
4	continue			













5	Codes of Ethics	Lecture	CO1,CO2	
6	Normative and descriptive ethical	Lecture	CO1	
	theories			
7	continue	Lecture/		
		Discussion		
8	, Role of various agencies in ensuring	Lecture/	CO1,	
	ethics in corporation	Discussion		
9	Setting standards of ethical behaviour;	Lecture/	CO1,CO2	
		Discussion		
10	continue			
11	Assessing ethical performance	Lecture/	CO2	
	NAAC ACC	Discussion		
12	continue	TEAL.		
13	Meaning of Human Values; Formation	Lecture/	CO1	
	of Values	Discussion	- 2	
14	continue		- 100	
15	Types of Values: Social Values,	Lecture/	CO1,CO2	
	Aesthetic Values, Organizational	Discussion	5	
	Values, Spiritual Values; Value Crisis			
16	continue		00	
17	concept of knowledge and wisdom,	A	CO1,CO2	
	wisdom-based management			
18	Concept of Karma and its kinds:	Lecture/	CO5	
	Karma Yoga, Nishkam Karma, and	Discussion		
	Sakam Karma.			
19	continue	-A-a-		
20	Implications of moral issues in	धा	CO3	
	different functional areas of business		3	
	(finance, HR, and marketing).	140	01:2015	
21	continue			
22	Whistle blowing	Lecture/	CO3	
	_	Discussion		
23	Marketing truth and advertising	Lecture	CO3	
24	Manipulation and coercion, Allocation	Lecture/	CO3	
	of moral responsibility in advertising;	Discussion		
25	continue			
26	INTERNAL ASSESSMENT			
27	Trade secrets, Corporate disclosures,		CO3,	













			¬	т
	Insider trading			
28	continue			
29	Equal employment opportunity	Lecture/	CO4	
30	Affirmative action, Preferential hiring		CO3	
31	Consumerism;Environmental	Lecture/	CO4	
	protection.	Discussion		
32	continue			
33	Concept of CSR	Lecture/	CO4	
		Discussion		
34	continue	DEN	ITED	
35	Corporate Philanthropy, Strategic	Lecture/	CO3,CO1,CO2,	
	Planning and Corporate Social	Discussion	C04	
	Responsibility	-IVI		
36	continue	A A	* >	
37	Relationship of CSR with Corporate	Lecture/	CO4	
	Sustainability	Discussion	工	
38	continue	211	5	
39	CSR and Business Ethics, CSR and	Lecture/	CO3,CO4	
	Corporate Governance	Discussion		
40	continue	A	7	
41	; CSR provisions under the Companies	Lecture	CO4	
	Act 2013; CSR Committee			
42	continue	EL		
43	CSR Models, Codes, and Standards on	Lecture	CO3	
-	CSR	20		
44	continue	2 6	194	
45	ISO 26000 Social	Lecture	CO4,CO3	3
	Responsibilitydefinition, principles	140	01:2015	



continue

scope, benefits, certification

continue CLASS TEST,REVISION



Lecture



CO1,CO3

46

47

48







# J. Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO 1	PO2	203	O4	PO5	<b>O6</b>	<b>O7</b>	SO1	SO2	PSO3	<b>504</b>	PSOO5	SOO6
COBOM.206.	1	-	1	1	1	-	1	-	-	-	-	-	-
COBCOM.20 2	1	-	-	-	-	1	-	-	-	-	-	-	-
COBCOM.20 603	1 N	٨Δ	\C	Α	Ċ	1 2 R	1 E	DI	ŤE	ED	1	-	-
COBCOM.20 6.4	1	-	A P	d.p	GE	1/1	ΕN	7	-		-	1	1
COBCOM 206.5	- 1	0			1	-4	4	2	TE	2	-	1	1

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K.** Expectations from Students:

Actively participate in the classroom discussions /seminar

Follow the class rules

Must be on time

Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# L. Faculty Contact Details:

Name:	Kawaljeet singh
<b>Designation:</b>	Assistant Professor
******	`













# PROJECT MANAGEMENT Paper Code: B.COM - 302

#### A. Introduction

**Objective**: The course aims to give the Students a broad understanding about important aspects of legal, Financial and technological environment of business; to make them study how various special Projects are brought into force; and to impart knowledge about Financial, Technological & legal agreement so that they get acquainted with the process of establishing successful projects and to have knowledge of various measures protecting the interest of the various stakeholders.

#### **B.** Course Outcomes

Di Course Outcomes	
COB.Com(H)302.1	Understand the basics of the project management
COB.Com(H)302.2	Analyze and learn the process of complete procedure of execution of the project.
COB.Com(H)302.3	Learn to establish the relation between Market analysis technological and network analysis
COB.Com(H)302.4	Understand the financial approach of Project Management
COB.Com(H)302.5	Understand the different aspect of Project control

# C. Program Outcomes

PO1.	Develop comprehensive understanding of overall business and financial environment in India
PO2.	Exhibit in-depth knowledge of financial operations and decision making in an organization
PO3.	Enhance problem solving abilities for decision making in financial services and operations
PO4.	Augment critical thinking skills and analytical abilities to analyze business data using various techniques and technological tools
PO5.	Communicate effectively, articulate accurately and present professionally
PO6.	Create an inclusive culture with congenial interpersonal relationships
PO7.	Demonstrate awareness of ethical issues and sensitivity towards social and environmental challenges













# **D. Program Specific Outcomes**

PSO.1.	Demonstrate an understanding of technological interventions in Finance
PSO.2.	Apply legal Augment skills for investments and trading in capital markets
PSO.3.	Develop understanding on banking and financial services in India
PSO.4.	Apply quantitative techniques and tools in Commerce
PSO.5	Imbibe human values and sense of responsibility towards self, society and environment
PSO.6	Undergo holistic personality development with skills for effective functioning

# E. Pedagogy:

The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers
- Case Study

## F. Evaluation

Criteria	Description	Maximum Marks
Internal Assessment	Mid-Term Exam	15
ISO 9001:2015 &	PSDA	5
150 7001:2015 &	Assignment	5
External Assessment	End-Term Exam	75
TOTAL		100













## G. Syllabus

UNIT I Lectures:-14

Projects, project management, Objective and Importance of project management. Tools and techniques of Project Management. Project team. Roles and Responsibilities of Project manager. Determinants of project success . project life cycle, Phases of project life cycle. Classification of Project, Generation of Idea, Preliminary screening

UNIT-II Lectures:-14

### **Technical analysis:**

Factors considered in technical analysis. Factor affecting selection of location. Needs for considering alternatives. Sources of technology. Selection of appropriate technology. Technology selection

## **Market Analysis:**

Conduct of market survey, Characterization of market, market planning

# **Network analysis:**

Critical path method, Programme evaluation and review techniques, identifying critical path probability of completing the project within given time

UNIT-III Lectures:-14

capital structure, sources of long term finance, Debt financing ,characteristics of debt ,Equity Financing preference share, equity share, Retained earning ,Short-term sources for working capital Newer sources of finance Venture capital

Unit IV Lectures:-14

## **Project Evaluation and Control:**

Project Monitoring and controlling, Post project evaluation, project evaluation Abandonment analysis, Social cost benefit analysis Role of IT in project Management Future of project Management

## H. Suggested Readings:

- 1. Chandra, Prasanna, (8<sup>th</sup> Ed, 2014) Project planning, Analysis, Financing, Implementation and Review, McGraw Hill Education
- $2.\ Nagarjun, K, (7^{th}\ Ed\ 2015) Project\ Management\ , New\ Age\ International (P)\ Limited, Publishore.$
- 3. Maheshwari, S.N., "Management Accounting & Financial Control", Sultan Chand & Sons, Fourteenth Edition, 2003.













Lecture No.	Topic(s)	Mode of Delivery	Correspondin g CO	Mode of Assessing CO
1	Meaning and Definition of Project.	Lecture	CO1	MCQs & Subjective Assessment
2	Objectives of Project Management.	Lecture	CO1	1 100 001110110
3	Importance of Project Management	Lecture	CO1	
4	Tools and techniques of Project  Management.	Lecture/ Discussion	CO1	
5	Roles of Project manager. Responsibilities of Project manager.	Lecture/ Discussion	CO2	
6	Determinants of project success.	Lecture/ Discussion	CO2	
7	Different stages of project life cycle.	Lecture/ Discussion	CO2	
8	Classification of projects.	Lecture/ Discussion	CO2	
9	Generation of Ideas.	Lecture/ Discussion	CO2	
10	Monitoring the environment. Preliminary screening.	Lecture/ Discussion	CO2	
11	Revision	Lecture/ Discussion	CO2	_
12	Revision	Lecture/	CO2	3
13	Test	1400	CO2	
14	Revision	Lecture/ Discussion	CO1	
15	Revision	Lecture/ Discussion	CO2	
16	Unit -2 Technical Analysis: Factors considered in technical analysis	Lecture/ Discussion	CO3	
17	Factor affecting selection of location.	Presentation	CO3	













19 Needs for considering alternotory of technolory 20 Selection of appropria 21 Conduct of Mark 22 Characterization of technolory 21 Conduct of Mark 22 Characterization of technology 21 Characterization of technology 22 Characterization of technology 22 Characterization of technology 22 Characterization of technology 22 Characterization of technology 23 Characterization of technology 24 Characterization of technology 25 Characterization of technology 25 Characterization of technology 25 Characterization of technology 25 Characterization of technology 26 Characterization of technology 26 Characterization of technology 27 Characterization of tech	et Survey  of Market,	Discussion Lecture Lecture Lecture Lecture	CO3 CO 3	
20 Selection of appropria 21 Conduct of Mark	et Survey  of Market,	Lecture  Lecture	CO3	
21 Conduct of Mark	et Survey of Market,	Lecture	CO 3	
	of Market,			
22 Characterization of	·	Lecture	~~~	
	ning.		CO3	
23 Market Plan		Lecture/ Discussion	CO3	
24 Network Ana	lysis,	Lecture/ Discussion	CO3	
25 Critical path m	ethod.	Lecture/ Discussion	CO3	
Programme evaluation technique		Lecture/ Discussion	CO3	
27 probability of completing given tim		Lecture/ Discussion	CO3	
28 Revision		Lecture/ Discussion	CO3	
29 Revision		Lecture/ Discussion	CO3	
30 Test	VV		CO3	
31 Revision	RFI	Lecture/ Discussion	CO3	
32 Revision	नाव	Lecture/ Discussion	CO3	<u>T</u>
33 [Unit – 3] capital sources of long ter		Lecture/ Discussion	CO4	
34 Debt finance	ing	Presentation	CO4	
35 Equity Finan	cing	Presentation	CO4	
36 difference between preference equity share		Presentation	CO 4	
37 Retained ear		Presentation	CO4	
38 Short-term sources for	working capital	Presentation	CO4	
39 Newer sources o	f finance	Presentation	CO4	













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40	Vantuus aanital	Duagantation	COA	
40	Venture capital	Presentation	CO4	
41	Revision	Lecture/	CO4	
		Discussion		
42	Revision	Lecture/	CO4	
42		Discussion		
43	Test			
44	Revision	Lecture/	CO4	
		Discussion		
45	Revision	Lecture/	CO4	
	NAAC ACC	Discussion	TED	
46	[Unit – 4 Project Monitoring and	Lecture/	CO5	
	controlling	Discussion		
	MARIA	- 0		
47	Post project evaluation	Lecture/	CO5	
		Discussion	700	
48	Abandonment analysis	Lecture/	CO5	
	2 5 / 1 78 8	Discussion	2	
49	Social cost benefit analysis	Lecture/	CO5	
	5	Discussion	0	
50	Role of IT in project Management	Lecture/	CO5	
		Discussion		
51	Future of project Management	Lecture/	CO5	
	41	Discussion		
52	Revision	Lecture/	CO5	
-		Discussion		
53	Revision	Lecture/	CO5	-
	101114	Discussion		2
54	Test	1400	CO5	
55	Revision	Lecture/	CO5	
		Discussion		
56	Revision	Lecture/	CO5	
		Discussion		













# J. Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	SO4	SO05	<b>SOO6</b>
COB.Com(H )302.1	2	1	1	1	2	2	2	1	1	1	1	1	1
COB.Com(H )302.2	2	1	2	1	2	2	2	1	1	1	1	1	1
COB.Com(H )302.3	2	1 3 A	2	3	2	2	2	3	3	3	3	1	1
COB.Com(H )302.4	2	3	2	1	2	2	2	3	3	3	3	1	1
COB.Com(H )302.5	2	2	2	1	2	2	2	2	AT I	1	3	1	1

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K.** Expectations from Students:

Actively participate in the classroom discussions /seminar

Follow the class rules

Must be on time

Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

:2015 & 14001:20

# L. Faculty Contact

**Details:** 

Name: Dr. Shweta Gupta

Designation: Associate Professor

Room & Block No.:

Email examinationfimtcollege@gmail.com













Paper Code: B COM (H) 304

**Goods and Services Tax** 

#### A. Introduction

**Objective**: The course is designed specifically to acquaint the students about GST introduction in India and the replacement of all other Indirect taxes with GST to make India level playing feel with outside world.

COBCOM304.1	Explain concept, need, and utility of indirect taxes and understand and analyze
	the taxable event ,i.e., supply under GST
COBCOM304.1	Describe the provisions relating to levy of GST
COBCOM304.1	Identify exemptions for different types of goods and services and examine the various provisions of input tax credit
COBCOM304.1	Analyze provisions regarding penalties and interest and file GST return on-line
COBCOM304.1	Understand the significant provisions of the customs law
COBCOM304.1	Explain concept ,need, and utility of indirect taxes and understand and analyze the taxable event,i.e., supply under GST

# C. Program Outcomes

PO1.Exhibit understanding of overall business and financial environment in India

PO2.Demonstrate in-depth knowledge of financial operations and decision makingin an organisation

PO3.Develop comprehensive understanding and problem solving abilities in financial services and operations

PO4.Develop critical thinking skills and analytical abilities to analyze business data using various technique sand tools

PO5.Develop effective communication, interpersonal and team skills

PO6.Demonstrate awareness of ethical issues and sensitivity towards social and environmental challenges

# **D. Program Specific Outcomes**

100	0001-0015 0 14001-0015
PSO1	Demonstrate an understanding of technological interventions in Finance
PSO2	Develop skills for investments and trading in capital markets
PSO3	Develop understanding on Banking and Financial services in India PSO4.  Apply quantitative techniques and tools in Commerce
PSO4	Apply quantitative techniques and tools in Commerce
PSO6	Imbibe human values and sense of responsibility towards self ,society and













	environment
PSO 5	Undergo holistic personality development with skills for effective functioning.

# E. Pedagogy:

## The pedagogy would be the combination of the following techniques: -

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers
- Case Study

Criteria	Description	Maximum Marks
Internal Assessment	Mid-Term Exam	10
5571	PSDA	5
T'S	Assignment	10
<b>External Assessment</b>	End-Term Exam	75

#### F. Evaluation

#### G. Syllabus

#### **Unit 1: Basic Concepts**

Taxes, Concept of GST, Relevant Definitions under GST law, Constitutional aspectsofGST. GST Council: Constitution, Structure and functioning. Concept of supply including composite and mixed supply, Place, Time and Value of taxable supply, Significance of consideration.

## **Unit 2: Levy of GST**

Basis of Charge of GST, Inter-State Supply, Intra-state supply, GST rates notified for supply of various goods and services, Reverse charge mechanism, Composition levy, Exemptions from GST, Power to grant exemptions, exempted goods under exemption notifications, exempted services under exemption notifications, Input taxcredit.

## **Unit3: Procedures under GST**

Registration under GST law, Tax invoice credit and debit notes, Different GSTreturns, electronic liability Ledger, Electronic credit Ledger, Electronic cash ledger, Different assessment under GST, Interest applicable under GST (Period), Penaltyunder GST, Various provisions regarding e-way bill in GST, Mechanism of TaxDeductedatSource(TDS)andtaxcollectedatsource(TCS), Auditunder













GST.

## **Unit4: E-Filing of Returns**

E-filingofannual reports of companies and XBRLFilingwith specific practical exercises; (In reference to Relevant Accounting Standards/Ind AS as applicable.). Calculation of Income and Tax, TDS Certificates and Form 26AS, Choosing the rightincome tax form, Download Utility Software from Income Tax Portal, Fill details in the downloaded file, Validate the information added, convert file to XML, (Thereshall beat least 10 Lab. Practical exercises)

### **Suggested Readings**

- 1. Singhania, V. K., & Singhania, M. (2021-22). *Student's Guide to Income Tax Including GST*. New Delhi: Taxmann Publication.
- 2. Singhania, V. K., & Singhania, K. (2020). *Direct Taxes: Law & Practice*. New Delhi: Taxmann Publication.
- 3. Ahuja, G., & Gupta, R. (2020). *Direct Taxes Ready Reckoner*. New Delhi: Wolters Kluwer India Private Limited.
- 4. The ICAI Study Material for Final Course Group-II, Paper-8: Indirect Tax Laws [Module 1, 2, 3 and 4]
- 5. Agarwal, Anjali. (2017). *Goods and Service Tax: Impact on the Indian Economy* (2017): New Century Publications
- 1. Taxmann's GST ready reckoner (2021) by Taxmann Publications private Limited

Resources on Internet https://www.incometax.gov.in/iec/foportal/sites/default/files/2021-06/The\_All\_New\_e-Filing\_Portal.mp4

pro	gramlevelOutcomes	PO1	PO2	PO3	PO4	PO5	PO6	PSO1	PSO2	PSO3	PSO 4	PSO5	P SO 6
C 1 O	Explain concept,need, and utilityof indirect taxesand understandand analyze thetaxable event,i.e.,supplyunde r GST		3	3	3	2	3	3	:20	3	3	3	3
C 2 O	Describe theprovisions relatingtolevyofGST	3	1	1	1	1	3	1	1	2	3	3	3













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_	1					ı		1	1				
C 3	Identifyexemptions fordifferent types ofgoods andservices andexaminethe various provisionsofinputtaxc redit	3	2	3	3	2	3	1	1	2	3	3	3
	Analyzeprovisionsreg ardingpenalties and interestand file GS Treturnon-	3	A	C <sup>1</sup> C	3	RΈ	3	3	Ė	3	3	3	3
	Understand thesignificantprovisio nsofthe customs law	3	3	3	3	3	3	3	1	1	3	3	3
A V G	45	3	1.8	2.2	2	1.8	3	2.2	CHNO	1.1	3	3	3

# J. .Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO	PO1	PO2	PO3	PO	PO5	PO	PO	PSO	PS	PSO	PS	PSO	PSO
Number	-			4		6	7	1	<b>O2</b>	3	<b>O4</b>	<b>O5</b>	<b>O6</b>
COBALL.B	-	1	1	-	-	-	3						
505.1		1				U	-	1	3				
COENGH	2	2	1	2	1	1	2						
108.2													
							_ 6						
COENGH	2	2	1	_1	1 6	3 -	1	10	-12	H	1	-	
108.3		-	-10	- 1				110	11		0	V 11	
		~~		-	-	-				00		-	
COENGH	2	2	2	U-	10	Öc.	2	FUL	/1:	ZU	1.3		
108.4													
COENGH	2		2	-	-	_	2						
108.5		2											
COENGH	3	3	2	-	-	_	2						
108.6													

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation.













# **K.** Expectations from Students:

- Actively participate in the classroom discussions.
- Follow the class rules
- Must be on time
- Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)

# **L. Faculty Contact Details:**

Name:	Ms. Ipsa Saxena
<b>Designation:</b>	Assistant Professor
Room & Block No.:	ipsasaxenaofficial@gmail.com
Email	TAR TE















Paper Code: B.com 318 Subjects: Service Marketing

A. Introduction

The course brings out the emerging service environment in India and the world. It emphasizes the distinctive aspects of Services Marketing. It aims at equipping students with concepts and techniques that help in taking decisions relating to various services marketing situations.

COD COMMAN									
COB.COM318.1	Understand the Concept of Services and intangible products								
COB.COM318.2	Discuss the relevance of the services Industry to Industry								
N. 1.20. A									
COB.COM318.3	Examine the characteristics of the services industry and the modus operandi								
COD.COM318.3									
	NAGEMEN								
COB.COM318.4	Analyse the role and relevance of Quality in Services.								
00210011202011	amary of the role and role values of Quanty in Sorvices.								
COB.COM318.5	Appreciate the difference between marketing physical products and								
~ /	intangible services, including dealing with the extended services marketing								
3 4	mix, and the four unique traits of services marketing;								
	,								
COB.COM318.6	Recognise the challenges faced in services delivery as outlined in the								
- Tona 100	services gap model; Develop professional business writing skills								
to a	services gap moder, Develop professional odshiess writing skins								
-7	(4)								

# **C. Program Outcomes**

PO1.	Critical Thinking: Understand the basic concepts and principles of Service Marketing analyse the internal and external environment of business.
PO2.	Effective Communication: Develop and prepare organizational strategies that will be effective for the current
PO3.	Social Interaction: Devise strategic approaches to managing a business successfully in a global context
PO4.	Effective Social Stratification: To expose students to various perspectives and concepts in the field of Service marketing.
PO5.	Ethics: The course would enable the students to understand the principles of strategy.
PO6.	Environment and Sustainability: Formulation, implementation and control in organizations. To help students develop skills for applying these concepts to the solution of Business problems To help students master the analytical tools of Service marketing.













# **D. Program Specific Outcomes**

PSO.1.	Understand, interpret, and analysis the facts with the help of Service
	Marketing.
PSO.2.	Apply legal Knowledge to complex problem situations and offer potential
	solutions within a simulated professional context;
PSO.3.	Ability to conduct effective research and develop the critical skill about the legal & Socio-economic matters;
	10gm to 20010 minutes,
PSO.4	Articulate their independent views over implementation of strategies in organization.
PSO.5	Understanding of different political, economic, cultural and legal structure of business and make policy accordingly.

# E. Pedagogy:

The pedagogy would be the combination of the following techniques:-

- Lectures
- Presentations
- Classroom Activities
- Discussions, Questions & Answers
- Case Study

# F. Evaluation

Criteria	Description	Maximum Marks
Internal Assessment	Mid-Term Exam PSDA	5
130 7001.2013 0	Assignment	10
<b>External Assessment</b>	End-Term Exam	75
TOTAL	1	100













## G. Syllabus

#### **UNIT I:**

Increasing Importance of Services; Defining a Service; Nature of Services; Intangibility; Distinguishing Features of a Service; Managing Services; The Service Product; Relationship of Services and the organization; Services as an Opportunity; Service Industry across the world.

#### **UNIT II:**

Emergence of The Service Economy; Outsourcing and Services; Overview of The Indian Economy; Services Sector in The Indian Economy, (Major players, Major services offered, Major centres; Circumstances that contributed to the Services boom in the Indian economy; Role and relevance of Services to the Indian economy; Classification of Services; Variety of Services offered by Indian organizations, Intangible and Tangible Services.

#### .UNIT III:

The service; Promotion; Price; Place; People; Physical evidence; Process; Elements of Positioning; Service Differentiation; Internal Services and External Services, Features, Relevance, Examples; Services Trainings and Hiring; Motivation and Employee Management in the Services sector; Factors affecting attempts of Services Differentiation.

#### **UNIT IV:**

Defining Service Quality; Researching Service Quality; Service Quality Setting Quality Standards; Managing the Marketing Mix for Quality; Organizing and Implementing Service Quality; Managing the Service Encounter; Blueprinting; Managing Customer Demand, Frequency, Quality, Training, Content and Context; Developing Relationships with Customers; Distribution Strategy; Pricing of Services; Promoting Services; Growth potential of the services Industry

#### **Suggested Readings:**

- 1. Wirtz Jochen, Lovelock Christopher H, Chatterjee Jayanta.: Services Marketing, 8e Edition, Pearson.'
- 2. Zeithaml Valerie A, & Bitner Mary Jo., Gremler Dwayne D., Pandit Ajay; Services Marketing, 4th Edition, McGraw Hill
- 3. Woodruffe, Helen: Service Marketing. MacMillan India













Lecture	Topic(s)	Mode of	Corresponding	Mode of
No.		Delivery	CO	<b>Assessing CO</b>
1	What are services Services industries, Services as products, Customer services ,Derived services Tangibility Spectrum	Lecture/ case study	CO1	Continuous Evaluation Activates and Examination
2	Why service marketing Service-Based economies Service as a business imperative in manufacturing and IT Deregulated industries and professional service needs Services marketing is Different Service equal profits But "Service Stinks"	Lecture	CO1	
3	Services marketing mix Traditional marketing mix Expanded mix for services	PPT	CO2	
4	The customer gap Expected service Perceived service	Case Study	CO1	
5	The provider Gaps	Lecture/ Discussion	CO3	
6	Consumer experience Service as process Service provision as drama Service role and scripts The compatibility of service customers Customer coproduction Motion and	Case study	CO1	ਰ,
7	Factors that influence customer expectations of service Source of desired service expectations Sources of adequate service expectations Service encounter expectations versus overall service expectations Source of both desired and predicted service expectations	Case study	CO4	













0	W/L	C C: 1	005	
8	What determines customer satisfaction? Product and Service Features Consumer Emotion Attributions for service success or failure Perception of equity or fairness Other consumers, family members, and coworkers	Case Study	CO5	
9	Service Quality Outcome, Interaction, and Physical Environment quality Service Quality Dimensions - Reliability - Responsiveness - Assurance - Empathy - Tangible	Lecture/ Discussion	CO5	
10	Relationship marketing The evolution of customer relationships The goal of relationship marketing Benefits for customers and firms Relationship value of customers Factors that influence relationship value Estimating customer lifetime value Linking customer relationship value to firm value	Lecture/ Discussion	CO1	
11	Service recovery strategies Make the service fail-safe- Do it right the first time Encourage and track complaints Act quickly Provide adequate explanations Treat customer fairly Cultivate relationships with customer Learn from recovery experiences Learn form lost customer	Lecture/ Discussion	CO2	<b>ਰ</b>
12	Service blueprinting What is a service blueprint? Blueprint components Service blueprint examples Blueprints for technology-delivered self-service Reading and using service	Lecture/ Discussion	CO3	













	blueprints Building a blueprint			
13	Factors necessary for appropriate service standards	Lecture	CO5	
14	Managing Innovation: E-strategy Case (not assessed) Strategy Implementation Exercise Hand in written reports	Lecture	CO3	
15	Types of services capes Services cape usage Services cape complexity	Case Study	CO4	
16	The critical importance of service employees The service triangle Employee satisfaction, customer satisfaction, and profits The effect of employee behaviors on service quality dimensions	lecture	CO5	
17	Strategies for delivering service quality through people Hire the right people Develop people to deliver service quality Provide needed support systems Retain the best people	Lecture	CO5	
18	Approaches to pricing services Cost based pricing Competitive based pricing Demand based pricing	CASE STUDY	CO4	तु
19	Four categories of strategies to match service promises with delivery Manage service promises Manage customer expectations Improve customer education Manage internal marketing communication	LECTURE	CO5	













# J. . Course Articulation Matrix: (Mapping of COs with POs& PSOs)

CO Number	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	SO4	SO05	<b>SOO6</b>
COB.COM	-	1	1	-	-	-	-						
318.1													
COB.COM	2	2	1	2	1	1	2						
318.2													
COB.COM3	2	2	1	1	-	-	1						
18.3	NZ	ΔΔ	C	Δ.	0.0	R	E	DI	TE	D			
COB.COM3	2	2	2	-	-	-	2						
18.4			222	AL	GE	IVIZ	-N	7-0					
COB.COM3	2	5	2	A-J		M-	2	1	2				
18.5	1	2							, 6				
COB.COM3	3	3	2	7	7.7	- T	2	15		Z			
18.6	Ξ			1	11		1			$\leq$			

"-"- No Correlation; 1-Low Correlation; 2- Moderate Correlation; 3-Substantial Correlation

# **K.** Expectations from Students:

Actively participate in the classroom discussions.

Follow the class rules

Must be on time

Must be regular in the class and maintain minimum 75% attendance as per GGSIP University norms)
L. Faculty Contact

**Details:** 

Name:	Dr. Suman Yadav
<b>Designation:</b>	Associate Professor
Room & Block No.:	fimtevents@gmail.com
Email	





