

Detailed Course Scheme
BBA LL.B.
(Five years integrated Law Programme)

Semester IV
(2019-2024)

DOC201906180004



RNB GLOBAL UNIVERSITY
RNB Global City, Ganganagar Road,
Bikaner, Rajasthan 334601

OVERVIEW

RNB Global University follows Semester System along with Choice Based Credit System as per latest guidelines of University Grants Commission (UGC). Accordingly, each academic year is divided into two semesters, **Odd (July-December) and Even (January-June)**. Also, the university follows a system of continuous evaluation along with regular updating in course curricula and teaching pedagogy.

The curriculum for BBA LL.B. program for Even (January-June) Semester, 2021 along with Examination pattern is as follows:

Semester -IV

S. No.	Course Code	Course Name	L	T	P	Credits
1.	16005300	Family Law- II	4	1	0	5
2.	16005400	Constitutional Law-II	4	1	0	5
3.	16005500	Law of Crimes- II (CrPC)	4	1	0	5
4.	11018900	Management Information Systems	4	1	0	5
5.	11019000	Entrepreneurship	4	1	0	5
6.	16010200	Moot Court Techniques-II	1	0	2	2
7.	16001500	Ability & Skill Enhancement-IV	2	0	0	2
8.	99002700	Human Values & Social Service/NCC/NSS	-	-	-	1
9.	99002800	Workshops & Seminars	-	-	-	1
Total			23	5	2	31

EVALUATION SCHEME

The evaluation of the BBA LL.B. program would be based on Internal and External Assessments. Internal Assessment would consist of 50% of the marks (50 marks) and external assessment (in form of End Term Exam) would consist of remaining 50% marks (50 marks). Detailed scheme of Internal and External Assessments as follows:

Internal Assessment

Type	Details	Marks
Mid Term	Two Mid-term Sessional of 15 marks each (15+15)	30
Marks obtained in various Tests, Assignments, Presentations, Quiz, Tutorials, etc.	Average of marks obtained	15
Attendance	75%+ : 5 marks	5
TOTAL	50	

External Assessment

Type	Marks
Theory	50

EVALUATION SCHEME- WORKSHOPS & SEMINARS & NCC/NSS

1. NCC/NSS will be completed from Semester I – Semester IV. It will be evaluated internally by the institute. The credit for this will be given at the end of Semester.
2. The students have to join club/clubs with the active participation in different activities of club. The students would be continuously assessed from Semester-I to Semester-IV and credits and marks would be given after the end of Semester.

CURRICULUM

Course Name: Family Law-II

Course Code: 16005300

Course Outline

Objective: The objective of the paper is to apprise the students with the laws relating to family matters governing inheritance, succession, partition, with practical approach.

Unit-I: Joint Hindu Family

- a) Mitakshara and Dayabhaga Schools
- b) Concept of joint Hindu family and coparcenary
- c) Formation and Incident under the Coparcenary Property under Dayabhaga and Mitakshara: Extent and Mode of Succession
- d) Karta of Joint Family: Position, Powers and Privileges
- e) Alienation of joint family property
- f) Daughter as a Coparcener – Position after 2005

1. Hunoomanpersaud Panday v. Mussumat Babooee Munraj Koonweree (1856) 6 Moore's I.A. 393
2. Commissioner of Income- Tax v. Gomedalli Lakshminarayan, AIR 1935 Bom. 412
3. Moro Vishwanath v. Ganesh Vithal (1873) 10 Bom. 444
4. Muhammad Husain Khan v. Babu Kishva Nandan Sahai, AIR 1937 PC 233
5. C.N. Arunachala Mudaliar v. C.A. Muruganatha Mudaliar, AIR 1953 SC 495
6. Smt. Dipo v. Wassan Singh, AIR 1983 SC 846
7. Commissioner of Wealth-Tax v. Chander Sen, AIR 1986 SC 1753
8. M/s. Nopany Investments (P) Ltd. v. Santokh Singh (HUF),2007 (13) JT 448
9. Mrs. Sujata Sharma v. Shri Manu Gupta 226 (2016) DLT 647
10. Sunil Kumar v. Ram Prakash (1988) 2 SCC 77
11. Dev Kishan v. Ram Kishan, AIR 2002 Raj. 370

12. Balmukand v. Kamla Wati, AIR 1964 SC 1385
13. Guramma Bhratar Chanbasappa Deshmukh v. Mallappa Chanbasappa, AIR 1964 SC 510
14. R. Kuppayee v. Raja Gounder (2004) 1 SCC 295
15. Arvind & Abasaheb Ganesh Kulkarni v. Anna & Dhanpal Parisa Chougule, AIR 1980 SC 645

Unit-II: Partition

- a) Meaning, Division of Right and Division of Property
- b) Persons Entitled to Demand Partition
- c) Partition how Effected; Suit for Partition
- d) Re-opening of Partition; Re-union
- e) Rules relating to division of property

16. A. Raghavamma v. A. Chenchamma, AIR 1964 SC 136
17. Putrangamma v. M.S. Ranganna, AIR 1968 SC 1018
18. Kakumanu Pedasubhayya v. Kakumanu Akkamma, AIR 1968 SC 1042

Unit-III: Principles of Inheritance under Hindu Law

- a) Succession of a Hindu Male dying Intestate under the Hindu Succession Act
 - (i) Joint Hindu Family Property
 - (ii) Separate Property
- b) Succession of a Hindu Female dying Intestate under the Hindu Succession Act
- c) Disqualification of heirs
- d) Stridhan and Women's Estate

19. Vellikannu v. R. Singaperumal (2005) 6 SCC 622
20. Nirmala v. Government of NCT of Delhi, 170(2010) DLT 577
21. Revanasiddappa v. Mallikarjun, (2011) 11 SCC 1
22. Ganduri Koteswaramma and another v. Chakiri Yanadi and another, (2011) 9SCC 788
23. Prakash Vs. Phulavati, 2015 SCC Online SC 1114
24. Gurupad Khandappa Magdum v. Hirabai Khandappa Magdum, AIR 1978 SC 1239
25. Uttam v. Saubhag Singh (2016) 4 SCC 68
26. Bhagat Ram v. Teja Singh, AIR 2002 SC 1
27. Omprakash v. Radhacharan, 2009(7) SCALE 51
28. Vaddeboyina Tulasamma v. Vaddeboyina Sesha Reddi, AIR 1977 SC 1944
29. Jagannathan Pillai v. Kunjithapadam Pillai, AIR 1987 SC 1493
30. Jupudy Pardha Sarathy v. Pentapati Rama Krishna (2016) 2 SCC 56

Unit IV - Principles of Inheritance under Muslim Law

- a) Principles of Inheritance under Muslim Law (Sunni Law)
- b) Classification of heirs
- c) Entitlement of primary heirs

Unit-V: Muslim Law of Property

- a) Hiba: Concept, Formalities, Capacity, Revocability
- b) Wasayat: Concept, Formalities.
- c) Waqf
 31. Mussa Miya walad Mahammed Shaffi v. Kadar Bax, AIR 1928 PC 108 160
 32. Valia Peedikakkandi Katheessa Umma v. Pathakkalan Narayanath Kunhamu, AIR 1964 SCC 275 165

33. Hayatuddin v. Abdul Gani, AIR 1976 Bom. 23
34. Abdul Hafiz Beg v. Sahebhi, AIR 1975 Bom. 165

PSDA (Professional Skill Development Activities)

- Exercises on Distribution of Property
- Drafting a Deed of Hiba/Waqf/Wasiyat
- Preparation of Pleading for a Partition Suit

Suggested Readings:

1. Paras Diwan, Modern Hindu Law, Allahabad Law Agency, 1993
2. Mulla, Principles of Hindu Law, Lexis Nexis, 2007
3. Tahir Mahmood, The Muslim Law of India, Law Book Company, 1980

References:

1. B.M. Gandhi, Family Law, Eastern Book Company, 2012
2. Paras Diwan, Family Law, Allahabad Law Agency, 2001
3. Mulla, Principles of Mohammadan Law, Lexis Nexis, 1906
4. A.A.A. Fyzee, Outlines of Mohammadan Law, Oxford University Press, 1974
5. Poonam Pradhan Saxena, Family Law- II Lectures, Lexis Nexis. 3rd Edn., 2011

Course Name: Constitutional Law-II

Course Code: 16005400

Course Outline

Unit 1: Fundamental Rights

- a) 'State' under Article 12
- b) 'Law' under Article 13; Also Articles 31A, 31B, 31C, 368
 - (i) Doctrine of Eclipse
 - (ii) Waiver of Fundamental Rights
 - (iii) Severability
- c) Right to Equality
- d) Doctrine of Reasonable Classification and the
- e) Principle of Absence of Arbitrariness Legitimate Expectations, Principle of Compensatory Discrimination.
- f) Fundamental Freedom
- g) Freedom of Speech and Expression,
- h) Freedom of Press and Media;
- i) Expansion by Judicial Interpretation of Article 19;
- j) Reasonable Restrictions

Leading Cases :

1. *State of Bombay v. F.N. Balsara*, AIR 1951 SC 318
2. *RMDC v. Union of India*, AIR 1957 SC 628
3. *Som Prakash v. Union of India* AIR 1981 SC 212 : (1981) 1 SCC 449
4. *Pradeep Kumar Biswas v. Indian Institute of Chemical Biology* (2002) 5 SCC 111
5. *G. Basi Reddy v. International Crops Research Institute* JT 2003 (2) SC 180 32
6. *Zee Telefilms Ltd. v. Union of India* (2005) 4 SCC 649
7. *State of U.P. v. Radhey Shyam Rai*, 2009(3) SCALE 754
8. *Jatya Pal Singh v. Union of India* (2013) 6SCC
9. *BCCI v. Cricket Association of Bihar* (2015)3 SCC 251
10. *Keshavan Madhava Menon v. State of Bombay*, AIR 1955 SC 128 : 1951 SCR 228
11. *State of Gujarat v. Sri Ambika Mills*, AIR 1974 SC 1300 : (1974) 4 SCC 656
12. *Bhikaji Narain Dhakras v. State of M. P.*, AIR 1955 SC 781
13. *Dr. Janet Jeyapaul v. SRM University* AIR 2016 SC
14. *Bashesher Nath v. CIT*, AIR 1959 SC 149
15. *State of Bombay v. F.N. Balsara*, AIR 1951 SC 318
16. *RMDC v. Union of India*, AIR 1957 SC 628
17. *Chiranjit Lal Chaudhary v. Union of India*, AIR 1951 SC 41
18. *State of W. B. v. Anwar Ali Sarkar*, AIR 1952 SC
19. *Kathi Raning Rawat v. State of Saurashtra*, AIR 1952 SC 123
20. *Indra Sawhney v. Union of India*, AIR 1993 SC 477
21. *Ashoka Kumar Thakur v. Union of India* (2008) 6 SCC 1 1
22. *Indra Sawhney v. Union of India*, AIR 2000 SC 498
23. *Ashoka Kumar Thakur v. State of Bihar* (1995) 5 SCC
24. *Gulshan Prakash v. State of Haryana*, 2009 (14) SCALE 290: AIR 2010 SC 2888
25. *Avinash Singh Bagri v. Registrar, IIT, Delhi* (2009) 8 SCC
26. *M. Nagraj v. Union of India* (2006) 8 SCC 212
27. *Jarnail Singh and Others v Lachhmi Narain Gupta and Others* 2018 SCC OnLine SC 1641
28. *Rohtas Bhankar v. Union of India* (2014) 8 SCC
29. *Pramati Educational & Cultural Trust v. Union of India* (2014) 8 SCC
30. *Modern Dental College & Res. Cen v. State of Madhya Pradesh* (2016) 7 SCC
31. *U.P. Power Corpn. Ltd. v. Rajesh Kumar* (2012) 7 SCC
32. *Shayara Bano v. Union of India* 2017 SCC On Line SC
33. *Joseph Shine v. Union of India* 2018 SCC OnLine SC 1676
34. *State of Karnataka v. Appa Balu Ingale* AIR 1993 SC 1126
35. *Safai Karmachari Andolan v. Union of India*, 27 March 2014 (I) (Article 18)
36. *Balaji Raghavan v. Union of India*, AIR 1996 SC 770
37. *Bennett Coleman & Co. v. Union of India*, AIR 1973 SC 106
38. *Secretary, Ministry of I & B, State of W. B v. Cricket Association* (1995) 2 SCC 161
39. *Shreya Singhal v. Union of India* (2013)12 SCC
40. *People's Union for Civil Liberties (PUCL) v. Union of India* (2003) 4 SCC
41. *Communist Party of India (M) v. Bharat Kumar* (1998) 1 SCC
42. *AIADMK v. Chief Secretary, Government of Tamil Nadu* (2007) 1 SCALE 607
43. *Chindamanrao v. State of M.P.*, AIR 1951 SC
44. *Narendra Kumar v. Union of India*, AIR 1960 SC 430

45. *State of Gujarat v. Mirzapur Moti Qureshi Kasab Jamat*, AIR 2006 SC 212
46. *Tehseen S. Poonawalla v. Union of India*, 2018 SCC Online SC 696

Unit II: Fundamental Rights – II

- a) Right to Life and Personal Liberty
 - i. Scope and Content
 - ii. Expansive Interpretation
 - iii. Right to Privacy
 - iv. Gays' Rights
 - v. Live-in Relationships, etc.
- b) Right to Education
- c) Right against Exploitation
 - i. Forced Labour, Child Employment and
 - ii. Human Trafficking.
- d) Freedom of Religion and Cultural and Educational
- e) Rights of Minorities

Leading Cases :

47. *Smt. Selvi and Ors. v. State of Karnataka*, AIR 2010 SC 1974
48. *Maneka Gandhi v. Union of India*, AIR 1978 SC 597 273
49. *National Legal Services Authority v Union of India* (2014)5 SCC 438
50. *Animal Welfare Board of India vs A. Nagaraja & Ors.* (2014)7 SCC 547
51. *A K Roy v. Union of India*, AIR 1982 SC 710
52. *Justice K.S. Puttaswamy v. Union of India* (2017)10 SCC 1
53. *Pramati Educational and Cultural Trust v. Union of India*, Writ Petition (C) No. 416 Of 2012 decided on 6th May, 2014
54. *D.K. Basu v. State of West Bengal* (1997) 1 SCC 416
55. *People's Union for Civil Rights v. Union of India*, 2003 (10) SCALE 967
56. *People's Union for Democratic Rights v. Union of India*, AIR 1982 SC 1473
57. *Navtej Singh Johar v. Union of India* (2018) 1 SCC 791
58. *Seshammal v. State of Tamil Nadu* (1972) 2 SCC 111
59. *N. Adithayan v. Travancore Devaswom Board* (2002) 8 SCC 106
60. *Adi Saiva Sivachariyargal Nala Sangam v. The Government of Tamil Nadu* (2016)2 SCC
61. *Commissioner of Police v. Acharya Jagadishwarananda Avadhuta* (2004) 12 SCC 770
62. *Bijoe Emmanuel v. State of Kerala* (1986) 3 SCC 615
63. *Rev. Stainislaus v. State of M.P.*, AIR 1977 SC 908
64. *Shayara Bano v. Union of India*, 2017 SCC OnLine SC 963
65. *Indian Young Lawyers Association v. State of Kerala* 2018 SCC OnLine SC 1690
66. *Islamic Academy of Education v. State of Karnataka*, JT 2003(7)SCC 1 362
67. *T.M.A. Pai Foundation V. State of Karnataka*, AIR 2003 SC 355
68. *P.A. Inamdar v. State of Maharashtra*, AIR 2005 SC 3236

Unit III: Right to Constitutional Remedies

- a) Writs: Habeas Corpus, Mandamus, Certiorari, Prohibition and Quo-warranto.
- b) Art. 32 and Art. 226.
- c) Judicial Review.
- d) Writ Jurisdiction and Private Sector .

Leading Cases :

69. *Hon'ble Shri Rangnath Mishra v. Union of India*, JT 2003 (7) SC 206

Unit IV: Directive Principles and Fundamental Duties

- a) Nature and Justifiability of the Directive Principles.
- b) Detailed Analysis of Directive Principles (Articles 37-51).
- c) Fundamental Duties.
- d) Inter-Relationship between Fundamental Rights and Directive Principles.

Leading Case : -

70. *Hon'ble Shri Rangnath Mishra v. Union of India*, JT 2003 (7) SC 206

Unit V: Historical background and Federalism

- a) Historical background of the Constitution of India.
- b) Nature of Indian Federalism.
- c) Co-operative Federalism.

Suggested Readings:

1. V.N. Shukla, *Constitution of India*, Eastern Book Agency, 2014 .
2. M.P. Jain, *Indian Constitutional Law*, Lexis Nexis, 2013.
3. D.D. Basu, *Introduction to the Constitution of India*, Lexis Nexis, 21st Edn., 2013.
4. H. M. Seervai, *Constitutional Law of India*, Universal Law Publishing Co., Reprint, 2013
5. Glanville Austin, *Indian Constitution-Cornerstone of the Nations*, Oxford University Press, 1999
6. P.M. Bakshi, *The Constitution of India*, Universal Law Publishing Co, 2014

Course Name: Law of Crimes-II

Course Code: 16005500

Course Outline:

Objective: This paper is to give students thorough knowledge of procedural aspects of working of criminal courts and other machineries.

Unit I: Introduction, Arrest, Bail and Pre-Trial Proceedings

- a) Object and Importance of Cr.P.C

- b) Basic Concepts: Bailable Offence, Non-Bailable Offence, Cognizable Offence , Non-cognizable Offence, Complaint, Charge, Police Report, Investigation, Inquiry and Trial, Summons Case, Warrant Case
- c) Constitution of criminal courts and offices
- d) Arrest and Rights of an Arrested Person
- e) Process to Compel Appearance of Person
 - (i) Summons
 - (ii) Warrant of arrest
 - (iii) Proclamation and attachment
 - (iv) Other rules regarding processes
- f) Process to Compel Production of Things
 - (i) Summons to produce
 - (ii) Search-warrants
 - (iii) General provisions relating to searches

Unit II: Maintenance of public order and tranquillity

- a) Security for keeping the peace and for good behaviour
- b) Order for maintenance of wives, children and parents
- c) Maintenance of public order and tranquillity
- d) Preventive action of the police & information to the police and their powers to investigate

Unit III: Pre-Trial Proceedings

- a) Framing of Charges and Joinder of Charges
- b) Jurisdiction of the Criminal Courts in Inquiries and Trials
- c) Complaint to Magistrate
- d) Commencement of Proceeding before Magistrate
- e) The Charge, Contents, Joinder of charges

Unit IV: Criminal Trial

- a) Types of trials: Sessions Trial, Warrant Trial, Summons Trial, Summary Trial
- b) Trial before a court of session
- c) Trial of warrant-cases by magistrates
- d) Trial of summons-cases by magistrates
- e) Summary Trials
- f) Submission of Death Sentences for Confirmation
- g) General Provisions as to Inquiries and Trial
- h) Execution, Suspension, Remission and Commutation of Sentences
- i) Plea Bargaining
- j) Provisions as to accused persons of unsound mind

Unit V: Processes of the Criminal Courts

- a) The Judgment
- b) Submission of death sentences for confirmation
- c) Appeals
- d) Reference and Revision
- e) Inherent Power of Court
- f) Transfer of Criminal Cases
- g) Execution, suspension, remission and commutation of sentences
- h) Provision for Bail and Bonds

PSDA (Professional Skill Development Activities)

- Mock Trial
- Visit to Police Station/Court/Prosecution Office Visit to Jail
- Symposium on Sentencing Exercise on Plea Bargaining

Suggested Readings:

1. Ratanlal&Dhirajlal, *Criminal Procedure*, Lexis Nexis Butterworths Wadhwa, Nagpur, 2012
2. S.C. Sarkar, *The Law of Criminal Procedure*, Wadhawa& Co. , Nagpur, 2007
3. K.N. Chandrasekharan Pillai, *R.V. Kelkar's Lectures on Criminal Procedure*, Eastern Book Company, 2013
4. K.N. Chandrasekharan Pillai, *Criminal Procedure*, Eastern Book Company, 2004
5. Aiyer, Mitter, *Law of Bails- Practice and Procedure*, Law Publishers(India) Pvt. Ltd., 2012
6. P.V. Ramakrishna, *Law of Bail, Bonds, Arrest and Custody*, Lexis Nexis, 2008
7. P.K. Majumdar, *Law of Bails, Bonds and Arrest*, Orient Publication, 2012
8. Justice P.S. Narayana, *Code of Criminal Procedure*, ALT Publications, 2012

Course Name: Management Information Systems

Course Code: 11018900

Course Outline

Unit I: Introduction

Definition, Purpose, Objectives and Role of MIS in Business Organization with particular reference to Management Levels, MIS in the Organization, Transaction Processing System, Decision Support System, Executive Information system, Expert System.

Unit II: Information Concepts

Data and Information – meaning and importance, Sources and Types of Information, Cost Benefit Analysis –Quantitative and Qualitative Aspects, Assessing Information needs of the Organization.

Unit III: Concept of Decision

Relevance of Information in Decision Making, Decision Types, Decision Structure, Decision Making Process, Decision Support System.

Unit IV: System Development

Concept of System, Types of Systems – Open, Closed, Deterministic, Probabilistic, etc. System Development Life Cycle, System Analysis, Design and Implementation, MIS Applications in Business.

Unit V: Information Technology

Recent Developments in the Field of Information Technology, Choice of appropriate IT Systems – Database, Data warehousing & Data mining Concepts, Centralized and Distributed Processing.

Suggested Readings:

1. Information Systems for Managers Arora, Ashok and Akshaya Bhatia, Excel Books, New Delhi.
2. Management Information Systems Basandra, Suresh K. Wheeler Publishing, New Delhi.
3. Javadekar, W.S.; *Management Information System*, Tata MacGraw Hill Publication, 2003

Course Name: Entrepreneurship**Course Code: 11019000****Course Outline****Unit I**

Entrepreneurship: Definition of Entrepreneur, Internal and External Factors, Functions of an Entrepreneur, Entrepreneurial motivation and Barriers, Classification of Entrepreneurship, Theory of Entrepreneurship, The entrepreneurial Culture; Stages in entrepreneurial process. Concept of Entrepreneurship-Evolution of Entrepreneurship; Development of Entrepreneurship.

Unit II

Entrepreneurship and environment-Policies governing entrepreneurs, entrepreneurial development programmers (EDP's) - Institutions for - entrepreneurship development. Problems of EDP's.

Unit III

Entrepreneurial Venture; Idea Generation, Screening and Project Identification, Creative Performance, Feasibility Analysis: Economic, Marketing, Financial and Technical; Project Planning; Evaluation, Monitoring and Control segmentation.

Unit IV

International Entrepreneurship Opportunities: The nature of international entrepreneurship, Importance of international business to the firm, International versus domestic's entrepreneurship, Stages of economic development.

Unit V

Women entrepreneurship: Need – Growth of women entrepreneurship, Problems faced by women entrepreneurs, prospects.

Unit VI

Entrepreneurship in Informal Sector: Rural Entrepreneurship – Entrepreneurship in Sectors like Agriculture, Tourism, Health Care, Transport & Allied Services.

Suggested Readings:

1. Entrepreneurship: New Venture Creation, Holt; Prentice-Hall, 1998
2. Entrepreneurship, Dollinger M J; Prentice-Hall, 1999
3. Entrepreneurship, Hisrich; McGraw-Hill Higher Education, 7th edition
4. Dynamics of Entrepreneurship Development, Vasant Desai Himalaya Publications, 11th edition.

Course Name: Moot Court Techniques II

(Interviewing Techniques)

Course Code: 16010200

Objectives of the Course

This paper is aimed at imparting the practical skills of research, case analyses and strategy, witness handling, and presentation of arguments at the trial and appellate stages of a case. The teaching methods used in the course will include hypothetical role plays, simulation, and court visits. This course has been divided into four components dealing with Moot courts, Interview Techniques and Viva Voce. The students will be working in teams. Hence, it is imperative that all students are present in all the classes. Your active participation will create and maximise learning opportunities.

Part-A -Moot Courts

The teacher teaching this course will supply three Moot Court problems to the students in the course of a single semester requiring them to work on all three problems assigned to them, hold interview with litigants, witnesses and prepare them for trial. 30 marks for this component are divided equally between written questionnaires and oral discussions. Students may be asked to work in teams at the discretion of teacher. Each student will prepare a case only on one side.

Evaluation: The oral performance will be evaluated on the basis of communication skills, application of facts, persuasion / use of authorities, and response to questions.

Part-B - Interview Techniques

It shall constitute of Interview Techniques with clients and preparation of witnesses. It shall be of 20 marks for each.

Part- C - Viva Voce

It shall be of 30 marks.

Course Name: Ability & Skill Enhancement IV

Course Code: 16001500

Course Outline - Final Assessment – Mock Interviews & PI Kit Submission

Unit I: Tele – Etiquettes

Receiving Calls, placing a call, Ending Calls, Transferring calls, Taking Message/ Voice Mails, Placing call on hold, Handling Complaints.

Unit II: Confidence Building & Brain Storming

How to build confidence by positive thinking, identifying negative thoughts, how to control negative thoughts entering our mind, identifying personal talents, and its ways to improve, how to develop good habits and having principles and follow them at all times.

Need to learn new things, ideas and skills, what is brain storming, why do we need it, what are the different ways of brainstorming through logics and reasoning, Brain Storming Session.

Unit III: PI Kit

What is resume, Format of Resume, Formatting, Resume Preparation, Covering Letter, PI Kit.

Unit IV: Interview Skills

Mastering the art of giving interviews in - selection or placement interviews, web /video conferencing, Mock Interview, HR Expert Mock Interview, Telephonic Interviews.

Unit V : Internship Preparation: Company Specific Research and Presentation

Identifying domain specific industries, researching the industry, Industry analysis, Presentation on specific industry/company.

Note: The review of Syllabus happens on periodic basis for the benefit of the students. In case there are changes in curriculum due to review, students would be intimated in writing.

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