



B.Com. (Hons.)  
Paper No –CH 5.3 (a): Semester - VI  
AUDITING

Duration: 3 hours

Maximum Marks: 100  
Lectures: 75

**Objective:** To provide knowledge of auditing principles, procedures and techniques in accordance with current legal requirements and professional standards.

**COURSE CONTENTS**

**Unit I:**

1. Introduction: Meaning, Objects, Basic Principles and Techniques. Classification of Audit.
2. Audit Planning. Internal Control – Internal Check and Internal Audit  
(15 Lectures)

**Unit II:**

3. Audit Procedure – Vouching and verification of Assets & Liabilities.  
(15 Lectures)

**Unit III:**

4. Audit of Limited Companies:
  - (i) Company Auditor: Qualifications and disqualifications, Appointment, Removal, Remuneration, Rights, Duties and Liabilities.
  - (ii) Audit Committee
  - (iii) Auditor's Report: Contents and Types. Auditor's certificates
  - (iv) Emphasis on Companies (Auditor's Report) order, 2003 (CARO – 2003)
  - (v) Liabilities of Statutory Auditors in case of non-compliance.  
(15 Lectures)

**Unit IV:**

5. Special Areas of Audit: Special features of Cost audit. Tax audit and Management audit.
6. Recent Trends in Auditing: Basic considerations of audit in EDP Environment.
7. Relevant Auditing and Assurance Standards (AASs).
8. Relevant Case Studies/Problems.  
(15 Lectures)



**Suggested Readings:**

1. Jha, Aruna. A Student's Guide to Auditing. Taxmann.
2. Tandon, B. N., S. Sudharsanam and S. Sundharabahu. A Handbook of Practical Auditing. S. Chand and Co. Ltd., New Delhi.
3. Institute of Chartered Accountants of India. Auditing and Assurance Standards. ICAI, New Delhi.
4. Gupta, Kamal and Ashok Arora. Fundamentals of Auditing. Tata Mc-Graw Hill Publishing Co. Ltd., New Delhi.
5. Ghatalia, S.V. Practical Auditing. Allied Publishers Private Ltd., New Delhi.
6. Sharma, T.R. Principles and Problems. Sahitya Bhawan Publication, Agra.
7. Singh, A. K. and Gupta Lovleen. Auditing Theory and Practice. Galgotia Publishing Company.
8. Publication ICAI. (CARO).

**References:**

1. A Ramaiya. Guide to Companies Act. Wadhwa & Co., New Delhi.
2. Alvin, S.A. Arens and K. Loebbecke James Auditing: An Integrated Approach. Prentice Hall. NJ.
3. Michael Chris Knapp. Contemporary Auditing, Real Issues and Cases. Thomson Learning.
4. Strawser R., Jerry. and Robert R Strawser. Auditing. Thomson Learning.

**Note: Latest edition of text book may be used.**



**B.Com (Hons.)**  
**Paper No –CH 6.1: Semester - VI**  
**INTERNATIONAL BUSINESS**

**Duration: 3 hours**

**Maximum Marks: 100**  
**Lectures: 75**

**Objective:** The objective of the course is to expose students to the concept, importance and dynamics of international business and India's involvement with global business operations. The course also discusses theoretical foundations of international business to the extent these are relevant to understand the mechanics of global business operations and development.

	No. of Lecture Hrs.
<b>Unit – I</b>	
1. Introduction to International Business: Globalisation and its growing importance in world economy; Impact of globalization; International business contrasted with domestic business - complexities of international business; Modes of entry into international business.	6
2. International Business Environment: National and foreign environments and their components - economic, cultural and political-legal environments; Global trading environment - recent trends in world trade in goods and services; Trends in India's foreign trade.	8
<b>Unit –II</b>	
3. Theories of International Trade – an overview; Commercial Policy Instruments - tariff and non-tariff measures; Balance of payment account and its components.	7
4. International Organizations and Arrangements: WTO – Its objectives, principles, organizational structure and functioning; An overview of other organizations – UNCTAD, World Bank and IMF; Commodity and other trading agreements.	8
<b>Unit –III</b>	
5. Regional Economic Co-operation: Forms of regional groupings; Integration efforts among countries in Europe, North America and Asia.	7
6. International Financial Environment: International financial system and institutions; Foreign exchange markets and risk management; Foreign investments - types and flows; Foreign investment in Indian perspective.	9
<b>Unit –IV</b>	
7. Organisational structure for international business operations; Key issues involved in making international production, finance, marketing and human resource decisions; International business negotiations.	9

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**Delhi School of Economics,**  
**University of Delhi, Delhi-110007**



8. Developments and Issues in International Business: Outsourcing and its potentials for India; Strategic alliances, mergers and acquisitions; Role of IT in international business; International business and ecological considerations. 7

**Unit –V**

9. Foreign Trade promotion measures and organizations in India; Special economic zones (SEZs) and 100% export oriented units (EOUs); Measures for promoting foreign investments into and from India; Indian joint ventures and acquisitions abroad. 8
10. Financing of foreign trade and payment terms. 6

**Suggested Readings:**

1. Charles, W.L. Hill and Jain, Kumar, Arun. International Business. New Delhi: Tata McGraw-Hill.
2. Johnson, Derbe., and Colin Turner. International Business - Themes & Issues in the Modern Global Economy. London: Roulledge.
3. Cherunilam, Francis. International Business: Text and Cases. Prentice Hall of India Ltd.
4. Daniels John, D. Lee H. Radenbaugh and David P. Sullivan. International Business. Pearson Education (Singapore) Pvt. Ltd.
5. Justin, Paul. International Business. Prentice Hall of India Ltd.
6. Michael R. Czinkota. et al. International Business. Fortforth: The Dryden Press.
7. RBI. Report on Currency & Finance, various issues.
8. Griffin, Ricky W. and Michael W. Pustay. International Business - A Managerial Perspective. Prentice Hall.
9. Bennett, Roger. International Business. Delhi: Pearson.
10. UNCTAD Reports.
11. WTO, Annual Report, various issues.

**Note:** Latest edition of text book may be used.



B.Com. (Hons.)  
Paper No –CH 6.2: Semester - VI  
**GOVERNANCE, ETHICS AND SOCIAL RESPONSIBILITY OF BUSINESS**

Duration: 3 hours

Maximum Marks: 100

Lectures: 75

**Unit I: Thinking Conceptually about Politics:** Liberty, Equality, Justice, Rights and Recognition, The Idea of a Good Society. Domain of Politics and Ethics: Democracy and Welfare State, Market and Globalisation. **13 Lectures**

**Unit II: Approaches to Moral Reasoning:** Consequentialism, Deontology, Teleological reasoning. **4 Lectures**

**Unit III: Ethics in Business:** Concept of Business Ethics. Corporate Code of Ethics: Environment, Accountability, Responsibility, Leadership, Diversity, Discrimination. **8 Lectures**

**Unit IV: Principles and Theories of Business Ethics:** Principles of Business Ethics, Characteristics of Ethical Organisation, Theories of Business Ethics, Globalization and Business Ethics, Stakeholder's Protection, Corporate Governance and Business Ethics. **10 Lectures**

**Unit V: Corporate Governance:** Conceptual framework of Corporate Governance, Insider Trading, Rating Agencies, Whistle Blowing, Corporate Governance Reforms, Initiatives in India including clause 49. **10 Lectures**

**Unit VI: Major Corporate Scandals:** Junk Bond Scam (USA), Bank of Credit and Commerce International (UK), Maxwell Communication Corporation and Mirror Group Newspapers (UK), Enron (USA), WorldCom (USA), Tyco (USA), Andersen Worldwide (USA), Kirch Media (Germany), Vivendi (France), Parmalat (Italy) and Satyam Computer Services Ltd (India), Common Governance Problems Noticed in various Corporate Failures, Is Corporate Governance always the Cause for Corporate Failures? **10 Lectures**

**Unit VII: Codes & Standards on Corporate Governance:** Sir Adrian Cadbury Committee (UK), 1992, Greenberg Committee (UK), 1995, Calpers Global Corporate Governance Principles (USA), 1996, Hampel Committee on Corporate Governance (UK), 1997, Combined Code of Best Practices (London Stock Exchange), 1998, Blue Ribbon Committee (USA), 1999, OECD Principles of Corporate Governance, 1999, CACG Guidelines/Principles for Corporate Governance in Commonwealth, 1999, Euroshareholders Corporate Governance Guidelines, 2000, Principles of Good Governance



and Code of Best Practice (UK), 2000, Sarbanes-Oxley (SOX) Act, 2002 (USA), Smith Report, 2003 (UK)

10 Lectures

**Unit VIII: Corporate Social Responsibility (CSR):** Arguments for and Against; Strategic Planning and Corporate Social Responsibility; Corporate Philanthropy, Meaning of CSR, CSR and CR, CSR and Corporate Sustainability, CSR and Business Ethics, CSR and Corporate Governance, Environmental Aspect of CSR, CSR Models, Drivers of CSR, ISO 26000,

10 Lectures

**Suggested Readings:**

1. Bhanu Murthy, K. V. and Usha Krishna, *Politics Ethics and Social Responsibilities of Business*, Pearson Education, New Delhi.
2. J. P. Sharma *Corporate Governance, Business Ethics & CSR*, Ane Books Pvt. Ltd., New Delhi.
3. Christine A Mallin, *Corporate Governance (Indian Edition)*, Oxford University Press, New Delhi.
4. Bob Tricker, *Corporate Governance-Principles, Policies, and Practice (Indian Edition)*, Oxford University Press, New Delhi.
5. Andrew Crane Dirk Matten, *Business Ethics (Indian Edition)*, Oxford University Press, New Delhi.
6. Daniel Albuquerque, *Business Ethics, Principles and Practices (Indian Edition)*, Oxford University Press, New Delhi.
7. Michael Blowfield, Alan Murray, *Corporate Responsibility-A Critical Introduction*, Oxford University Press, New Delhi.
8. Francesco Perrini, Stefano, Antonio Tencati, *Developing Corporate Social Responsibility-A European Perspective*, Edward Elgar

Note: Latest edition of text book may be used.



B.Com. (Hons.)  
Paper No –CH 6.3 (a): Semester - VI  
**BUSINESS COMMUNICATION**  
(In English)

Duration: 3 hours

Maximum Marks: 100

Lectures: 75

**Objective:** To equip students of the B.Com (Hons.) course effectively to acquire skills in reading, writing, comprehension and communication, as also to use electronic media for business communication.

**COURSE CONTENT:**

1. Introduction to the essentials of Business Communication: Theory and practice
2. Citing references, and using bibliographical and research tools
3. Writing a project report
4. Writing reports on field work/visits to industries, business concerns etc. /business negotiations.
5. Summarizing annual report of companies
6. Writing minutes of meetings
7. E-correspondence
8. Spoken English for business communication  
(Viva for internal assessment)
9. Making oral presentations  
(Viva for internal assessment)

**Note:**

1. A reading list will be compiled in consultation between the Department of English and the Department of Commerce. Guidelines regarding teaching practice in the classroom will be issued along with the reading list.
2. Internal Assessment marks :  
5 - Spoken English    5 – Attendance        5 Oral presentation  
5 – Assignment        5 Class tests
3. Students must pass separately in Paper CH 6.3(a) and Paper CH 6.3 (b)
4. One tutorial per week to be held for Paper CH 6.3(a) & CH 6.3(b) separately.



**Suggested Readings:**

1. Scot, O.; *Contemporary Business Communication*. Biztantra, New Delhi.
2. Lesikar, R.V. & Flatley, M.E.; *Basic Business Communication Skills for Empowering the Internet Generation*, Tata McGraw Hill Publishing Company Ltd. New Delhi.
3. Ludlow, R. & Panton, F.; *The Essence of Effective Communications*, Prentice Hall of India Pvt. Ltd., New Delhi.
4. R. C. Bhatia, *Business Communication*, Ane Books Pvt Ltd, New Delhi

**Note:** Latest edition of text book may be used.





**B.Com. (Hons.)**  
**Paper No – CH 6.3 (b): Semester - VI**  
**PROJECT WORK**

**Total Marks: 25**

Project work has the following options (A) to (E). A viva-voce examination is mandatory for options (A) to (C). For these options that are available only for regular students only, the Project Report/Paper will have 17.5 marks to be awarded by a mentor designated by the Teacher in Charge (commerce teacher) of the College. 7.5 marks will be based on viva to be conducted by the mentor (commerce teacher), who has examined and awarded marks for the Project Report, along with any other teacher designated by the Teacher in Charge.

**A. Work Experience Report:**

A student should be placed in any business establishment to do full time work as summer training, equivalent to 30 working days (or 6 weeks, with a 5 day week) such that s/he completes (8 hours a day@30 days) 240 hours during vacations and/or holidays (after Semester IV). As a student worker s/he should do any work assigned by the establishment. The work experience is intended to expose the student to day to day aspects of business so that s/he may be able to understand the real life meaning of any of the concepts exposed to during the learning in the class room.

The report should be written in a minimum of 4000 to 5000 words in the words of the student to describe any of the aspects of business s/he has observed during the period of work experience. It may be hand written or typed and submitted in three copies (one copy for the establishment, one for evaluation and one copy for the student's record). Evaluation of the report will be done along with B.Com (Hons.) VI semester examination. If a student fails to submit the report by 15th of March, of VI semester in B.Com (Hons.) final year his/her result will be withheld.

**B. Literature Review:**

The student should select any Topic arising out of any of the papers s/he has studied and prepare a report based on the following secondary sources:

- a. Book and reports in the area.
- b. Journal and magazines, and their back issues.
- c. Business/economic news papers, and its back issues
- e. Internet / web based sources.
- f. Other innovative literature review project idea the mentor may assign.

S/he should study the entire material chosen and understand its contents. S/he should do some research on the Topic /subject matter to gather background material related to the chosen text. This background material may also be based on Internet search of relevant and useful websites. The student may also conduct an Internet search to locate websites relevant



to the topic and peruse them. S/he should gather data and information to the topic. S/he should be able to use Internet as a means of secondary information collection. S/he should be able to understand the topic based on the information collected. A student is expected to spend at least 100 hours on Internet search and 'self-learn' the use of Internet search engines by 'doing'. The student should also collect background information from literature search by scanning books, journals, magazines and newspapers to supplement the Internet search. The student is expected to spend at least 100 hours reading and understanding relevant literature. A paper of a minimum of 2000 to 3000 words each. Two copies of each paper are to be prepared -one for the mentor for evaluation and the other for the student's record.

After understanding the text and its background/he should write an essay in his /her own words to produce a paper of a minimum 4000 to 5000 words for evaluation by the mentor. Two copies of the paper will be prepared, one for evaluation and one for the student's record. If a student fails to submit the report by 15th of March, of VI semester in B.Com (Hons.) final year his/her result will be withheld.

#### **C. Fieldwork Report:**

The student may choose any topic from among the subjects s/he has studied s/he will have to devote time during summer vacations to collect data and information on the subject with a view to understanding the reality of the topic in real business environment. This may include visiting, meeting, talking to respondents or collecting information by means of interviews or questionnaires. S/he is expected to learn and understand the topic first hand and based on the understanding and collection of information the student is expected to write a report on the fieldwork of a minimum of 4000 to 5000 words in his/her own words. The student is expected to spend at least 200 to 300 hours in the field for collection of information. If a student fails to submit the report by 15th of March, of VI semester in B.Com (Hons.) final year his/her result will be withheld.

#### **D. Computer Proficiency**

A student who is able to qualify the Institute of Chartered Accountants of India exam on computer literacy prior to admission for articleship or the DOEACC "O" level exam before s/he sits for the B. Com (Hons.) final exam may be exempted by the college from doing project work and the marks obtained by the student in the said exam will be pro-rated out of 25 marks and awarded to the student in lieu of project work.

The Faculty of Commerce and Business will be authorized to review these guidelines every three years following due process and make any changes based on their working in the colleges offering B. Com (Hons.) that may be required for the effective implementation of this provision and report the same to the Academic Council.



**E. Essay Paper: One Hour**

{This option is available only to students of School of Open Learning (SOL). Further, the students of SOL cannot opt for any other option from A to C}

Students shall appear for Paper CH 6.3 (b) as an annual examination paper along with other papers of Semester VI to be evaluated externally by the University.

The student shall have a choice of writing and Essay on one out of five topics. The minimum length of the essay shall be of 1000 words. The topics shall be on any current issue, related to the curriculum in the following areas:

1. Recent developments in Indian Economy;
2. Financial Markets and Institutions;
3. Markets and Globalization;
4. Human Resources; and
5. Current economic and business news.

**Notes:**

1. Choice of the option amongst A to E has to be decided by the second week of January of Semester IV.
2. Allocation of topic or change of topic will be done by the mentor to whom a particular student has been allocated. This process has to be completed by second week of January of Semester VI.
3. The work project shall be submitted by 15th March, of VI semester.
4. The mentor and the teacher in charge shall be jointly responsible for organizing the viva.
5. The student should submit two copies of the report typed on one side along with a soft copy of the report to the mentor concerned.
6. Students must pass separately in Paper CH 6.3(a) and Paper CH 6.3 (b).
7. One tutorial per week is assigned for each mentor to discuss with the group of students assigned to him/her



B.Com. (Hons.)  
Paper No –CH 6.4 (a): Semester - VI  
Entrepreneurship and Small Business

Duration: 3

Max. Marks: 100

Lectures: 75

**Learning Objective:** The purpose of the paper is to orient the learner toward entrepreneurship as a career option and creative thinking and behavior for effectiveness at work and in life.

**Course Contents:**

1. Meaning, elements, determinants and importance of entrepreneurship and creative behavior. Entrepreneurship and creative response to the society' problems and at work. Dimensions of entrepreneurship: intrapreneurship, technopreneurship, cultural entrepreneurship, international entrepreneurship, netpreneurship, ecopreneurship, and social entrepreneurship, etc.

(10 Lectures)

2. Entrepreneurship and Micro, Small and Medium Enterprises. Concept of business groups and role of business houses and family business in India. . The contemporary role models in Indian business: their values, business philosophy and behavioural orientations. Conflict in family business and its resolution.

(10 Lectures)

3. Public and private system of stimulation, support and sustainability of entrepreneurship. Requirement, availability and access to finance, marketing assistance, technology, and industrial accommodation, etc. Role of industries/entrepreneur's associations and self-help groups. The concept, role and functions of business incubators, angel investors, venture capital and private equity funds.

(10 Lectures)

4. Sources of business ideas and tests of feasibility. Significance of writing the business plan/ project proposal. Contents of business plan/ project proposal. Designing business processes, location, layout, operation, planning & control; preparation of project report (various aspects of the project report such as size of investment, nature of product, market potential etc. may be covered). Project submission/ presentation and appraisal thereof by external agencies, such as financial/non-financial institutions.

(10 Lectures)

5. Mobilising resources for start-up. Accommodation and utilities. Preliminary contracts with the vendors, suppliers, bankers, principal customers and the aspects of contract management. Basic startup problems

(10 Lectures)



6. Aspects of small business management. Nature of planning in small business. Organizational structures suitable for small business. Financial: preparation of budgets, integrated ratio analysis, assessing business risks (leverage analysis). Marketing: product planning & development, creating and protecting market niche, sales promotion, advertising and product costing and pricing policies. HR issues in small business.

(10 Lectures)

7. Aiming for Excellence: Concepts of Productivity, Quality Consciousness, Models and Certification. Business Excellence.

(10 Lectures)

8. Managing business growth.

(05 Lectures)

#### Suggested Readings:

1. Brandt, Steven C. The 10 Commandments for Building a Growth Company. Third Edition. Macmillan Business Books, Delhi.
2. Bhide, Amar V. The Origin and Evolution of New Businesses. Oxford University Press, New York.
3. Desai, Vasant. Small Scale Enterprises Vols. 1-12. Mumbai, Himalaya Publishing House.
4. Desai, Vasant. Dynamics of Entrepreneurial Development and Management. Mumbai, Himalaya Publishing House.
5. Dollinger, Mare J. Entrepreneurship: Strategies and Resources. Illinois, Irwin.
6. Holt, David H. Entrepreneurship: New Venture Creation. Prentice-Hall of India, New Delhi.
7. Jain, Arun Kumar. Competitive Excellence: Critical Success Factors. New Delhi: Viva Books Limited. ISBN-81-7649-272-8.
8. Kao, John J. The Entrepreneurial Organisation. Englewood Cliffs, New Jersey: Prentice-Hall.
9. Langois, Richard N., Yony Fu-Lai Yu and Robertson. (Eds.). The International Library of Critical Writings in Economics. Vols. I-III. Cheltenham, UK: Elgar. ISBN-1-8598-758 X.
10. McIntyre and Bruno Dallago. (Eds.). Small and Medium Enterprises in Transitional Economies. New York: Palgrave MacMillan in association with the United Nations University/ World Institute for Development Economics Research (UNU/WIDER).
11. Panda, Shiba Charan. Entrepreneurship Development. New Delhi, Anmol Publications. (Latest Editions)
12. Patel, V. G. The Seven Business Crises and How to Beat Them. Tata-McGraw, New Delhi.
13. Plsek, Paul E. Creativity, Innovation and Quality. (Eastern Economic Edition), New Delhi: Prentice-Hall of India. ISBN-81-203-1690-8.



14. Roberts, Edward B. (Ed.). Innovation: Driving Product, Process and Market Change. San Francisco: Jossey Bass ISBN-0-7879-6213-9.
15. SIDBI Report on Small Scale Industries Sector.
16. Singh, Nagendra P. Emerging Trends in Entrepreneurship Development. New Delhi: ASEED.
17. Storey, D. J. Small Business: Critical Perspectives on Business and Management. London: Routledge.
18. Taneja, Satish and S.L. Gupta. Entrepreneurship Development-New Venture Creation. Galgotia Publishing House, New Delhi.
19. Verma, J.C. and Gurpal Singh. Small Business and Industry-A Handbook for Entrepreneurs. New Delhi, Sage.
20. Vesper, Karls H. New Venture Strategies. (Revised Edition). New Jersey, Prentice-Hall.

### Articles

1. Greiner, Larry E. Evolution and Revolution As Organisations Grow. Harvard Business Review, July-August. pp. 37-46.
2. Kazmi, Azhar. What Young Entrepreneurs Think and Do: A Study of Second Generation Business Entrepreneurs. The Journal of Entrepreneurship. 8. No. 1. pp. 67-78.
3. LeBrasseur, Rolland, Zatubbi, Louis and Zinger, J.Terrence. Growth Momentum in the Early Stages of Small Business Start-ups. International Small Business Journal. 21 (3). pp. 315-330.
4. Levinson, Harry. Conflicts that Plague Family Business. Harvard Business Review.
5. Levitt. Marketing Myopia. Harvard Business Review, Reprints of Selected Articles: McKinsey Award Winners. pp. 123-134.
6. Manimala, Mathew J. Emergence of Pioneering-Innovative (PI) Entrepreneurship: A Psychological Model. Abhigyan, Spring. pp. 85-113.
7. McClelland. Achievement Motivation Can Be Developed. Harvard Business Review. 43. No. 6. pp. 6-16, 20-25, 178.
8. McClelland, David C. Business Drive and National Achievement. Harvard Business Review. Reprints of Selected Articles on International Business. pp. 41-53.
9. Nafziger, Douglas W., Jeffrey S. Hornby and Donald Kuratko. A Proposed Research Model of Entrepreneurial Motivation. Entrepreneurship Theory and Practice. 18. No. 3. Spring, pp. 29-42.
10. Shastri, Ranjit .Angels for New Financial Heights. Swagat. Vol. 22. No. 2.
11. Stavrou, Eleni T. Leadership Succession in Owner-managed Firms through the Lens of Extraversion. International Small Business Journal. 21 (3). pp. 331-347.
12. Tripathy, Dwijendra. Indian Entrepreneurship in Historical Perspective. Economic and Political Weekly. 6. No. 22. pp. M59-M66.

Note: Latest edition of text book may be used.



B.Com.(Hons.)  
Paper No –CH 6.4 (b): Semester - VI  
FUNDAMENTALS OF INVESTMENTS

Duration: 3 hours

Maximum Marks: 100

Lectures: 75

**Objective:** To familiarize students with different investment alternatives, introduce them to the framework of their analysis and valuation and highlight the role of investor protection.

**COURSE CONTENTS**

**Unit-I:**

1. **The Investment Environment** - The investment decision process, Types of Investments – Commodities, Real Estate and Financial Assets, the Indian securities market, the market participants and trading of securities, security market indices, sources of financial information, Concept of return and risk (including Capital Asset Pricing Model), Impact of Taxes and Inflation on return.

(18 Lectures)

**Unit-II:**

2. **Fixed Income Securities** - Bond features, types of bonds, estimating bond yields, types of bond risks, default risk and credit rating.

(12 Lectures)

**Unit-III:**

3. **Approaches to Equity Analysis:** Introductions to Fundamental Analysis, Technical Analysis and Efficient Market Hypothesis, dividend capitalisation models, and price-earnings multiple approach to equity valuation.

(20 Lectures)

**Unit-IV:**

4. **Portfolio Analysis and Financial Derivatives:** Portfolio and Diversification, Portfolio Risk and Return. Commodities, real estate, and mutual funds. Introduction to Financial Derivatives, Financial Derivatives Markets in India.

(12 Lectures)

**Unit-V:**

5. **Investor Protection** – SEBI & role of stock exchanges in investor protection, investor grievances and their redressal system, insider trading, investors' awareness and activism.

(13 Lectures)

Spreadsheet is the recommended software for doing basic calculations in finance and hence can be used for giving students subject related assignments for their internal assessment purposes. Problems of finance have been included in Part C of Paper CH 2.2



### Suggested Readings

- Jones, C.P., "*Investments Analysis and Management*", Wiley, 8<sup>th</sup> ed.
- Bhalla, V.K., "*Investment Management*", S. Chand & Co.
- Singh, Preeti., "*Investment Management*", Himalaya Publications.
- Prasanna, Chandra., "*Investment Analysis and Portfolio Management*", Tata McGraw Hill.
- Vohra, N.D., and B.R. Bagri, "*Futures and Options*", 2<sup>nd</sup> ed. (2003), Tata McGraw Hill Publishing Company Ltd.
- Prasanna, Chandra., "*How to Win Investment Game*", Tata McGraw Hill.





B.Com. (Hons.)  
Paper No –CH 6.4 (c): Semester - VI  
Consumer Relations and Customer Care

Duration: 3 hours

Maximum Marks: 100

Lectures: 75

**Objective:** This paper seeks to make the student aware of his/her rights as a consumer, the social framework of consumer rights and legal framework of protecting consumer rights. It also provides an understanding of social, ethical and legal aspects of advertising and its impact on consumer welfare; consumer problems; the procedure of redressal of consumer complaints, and the role of different agencies in establishing product and service standards. The student is able to comprehend the business firms' interface with consumers and the consumer related regulatory and business environment.

**Expected Learning Outcome:** A student is expected to understand the voluntary and legal measures meant to protect consumers from unethical, exploitative and unfair trade practices of business. S/he is also expected to understand the social, economic and legal consequences of business decisions affecting consumers.

**Unit-I :**

**16 Lectures**

1. **Conceptual Framework**

- 1.1 Concept of Consumer, Characteristics of Consumer Buying, Consumer Buying Process, Consumer Buying Motives. (2 Lectures)
- 1.2 Consumer and Markets: Nature of markets; Concept of Price in Retail and Wholesale; Maximum Retail Price (MRP) and Local Taxes; Fair Price; Grey Market Prices. Concept of Consumer Price Index. (4 Lectures)
- 1.3 Experiencing Dissatisfaction: complaining behavior; Form of Complaint to a business. Making a complaint heard by the Business; Corporate Redressal Systems; Conciliation and Intermediation for out-of-court Redressal; Role of ombudsman in out of court settlement in industry. (3 Lectures)
- 1.4 Quality and Standardization: Role of National Standards: National Standards, Indian Standards Mark (ISI); Agmark; Voluntary and Mandatory standards; Licensing and Surveillance. Consumer grievance redressal under the BIS Act, 1986; Introduction to International Standards ISO 10000 Suite: International standards on handling of consumer complaints by Organizations; Consumer Expectations from a Socially Responsible Business: ISO 26000. (7 Lectures)

**Unit – II:**

**(14 Lectures)**

2. **The Consumers Protection Act, 1986**

Objectives and Basic Concepts: Consumer, goods, service, defect in goods, deficiency in service, spurious goods and services, unfair trade practice, restrictive trade practice. (4 Lectures)



3. Organizational set up under Consumer Protection Act.
- 3.1 Advisory Bodies: Consumer Protection Councils at the Central, State and District Levels, Basic Consumer Rights. (2 Lectures)
- 3.2 Adjudicatory Bodies: Their composition, powers and jurisdiction (pecuniary and Territorial): District Forum; State Commission; National Commission. (4 Lectures)
4. Role of Supreme Court under the CPA: (Five recent cases on consumer protection decided by Supreme Court.) (4 Lectures)

**Unit-III**

15 Lectures

5. Grievance Redressal Mechanism under the CPA.
- 5.1 Who can file a complaint? Grounds of filing a complaint; Limitation period; Procedure for filing and hearing of a complaint; Temporary Injunction. Reliefs which can be provided; Appeal; Enforcement of order; Bar on frivolous and vexatious complaints; Offences and penalties. (5 Lectures)
- 5.2 Five Leading Cases on: (i) Jurisdiction; (ii) Locus standii of Complainant; (iii) Payment of Compensation for loss or Injury; (iv) Consequence of Imprisonment; (v) Relief to Consumer. (3 Lectures)
- 5.3 Seven Leading Cases decided under Consumer Protection Act: (7 Lectures)
- i. Medical Negligence
  - ii. Banking and Financial Service
  - iii. Housing & Real Estate
  - iv. Electricity, Water, and Telecom Services.
  - v. Education & Training Service
  - vi. Defective Product
  - vii. Unfair Trade Practice

**Unit – IV**

16 Lectures

6. Social, ethical and legal aspects of advertising and sales promotion; Regulation of misleading and deceptive advertising and sales promotion; Self Regulation and Role of Advertising Standards Council of India; Code of Commercial Advertising of All India Radio and Doordarshan; Disclosure in labeling and advertising; Code of Conduct of INS. (7 Lectures)
7. Product Testing: Concept of Comparative testing; International Principles for Testing for informing consumers; Testing for conformity to standards; Independence and accreditation of test laboratories. (4 Lectures)



8. **Consumer Organizations:** Formation and their role in consumer protection including Advocacy and Campaigning for policy intervention; Evolution of Consumer Movement in India. Major Consumer Organizations in India, U.S and Europe; Role of Consumer Coops and Buying Clubs; Overview of Global Consumer Movement; Recent developments in Consumer Protection in India; Code of Ethics for Consumer Organizations (national and International) (5 Lectures)

**Unit V:**

14 Lectures

9. **Competition Law and Industry Regulators**

- 9.1 Competition Act 2002: Objective, Purpose and Salient Features.  
Concept of: - Agreements Having Adverse Impact on Competition; Abuse of Dominant Position; Regulation of Combination; Criteria for Determining "Appreciable Adverse Effect on Competition" and 'Dominant Position'; 'Relevant Geographic Market' Factors; 'Relevant Product Market' Factors (5 Lectures)
- 9.2 Complaint and Procedures: For Investigation, Hearings and Enquiry; Remedies after enquiry and Enforcement of orders, including payment of compensation and penalties, Two Leading cases. (3 Lectures)

10. **Sectoral Regulators Their Consumer Protection Regulations and Consumer Complaint Redressal Mechanisms.** (6 Lectures)

- 10.1 Banking: RBI and Banking Ombudsman  
10.2 Telecom: TRAI's Quality and Consumer Protection Regulations.  
10.3 Insurance: IRDA and its consumer protection regulations. Insurance Ombudsman.  
10.4 Civil Aviation: DGCA and its Consumer Protection Regulations  
10.5 Food items: FSSAI and its Quality and Standards Regulations  
10.6 Electricity: Electricity Regulatory Commission and its Quality and Consumer Protection Regulations.

**Suggested Readings:**

1. Khanna, Sri Ram, Hanspal, Savita, Kapoor, Sheetal and Awasthi, H.K. "Consumer Affairs" Universities Press. (2007) Delhi University Publication. Pp. 334.
2. Aggarwal, V. K. (2003). Consumer protection: Law and Practice. 5<sup>th</sup> ed. Bharat Law House, Delhi, or latest edition.
3. Girimaji, Pushpa (2002). Consumer Right for Everyone Penguin Books.
4. The Competition Act, (2002).
5. Nader, Ralph (1973). The Consumer and Corporate Accountability. USA, Harcourt Brace Jovanovich, Inc.
6. How to survive as a consumer: CUTS, India [www.cuts.org](http://www.cuts.org).



7. Khanna, Sri Ram & Madhu Saxena (2003). (eds.). Food Standards and Safety in a Globalised World. New Century Publication, New Delhi.

#### Articles

1. Verma, D. P. S. (2002). Developments in Consumer Protection in India. Journal of Consumer Policy. Vol. 25. No. pp 107 –123.
2. Verma ,D.P.S. (2002). Regulating Misleading Advertisements Legal Provisions and Institutional Framework. Vikalpa. Vol. 26. No. 2. pp. 51-57.
3. Jain, Sanjay K. and Kaur Gurmeet (2003). Strategic Green Marketing: How should Business Firms Go about Adopting It? The Indian Journal of Commerce. Vol.56. No.4. pp 1-16.
4. Jain ,Sanjay K. and Kaur Gurmeet (2004). Ecolabelling: Genesis, Issues and Perspectives. Effulgence. Vol.2. No.1. pp. 5-18.
5. Ralph L. Day and Laird E. Landon, Jr. (1997). Towards a Theory of Consumer Complaining Behaviour. Ag Woodside, et al. (eds.). Consumer and Industrial Buying Behaviour. New York; North Holland pp. 425-37.
6. George, S. Day and A. Aaker (1970). A Guide to consumer Journal of Marketing. Vol. 34. pp 12-19.
7. Gupta, Joyeeta (1986). Consumerism: Emerging Challeges and Opportunities. Vikalpa. Vol. II. No. 2. pp 149-158.

#### Periodicals

- 1 Consumer Protection Judgements (CPJ) (Relevant cases reported in various issues).
2. Recent issues of magazines: Insight, published by CERC, Ahmedabad 'Consumer Voice', Published by VOICE Society , New Delhi, [www.consumer-voice.org](http://www.consumer-voice.org)
3. Ethical Consumer (Magazine): ECRA Publishing Ltd. U.K [www.ethicalconsumer.org](http://www.ethicalconsumer.org)
4. Upbhokta Jagran, Ministry of Consumer Affairs, Govt, of India.
5. Down to Earth (magazine- fortnightly): Society for Environmental Communications, New Delhi.

**Note: Original ISO and BIS standards, Subordinate legislation and Latest edition of text book may be used.**



B.Com. (Hons.)  
Paper No –CH 6.4 (d): Semester - VI  
**BUSINESS TAX PROCEDURES AND MANAGEMENT**

Duration: 3 hours

Maximum Marks: 100

Lectures: 75

**Objective:** To provide basic knowledge about tax management under different provisions of the Income tax, Wealth-tax.

**Expected learning outcome:** Students will get working knowledge regarding different procedures with special reference to collection/recovery of tax, return and assessment, appeals/revisions and search and seizure.

Unit	S. No.	Contents	Number of lectures
Unit I	1.1	Income-tax	
		Advance payment of tax	4
	1.2	Tax deduction at source, documentation, returns, certificates	8
	1.3	Interest payable by assessee/Government	5
	1.4	Collection and recovery of tax	4
Unit II	2.1	Income-tax	
		Return of income	4
	2.2	Assessment, re-assessment, rectification of mistakes	6
	2.3	Appeals and revisions	6
		- Preparation and filing of appeals with appellate authorities	
		- Drafting grounds of appeal, statement of facts and statement of law	
	2.4	Penalties and prosecutions	4
	2.5	Settlement Commission	2
	2.6	Search, seizure and survey	6
Unit III	3.1	Wealth-tax	
		Important definitions – Assessee; asset; net wealth; valuation date	3
	3.2	Charge of wealth-tax, exclusion of assets and debts outside India (incidence of tax)	3
	3.3	Net wealth to include certain assets	2
	3.4	Exemptions in respect of certain assets	2
	3.5	Valuation of assets	5
	3.6	Computation of net wealth and wealth-tax	1
3.7	Preparation and filing of wealth-tax return	1	



	3.8	Provisions of filing of wealth tax returns on-line	1
	3.9	Provisions of procedure of compulsory on-line filing of wealth tax returns for specified assesses.	2
Unit IV		Information Technology and tax administration	
		TAN (Tax Deduction and Collection Account Number), TIN (Tax Information Network), e-TDS/e-TCS	4

#### Suggested Readings:

1. Ahuja, Girish. and Dr. Ravi Gupta. Corporate Tax Planning and Management. Bharta Law House, Delhi.
2. Singhanian, Vinod K., Kapil Singhanian and Monica Singhanian. Direct Taxes Planning and Management. Taxmann Publications Pvt. Ltd., New Delhi.
3. Singhanian, Vinod K. and Kapil Singhanian. TDS on CD. Taxmann Publications Pvt. Ltd., New Delhi.
4. Bajpai, Om Shanker. Search Seizure and Survey. Taxmann Publications Pvt. Ltd., New Delhi.
5. Agarwala, S.N.L. Agarwal Prabhat and Usha Agarwal. Examination of Income Tax Witness - Law & Practice. Taxmann Publications Pvt. Ltd., New Delhi.
6. Singhanian, Vinod K. and Monica Singhanian. Students' Guide to Income Tax. Taxmann Publications Pvt. Ltd., New Delhi.
7. Ahuja, Girish. and Gupta, Ravi Dr. Systematic Approach to Income Tax. Bharat Law House, Delhi.
8. Chandra, Mahesh. S.P. Goyal and D.C. Shukla. Income Tax Law and Practice. Pragati Prakashan, Delhi.
9. Singhanian, Vinod K. Elements of Service Tax. Taxmann Publications Pvt. Ltd., New Delhi.
10. Mittal, J.K. Law, Practice & Procedure of Service Tax. Bharat Law House Pvt. Ltd., New Delhi.
11. Gupta, S.S. Service Tax – How to meet your obligation. Taxmann Publications Pvt. Ltd., New Delhi.



12. Datey ,V.S. Central Sales Tax Law & Practice. Taxmann Publications Pvt. Ltd., New Delhi.

**Journals**

1. Income Tax Reports, Company Law Institute of India Pvt. Ltd., Chennai.
2. Taxman, Taxmann Allied Services Pvt. Ltd., New Delhi.
3. Current Tax Reporter, Current Tax Reporter, Jodhpur.

**Note: Latest edition of text book may be used.**



B.Com. (Hons.)  
Paper No –CH 6.4 (e) – Semester - VI

**BUSINESS DATA PROCESSING – II**

(Program Development Tools )  
IT and Data Processing Optional Paper –I

Duration: 3 hours

Maximum Marks: 100

Lectures: 75

**Objective:** The objectives of this course are to enable the students to acquire good programming skills using comprehensive language with GUI tools, object Oriented Programming, event driven programming tools.

**Learning objective:** After studying this paper a student should be able to:

- Write modules in a programming language.
- Apply object oriented programming

**Note:** Number of lectures includes lab work also.

**Unit 1. Introduction to computer programming:**

- Basic purpose and concept of programming in the context of business data processing.
- Paradigms of Programming
- Basic Purpose and Concepts

(4)

**Unit 2 Programming elements.**

(40)

- Concept of projects.
- Creating a project, forms and code modules.
- Working with Forms:
  - Appearance, properties,
  - Events and Methods.
  - Controlling one form with other.
- Common Controls
- Programming an application.
- event driven programming.
- Common properties, methods and common events.
- Variables: Declaring variables, Data types, User defined data types, Constants,
- Collection objects, Arrays.
- Procedure: Sub Procedure and Function Procedure
- Control Structures – Looping and Branching and conditional statements.
- Object and Classes.

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University of Delhi, Delhi-110007





**Unit3. Error Handling.**

(6)

- Types of error
- Error Detection.
- Run time error handling
- Setting up error trap
- Writing an error handler
- Exiting an error handler.

**Unit 4. Object Oriented Programming:**

(5)

- Preliminary Concepts:
  - Classes,
  - instances,
  - Objects,
  - Derived Classes
  - Base classes.
- Programming Interface

(13)

**Unit 5. Database programming:**

- OLEDB and ADO Data controls.
- ADO Record set objects,
- Cursor type and Lock Type in ADO.
- Using Properties, Methods, Events
- Collection of Record set objects.

**Unit 6. SQL Query: Basic queries parameterized queries**  
(To be specified in guidelines)

(7)

List of Applications in guidelines for:

**(1)Financial Accounting: Accounting Vouchers**

- Ledger Account,
- Journal Book, Cash Book, Bank book,
- Trial Balance.

**(2). Payroll Accounting; Data Entry**

- Pay Slip
- Pay Statement
- Deduction Reports

**(3) Inventory Accounting;**

- Pricing Weighted Average
- Stock Report (Quantity)
- Stock Report quantity and Value