

PROGRAMME PROJECT REPORT (PPR)

Diploma in Office Automation and E-Governance (DOAEG)

1. Introduction about the Programme

A program in Office Automation and E-Governance (OAEG) is designed to provide individuals with the knowledge and skills necessary to leverage technology for enhancing office processes and implementing efficient e-governance solutions. This program focuses on the integration of automation tools, software applications, and electronic governance strategies to streamline administrative processes in various sectors.

2. Programme Mission & Objectives

2.1 Mission Statement

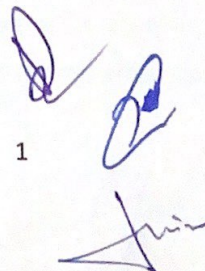
To provide a comprehensive understanding of office automation tools and e-governance strategies, this program aims to prepare individuals to contribute to the modernization and efficiency of administrative processes in various sectors, including government organizations, businesses, and non-profit entities.

2.2 Objectives

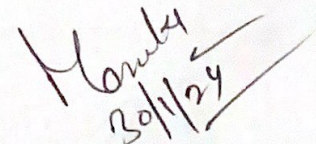
The Programme has been framed to achieve the following main objectives:

- To provide a comprehensive curriculum that encompasses office automation tools, e-governance principles, and the latest technologies.
- To provide students with practical, hands-on experience in IT tools and techniques.
- To enhance communication skills necessary for effective interaction with clients, customers, and team members.
- To equip students with a well-rounded skill set that meets the demands of the evolving digital landscape.
- To develop students' technological proficiency in office automation tools, document management systems, and workflow automation.

3. Relevance of the Programme



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A Program in Office Automation and E-Governance (OAEg) is highly relevant in the contemporary digital landscape, as it addresses the increasing demand for professionals who can leverage technology to enhance office processes and contribute to the efficient functioning of government systems.

4. Prospective Target Group

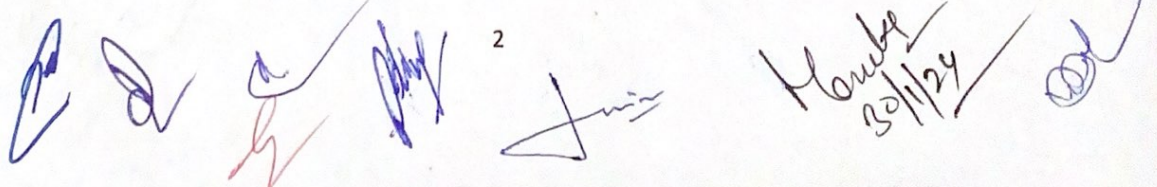
- Having passed 10+2 in any Stream or the equivalence examination or the higher examination from the recognized Board/University.
- Having passed 2 Years ITI Programme in any trade after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.
- Having passed 3 Years Diploma in any stream after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.

Learners with above said eligibility may join this course to improve their knowledge, skills, employability, and entrepreneurship ability. The working persons and who cannot study through regular mode can continue their education through this open learning mode.

5. Appropriateness of the Programme

The Programme will provide academic continuity to the learning community and will facilitate continuous professional development for the employees and entrepreneurs across the country and Punjab state, in particular. The Programme aims to reach the learners who are distant and those lacking access. To reach the unreached, the courses' instructions and specially prepared study material in the form of printed notes and audio-video lessons to the learners will be delivered at their door steps through postal correspondence and digital media like e-mail, website etc. Limited face-to-face contact sessions will be held at Learner Support Centres (LSC) set up by the university as close as possible to the learner's home. Communication with the university and interaction between the teacher and the learners will be further facilitated using electronic media options like telephone, e-mails, chat sessions, video conferencing and tele conferencing, if and when required. All of these characteristics will help learners to engage in relevant, purposeful and interesting lessons.

Apart from this, the learners will have the advantage to study at their own pace and convenience as the Programme can be completed in the time span ranging from one year to two years.

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The multiple exit and enter option for learners is facilitated. Learners are allowed to exit the Programme after the six months obtained at least 20 credits with a relevant certificate and re-enter the same Programme at a later time.

6. Instructional Design

Annexure-A (Course Scheme of Diploma in OAEG)

Annexure-B (Syllabi of Diploma in OAEG)

7. Procedure for Admissions

Notifications regarding admission will be published in the leading national and regional newspapers. In addition to this, all the required information will be updated regularly on the university website

7.1 Programme Duration: 1 Year to 2 Years

7.2 The Medium of Examination: English

7.3 Eligibility:

- Having passed 10+2 in any Stream or the equivalence examination or the higher examination from the recognized Board/University.
- Having passed 2 Years ITI Programme in any trade after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.
- Having passed 3 Years Diploma in any stream after Matriculation from Punjab State Board of Technical Education & Industrial Training, Chandigarh or such examination from any other recognized State Board of Technical Education.

7.4 Total Programme Fee:

Fee Head Details	Semester-1	Semester-2
Registration/ Continuation Fee	300	300
Tuition Fee	--	--
Examination Fee	1400	1400
L.T. and other	1100	1100

Charges		
Security Fee (Refundable)	--	--
Total Fee (Rs.)	2800	2800

7.5 Instructional Delivery Mechanisms:

The Programme has been designed with the aim to reach the distant and those lacking access to a regular mode of education. The courses' instructions and specially prepared study material will be made available through Learner Support Centres (LSCs) and digital media like e-mail, website etc. Limited face to face contact sessions will be held at the study centers set up by the university as close as possible to the learner's home. Communication with the university and interaction between the teacher and the learners will be further facilitated using electronic media options like telephone, e-mails, chat sessions, video conferencing and tele conferencing, if and when required.

Besides this, Counseling Sessions will be held at all the LSCs regularly during weekends. The university will also conduct live/virtual classes for learners using modern ICT methods. However, to ensure learner participation and interaction, online classes will be blended with face to face discussions and meetings with the learners.

8. Evaluation

The learners' progress is measured through the means of continuous evaluation and end semester examinations.

8.1 Continuous Internal assessment through assignments

Assignments help the learners to recapitulate the theory and go back to the text again in case they are unable to answer a particular question. Thus, assignments also help to reinforce learning in distance and open learning system of education. The assignments will consist of a set of questions and activities that have to be answered by the Programme participants by remaining at their own place.

Two assignments will be submitted for a 4 credits course and one assignment will be submitted by the learner for a 2 credits course. The assignments will cover all or any types of questions (long answer type, short answer type, objective type, multiple choice questions and case studies).

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Learners will be required to obtain 40% marks as pass percentage in each assignment separately. In the final result, assignments will carry 30% weightage.

8.2 Semester End Examination

Semester end examination is the major component of the evaluation system and carries 70% weightage in the final result. The university will conduct end semester examination twice a year i.e., in June and in December. The learners can take the examination only after the completion of the course, failing which they can take the same in December or June of subsequent years but within the total span of the Programme. In case any student fails to get a passing score in the semester end examination, they will be eligible to reappear in the next semester end examination for that course as and when it is held but within the total span of the Programme only.

In order to claim Certificate/Diploma in OAEG, the learner is required to score at least 40% marks in both continuous evaluations (i.e. in assignments) as well as in semester end examinations separately.

8.3 Updated Notification for the Learners

The information regarding the university policies and procedures, academic activities like assignment submissions, question papers, results and other notices related to examination and evaluation will be uploaded on the official website of the university.

9. Laboratory Support

Modernize Computer Labs at the Learner Support Centres (LSCs) will be provided with all latest computers and software required for this Programme.

10. Library Resources

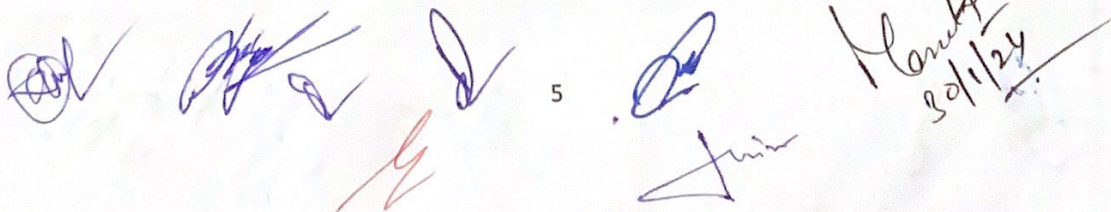
The students may avail the library facilities at their Learner Support Centres (LSCs).

11. Cost Estimation

The cost of the Programme will be as per the fee decided upon.

12. Quality Assurance Mechanism

The university has constituted a "Centre of Internal Quality Assurance (CIQA) as per UGC (Open and Distance Learning) Regulations, 2020.

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13. Programme Outcomes (POs)

Programme: Diploma in OAEG

Programme Outcomes (POs)	
On successful completion of this Programme, the students will be able to:	
PO1	Demonstrate proficiency in using a variety of office automation tools, including word processors, spreadsheets, presentation software, and collaboration platforms.
PO2	Apply document management principles to efficiently create, organize, store, and retrieve digital documents within an organizational setting.
PO3	Understand and apply the principles of e-governance, including transparency, accessibility, and citizen-centric services.
PO4	Effectively use electronic communication tools such as email systems, video conferencing, and collaborative platforms to facilitate efficient communication within and outside the organization.
PO5	Cultivate a mindset of continuous learning, staying updated on new technologies, evolving governance practices, and emerging trends in office automation and e-governance.
PO6	Interact professionally with clients, stakeholders, and end-users, understanding their requirements and incorporating feedback into the design and implementation of office automation and e-governance solutions.
PO7	Integrate sustainability principles into office automation and e-governance practices, contributing to environmentally responsible and resource-efficient governance.
PO8	Understand and apply legal and ethical considerations in the context of e-governance, including privacy issues, data protection, and compliance with relevant regulations.

14. Programme Specific Outcomes (PSOs)

Programme: Diploma in OAEG

Programme Specific Outcomes (PSOs)	
On successful completion of this Programme, the students will be able to:	
PSO1	Gain proficiency to use a variety of office automation tools, including word processors, spreadsheets, presentation software, and collaboration platforms, for efficient document creation, data analysis, and communication.
PSO2	Design and implement workflow automation solutions to optimize business processes, reducing manual intervention, and enhancing overall efficiency in an organizational context.
PSO3	Understand e-governance principles, including transparency, accessibility, and citizen-centric services, and be able to apply these principles in the development and enhancement of governance practices.
PSO4	Understand ethical considerations and legal implications in IT-enabled services, ensuring responsible and compliant professional behavior.

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PSO5	Cultivate a mindset of continuous learning, staying updated on new technologies, evolving governance practices, and emerging trends in office automation and e-governance throughout their careers.
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15. Course Outcomes (COs)

Course Outcomes (COs) of Courses of Semester-1

Course#1

Course: Fundamentals of Computer	
Course Code: FC-1-01T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Learn the basic knowledge of computer hardware and software
CO2	Get basic knowledge of number system
CO3	Gain knowledge of computer languages such as machine language, assembly language, high level language, 4GL.
CO4	Learn hands on experience with operating systems
CO5	Learn the computer networks, Information Technology and Society

Course#2

Course: Office Equipment & Secretarial Tasks	
Course Code: DOAEG-1-02T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Demonstrate proficiency in operating common office equipment such as photocopiers, scanners, fax machines, and printers.
CO2	Understand the working of computer input and output devices.
CO3	Learn best practices for file management, both in physical and digital formats.
CO4	Understand and adhere to professional and ethical standards in the workplace.
CO5	Develop effective customer service skills in dealing with clients, visitors, and colleagues.

Course#3

Course: Office Automation Tools	
Course Code: OAT-1-03T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Demonstrate proficiency in using office suite applications such as Microsoft Office for Word Processing.
CO2	Demonstrate proficiency in using office suite applications such as Microsoft Office

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	for Power Presentations.
CO3	Demonstrate proficiency in using office suite applications such as Microsoft Office for Spread Sheets.
CO4	Understand and utilize electronic signature tools such as DocuSign or Adobe Sign for digitally signing documents.
CO5	Familiarity with Video conferencing software for online meetings and webinars.

Course#4

Course: Office Automation Tools Lab	
Course Code: OAT-1-03P	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Create and format various types of documents using word processing software.
CO2	Apply styles, formatting, and templates to enhance document appearance.
CO3	Create, edit, and format spreadsheets for data management and analysis using tools like Microsoft Excel.
CO4	Develop effective presentation skills using presentation software (e.g., Microsoft PowerPoint).
CO5	Enhance communication skills through effective use of email, instant messaging, and other communication tools.

Course Outcomes (COs) of Courses of Semester-2

Course#5

Course: Basic Communication Skills	
Course Code: BCS-2-01T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Gain competence in verbal and non-verbal communication
CO2	Increase comprehension levels
CO3	Use language for effective communication
CO4	Understand the processes of communication
CO5	Overcome barriers in communication

Course#6

Course: Office Operations & Office Management	
Course Code: DOAEG-2-01T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Understand key concepts and issues of Office Operations & Office Management.
CO2	Identify components of office management roles and procedures and team dynamics.

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CO3	Communicate finding using business software applications.
CO4	Identify the operational issues in the value addition processes in office management.
CO5	Understand the analytical skills and problem-solving tools to resolve the operational issues.

Course#7

Course: Office Operations & Office Management Lab	
Course Code: DOAEG-2-01P	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Explore the basics of office software applications such as Microsoft Office Suite (Word, Excel, PowerPoint).
CO2	Creating and formatting documents, spreadsheets, and presentations.
CO3	Develop a professional document incorporating various formatting styles.
CO4	Create a comprehensive file organization system for an office scenario.
CO5	Creating charts, graphs, and performing basic data analysis.

Course#8

Course: E-Governance	
Course Code: EG-2-02T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Develop deep understanding about E-Governance and E-Government
CO2	Understand different E-Governance models and infrastructure development
CO3	Critically analyze E-Governance in Administration.
CO4	Participate in E- Governance activities.
CO5	Utilization of information technology to avail public services


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