

**Himachal Pradesh
Public Service Commission**

No.04-05/2024-PSC (R-III)

Dated: 19.06.2024

Syllabus for Paper-II i.e. Objective Type Subject Aptitude Test (SAT) for the recruitment to posts of Junior Office Assistant (Accounts), Class-III (on contract basis) in HP State Civil Supplies Corporation Limited. The objective type SAT shall be of 02 hours duration having 100 Marks. The SAT paper shall cover the following topics of Bachelor of Commerce level.

1. FINANCIAL ACCOUNTING:-

Accounting as an information system, the users of financial accounting information and their needs, An overview of Artificial Intelligence and Data Analytics in Accounting, Qualitative characteristics of accounting, information, Functions, advantages and limitations of accounting, Branches of accounting, Bases of accounting; cash basis and accrual basis, Capital and revenue expenditures and receipts. Events occurring after the balance sheet date, Extraordinary Items, Prior Period Items, Accounting Estimate. Accounting Policies, Fair Value, Meaning, Recognition and Disclosure Requirements of Provision, Contingent Liability and Contingent Asset, The nature of financial accounting principles – Basic concepts and conventions: entity, money measurement, going concern, cost, realization, accruals, periodicity, consistency, prudence (conservatism), materiality and full disclosures, Financial accounting standards: Concept, benefits, procedure for issuing accounting standards in India, Salient features of First- Time Adoption of Indian Accounting Standard (Ind-AS) 101. International Financial Reporting Standards (IFRS): - Need and procedures.

Accounting Process: From recording of a business transaction to preparation of trial Balance, Application of Generally Accepted Accounting Principles in recording financial transactions and preparing financial statements and accounting treatment of GST.

Business Income: Measurement of business income-Net income: the accounting period, the continuity doctrine and matching concept, Objectives of measurement. Revenue recognition: Recognition of expenses, The nature of depreciation. The accounting concept of depreciation, Factors in the measurement of depreciation. Methods of computing depreciation: straight line method and diminishing balance method; Disposal of depreciable assets-change of method, Inventories: Meaning, Significance of inventory valuation. Inventory Record Systems: periodic and perpetual. Methods: FIFO, LIFO and Weighted Average. Salient features of Indian Accounting Standard, (IND-AS): 2 (Theory only) **Final Accounts** Capital and revenue expenditures and receipts: general introduction only. Preparation of financial statements of non-corporate business entities **Accounting for Hire- Purchase and Installment Systems, Consignment, and Joint Venture Accounting for Hire-Purchase** Transactions, Journal entries and ledger accounts in the books of Hire Vendors and Hire purchaser for large value items including Default and repossession, **Consignment:** Features, Accounting treatment in the books of the consignor and consignee, **Joint Venture:** Accounting procedures: Joint Bank Account, Records Maintained by Coventurer of (a) all transactions (b) only his own transactions, (Memorandum joint venture account). **Accounting for Inland Branches and Accounting for Dissolution of Partnership Firm Accounting for Inland Branches:**

Concept of dependent branches; accounting aspects; debtors system, stock and debtors system, branch final accounts system and whole sale basis system. Independent branches: concept accounting treatment: important adjustment entries and preparation of consolidated profit and loss account and balance sheet, **Accounting for Dissolution of Partnership Firm:** Accounting of Dissolution of the Partnership Firm Including Insolvency of partners, sale to a limited company and piecemeal distribution

2. BUSINESS ORGANIZATION AND MANAGEMENT:-

Foundation of Indian Business: Manufacturing and service sectors; Small and medium enterprises; Problems and government policy, India's experience of liberalization and globalization. Technological innovations and skill development, 'Make in India' Movement, Corporate Social responsibility and ethics Emerging opportunities in business; Franchising, Outsourcing, and Ecommerce, **Business Enterprises** Forms of Business Organization: Sole Proprietorship, Joint Hindu Family Firm, Partnership firm, Joint Stock Company, Cooperative society; Limited Liability Partnership; Choice of Form of Organization, Government - Business Interface; Rationale and Forms of Public Enterprises, International Business, Multinational Corporations. **Management and Organization** The Process of Management: Planning; Decision-making; Strategy Formulation. Indian Philosophy of Management: The Gita and Management, Management lesson from Ramayana; Gandhian Philosophy, Organizing: Basic Considerations; Departmentation – Functional, Project, Matrix and Network; Delegation and Decentralisation of Authority; Groups and Teams **Leadership, Motivation and Control** Leadership: Concept and Styles; Trait and Situational Theory of Leadership, Transactional Vs. Transformational Leadership; Motivation: Concept and Importance; Maslow Need Hierarchy Theory; Herzberg Two Factors Theory; McGregor Theory X and Theory Y. Communication: Process and Barriers; Control: Concept and Process; New trends and directions (Role of IT and social media). **Functional Areas of Management** Marketing Management: Marketing Concept; Marketing Mix; Product Life Cycle; Pricing Policies and Practices Financial Management: Concept and Objectives; Sources of Funds – Equity Shares, Debentures, Venture Capital and Lease Finance. Securities Market, Role of SEBI. Human Resource Management: Concept and Functions; Basic Dynamics of Employer – Employee Relations.

3. BUSINESS LAW:-

The Indian Contract Act, 1872: General Principles of Contract: Contract – meaning, characteristics and kinds, Essentials of a valid contract - Offer and acceptance, consideration, contractual capacity, free consent, legality of objects, Void agreements Discharge of a contract – modes of discharge, breach and remedies against breach of contract, Contingent contracts, Quasi contracts **The Indian Contract Act, 1872: Specific, Contracts** Contract of Indemnity and Guarantee, Contract of Bailment and pledge, Contract of Agency **The Sale of Goods Act, 1930** **The Sale of Goods Act, 1930**, Contract of sale, meaning and difference between sale and agreement to sell, Conditions and warranties Transfer of ownership in goods including sale by a non-owner, Performance of contract of sale Unpaid seller – meaning, rights of an unpaid seller against the goods and the buyer. **The Negotiable Instruments Act, 1881** **The Negotiable Instruments Act 1881**, Meaning, Characteristics,

and Types of Negotiable Instruments : Promissory Note, Bill of Exchange, Cheque, Holder and Holder in Due Course, Privileges of Holder in Due Course, Negotiation: Types of Endorsements, Crossing of Cheque, Bouncing of Cheque **Partnership Laws The Partnership Act, 1932**, Nature and Characteristics of Partnership, Registration of a Partnership Firms, Types of Partners, Rights and Duties of Partners, Implied Authority of a Partner, Incoming and outgoing Partners, Mode of Dissolution of Partnership, **The Limited Liability Partnership Act, 2008**: Salient Features of LLP, Differences between LLP and Partnership, LLP and Company, LLP Agreement,, Partners and Designated Partners, Incorporation Document, Incorporation by Registration, Partners and their Relationship; Partners and Designated Partners: Partners and their Relations; Extent and limitation of liability of LLP and partners; Whistleblowing; Conversion into LLP.

4. BUSINESS MATHEMATICS AND STATISTICS:-

Uni-Variate Analysis Measures of Central Tendency including arithmetic mean, geometric mean and harmonic mean: properties and applications; mode and median. Partition values quartiles, deciles, and percentiles. Measures of Variation: absolute and relative. Range, quartile deviation and mean deviation; Variance and Standard deviation: calculation and properties. **Bi-variate Analysis** Simple Linear Correlation Analysis: Meaning, and measurement. Correlation Vs Causation; Karl Pearson's co-efficient and Spearman's rank correlation; Probable and standard errors; Simple Linear Regression Analysis: Regression equations and estimation, Relationship between correlation and regression coefficients. **Index Numbers** Meaning and uses of index numbers; Construction of index numbers: Aggregative and average of relatives – simple and weighted, **M e t h o d s o f L a s p e y r e s , P a a s c h e a n d F i s h e r ' s I d e a l i n d e x** ; Tests of adequacy of index numbers, Construction of consumer price indices; BSE SENSEX, and NSE NIFTY. **Time Series Analysis** Components of time series; additive and multiplicative models; Trend analysis: Finding trend by moving average method and Fitting of linear trend line using principle of least squares; Shifting of Origin and Conversion of annual linear trend equation to quarterly/monthly basis and vice-versa. **Business Mathematics Matrices & Differential Calculus**: Definition of a matrix, Types of matrices; Algebra of matrices, Calculation of values of determinants up to third order; Adjoint of a matrix; Finding inverse of a matrix through ad joint; Applications of matrices to solution of simple business and economic problems **Differential Calculus**: Mathematical functions and their types – linear, quadratic, polynomial; Concepts of limit and continuity of a function; Concept of differentiation; Rules of differentiation – simple standard forms. Applications of differentiation – elasticity of demand and supply; Maxima and Minima of functions (involving second or third order derivatives) relating to cost, revenue and profit, **Basic Mathematics of Finance**: Simple and compound interest Rates of interest – nominal, effective and continuous – their interrelationships; Compounding and discounting of a sum using different types of rates.

5. COMPANY LAW:-

Introduction: Administration of Company Law [including National Company Law Tribunal (NCLT), National Company Law Appellate Tribunal (NCLAT), Special Courts]; Characteristics of a company; lifting of corporate veil; types of companies including one-

person company, small company and dormant company; association not for profit; illegal association; formation of company, on-line filing of documents, promoters, their legal position, pre-incorporation contract; on-line registration of a company, Documents: Memorandum of association, Articles of association, Doctrine of constructive notice and indoor management prospectus-shelf and red herring prospectus, Misstatement in prospectus, GDR; Book building; Issue, allotment and forfeiture of share, Sweat Equity, ESOPs, Transmission of shares, Buyback and provisions regarding buyback; Issue of bonus shares, Demat System. Management: Classification of directors, women directors, independent director, small shareholder's director; Disqualifications, director identity number (DIN); Appointment; Legal positions, powers and duties; removal of directors; Key managerial personnel, managing director, manager, Meetings of shareholders and board; Types of meeting, convening and conduct of meetings, postal ballot, meeting through video conferencing, e-voting; Committees of Board of Directors- Audit Committee, Nomination and Remuneration Committee, Stakeholders Relationship Committee, Corporate Social Responsibility Committee, **Dividends, Accounts, Audit:** Provisions relating to payment of Dividend, Provisions relating to Books of Account, Provisions relating to Audit, auditor's qualification and disqualifications, Auditors' Appointment, Rotation of Auditors, Auditors' Report, Secretarial Audit. **Winding Up, Insider Trading, Whistle Blowing:** Concept and modes of Winding Up Insider-Trading; meaning and legal provisions of winding up under Insolvency and Bankruptcy Code 2016; Whistle blowing:- Concept and Mechanism.

6. INCOME TAX LAW AND PRACTICE:-

Introduction: Basic concepts: Income, agricultural income, person, assessee, assessment year, previous year, gross total income, total income, maximum marginal rate of tax; Permanent Account Number (PAN) **Residential status;** Scope of total income on the basis of residential status, Exempted income under section 10, Learning lessons from Kautilya's Taxation Policy; **Computation of Income under different heads-1** Income from Salaries, Income from house property **Computation of Income under different heads-2** Profits and gains of business or profession Capital gains Income from other sources **Computation of Total Income and Tax Liability :** Income of other persons included in assessee's total income; Aggregation of income and set-off and carry forward of losses; Deductions from gross total income; Rebates and reliefs, Computation of total income of individuals and firms; Tax liability of an individual and a firm; Five leading cases decided by the Supreme Court.

7. CORPORATE ACCOUNTING:-

Accounting for Share Capital & Debentures: Issue, forfeiture and reissue of forfeited shares: concept & process of book building; Issue of rights and bonus shares; Buy back of shares; Redemption of preference shares; Issue and Redemption of Debentures, Underwriting of Shares and Debentures. [In reference to Relevant Accounting Standards (AS and Ind AS) and Guidance Notes as applicable.] **Final Accounts, Valuation of Goodwill and Valuation of Shares** Preparation of profit and loss account and balance sheet of corporate entities, excluding calculation of managerial remuneration, Disposal of company profits, Concepts and calculation of valuation of goodwill and shares: simple problems only, Value Added Statement, Economic Value Added, Market Value Added, Shareholder Value Added.

Amalgamation of Companies Concepts and accounting treatment as per Accounting Standard: 14 (ICAI) (excluding intercompany holdings), Internal reconstruction: concepts and accounting treatment excluding scheme of reconstruction, **Accounting of Holding Companies** Preparation of consolidated balance sheet with one subsidiary company; Relevant provisions of Accounting Standard: 21 (ICAI). **Accounting of Banking Companies and Cash Flow Statement** Difference between balance sheet of banking and non-banking companies; Prudential norms; Asset structure of a commercial bank; Non-performing assets (NPA), Concept of funds, Preparation of cash flow statement as per Indian Accounting Standard (Ind- AS): 7.

8. COST ACCOUNTING:-

Introduction: Meaning, objectives and advantages of cost accounting; Relationship between cost accounting and financial accounting; Cost concepts and classifications; Elements of cost; Cost Sheet, Installation of a costing system; Role of a cost accountant in an organization, Cost Accounting Standards (CAS – 4 on Cost of Production / Acquisition / Supply of Goods / Provision of Services) and (CAS – 22 on Manufacturing Cost) as amended from time to time. **Elements of Cost: Material** Material/inventory control techniques, Accounting and control of purchases, storage and issue of materials. Methods of pricing of materials issues — FIFO, LIFO, Simple Average, Weighted Average, Replacement, Standard Cost. Treatment of Material Losses -Wastage, scrap, spoilage and defectives, **Elements of Cost: Labour** Accounting and Control of labour cost, Time keeping and time booking. Concept and treatment of idle time, over time, labour turnover and fringe benefits. Methods of wage payment and the Incentive schemes- Halsey, Rowan, Taylor's Differential piece wage **Elements of Cost: Overheads, Book Keeping in Cost Accounting** Classification, allocation, apportionment and absorption of overheads; Under- and over-absorption; Capacity Levels and Costs; Treatments of certain items in costing like interest on capital, packing expenses, bad debts, research and development expenses; Activity based Costing & Service Costing (brief overview), Reconciliation of cost and financial accounts **Methods of Costing** Job costing, Contract costing, Process costing (process losses, valuation of work-in-progress, joint and byproducts).

9. E-COMMERCE:-

Introduction: Meaning, nature, concepts, advantages, disadvantages and reasons for transacting online, types of E-Commerce, e-commerce business models (introduction, key elements of a business model and Categorizing major E-commerce business models), forces behind ecommerce, E-Commerce Applications: Internet Banking, Insurance, payment of utility bills and Online Shopping. **Technology used in E-commerce:** The dynamics of world wide web and internet(meaning, evolution and features) ; Designing, building and launching e-commerce website (A systematic approach involving decisions regarding selection of hardware, software, outsourcing vs. in-house development of a website), **Security and Encryption & IT Act 2000 and Cyber Crimes:** Need and concepts, the e-commerce security environment (dimensions, definition and scope of e-security), security threats in the E-commerce environment (security instructions and breaches, attacking methods like hacking, sniffing, cyber-vandalism etc.), technology solutions (Encryption, security channels

of communication, protecting networks and protecting servers as well as clients), IT Act 2000: Definitions, Digital signature, Electronic governance, Attribution, acknowledgement and dispatch of electronic records, Regulation of certifying authorities, Digital signatures certificates, Duties of subscribers, Penalties and adjudication, Appellate Tribunal, Offences and Cyber-crimes **E-payment System** Models and methods of e-payments (Debit Card, Credit Card, Smart Cards, e-money), digital signatures (procedure, working and legal position), payment gateways, online banking (meaning, concepts, importance, electronic fund transfer, automated clearing house, automated ledger posting), risks involved in e-payments, UPI Apps, Aadhar-Enabled Payment Systems, BHIM App **On-line Business Transactions:** Meaning, purpose, advantages and disadvantages of transacting online, E-commerce applications in various industries like {banking, insurance, payment of utility bills, online marketing, e-tailing (popularity, benefits, problems and features), online services (financial, travel and career), auctions, online portal, online learning, publishing and entertainment} Online shopping (amazon, snapdeal alibaba, flipkart, etc.).

10. HUMAN RESOURCE DEVELOPMENT:-

Introduction: Human Resource Management: Concept and Functions, Role, Status and competencies of HR Manager, HR Policies, Evolution of HRM, HRM vs HRD. Emerging Challenges of Human Resource Management; Workforce diversity; Empowerment; Downsizing; VRS; Human Resource Information, HRD culture and climate, contemporary issues in HRD. **Acquisition of Human Resource:** Human Resource Planning- Quantitative and Qualitative dimensions; job analysis – job description and job specification; Recruitment – Concept and sources; Selection – Concept and process; test and interview; placement and induction, **Training and Development:** Concept and Importance; Identifying Training and Development Needs; Designing Training Programmes; Role-Specific and Competency-Based Training; Evaluating Training Effectiveness; Training Process Outsourcing; Management Development -Lecture Method, Role Play, In-basket Exercise, Simulation, Vestibule Training, Management Games, Case Study, Programmed Instruction, Sensitivity Training, Strategies of Training Program, Review on T&D Programmes in India ; Career Development, **Performance Appraisal:** Nature, objectives and importance; Modern techniques of performance appraisal; potential appraisal and employee counseling; Performance Coaching and Feedback, Career Planning, Training, Systems Development, Rewards, Employee Welfare and Work Life balance, Roles of HR Developer, Physical and Financial Resources for HRD, HR Accounting, HRD Audit; job changes - transfers and promotions; Compensation: concept and policies; job evaluation; methods of wage payments and incentive plans; fringe benefits; performance linked Compensation, **Maintenance:** Employee health and safety; employee welfare; social security; Employer-Employee relations- an overview; grievance-handling and redressal; Industrial Disputes: causes and settlement machinery.

Or

PRINCIPLES OF MARKETING:-

Introduction: Nature, scope and importance of marketing; Evolution of marketing; Selling vs Marketing; Marketing mix, Marketing environment: concept, importance, and components (Economic, Demographic, Technological, Natural, Socio-Cultural and Legal), **Consumer Behaviour & Market Segmentation:** Nature and Importance, Consumer buying decision process; Factors influencing consumer buying behaviour. Concept, importance and bases of market segmentation; Target market selection; Positioning concept, importance and bases; Product differentiation vs. market segmentation, **Product** Concept and Importance; Product classifications; Concept of product mix; Branding, packaging and labeling; Product-Support Services; Product lifecycle; New Product Development Process; Consumer adoption process, **Pricing & Distribution Channels and Physical Distribution:** Significance, Factors affecting price of a product. Pricing policies and strategies, Channels of distribution - meaning and importance; Types of distribution channels; Functions of middle man; Factors affecting choice of distribution channel; Wholesaling and retailing; Types of Retailers; e-tailing, Physical Distribution, **Promotion & Recent Developments in Marketing:** Nature and importance of promotion; Communication process; Types of promotion: advertising, personal selling, public relations & sales promotion, and their distinctive characteristics; Promotion mix and factors affecting promotion mix decisions, Social Marketing, online marketing, direct marketing, services marketing, green marketing, Rural marketing; Consumerism, Sustainable Marketing

Or

AUDITING AND CORPORATE GOVERNANCE:-

Corporate Governance: Evolution of Corporate Governance; Developments in India, Regulatory Framework of Corporate Governance in India, SEBI Guidelines on Corporate Governance; Reforms in Companies Act, Clause 49 and Listing Agreement. Corporate management vs. Governance; Internal constituents of the Corporate Governance, Theories & Models, "KAUTILYA'S 'art of governance' in ARTHASHASTRA"; Board structure and Directors; Role of Board; Broad Committees; Insider Trading; Whistle Blowing; Shareholders Activism; Role of institutional investors; Class Action suits. CSR and Corporate Governance. "Gandhian Trusteeship" Major Corporate Scandals in India and Abroad- Relevant case Studies; Common Governance Problems Noticed in various Corporate Failures. Codes & Standards on Corporate Governance, Business Ethics: Introduction to **Business Ethics:** The concept, nature and growing significance of Ethics in Business, Ethical principles in Business, Ethics in Management, Theories of Business Ethics. Codes of ethics, ethics committee Morality and ethics, business values and ethics, Ethical Issues in Business: Ethics in various Functional Areas of Business: Ethics in Finance, Ethics in HRM, Ethics in Marketing, Environmental Ethics, **Corporate Social Responsibility (CSR):** Concept of CSR, Corporate Philanthropy, CSR and Corporate Sustainability; CSR and Business Ethics, CSR provisions under the Companies Act 2013; CSR Committee; CSR Models, Codes, and Standards on CSR. Rating Agencies; Green Governance; Concept of Whistle blower, **Introduction to Auditing:** Introduction, Meaning, Objectives, Basic Principles and Techniques; Classification of Audit, Audit in computerised environment., Audit Planning,

Internal Control – Internal Check and Internal Audit; Audit Procedure – Vouching and verification of Assets & Liabilities, **Company Audit & Special Areas of Audit:** Audit of Limited Companies:- Company Auditor- Qualifications and disqualifications, Appointment, Rotation, Removal, Remuneration, Rights and Duties Auditor's Report- Contents and Types. Liabilities of Statutory Auditors under the Companies Act 2013, Special Areas of Audit:- Special features of Cost audit, Tax audit, and Management audit; Auditing Standards.; Forensic Audit.

11. FUNDAMENTALS OF FINANCIAL MANAGEMENT:-

Introduction: Nature, scope and objective of Financial Management, Time value of money, Risk and return (including Capital Asset Pricing Model), Valuation of securities – Bonds and Equities, **Investment Decisions** The Capital Budgeting Process, Cash flow Estimation, Payback Period Method, Accounting Rate of Return, Discounted payback period, Net Present Value (NPV), Net Terminal Value, Internal Rate of Return (IRR), Modified Internal Rate of Return, Profitability Index, Capital budgeting under Risk – Certainty Equivalent Approach and Risk- Adjusted Discount Rate, **Financing Decisions:** Cost of Capital and Financing Decision: Sources of long-term financing Estimation of components of cost of capital. Methods for Calculating cost of equity capital, Cost of Retained Earnings, Cost of Debt and Cost of Preference Capital, Weighted Average cost of capital (WACC) and Marginal cost of capital. Leverage- Operating, Financial & Degree of Leverage, Capital structure –Theories of Capital Structure (Net Income, Net Operating Income, Traditional Approach and MM Hypothesis). Overview of contemporary theories of capital structure (Tradeoff theory and pecking order theory). Determinants of capital structure **Dividend Decisions:** Theories for Relevance and irrelevance of dividend decision for corporate valuation; Cash and stock dividends; Dividend policies in Practice, **Working Capital Decisions:** Concepts of working capital, the risk-return trade off, sources of short-term finance, working capital estimation, cash management, receivables management, inventory management and payables management.

Or

INDIRECT TAX LAW:-

Service Tax-I: Service tax – concepts and general principles, Charge of service tax and taxable services, **Service Tax-II:** Valuation of taxable services, Payment of service tax and filing of returns, Penalties, CENVAT Credit, **VAT:** VAT – concepts and general principles, Calculation of VAT Liability including input Tax Credits, Small Dealers and Composition Scheme, VAT Procedures, **Central Excise:** Central Excise Law in brief Goods, Excisable goods, Manufacture and Manufacturer, Valuation, CENVAT, Basic procedures, Export, SSI, Job Work, **Custom Laws:** Basic concepts of customs law, Territorial waters, high seas, Types of custom duties – Basic, Countervailing & Anti- Dumping Duty, Safeguard Duty, Valuation, Customs Procedures, Import and Export Procedures, Baggage, Exemptions.

12. CORPORATE TAX PLANNING:-

Tax planning, tax management, tax evasion, tax avoidance; Corporate tax in India; Types of companies; Residential status of companies and tax incidence; Tax liability and minimum alternate tax; Tax on distributed profits, Carry forward and set off of losses in case of certain companies; Deductions available to corporate assesseees. **Tax Planning-I** Tax planning with reference to setting up of a new business: Locational aspect, nature of business, tax provisions for start-ups; form of organization; Tax planning with reference to financial management decision - Capital structure, dividend including deemed dividend and bonus shares, **Tax Planning-II** Tax planning with reference to sale of scientific research assets Tax planning with reference to specific management decisions - Make or buy; own or lease; repair or replace, Tax planning with reference to employees' remuneration, Tax planning with reference to receipt of insurance compensation. Tax planning with reference to distribution of assets at the time of liquidation, **Special Provisions relating to Non-Residents:** Tax on non-resident sportsmen or sports associations, Exemption of Interest on NRE accounts and Exemption in respect of salaries of foreign citizens; Double taxation relief; Provisions regulating transfer pricing; Advance rulings; Advance pricing agreement, **Tax Planning with reference to business Restructuring:** Amalgamation, Demerger, Slump sale, Conversion of sole proprietary concern/partnership firm into company, Conversion of company into LLP, Transfer of assets between holding and subsidiary companies.

Or

BANKING AND INSURANCE:-

Introduction: Origin of banking: definition, banker and customer relationship, General and special types of customers, Types of deposits, Origin and growth of commercial banks in India. Financial Services offered by banks, changing role of commercial banks, types of banks, **Cheques and Paying Banker:** Crossing and endorsement - meaning, definitions, types and rules of crossing. Duties, Statutory protection in due course, collecting bankers: duties, statutory protection for holder in due course, Concept of negligence, **Banking Lending:** Principles of sound lending, Secured vs. unsecured advances, Types of advances, Advances against various securities, **Internet Banking:** Meaning, Benefits, Home banking, Mobile banking, Virtual banking, E-payments, ATM Card/ Biometric card, Debit/Credit card, Smart card, NEFT, RTGS, ECS (credit/debit), E-money, Electronic Purse, Digital Cash, **Insurance:** Basic concept of risk, Types of business risk, Assessment and transfer, Basic principles of utmost good faith, Indemnity, Economic function, Proximate cause, Subrogation and contribution, Types of insurance: Life and Non-life, Reinsurance, Risk and return relationship, Need for coordination, Power, functions and Role of IRDA, Online Insurance.

Or

MANAGEMENT ACCOUNTING:-

Introduction and Contemporary Issues: Meaning, Objectives, Nature and Scope of management accounting, Difference between cost accounting and management accounting, Difference between financial and management accounting, Cost control and Cost reduction,

Cost management, Financial Statement Analysis – Common Size Statement, Comparative Statements, Trend Analysis and Ratio Analysis, **Marginal Costing:** Absorption versus Variable Costing: Distinctive features and income determination. Cost-Volume-Profit Analysis, Profit / Volume ratio. Break-even analysis-algebraic and graphic methods. Angle of incidence, margin of safety, Key factor, determination of cost indifference point, **Decision Making:** Steps in Decision Making Process, Concept of Relevant Costs and Benefits, Various short term decision making situations – profitable product mix, Acceptance or Rejection of special/ export offers, Make or buy, Addition or Elimination of a product line, sell or process further, operate or shut down. Pricing Decisions: Major factors influencing pricing decisions, various methods of pricing, **Budgetary Control:** Budgeting and Budgetary Control: Concept of budget, budgeting and budgetary control, objectives, merits, and limitations. Budget administration. Functional budgets. Fixed and flexible budgets. Zero base budgeting. Programme and performance budgeting, Responsibility Accounting- Concepts and Significance, Different Responsibility Centres; Divisional Performance Measurement: Financial and Non-Financial measures; **Standard Costing:** Standard Costing and Variance Analysis: Meaning of standard cost and standard costing, advantages, limitations and applications. Variance Analysis – material, labour, overheads and sales variances, Disposition of Variances, Control Ratios.

Or

COMPUTERISED ACCOUNTING SYSTEM:-

Designing Computerized Accounting System: Designing Computerized Accounting System using a DBMS Package Creating a voucher entry Form, Preparing ledgers with SQL, Form, and Report Preparing Trial Balance with SQL and Report, **Computerized Accounting: Using Generic Software:** Taxation: TDS, GST, Auditing in Computerized Accounting system: Statutory Audit, Voucher verification, Verification of related party transaction, CAAT: Various Tools, **Designing Accounting Support System:** Designing Supplier and customers System for Accounting using Form, Query, Module, and Report; Designing Payroll System for Accounting using Form, Query, Module, and Report.

13. INTERNATIONAL BUSINESS:-

Introduction: Introduction to International Business: Globalization and its importance in world economy; Impact of globalization; International business vs. domestic business: Complexities of international business; Modes of entry into international business, International Business Environment: National and foreign environments and their components - economic, cultural (including Hofstede's dimensions of culture) and political-legal environments, **Theories of International Trade and International Organizations and Arrangements:** Theories of International Trade – an overview (Classical Theories - Theory of Absolute Advantage theory, Theory of Comparative Advantage, Factory Proportions theory and Leontief paradox., Product Life Cycle theory, Theory of National Competitive Advantage); Commercial Policy Instruments - tariff and nontariff measures – difference in Impact on trade, types of tariff and non tariff barriers (Subsidy, Quota and Embargo in detail) ; Balance of payment account and its components, International

Organizations and Arrangements: WTO – Its objectives, principles, organizational structure and functioning; An overview of other organizations – UNCTAD; Commodity and other trading agreements (OPEC), **Regional Economic Co-operation and International Financial Environment:** Regional Economic Co-operation: Forms of regional groupings; Integration efforts among countries in Europe, North America and Asia (NAFTA, EU, USMCA , ASEAN and SAARC), Cost and benefits of regional economic integration. International Financial Environment: International financial system and institutions (IMF and World Bank – Objectives and Functions) ; Foreign exchange markets and risk management; Foreign investments - types and flows; Foreign investment in Indian Perspective, **Organizational Structure for International Business Operations and Developments and Issues in International Business:** Organizational structure for international business operations; International business negotiations, Developments and Issues in International Business: Outsourcing and its potentials for India; Role of IT in international business; International business and ecological considerations. **Foreign Trade Promotion Measures and Financing of Foreign Trade and Payment Terms:** Foreign Trade Promotion Measures and Organizations in India; Special economic zones (SEZs) and export oriented units (EOUs), ; Measures for promoting foreign investments into and from India; Indian joint ventures and acquisitions abroad, Financing of foreign trade and payment terms – sources of trade finance (Banks, factoring, forfaiting, Banker’s Acceptance and Corporate Guarantee) and forms of payment (Cash in advance, Letter of Credit, Documentary Collection, Open Account).

Or

OFFICE MANAGEMENT AND SECRETARIAL PRACTICE:-

Office and Office Management: Office and Office Management: Meaning of office. Functions of office – primary and administrative management functions, importance of office, duties of the office manager, his qualities and essential qualifications, **Filing and Indexing:** Filing and Indexing – Its meaning and importance, essentials of good filing, centralized vs. decentralized filing, system of classification, methods of filing and filing equipment, Weeding of old records, meaning and need for indexing, various types of indexing, **Mail and Mailing Procedure, Forms and Stationery: Mail and Mailing Procedures:** Mailing Procedures – meaning and importance of mail, centralization of mail handling work, its advantages, room equipment and accessories, sorting tables and rack, letter opener, time and date stamps, postal franking machine, addressing machine, mailing scales, mailing through post, courier, email, appending files with email. Inward and outward mail – receiving, sorting, opening, recording, making, distributing, folding of letters sent, maintenance of peon book, dispatching, courier services, central receipt and dispatch, **Forms and Stationery:** Office Forms – introduction, meaning, importance of forms, advantages of using forms, disadvantages of using forms, type of forms, factors affecting forms design, principles of form design, form control. Stationery – introduction, types of stationery used in offices, importance of managing stationery, selection of stationery, essential requirements for a good system of dealing with stationery, purchasing principles, purchase procedure, standardization of stationery, **Modern Office Equipments: Modern Office Equipments:**

Modern Office Equipment – Introduction, meaning and Importance of office automation, objectives of office mechanization, advantages, disadvantages, factors determining office mechanization. Kind of office machines: personal computers, photocopier, fax, telephone, telephone answering machine, dictating machines, Audio Visual Aids, **Budget:** Budget - Annual, revised and estimated. Recurring and non- recurring heads of expenditure **Audit:** Audit process- Vouching, verification and valuation (in brief), Consumables/ Stock register and Asset register. Procedure for disposal of records and assets, **Banking Facilities:** Banking facilities: Types of accounts. Passbook and cheque book. Other forms used in banks. ATM and money transfer. Abbreviations/Terms used in Offices: Explanation of abbreviations/terms used in offices in day-to-day work, Modes of Payment: Types of payments handled such as postal orders, Cheque (crossed/uncrossed), post-dated and pre-dated Cheques, stale Cheque, dishonoured Cheque, **Role of Secretary:** Definition; Appointment; Duties and Responsibilities of a Personal Secretary; Qualifications for appointment as Personal Secretary. Modern technology and office communication, email, voice mail, internet, multimedia, scanner, video-conferencing, web-casting. Agenda and Minutes of Meeting. Drafting, fax-messages, email, Maintenance of appointment diary.

Or

FUNDAMENTALS OF INVESTMENT:-

The Investment Environment: The investment decision process, Types of Investments – Commodities, Real Estate and Financial Assets, Difference between investment, speculation, and gambling, the Indian securities market, the market participants and trading of securities, security market indices, sources of financial information, Concept of return and risk, Impact of Taxes and Inflation on return, **Fixed Income Securities:** Bond features, types of bonds, estimating bond yields, Bond Valuation types of bond risks, default risk & credit rating, **Approaches to Equity Analysis:** Introductions to Fundamental Analysis, Technical Analysis and Efficient Market Hypothesis, dividend capitalization models, and price-earnings multiple approach to equity valuation, **Portfolio Analysis and Financial Analysis:** Portfolio and Diversification (Markowitz Theory; Capital Asset Pricing Model.) , Portfolio Risk and Return; Mutual Funds – concept, classification and valuation; Introduction to Financial Derivatives; Financial Derivatives Markets in India – Forward, Future, Option and Swaps, **Investor Protection:** Role of SEBI and stock exchanges in investor protection; Investor grievances and their redressal system, insider trading, investors’ awareness and activism.

Or

CONSUMER PROTECTION:-

Consumer and Markets: Concept of Consumer, Nature of markets- Liberalization and Globalization of markets with special reference to Indian Consumer markets, E- Commerce with reference to Indian Market, Concept of Price in Retail and Wholesale, Maximum Retail Price (MRP), Fair Price, GST, labeling and packaging along with relevant laws, Legal metrology, **Experiencing and Voicing Dissatisfaction:** Consumer Buying Process, Consumer Satisfaction/dissatisfaction-Grievances complaint, Consumer Complaining

Behaviour: Alternatives available to Dissatisfied Consumers; Complaint handling Process: ISO 10000 Suit, **Consumer Protection Laws In India: Objectives and Basic Concepts:** Consumer rights and UN Guidelines on Consumer Protection, Consumer goods, defect in goods, spurious goods and services, service, deficiency in service, unfair trade practice, restrictive trade practice, **Organizational set-up under the Consumer Protection Act:** Advisory Bodies: Consumer Protection Councils at the Central, State and District Levels, Adjudicatory Bodies: District Forums, State Commissions, National Commission: Their Composition, Powers, and Jurisdiction (Pecuniary and Territorial), Role of Supreme Court under the CPA with important case law, Grievance Redressal Mechanism under the Consumer Protection Law: who can file a complaint? Ground of filing a complaint; limitation period; procedure for filing and hearing of a complaint; disposal of cases, relief/remedy available, temporary injunction, enforcement of order, appeal, frivolous and vexatious complaints, offences and penalties, leading cases decided under Consumer Protection Law by Supreme Court/National Commission: Medical Negligence; Banking; Insurance; Housing & Real Estate, Electricity and Telecom Services, Education, Defective Product, Unfair Trade Practice, **Role of Industry Regulators in Consumer Protection:** Banking: RBI and Banking Ombudsman Insurance: IRDA and Insurance Ombudsman, Telecommunication: TRAI, Food Products: FSSAI, Electricity Supply: Electricity Regulatory Commission vi, Real Estate Regulatory Authority, **Contemporary Issues in Consumer Affairs: Consumer Movement in India;** Evolution of Consumer Movement in India. Voluntary Consumer Organisations (VCOs); National Consumer Helpline, GAMA, CONFONET, e-daakhil, Formation of consumer organizations and their role in consumer protection, Misleading advertisements, National Consumer Helpline, Comparative Product Testing, Sustainable Consumption and Energy ratings, **Quality and Standardization:** Voluntary and Mandatory standards; Role of BIS, Indian Standards Mark (ISI), Ag-mark, Hallmarking, Licensing and Surveillance; Role of International Standards: ISO: An overview. Consumer Grievance Redressal under the BIS Act, 2016. Role Of Energy Rating and Energy standards.

Sd/-

Section Officer (R-III)

H. P. Public Service Commission