# DR. BABASAHEB AMBEDKAR MARATHWADA UNIVERSITY Chhatrapati Sambhajinagar.



## CIRCULAR /SU/CM/Basket/NEP-2020/College/97/2025

It is hereby inform to all concerned that, on recommendation of the Dean, Faculty of Commerce & Management; the Academic Council at its meeting held on 09/05/2025 has been accepted the "Basket of Generic/Elective Courses (For the Students of other Faculties)" as per direction by the National Education Policy-2020 under the Faculty of Commerce & Management run at the all Affiliated Colleges, Dr. Babasaheb Ambedkar Marathwada University.

This is effective from the Academic Year 2025-26 and Onwards as per appended herewith.

All concerned are requested to note the contents of this circular and bring notice to the students, teachers and staff for their information and necessary action.

University Campus, \*
Aurangabad-431 004. \*
REF.NO. SU/Com/2025-26/470-72 \*

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Deputy Registrar, Syllabus Section

Date:-

Copy forwarded for Information and Necessary Action:-

1] The Head, concerned Department,

2] The Director, Board of Examination & Evaluation,

The Director, University Network & Information Centre, UNIC, with a request to upload this Circular on University Website.

Dr. Babasaheb Ambedkar Marathwada University Chhatrapati Sambhajinagar.



Basket III: of Generic/Open Elective Under the Faculty of Commerce & Management.

## Semester -III

B.Com - GE/OE - 3	1. Fundamental of Taxation
	2. Fundamental of Banking
B.Com E-Commerce – GE/OE -3	3. Digital Ethics.
BBA- GE/OE -3	4. Retal Management
BCA- GE/OE -3	5. Advance Web Technology
	6. Digital Electronics

## Semester -IV

B.Com - GE/OE -4	<ol> <li>Fundamentals of Insurance</li> <li>Digital Marketing</li> </ol>
B.Com -E -Commerce - GE/OE -4	3. E-CRM
BBA - GE/OE - 4	4. Project Proposal
BCA- GE/OE - 4	5. Advanced Networking
	6. Linux

# DR. BABASAHEB AMBEDITAP PRAPATI SAMBHAJINACAP



# **Faculty of Commerce & Mangement**

B. Com. Second year

(Three Year/Four Years (Hons.) /Four Years (Hons. With Research)

# Basket – III & IV GE/OE

To be Chosen from other discipline of Same Faculty
(AS PER NEP-2020)

From the Academic Year 2025- 26 & Onwards/



## UG Syllabus as per NEP Pattern - B.Com. Second year Sem III

## General / Open Elective

## GE/OE 3: Fundamentals of Taxation

No. of Credits	No. of Teaching Hours	No. of Lectures per Week
2	30	2
Objectives: To provide basic	information of the income tax to the stu	dents to enable them to acquire
fundamental knowledge of the t	ax.	

Course Outcomes: Understand the basic concepts in the law of income tax and determine the residential status of different persons.

Unit	Contents	No. of
No.		Hours
	Introduction to Income Tax: Income, Agricultural income, Assesse, Person, Casual income, Assessment	
I	year, Previous year, Introduction of heads of income, Gross total income, Total income, Tax evasion, Avoidance, Tax Planning, Income exempt from tax, Income Tax slabs for the Assessment year.	10
п	Residential Status Under Income Tax Act:  Concept of "Residence" under Income Tax Act, Classification of Residential Status, Taxability and residential status, Residential status of an individual, HUF and a Company.	10
Ш	Income under the head Salary (Theory & Numeric):  Basis of Charge, Meaning of Salary, Allowances, Annuity or Pension Gratuity. Fees, Commission, Perquisite or Profits in lieu of Salary Leave Salary or Leave Encashment, Provident Fund, Deductions from Salary, Relief under Section 89, Computation of income from salary.	10

Total Weightage : 50 Marks
Semester End Examination (S. E. E.) : 30 Marks
Continuous Internal Assessment (C. I. A.) : 20 Marks

#### **University Examination Pattern:**

- Q.1 Objective type question (05 questions \* 2 marks = 20 marks)
- Q.2 to Q.7 Solve any four (Each of 05 marks) (Four questions to be Numerical and two Theory) Paper setters should keep in mind the limitation of two hours while designing the papers.

### **Suggested Readings:**

- Ahuja, Girish and Gupta Ravi. Systematic Approach to Income Tax. Bharat Law House, Delhi.
- 2. Singhania, Vinod K. and Singhania Monica. Students' Guide to Income Tax, University Edition. Taxmann Publications Pvt. Ltd., New Delhi
- 3. T.N. Manoharan-Income tax Law-Snow White Publishers Mumbai
- 4. Dr. H.C. Mehrotra and Dr. S.P. Goyal-Income Tax Law and Accounts-Sahitya Bhavan Publication.
- 5. CA. Raj K. Agrawal -Handbook on Income Tax -Bharat Law House Pvt. Ltd.

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# UG Syllabus as per NEP Pattern - B.Com. Second year Sem III

## General / Open Elective

GE/OE 3: Fundamentals of Banking

No. of Teaching Hours

30

Objectives:	
This course allows students to gain a comprehensive un	nderstanding of Indian banking system. It
offers an in-depth exploration of various banking	functions, including deposit, lending,
investment, and risk management. Students will gain	insights into the role of banks in the
economy, the regulatory framework governing banking	g activities, and emerging trends shaping

# the banking industry. Course Outcomes:

No. of Credits

2

- 1. Understand the basic concepts and functions of banking in India.
- 2. Explain the structure and types of banks operating in the Indian financial system.
- 3. Evaluate the role of the Reserve Bank of India and its regulatory functions.
- 4. Understand modern banking services including digital and e-banking.
- 5. Apply fundamental banking knowledge to real-life banking and customer service scenarios.

Unit No.	Contents	No. of Hours
I	Introduction to Banking:  Meaning and Evolution of Banking, Types of Banks: Commercial,  Cooperative, Development Banks, Functions of Commercial Banks, Role of  Banking in Economic Development	10
п	Indian Banking System & Regulatory Framework:  Structure of Indian Banking, Types of Accounts: Savings, Current, Fixed, Recurring, KYC Norms and Banking Regulations, Role and Functions of RBI	10
Ш	Modern Banking and Customer Services:  E-Banking: Internet Banking, Customer Services, Mobile Banking, ATM,  NEFT, RTGS, Digital Payment Systems: UPI, Wallets, POS, Banker-  Customer Relationship, Grievance Redressal Mechanism in Banks	10

4

Coly and

No. of Lectures per Week

# **B.COM(E-COMMERCE)- THIRD SEMESTER**

Subject: Digital Ethics

No. of Credits: 2

Coursecode: ECOM306T

Vertical	No. of Credits	No. of Teaching Hours	No. of Lectures per Week
OE/GE	02	30	02

#### Objectives:

- To develop understanding of the ethical challenges and responsibilities in the digital age.
- To equip students with knowledge of responsible online communication, digital ethics, netiquette, and intellectual property rights, providing practical skills applicable in both professional and personal setting.

#### Course Outcomes:

CO1: Learners will understand the concept and need of digital ethics.

CO2: Learners will be able to identify social media ethics.

CO3: Learners will be able to understand and protect themselves from cyber attacks.

Unit No.	I Introduction to Digital Technology Ethics: Concept of digital ethics, Ethical decision-making in technology development, Understanding netiquette and its importance in online communication, Netiquette in different online platforms: email etiquette, Distinguish between ethical and unethical behaviour In digital world, Privacy challenges in digital realm.	
I		
п	Social Media Ethics:  Responsible use of social media platforms, Ethical considerations in social media marketing; Collection, storage, and sharing of personal and sensitive Data, protecting participant privacy, Digital plagiarism; Plagiarism-check tools; Ensuring reliability of digital information; Responsible use of Artificial Intelligence in research.	12
Ш	Cyber Security & Ethics: Understanding Cyber Security and its ethical implications, Security for personal devices; Password practices, Software updates; Ethical hacking; cyber-attacks in real-world scenarios.	08

Total Weightage : 50 Marks
Semester End Examination (S. E. E.) : 30 Marks
Continuous Internal Assessment (C. I. A.) : 20 Marks

## Suggested Readings:

- Managing Intellectual Property: The Strategic Imperative, Prentice Hall India, 2010.
- C. Brooks, C. Grow, P. Craig, and D. Short, Cybersecurity Essentials, Sybex, 2018.
- E. Thompson, The Digital Citizen: Navigating Online Ethics and Etiquette in a Connected World, IngramSpark, 2023.

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	GENERAL ELEC	CTIVE /OPEN ELECTIVE	
Subject Title	Retail Management		
Subject Ref. No.	GE/ OE	No. of Credits	2
		No. of Periods/Week	2
		Assignment/ Sessional	20
		Semester Exam	30

## **COURSE OBJECTIVES**

CO 1:To aware Students about Retail Management.

CO 2 :Understand the recent trends in Retail Management.

CO 3 :To Train Students for Retail Management Profession.

Learning Outcomes: Student will be able:

1. To Mange Merchandise and supply Chain.

2. To Comply with Financial ,Ethical and legal Rights of customer.

Pre-requisite: Students should have the basic knowledge of Retail Management

Unit	Contents			
Unit-1:	.Merchandising and Store operation: selection and Managing the products offered in the store. Inventory control and stock Management.  Store Operations: Managing day to day activities of the Retail store, ensuring a pleasant shopping experience.			
Unit-2:	Sales Management: setting sales targets and training sales and staff ,Monitoring performance. Marketing and Promotions: Planning Advertising campaigns and use e-retailing platforms.	08		
Unit-3:	Role of Human Resource Management: Recruitment ,Training and Retention of staff Handling customer service and Feedback.Building long term Relationships and managing empolyees.	08		

Financial	Management:	Budgeting,	Pricing	and	Controlling	costs,	06
	sales data and P						6

Total Weightage

50 Marks.

Semester End Examination(S.E.E.)

30 Marks.

Continuous Internal Assessment (C.I.A):

20 Marks.

## University Examination Pattern:

Q.1. Objective type questions (05 Questions \*2 Marks = 20 Marks).

Q.2 to Q.7 Solve any Four (Each of 5 Marks) (Four Questions to be Numerical and Two Theory). Paper setters should keep in mind the limitation of two hours while designing the papers.

## Suggested Readings:

Retail Management: A Strategic Approach: Barry .R. Berman & Joel.R. Evans, Pearson.

Reatil Management:Pradhan Swapna, Tata Mc-Grawill.

Retail Management: Text and cases by Harjit singh, S.Chand.

Reatil Management:Suja .S. Nair,Himalaya Publication .

Retail Managenment in India by Chetan Bajaj ,Rajnish Tuli ,Nidhi Varma shirvastav ; Oxford

University Press.

# GE/OE (Choose any one for other Faculty Students) GE/OE-03

		GE/OE-03		
Subject Title :	Al Ad	vance Web Technology		
Subject Ref. No.	BCA307T		No. of Credits	0.2
Assignments/Sessio	nal	1		20
Semester Exam.		;		30

At the end of the course, students will be able to:

- CO1: Explain the structure and syntax of HTML5, including semantic elements, lists, tables, and multimedia embedding.
- CO2: Describe the principles of CSS styling, including selectors, the box model, and layout techniques (e.g., Flexbox).
- CO3: Analyze the role of forms in web development, including input types, validation, and accessibility
  considerations.
- CO4: Evaluate responsive web design techniques, including media queries, viewport settings, and fluid grid systems.

Prerequisite:				
Unit -1:	HTML Fundamentals			
	1.1 Introduction to Web Technologies			
	How websites work			
	Client-server architecture			
	<ul> <li>Role of HTML in web development</li> </ul>			
	1.2 HTML Basics			
	<ul> <li>HTML document structure (<!DOCTYPE  >    , <html>, <head>, <body>)</body></head></html></li> </ul>			
	<ul> <li>Basic tags (<h1>-<h6>, , , <hr/>,</h6></h1></li></ul>			
	<ul> <li>Text formatting tags (<strong>, <em>, <mark>)</mark></em></strong></li> </ul>			
	1.3 HTML Lists & Links			
	<ul> <li>Ordered (<ol>         ), Unordered (<ul>         ), and Description (<dl-) li="" lists<=""> </dl-)></ul></ol></li></ul>			
	<ul> <li>Creating hyperlinks (<a href="">)</a></li> </ul>			
	<ul> <li>Absolute vs. Relative URLs</li> </ul>			
	1.4 HTML Media Elements			
	<ul> <li>Embedding images (<img/>)</li> </ul>			
	<ul> <li>Audio (<audio>) and Video (<video>) tags</video></audio></li> </ul>			
	Using iframes (~iframe~)			
Unit -H:	Advanced HTML & Forms			
	2,1 HTML Tables			
	<ul> <li>Creating tables (,  , , )</li> </ul>			
	Table attributes (colspan, rowspan) .			
	Table styling with CSS			
	2.2 HTML Forms			
	Form structure (=form =)			
	<ul> <li>Input types (text. email, password, radio, checkbox, etc.)</li> </ul>			
	Form attributes (action, method, name)			
	2.3 Semantic HTML			
	<ul> <li>Semantic tags (<header>, <nav>, <section>, <article>, <footer>)</footer></article></section></nav></header></li> </ul>			
	<ul> <li>Benefits of semantic markup (SEO, accessibility)</li> </ul>			
	2.4 HTML Meta Tags & SEO Basics			

	<ul> <li>meta tags (charset, viewport, description)</li> <li>Importance of title tags (<title <="" li=""> &lt;li&gt;Basic SFO principles for HTMl&lt;/li&gt; &lt;/ul&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;∃nit – III :&lt;/td&gt;&lt;td&gt;CSS Styling &amp; Layouts 3.1 Introduction to CSS  Inline, Internal, and External CSS  CSS syntax (selectors, properties, values)&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;Basic styling (color, font. background) 3.2 CSS Box Model     Margin, Border, Padding, Content&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;Box-sizing property     3.3 CSS Layout Techniques&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;ul&gt;     &lt;li&gt;Display property (block, inline, inline-block)&lt;/li&gt;     &lt;li&gt;Positioning (static, relative, absolute, fixed)&lt;/li&gt;     &lt;li&gt;Elexbox basics&lt;/li&gt; &lt;/ul&gt;&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;3.4 Responsive Web Design  • Media queries (@media)&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;ul&gt;&lt;li&gt;Viewport meta tag&lt;/li&gt;&lt;li&gt;Fluid grids and responsive units (%, vw, vh)&lt;/li&gt;&lt;/ul&gt;&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;Reference Books :&lt;/td&gt;&lt;td&gt;"Head First HTML and CSS" – Elisabeth Robson &amp; Eric Freeman&lt;br&gt;HTML,DHTML,JavaScript,Perl&amp;CGIIvanBayross&lt;br&gt;HTML&amp; CSS:TheCompletereference,FifthEditionByThomas Powell&lt;/td&gt;&lt;/tr&gt;&lt;/tbody&gt;&lt;/table&gt;</title></li></ul>
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Subject Title	B  Digital Electronics		
Subject Ref. No.	BCA307T (B)	No. of Credits	2
		No. of Periods / Week	30.2
		Assignments / Sessional	20
		Semester Examination	30

# Course Objectives

At the end of the course, students will be able to:

1	To provide the fundamental concepts associated with the digital logic and circuit design
2	To introduce the basic concepts and laws involved in the Boolean algebra and families and digital circuits
3	To familiarize with the different number systems, logic gates, and combinational and sequential circuits utilized in the different digital circuits and systems.

## Course Outcomes (COs)

At the end of the course, students will be able to:

CO-1	Examine the structure of number systems and perform the conversion among diffinumber systems
CO-2	Became familiar with the digital signal, positive and negative logic, Boolean algebra, gates, logical variables, the truth table,
CO-3	Illustrate reduction of logical expressions using Boolean algebra, k-map and tabul method and implement the functions using logic gates

Pre Requisite	There is no prerequisites for attending this course	No of Lect ure
Unit – I	Number Systems  Analogue versus Digital .Number Systems . Decimal Number System. Binary Number System. Octal Number System. Hexadecimal Number System. I's Complement & 2's Complement subtraction. Conversion Binary - Decimal. Octal-Decimal. Hexadecimal-Decimal, Decimal-Binary. Decimal-Octal. Decimal-Hexadecimal. Binary - Octal. Octal - Binary. Hex - Binary. Binary - Hex, Hex - Octal and Octal - Hex. Binary Codes & Digital Arithmetic Binary Coded Decimal (BCD) ASCII code. Basic Rules of Binary Addition	10

	and Subtraction, Binary Addition, Multiplication, Subtraction Using 1's & 2's Complement,	
Unit – II	Logic Gates & Boolean Algebra  Positive and Negative, Truth Table, Logic Gates, OR Gate, AND Gate, NOT Gate, EX-OR Gate, NAND Gate, NOR Gate, EX-NOR Gate, Universal Gates, Introduction to Boolean Algebra, Postulates of Boolean Algebra, Theorems of Boolean Algebra,	10
	Simplification Techniques  Sum-of-Products Boolean Expressions, Product-of-Sums Expressions, ∑and P₁  Nomenclature, Karnaugh Map Method, Construction of a Karnaugh Map, K  Map for 2, 3 & 4 variables, rolling & Overlapping, Don't care condition	
Unit – III	Arithmetic Circuits  Combinational Circuits, Implementing Combinational Logic, Arithmetic Circuits Basic Building Blocks, Half-Adder, Full Adder, Half-Subtractor, Full Subtractor.  Flip-Flops  Flip-Flop, Clocked R-S Flip-Flop, J-K Flip-Flop with PRESE1 and CLEAR Inputs, Toggle Flip-Flop, D Flip-Flop.	10
Text Books	Digital Electronics Principles, Devices and Applications By Anil K. Maini,     John Wiley & Sons, Ltd     Digital Electronics & Micro- Computer R.K Gaur Dhanpat Rai Publication     Modern Digital Electronics By R.P Jain MC Graw Hill Publication	
Additional Reference Books	Digital Fundamentals by Thomas L. Floyd . Pearson Education Limited	





# UG Syllabus as per NEP Pattern - B.Com. Second year Sem IV

# General / Open Elective

## GE/OE 4: Fundamentals of Insurance

No. of Credits No. of Teaching Hours No. of Lectures per W		Week		
	2	30	2	
	aware students abou			
		& recent trends in Insurance.		
	prepare students for			
_	Outcomes: Student			
	And the second s	ement and Protection.		
	are for a Professiona	l Insurance advisor.		
Unit		Contents		No. of Hours
No.	Introduction to I	ncuranca		Hours
Introduction to Insurance:  Meaning, Definition, Significance & needs of Insurance, Functions of Insurance, History and Development of Insurance, Role of Insurance in Economic Development, Principles of Insurance,			10	
П	Insurance Regulation:  Silent features of Insurance Act-1938 & IRDAI (Appointment of Insurance Agents) Regulations-2016, Concept of Risk, Climate Change and Risk Management.			10
ш	Concept of Lift Agricultural Insur Insurance sector,	fication & Insurance Agent:  Te Insurance, Health Insurance ance, Re- Insurance & Banc assurance of Insurance ation in Insurance.	arance. Opportunities in	- 10
Total Wei	ghtage	: 50 Marks		•••••
	End Examination (	(S. E. E.) : 30 Marks		
		nent (C. I. A.): 20 Marks		
	Examination Patt			
Q.1 Objec	tive type question (0	5 questions * 2 marks = 20 marks	)	
Q.2 to Q.7	Solve any four (Eac	ch of 05 marks) (Four questions to	be Numerical and two Th	neory)
Danar catte	ers should keen in m	ind the limitation of two hours wh	ile decigning the naners	

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**Total Weightage** 

: 50 Marks

Semester End Examination (S. E. E.)

: 30 Marks

Continuous Internal Assessment (C. I. A.): 20 Marks

## **University Examination Pattern:**

Q.1 Objective type question (05 questions \* 2 marks = 20 marks)

Q.2 to Q.7 Solve any four (Each of 05 marks) (Four questions to be Numerical and two Theory) Paper setters should keep in mind the limitation of two hours while designing the papers.

## **Suggested Readings:**

1) Dr. Prem Kumar Srivastava (2024) Banking: Theory and Practice 12<sup>th</sup> Edition, Himalaya Publishing House, New Delhi.

2) Dr. K. Ramachandra, Prof. Alla Bakash S., S. Nagabhushana (2025) A Text Book on Modern Banking, 1 st Edition, Himalaya Publishing House, New Delhi

3) I. R. Bhagat, L. C. Kurpatwar and D. N. Ghumbre (2024) 'Indian Banking System', Taran Publication, New Delhi

4) B. H. Damji (2020) Modern Banking, Vidhya Books Publisher, Aurangabad. (Marathi)

5) Dr. Megha Kanetkar (2019) Indian Financial System: Sainath Prakashan, Nagpur (Marathi)

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# UG Syllabus as per NEP Pattern - B.Com. Second year Sem IV

## General / Open Elective

GE/OE 4: Digital Marketing

	66 14	No. of Tooking House	No of Lectures per	Wook
No. of Credits		No. of Teaching Hours	No. of Lectures per	WEEK
	2	30	<u> </u>	
		ut Digital Marketing.		
		nt trends in Digital Marketing.		
	Outcomes: Studen	Digital Marketing profession.		
	pare a Professional I			
1. To rice	of Social Media pla	tform for digital Marketing		
Unit	or social integra pia	Contents		No. of
No.				Hours
	Introduction to	Digital Marketing:		
	Meaning, Defin	ition, Significance and Features of	Digital Marketing,	
I	Traditional man	keting Vs Digital Marketing, Ev	olution of Digital	10
		al Marketing Concepts, Key Drivers,	Digital Consumer &	
		Communities.		
	Digital advertis	ing:		10
II	Meaning, Definition and Features of Digital Advertising, Scope of Digital Advertising Market in India, Skills in Digital Marketing, Concept of			
	Advertising Market	ng, Email Marketing and Mobile Marl	zeting, Concept of	
	Social Media M		xeting.	
		tion and Features of Social Media Man	rketing, Significance,	4.0
Ш	Needs of Social Media Marketing, Concept of Social Media Marketing			10
	Strategy, Facebook Marketing, LinkedIn Marketing, Twitter(X) Marketing,			
	Google Ads.			
Total We	eightage	: 50 Marks		
Semester	End Examination	(S. E. E.) : 30 Marks		
Continuo	ous Internal Assess	ment (C. I. A.): 20 Marks		
	ty Examination Pa			
Q.1 Obje	ctive type question	(05 questions * 2 marks = 20 marks)		
Q.2 to Q.	7 Solve any four (E	ach of 05 marks) (Four questions to be	Numerical and two 11	neory)
		mind the limitation of two hours while	designing the papers.	
Suggeste	d Readings:	IV et Hi elevie		
1. Digital	Marketing – Kamat	and Kamat-Himalaya farketing Puneet Singh Bhatia, McGra	w Hill	
2. Fundar	Marketing: From F	fundamentals to Future Swaminathan &	& Karthik Kumar, Pear	son
	tion India.		,	
		ja, Oxford University Press		
	Marketing, S.Gupt			
		A		

## B.COM(E-COMMERCE)- FOURTH SEMESTER

Subject: E-CRM

No. of Credits: 2

Coursecode: ECOM406T

Vertical	No. of Credits	No. of Teaching Hours	No. of Lectures per Week
OE/GE-3	02	30	02

#### Objectives:

- To highlight the role of relationship management in the success of entrepreneurial venture
- To orient learners towards the practical aspects & techniques of e-CRM.
- · To develop basic understanding of analytical e-CRM & its implementation.
- To motivate learners to research further on the various areas under e-CRM

#### Course Outcomes:

- Correlate the CRM link with the different aspects of business functions.
- Understand the role of CRM in a competitive business environment.
- Comprehend different CRM models in manufacturing & service industry
- · Analyse the different challenges in implementing CRM

Unit No.	Contents			Contents No.	
I	Introduction to E-CRM Concept of CRM & e-CRM, e-CRM advantages, e-CRM technologies, Difference between CRM & e-CRM, CRM software, Factors responsible for integration in CRM				
П	e-CRM Implementation Stages of Technology Implementation Functional CRM, Departmental CRM, Partial CRM, Full CRM, Application of e-CRM, Framework for Implementing CRM,				
Ш	E-CRM Technology CRM TECHNOLOGY COMPONENTS: (a) Operational CRM, (b) Collaborative CRM, (c) Analytical CRM, Upcoming Technologies in CRM, Choosing the right CRM Vendor, Salesforce Automation & Mobile CRM.	10			

Total Weightage : 50 Marks Semester End Examination (S. E. E.) : 30 Marks

Continuous Internal Assessment (C. I. A.): 20 Marks Suggested Readings:

- Customer Relationship Management N H Mullick publisher -Oxford University Press 2016
- Customer Relationship Management, Emerging Concepts, Tools and Application,
   2000 Jagdish N.Sheth, Atul Parvatiyar & G.Shainesh, publisher TMH.
- "Customer Relationship Management", 2021 Ken Burnett, the Handbook of Key Pearson Education.
- "Customer Relationship Management", 2013 Ed Peelen & Rob Beltman Pearson Education.

	GENERAL ELEC	TIVE /OPEN ELECTIVE	
Subject Title	Project Proposal		
Subject Ref. No.	GE/ OE	No. of Credits	2
		No. of Periods/Week	2
		Assignment/ Sessional	20
		Semester Exam	30

## COURSE OBJECTIVES

- CO 1 :To enable students to select appropriate business topic for Projects.
- CO 2 :To understand the fundamentals of research and Project proposal writing.
- CO 3: To prepare professional projects proposals with proper formatting ,budgeting ,timeliness,and ethical Consideration.

Learning Outcomes: Student will be able:

- 1) Identify real world business problem for Project work.
- 2) Understand ethical consideration in Research and Data Collection.

## Pre-requisite: Students

Unit	Contents	Number of Lectures
Unit-1:	Components of a project proposal:Title (selection of research topic) formation, Statement of Problem, Objective of the study ,scope and limitation.	06
Unit-2:	Research Basic:Hypothesis Formulation, Data Collection method Primary and secondary,Research design overview and Sampling Techniques.	08
Unit-3:	Literature Review and Gap Identification: Purpose of literature review, Sources of Secondary Data, Referencing and Plagiarism awarness.	08
Unit-4:	Purposal Writing and Presentation: Drafting purposal (Format and Structure)Time line Preperation (work Breakdown)Ethical Consideration	08

in Business Research ,preparation for viva -voce and PPT presentation.

Total Weightage

50 Marks.

Semester End Examination( S.E.E.)

30 Marks.

Continuous Internal Assessment (C.I.A):

20 Marks.

## University Examination Pattern:

Q.1. Objective type questions ( 05 Questions \*2 Marks = 20 Marks).

Q.2 to Q.7 Solve any Four (Each of 5 Marks) (Four Questions to be Numerical and Two Theory).

Paper setters should keep in mind the limitation of two hours while designing the papers.

## Suggested Readings:

Kothari .C.R - Research Methodology: Methods and Techniques.

Uma Sekaren- Research Methodology for Business.

Harvard Business Review- Guide to Project Management.

Research methods and stastical Techniques.- Snatosh Gupta Deep & Deep Publication.

Research Methodology: Ranjit kumar Pearson.

# GE/OE (Choose any one for other Faculty Students) GE/OE-04

Subject T	itle	A] Advanced Netwo	orking		
Subject R	ef. No.	BCA406T	No. of Credits	:	2
			No. of Periods / Week	:	2
			Assignments / Sessional	:	20 -
			Semester Examination	:	3.0
1)	Understand basic concepts of computer networks, types, and their advantages.  Describe the structure and functioning of OSI and TCP/IP models.  Apply knowledge of IP addressing, subnetting, and identify proper addressing schemes.				
2)					
3)			g devices, protocols, and understand		

re Requisite	NA
Init – I	Introduction to Computer Networks
	What is a network?
	<ul> <li>Types of Networks: LAN, MAN, WAN, PAN</li> </ul>
	<ul> <li>Advantages of Networking</li> </ul>
	<ul> <li>Network Devices: Hub, Switch, Router, Modem</li> </ul>
	Network Models
	OSI Model – 7 Layers (basic overview)
	TCP/IP Model – 4 Layers
	Comparison between OSI and TCP/IP
Unit – II	IP Addressing and Subnetting
	What is an IP Address?
	Types: IPv4 and IPv6
	Classes of IP Address
	Concept of Subnetting (simple examples)
Unit – III	Transmission Media and Protocols
	Wired media: Twisted Pair, Coaxial, Fiber Optic
	Wireless media: Wi-Fi, Bluetooth
	Basic protecols: HTTP, FTP, ECP, UDP, IP

	Internet and Network Security
	<ul> <li>How the Internet works</li> <li>Firewalls and Antivirus</li> <li>Basics of Encryption</li> <li>Cyber Threats: Phishing, Malware, Hacking</li> </ul>
Text Books	"Computer Networks"     Author: Andrew S. Tanenbaum (International author, but widely prescribed)     Indian Edition by: Pearson Education India
	2. "Data Communications and Networking" Author: Achyut S. Godbole Publisher: Tata McGraw-Hill
Additional Reference Books	<ol> <li>"Data Communication and Networking"         Author: Sanjay Sharma Publisher: S.K. Kataria &amp; Sons     </li> <li>"Computer Networks"</li> </ol>
	Author: Bhushan Trivedi Publisher: Oxford University Press

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Subject Title	B] Linux		
Subject Ref. No.	BCA406T	No. of Credits	2
		No. of Periods / Week	2
		Assignments / Sessional	20
		Semester Examination	30

# Course Objectives

At the end of the course, students will be able to:

1)	Understanding the basic set of commands and utilities in Linux systems.
2)	Learn the important Linux library functions and system calls

## Course Outcomes (COs)

At the end of the course, students will be able to:

CO-1	Understanding the basic set of commands and utilities in Linux/UNIX systems.
CO-2	Learn the important Linux library functions and system calls

Pre Requisite	Operating System Concepts, Windows Platform	Number of Lecture
Unit - I	Introduction: Basic Linux System Concepts, GNU, Free Software, and Open Source Software, Open Source Software Licenses, Distributions of Linux O.S, Installing Ubuntu, The GNOME Desktop, Linux Commands	10
Unit - II	Managing the basics: User Administration, Linux File-System Administration, File Permissions, and Networking Management.	10
Unit - III	<b>SoftwareInstallation</b> : The Package Management, Vi/Vim Editor, Regular Expressions. Open SSH Server, VNC Server, Installation of Python.	10
Text Books	"Ubuntu Server Guide" by UBUNTU LTD.     "Introduction to Linux", A Hands on Guide by Machtelt Garrels  "GNU/Linux Advanced Administration", by Josep Jorba Esteve and	
	Remo Suppi Boldrito	