

CHHATRAPATI SHAHU JI MAHARAJ UNIVERSITY,  
KANPUR

Programme: B. Com in E-Commerce (AEDP)  
Apprenticeship Embedded Degree Programme  
In collaboration with Logistics Sector Skill Council

**Course Structure (with effect from 2025-26)**

<b>Semester - I</b>			
Code	Paper	Courses	Credits
<b>C020101T</b>	Core Course – I	Introduction to E-Commerce and Logistics Operations	4
<b>C020102T</b>	Core Course -II	Inventory Management	4
<b>C020131T</b>	Core Course -III	Outsourcing in E-Commerce	4
<b>C020104T</b>	Minor	Language – (English/foreign Language)	3
<b>VOC166</b>	Skill Enhancement course (SEC)	Computer Applications	3
<b>Z011101</b>	Co-curricular Course	First Aid and Basic Health	2
Total Credits			20
<b>Semester – II</b>			
Code	Paper	Courses	Credit
<b>C020201T</b>	Core Course – I	Warehouse Management	4
<b>C020202T</b>	Core Course -II	Material Handling	4
<b>C020203T</b>	Core Course -III	First and Last Mile Operations	4
<b>C020204T</b>	Minor Course	Business Environment	3
<b>VOC167</b>	Skill Enhancement course (SEC)	Business Communication	3
<b>Z021202</b>	Co-curricular Course	Human Values and Environment Studies	2
Total Credits			20

Note: 1. Total Credits 40 till semester II

2.Student is entitled for certificate in Faculty after successful completion of first two semesters

<b>Semester – III</b>			
Code	Paper	Courses	Credits

<b>C020301T</b>	Core Course – I	MIS for E-Commerce	4
<b>C020302T</b>	Core Course -II	E-Commerce Customer Service	4
<b>C020303T</b>	Core Course -III	Reverse Logistics for E -Commerce	4
<b>C020304T</b>	Minor Course	Constitutional Values	3
<b>VOC152</b>	Skill Enhancement course (SEC)	AI-Driven Advanced E-Commerce Mastery Programme	3
<b>Z031301</b>	Co-curricular Course	Physical Education and Yoga	2
Total Credits			20
<b>Semester – IV</b>			
Code	Paper	Courses	Credit
<b>C020401T</b>	Core Course – I	Hub & Line Operations	4
<b>C020402T</b>	Core Course -II	Fulfilment Operations	4
<b>C020403T</b>	Core Course -III	Packaging for E-Commerce	4
<b>C020404T</b>	Minor Course	Supply Chain Management	3
<b>C020405R</b>	Project	Project I	3
<b>Z041402</b>	Co-curricular Course	Indian Language	2
Total Credits			20

Note: 1. Co-curricular Course Indian Language will be as decided by University/Department.

2.Total Credits 80 till semester IV.

3.Student is entitled for Diploma in Faculty after successful completion of four semesters.

#### Semester V

Code No.	Course Title	Credits
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	Allied MOOC Course	2
C020503P	Apprenticeship -I	23
	Total Credits	25

#### Semester VI

Code No.	Course Title	Credits
	Allied MOOC Course	2
C020603P	Apprenticeship -II	23
	Total Credits	25

SEMESTER V - ALLIED COURSES MOOC		
1. PRINCIPLES OF CATALOGUING (C020501T)		
2. EXPORT & IMPORT DOCUMENTATION. (C020502T)		
SEMESTER VI - ALLIED COURSES MOOC		
1. INTERNATIONAL ECOMMERCE (C020601T)		
2. MULTIMODAL TRANSPORTATION. (C020602T)		

Note:

1. Total Credits 130 till semester VI
2. Student is entitled for Three Year B.Com in E-Commerce Operations UG Degree after successfully completion of six semesters.

<b>Programme : B.Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: First</b>
<b>Course Code: C020101T</b>	<b>Course Title: Introduction to E-Commerce and Logistics Operations</b>	
Course Outcomes: <ul style="list-style-type: none"><li>● To understand the basics of e-commerce logistics.</li></ul>		

<ul style="list-style-type: none"> <li>• Basics of e-commerce logistics.</li> <li>• Types of e-commerce logistics in India.</li> <li>• Impact of technology on e-commerce logistics</li> <li>• Future of e-commerce logistics in India.</li> </ul>		
Credits: 4		MAJOR
Max. Marks: 25+75		Min. Passing Marks: 10+25
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No. of Lectures Total=60
I	Basics of E-Commerce & Logistics Operations E-Commerce-Meaning, Role & Revolution of E-commerce & Logistics Operations-Challenges & Impact of E-commerce & Logistics Operations on the world and global trade. Roadmap of e-commerce in India. Regulatory policies and impact on e-commerce logistics. - Disruption in E-commerce logistics.	12
II	Logistics and System Concept, Objectives and Role of Logistics Introduction-Logistics Functions and Management-Role of Logistics in the Supply Chain-Catalysts for Outsourcing Trends -Benefits of Logistics Outsourcing-Third- and Fourth-Party Logistics- Logistics goals and types-General capacity theory in logistics-Inbound and outbound operation- Capacity management in inbound and outbound logistics	12
III	Types of E-Commerce Logistics in India Business to Consumer (B2C) - Business model and challenges. -Business to Business (B2B) - Business model and challenges. -Consumer to Consumer (C2C) - Business model and challenges. - Other E-Commerce Models- Integrating Logistics into the Operations Process-Assessment, Planning, Preparing, Executing and Terminating for Logistics Operations.	12
IV	Impact of Technology on E-Commerce Logistics Role and advantages of technology in e-commerce logistics. -Technology disruption and innovation in e-commerce logistics- Challenges in adopting technology in Indian e-commerce logistics. -Major upcoming technologies and systems in e-commerce logistics-GPS tracking-Drone delivery-Electric vehicle delivery systems	12
V	Future of E-Commerce in India Growth projections for e-commerce in India-Upcoming regulations and their likely impact on e-commerce logistics Global research on e-commerce logistics. Integration with stock & order processing systems-Systems used in Inbound and outbound operations-Systems used for Value-added delivery options (premium/express / scheduled / location mapping)-Customer and Support Relationships	12
<b>Suggested Readings:</b> <ol style="list-style-type: none"> <li>1. Course Material Prepared by LSC</li> <li>2. E-Commerce an Indian Perspective P.T. Joseph, S. J. - PHI publication</li> <li>3. IT Encyclopedia.Com: Volume 8: Parag Diwan &amp; Sunil Sharma: E-commerce - Pentagon Press.</li> <li>4. E-Commerce Strategies: Charles Trepper – PHI</li> <li>5. S. R. Bhansali, Information Technology Act, 2000, University Book House Pvt. Ltd., Jaipur.</li> <li>6. Essential Cybersecurity Science, Josiah Dykstra, 2017 – O'Reilly</li> </ol>		

<b>Suggested Continuous Evaluation Methods:</b> In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.
<b>Suggested equivalent online courses:</b> .....
<b>Further Suggestions:</b> .....

<b>Programme : B.Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: First</b>
<b>Course Code: C020102T</b>	<b>Course Title: Inventory Management</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To understand the concepts of inventory MANAGEMENT.</li><li>• Understand basics of INVENTORY MANAGEMENT IN WAREHOUSING.</li><li>• Explain the requirement for warehouse management systems</li><li>• Demonstrate the importance of and inventory management.</li></ul>		
Credits: 4	MAJOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=60
I	Introduction to Inventory Management What is inventory management-Why is inventory management important-Role in inventory management in e-commerce supply chain-Inventory management terms-Types of inventory in e-commerce supply chain -Management of inventory in e-commerce supply chain.	12
II	Basic Inventory Management Techniques and Relevance to E-Commerce Logistics Economic order quantity-Minimum order quantity -ABC analysis. - Just-in-time inventory management. -Safety stock inventory. -FIFO and LIFO. -Batch tracking. -Consignment Inventory-Perpetual inventory management-Six Sigma and Lean Six Sigma-Demand Forecasting-Cross-docking-Bulk shipments.	12
III	Key Inventory Management Metrics Inventory turnover -Safety stock -Reorder point -Backorder rate-Carrying cost of inventory	12
IV	Inventory Management Software What is inventory management software? - Features of good quality software. -Choosing the correct warehousing management system.	12

V	Latest Trends in Inventory Management Predictive picking using artificial Features of good quality software-Choosing the correct warehousing management system-Omnichannel inventory management solutions-Streamlined management of returned inventory -Streaming Analytics-Advanced sales forecasting-New inventory	12
<p>Textbooks &amp; Suggested Readings:</p> <ol style="list-style-type: none"> <li>1. Course Material Prepared by LSC</li> <li>2. Sunil Chopra and Peter Meindl, Supply Chain Management Pearson Education Asia, 3rd edition, 2007</li> <li>3. Operations Research – Concepts, Problems &amp; Solutions- Kapoor V.K.-Sultan Chand &amp; Sons/2017- 978-81-8054-854-3 (TC-532)</li> <li>4. Vijay Kumar Khurana, 2007, Management of Technology and Innovation, Ane books India, Chennai Further Reading Source</li> <li>5. Simchi-Levi, David, “Designing and Managing Supply Chain”, Tata McGraw Hill, 3rd Edition, 2007.</li> <li>6. David E Mulcahy, “Warehouse Distribution and Operations Handbook, McGraw Hill, 6th Edition, 1993.</li> </ol>		
<p>Suggested Continuous Evaluation Methods:</p> <p>In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.</p>		
<p>Suggested equivalent online courses:</p> <p>.....</p>		
<p>Further Suggestions:</p> <p>.....</p>		

<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: First</b>
<b>Course Code: C020131T</b>	<b>Course Title: Outsourcing in E-commerce</b>	
Course Outcomes: <ul style="list-style-type: none"><li>• To understand the role of Outsourcing in E-Commerce.</li><li>• Understand how outsourcing works in E-Commerce</li></ul>		

- Understand how to outsource strategic assessments
- Understand how to outsource Risk Management
- Future of E-Commerce Outsourcing

Credits: 4		MAJOR
Max. Marks: 25+75		Min. Passing Marks: 10+25
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No. of Lectures Total=60
I	Introduction— 1.1 Meaning and Definition of Outsourcing. 1.2 Need and Importance of outsourcing. 1.3 Factors governing Outsourcing. 1.4 Implementing outsourcing. 1.5 Challenges associated with outsourcing	12
II	E-Commerce Outsourcing 2.1 Introduction to Ecommerce Outsourcing 2.2 Best Practices in E-Commerce Outsourcing 2.3 Potential benefits of Outsourcing in E-Commerce 2.4 Best countries for E-Commerce Outsourcing and their strategies.	12
III	Outsourcing Strategic Assessment 3.1 Business Value Assessment 3.2 Operational Assessment 3.3 Financial Assessment 3.4 Risk Assessment 3.5 Integrating the four risk elements	12
IV	Outsourcing Risk Management 4.1 Hidden Cost of Outsourcing 4.2 Models of Outsourcing (BPO,IPO,KPO) 4.3 Potential risks in outsourcing 4.4 Techniques and tools of risk assessment	12
V	Future of Outsourcing 5.1 Growth and Prospects of Outsourcing 5.2 Future outsourcing trends and their implications	12

	5.3 Outsourcing in India	
<p>Suggested Readings:</p> <p>1. Course Material Prepared by LSC</p>		
<p>Suggested Continuous Evaluation Methods:</p> <p>In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.</p>		
<p>Suggested equivalent online courses:</p> <p>.....</p>		
<p>Further Suggestions:</p> <p>.....</p>		

<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: First</b>
<b>Course Code: C020104T</b>	<b>Course Title: Language (English/ Foreign Language)</b> <b>English Language Skills</b>	
Course Outcomes: <ul style="list-style-type: none"><li>Students will be acquainted with fundamental of English Language Skills.</li></ul>		



<ul style="list-style-type: none"> <li>Students will be efficient enough to express any idea/thought in an effective manner using acquired vocabulary.</li> <li>Students will be acquainted with significance of grammar components in acquiring proficiency.</li> <li>Students will be improved with English proficiency</li> </ul>		
Credits: 3		Minor
Max. Marks: 25+75		Min. Passing Marks: 10+25
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No. of Lectures Total=45
I	Grammar & Vocabulary: Parts of Speech: Nouns, verbs, adjectives, adverbs, pronouns, prepositions, conjunctions, interjections. Tenses: Simple present, simple past, simple future, present continuous, past continuous. Basic Sentence Patterns: Subject–verb–object and other common structures. Common Verbs & Everyday Vocabulary.	10
II	Reading & Comprehension: Close reading, Comprehension exercises, Summary paraphrasing, listening: Understanding simple instructions, dialogues	7
III	Communication Skills: Effective communication and types, Barriers to communication, Key industry-specific phrases and terminology, Group discussions and conflict resolution strategies.	10
IV	Professional Writing: Email etiquette and client correspondence, Writing business documents: delivery orders, invoices, dispatch notes, Business Letters, Drafting reports, meeting minutes, and proposals.	10
V	Presentation Skills & Practical Application: Designing and creating effective PowerPoint slides and visual aids Presentation techniques – voice modulation, body language, and audience engagement. In-class presentations Document review and peer feedback	8
<b>Recommended Readings:</b> <ol style="list-style-type: none"> <li>1 Raman, Meenakshi, and Sharma, Sangeeta. Technical Communication: Principles and Practice. Oxford University Press.</li> <li>2 Krizan, Merrier, Logan. Business Communication. Cengage Learning.</li> <li>3 Sample event and logistics templates from industry case studies.</li> <li>4 Online tools: Grammarly, Hemingway App, and MS Word business templates.</li> <li>5. Barun K. Mitra. Personality Development and Soft Skills. Oxford University Press (useful for communication + presentation skills).</li> <li>6. Taylor, Shirley. Model Business Letters, Emails and Other Business Documents. Pearson Education.</li> </ol>		
<b>Suggested Continuous Evaluation Methods:</b> <p>In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.</p>		

Suggested equivalent online courses: .....
Further Suggestions: .....

<b>Programme : B.Com in E-Commerce Operations</b>		<b>Year: First</b>	<b>Semester: First</b>
<b>Course Code: VOC166</b>		<b>Course Title: Computer Applications</b>	
Course outcomes: <ul style="list-style-type: none"><li>• Understand the basic components and functions of computers and operating systems.</li><li>• Create and format professional documents using word processing tools.</li><li>• Prepare and analyze data using spreadsheets and develop presentations.</li><li>• Explain the basics of database systems and computer networking in business contexts.</li></ul>			
Credits: 3		(Vocational )	
Max. Marks: 25+75		Min. Passing Marks:	

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 3-0-0		
Unit	Topics	No. of Lectures Total=45
I	Introduction to computers and their applications in business, Components of a computer system: Input, Output, Memory, CPU, Storage, Generations and types of computers, Operating systems: Concepts of Disk OS, Windows, GUI, Basic file handling, system software, and utilities	12
II	Word Processing Tools: Creating, saving, and formatting documents, Paragraph settings, headers, footers, tables, and images, Templates for business letters, memos, and reports, Mail Merge: Concept and practical use with Excel data, Proofing tools: Spell check, grammar, track changes.	10
III	Excel Basics: Creating spreadsheets, formatting cells, Formulas and basic functions: SUM, AVERAGE, IF, etc. Charts, sorting, filtering, and printing. PowerPoint Basics: Creating slides, using themes, Inserting media, animations, and slideshow settings.	12
IV	Introduction to DBMS: Concepts and importance, Data hierarchy: field, record, file, database. File types: Master and transaction files. Database structure basics. Fundamentals of computer networks: LAN, WAN. Online vs. offline data processing and real-time sharing.	11
<b>Suggested Readings:</b> P. K. Sinha & P. Sinha, Computer Fundamentals, BPB Publication V. Rajaraman, Computer Fundamentals, PHI Tannenbaum, Computer Applications and Networks 'O' Brien, Management Information Systems		
<b>Suggested Continuous Evaluation Methods:</b> In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions. This will instill in student a sense of decision making and practical learning.		
<b>Suggested equivalent online courses:</b> .....		
<b>Further Suggestions:</b> .....		

Programme : Certificate		Year: First	Semester: First
Co-Curricular Course			
Course Code: Z011101		Course Title: First Aid and Basic Health	
Course outcomes:			
<div><input type="checkbox"/> Learn the skill needed to assess the ill or injured person.</div> <div><input type="checkbox"/> Learn the skills to provide CPR to infants, children and adults.</div> <div><input type="checkbox"/> Learn the skills to handle emergency child birth</div> <div><input type="checkbox"/> Learn the Basic sex education help young people navigate thorny questions responsibly and with confidence.</div> <div><input type="checkbox"/> Learn the Basic sex education help youth to understand Sex is normal. It's a deep, powerful instinct at the core of our</div> <div><input type="checkbox"/> survival as a species. Sexual desire is a healthy drive</div> <div><input type="checkbox"/> Help to understand natural changes of adolescence</div> <div><input type="checkbox"/> Learn the skill to identify Mental Health status and Psychological First Aid</div>			
Credits: 2		Compulsory	
Max. Marks: 40+60		Min. Passing Marks: 40	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 3-0-0			
Unit	Topics		No. of Lectures Total= 30
I	<div>A. Basic First Aid</div> <div><input type="checkbox"/> Aims of first aid &amp; First aid and the law.</div> <div><input type="checkbox"/> Dealing with an emergency, Resuscitation (basic CPR).</div> <div><input type="checkbox"/> Recovery position, Initial top to toe assessment.</div> <div><input type="checkbox"/> Hand washing and Hygiene</div> <div><input type="checkbox"/> Types and Content of a First aid Kit B.</div> <div>First AID Technique</div> <div><input type="checkbox"/> Dressings and Bandages.</div> <div><input type="checkbox"/> Fast evacuation techniques (single rescuer). <input type="checkbox"/> Transport techniques.</div> <div>First aid related with respiratory system <input type="checkbox"/> Basics of Respiration.</div> <div><input type="checkbox"/> No breathing or difficult breathing, Drowning, Choking, Strangulation and hanging</div> <div><input type="checkbox"/> Swelling within the throat, Suffocation by smoke or gases and Asthma.</div> <div>D. First aid related with Heart, Blood and Circulation <input type="checkbox"/> Basics of The heart and the blood circulation. <input type="checkbox"/> Chest discomfort, bleeding.</div> <div>First aid related with Wounds and Injuries</div>		2 (Theory)  10 (Practical)

	<ul style="list-style-type: none"><li><input type="checkbox"/> Type of wounds, Small cuts and abrasions</li><li><input type="checkbox"/> Head, Chest, Abdominal injuries</li></ul> <p>First aid related with Bones, Joints Muscle related injuries</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Amputation, Crush injuries, Shock</li><li><input type="checkbox"/> Basics of The skeleton, Joints and Muscles.</li><li><input type="checkbox"/> Fractures (injuries to bones).</li></ul>	
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<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: Second</b>
<b>Course Code: C020201T</b>	<b>Course Title: Warehouse Management</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To develop competencies and knowledge of students to become Warehouse professionals</li><li>• To orient students in the field of Logistics</li><li>• To help Students to understand Warehousing and distribution center operations</li><li>• Students will be able to apply the Basic knowledge of Warehousing and distribution center operations in the real- life situation</li><li>• This subject will enable them to enhance their ability and professional skills.</li></ul>		
Credits: 4	MAJOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No. of Lectures Total=60
I	Introduction to Warehouse (Storage and Packaging) Background – Need for Warehouse – Importance of warehouse - Types of Warehouses - Broad functions in a warehouse - warehouse layouts and layout related to functions. Associate warehouse -Its functions - equipment available in associate ware house - Video on warehouse – Visits to ware houses - Warehouse Organization Structure - Benefits of Warehousing.	12
II	Receiving and Dispatch of Goods in warehouse Various stages involved in receiving goods – Stages involved receipt of goods- Advanced shipment notice (ASN) or invoice items list- Procedure for Arranging of goods on dock for counting and Visual inspection of goods unloaded- Formats for recording of goods unloaded from carriers- Generation of goods receipt note using computer- Put away of Goods- Put away list and its need-Put away of goods into storage locations - storage location codes and its application- Process of put away activity- Procedure to Prepare Warehouse dispatches	12
III	Warehouse Activities Explain receiving, sorting, loading, unloading, Picking Packing and dispatch, activities and their importance in a warehouse - quality parameters - Quality check-need for quality check-importance of quality check. Procedure to develop Packing list / Dispatch note-Cross docking method - Situations suited for application of cross docking -Information required for coordinating cross docking- Importance of proper packing- Packing materials -Packing machines -Reading labels	11
IV	Warehouse Management: Warehouse Utilization Management - Study on emerging trends in warehousing sector - DG handling -use of Material Handling Equipment's in a warehouse - Inventory Management of a warehouse - Inbound & Outbound operations of a warehouse and handling of Inbound & Outbound operations. Distribution – Definition – Need for physical distribution – functions of distribution – marketing forces affecting distribution. The distribution concept – system perspective. Channels of	13

	distribution: role of marketing channels – channel functions – channel structure – designing distribution channel – choice of distribution channels	
V	<b>Warehouse Safety Rules and Procedures:</b> The safety rules and ‘ Procedures to be observed in a Warehouse - Hazardous cargo – Procedure for Identification of Hazardous Cargo - safety data sheet- Instructions to handle hazardous cargo - Familiarization with the industry. Health, Safety & Environment - safety Equipment’s and their uses - 5S Concept on shop floor. Personal protective Equipment’s (PPE) and their uses.	12
<b>Textbooks &amp; Suggested Readings:</b>  1. Course Material Prepared by LSC  2. J P Saxena, Warehouse Management and Inventory Control- Vikas Publication House Pvt Ltd, First Edition, 2003.  3. Warehouse Management: Automation and Organisation of Warehouse and Order Picking Systems [With CDROM], Michael Ten Hompel, Thorsten Schmidt, Springer-verlag, First Edition, 2006.  4. Management Guide to Efficient Money Saving Warehousing, Stephen Frey, Gower, 1982.  5. Kapoor Satish K., and Kansal Purva, ‘Basics of Distribution Management: A Logistical Approach’, Prentice HALL of India.		
<b>Suggested Continuous Evaluation Methods:</b>  In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.		
<b>Suggested equivalent online courses:</b>  .....		
<b>Further Suggestions:</b>  .....		

<b>Programme : B.Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: Second</b>
<b>Course Code: C020202T</b>	<b>Course Title: Material Handling</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To develop competencies and knowledge to become effective professionals</li><li>• To orient students on recent changes and development in the field of material management</li><li>• To help Students to understand basic Principles and concept of material Management</li><li>• To apply the knowledge about material management in the real-life business situation</li><li>• This subject will enable them to enhance their managerial ability and professional skills</li></ul>		
Credits: 4	MAJOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total= 60
I	Introduction:  Introduction: Materials Management - Evolution, Importance, Scope and Objectives- Interface with other functions. Concept of Logistics and Supply Chain Management and evolution to 4PL-Supply Chain Management - Objectives, Components, Significance, Trade off Customer Service & Cost.	12
II	Types of Material Handling Equipment Storage and Handling Equipment: - Racks, Bins and Drawers., Stacking Frames, Shelves, Mezzanines. Transport Equipment: Conveyors, Cranes, Lifts and elevators. Engineered Systems: Automated Guided Vehicles (AGVs), Automated Storage and Retrieval Systems (AS/RS), Conveyor Systems, Robotic Delivery System. Bulk Material Handling Equipment, Stackers and Declainers., Hoppers and Silos.	12
III	Material Requirement Planning (MRP)  Material Requirement Planning (MRP) - Advantages over conventional planning (Order Point Method) – Input and output of MRP system - Forecasting - Overview of quantitative and qualitative methods of forecasting - Master Production Schedule - Bill of Materials - BOM Explosion - Material flow in MRP. MRP II. Concept of ERP. (Numerical likely on BOM Explosion, estimating Net requirements). Design of Material Handling Systems The Unit Load Concept-In-Process Handling-Distribution.	12
IV	Quality control of material  Quality control of material: Incoming material quality control- statistical quality control- governmental purchasing practices and procedures-Inventory control & Cost Reduction techniques: Inventory turns ratios-Standardization – need and importance. Codification – concept, benefits. Value Engineering and Value Analysis – concept and process.	12



V	<p>Health and Safety</p> <p>Materials handling and storage systems, Physical distribution logistics-transportation, Traffic and claims management- operations research and related techniques- Principles of Materials Handling system - Materials Handling Equipment – Safety issues.</p>	12
<p>Textbooks &amp; Suggested Readings:</p> <ol style="list-style-type: none"> <li>1. Course Material Prepared by LSC</li> <li>2. Materials management: procedures, text and cases - A.K. Dutta</li> <li>3. Materials management: An integrated approach - P. Gopala Krishnan</li> <li>4. Introduction to Materials management - J.R. Tony Arnold &amp; Stephen N. Chapman</li> <li>5. Materials &amp; Logistics Management - L.C. Jhamb</li> </ol>		
<p>Suggested Continuous Evaluation Methods:</p> <p>In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.</p>		
<p>Suggested equivalent online courses:</p> <p>.....</p>		
<p>Further Suggestions:</p> <p>.....</p>		

<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: Second</b>
<b>Course Code: C020203T</b>	<b>Course Title: First and Last Mile Operations</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To understand the First Mile operational processes in E-commerce logistics.</li><li>• Basics of First Mile operations.</li><li>• Shipment pickup operations.</li><li>• Different types of shipment processing operations at Processing Centers.</li><li>• Layout of a Processing Centre.</li><li>• Key challenges in First Mile operations and First Mile metrics.</li></ul>		
Credits: 4	MAJOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No. of Lectures Total=60
I	Role of First Mile in E-Commerce Logistics  Difference between First Mile, Line Haul and Last Mile operations. -First Mile Operations - Overview. -Why is First Mile operations important in e-commerce logistics-First Mile process flow.	12
II	Shipment Pickup and Processing Operations  Shipment pickup process. -Pickup operations staff - roles and responsibilities. -Pickup coordination. -Safety and security of shipments during pickup-Pickup Documentation-Primary and secondary processing. -Bagging operations. -Manual processing operations-Automated processing operations	12
III	Layout of A Processing Centre Inbound Operations-Processing Operations-Outbound Operations-Safety and security-Processing Centre staff-roles and responsibilities-Productivity-Pickup operations metrics-Processing operations metrics-First Mile dashboard-Pickup and Processing tools and applications-Exceptions in First Mile and impact on operations.	12
IV	Introduction to Last mile operations  What is the Last Mile in Ecommerce? -Importance of the Last Mile in the supply chain-Last Mile Delivery challenges for e-commerce-Trends in Last Mile delivery-Route optimization in Last Mile Operations-Delivery Process & its challenges-Reverse pickup process in Last mile operations and its Challenges -Tools and applications in Last Mile Operations-Metrics to measure in the last file-Automation and technology driving metrics.	12
V	Customer service and Prospects of Last Mile Logistics  Customer service and its importance-Good and bad customer service (Dos and Don'ts of customer service) Relationship between metrics and customer service. -Innovations in Last Mile Logistics-Technology Trends in Last Mile	12

	Delivery-Future Prospects	
<p>T</p> <p><b>Textbooks &amp; Suggested Readings:</b></p> <p>1. Course Material Prepared by LSC</p>		
<p><b>Suggested Continuous Evaluation Methods:</b></p> <p>In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.</p>		
<p><b>Suggested equivalent online courses:</b></p> <p>.....</p>		
<p><b>Further Suggestions:</b></p> <p>.....</p>		

<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: Second</b>
<b>Course Code: C020204T</b>	<b>Course Title: Business Environment</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To understand the First Mile operational processes in E- commerce logistics.</li><li>• Basics of First Mile operations.</li><li>• Shipment pickup operations.</li><li>• Different types of shipment processing operations at Processing Centers.</li><li>• Layout of a Processing Centre.</li><li>• Key challenges in First Mile operations and First Mile metrics.</li></ul>		
Credits: 3	MINOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=45
I	Introduction: Concept, Significance and Components of Business environment, Factor affecting Business Environment, Micro and Macro environment	12
II	Economic Systems Capitalism, Socialism, Communism, Mixed Economy- Public Sector & Private Sector	10
III	Industrial Policy-Brief historical perspective, New industrial policy of India, Socio-economic implications of Liberalization, Privatization and Globalization	13
IV	Role of Government in Regulation and Development of Business, Monetary and Fiscal Policy, EXIM Policy, FEMA, Overview of International Business Environment, Trends in World Trade: WTO-Objectives and role in international trade.	10
Suggested Readings:		
1. Francis Cherunilum, Business Environment		
2. K. Aswathapa, Business Environment		
Suggested Continuous Evaluation Methods:		
In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.		
Suggested equivalent online courses:		
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Further Suggestions:		
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<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: First</b>	<b>Semester: Second</b>
<b>Course Code: VOC167</b>	<b>Course Title: Business Communication</b>	
Course outcomes: The aim of the course is to build knowledge, understanding and application business communication among the student. The course seeks to give detailed knowledge about the subject matter by instilling them basic ideas about business communication. The outcome of the course will be as follows – •To provide knowledge about business Communication. • To provide knowledge about Formal Communication. • To built an understanding of various types of communication. • To equip the learner for applying it in corporate settings		
Credits: 3	(Vocational )	
Max. Marks: 25+75	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=45
I	Introduction: Meaning and objective of Business communication, Verbal and Nonverbal Communication, Role of Body Language, Gestures and Posture,Communication process, Variousbarriersof Communication, Concept of proximity in communication. Time, color, pauses as language, Public address system.	12
II	Oral & Non- verbal communication: Principlesof Oral Presentation, Factors affecting Presentation, effective Presentation skills, Body Language, Para Language, Role of Listening and its importance, Modern forms of communication, International communication, Cultural sensitiveness and cultural context, Writing and presenting in international situations	10
III	Corporate Communication: Formal and Informal Communication, Communication dynamics and network, Grapevine, Barriersin Communication, Essential of effective Business letters, Writing Important Business letters including correspondence with Bank and Insurance companies. WritingResume, Writing Memo, Circular, Notice and Application; Conveying Bad news through letters.	13
IV	Corporate Meetings, Delphi, Brainstorming and nominal group technique of group decisionmaking, Group Discussion, framing of surveys, WritingCover letter, Types of Interviews, Psychometric test in Employee selection. Cases and Presentations.	10
Suggested Readings: 1. Bapat & Davar, AText book of Business Correspondence 2. Bhende D.S., Business Communication 3. David Berio, The Process of Communication		

<p>4. Gowd &amp; Dixit, Advance Commercial Correspondence</p> <p>5. Gurky J.M., A Reader in Human Communication</p> <p>6. Business Communication: Concepts, Cases and Applications – P.D. Chaturvedi &amp; Mukesh Chaturvedi</p> <p>7. Business Communication Today – Courtland L. Bovee &amp; John V. Thill</p> <p>8. Effective Business Communication – Herta A. Murphy, Herbert W. Hildebrandt &amp; Jane P. Thomas</p> <p>9. Business Communication – Meenakshi Raman &amp; Prakash Singh</p> <p>10. Essentials of Business Communication – Mary Ellen Guffey &amp; Dana Loewy</p>
<p><b>Suggested Continuous Evaluation Methods:</b></p> <p>In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.</p>
<p><b>Suggested equivalent online courses:</b></p> <p>.....</p>
<p><b>Further Suggestions:</b></p> <p>.....</p>

Programme : Certificate		Year: First	Semester: Second
Co-Curricular Course			
Course Code: Z021202		Course Title: Human Values and Environment Studies	
<p>Course outcomes:</p> <p>The mission of the course on Human Values and Environmental Studies is to create morally articulate solutions to be truthful and just and to become responsible towards humanity. The course seeks to establish a continuous interest in the learners to improve their thought process with intent to develop a new generation of responsible citizens capable of addressing complex challenges faced by the society due to disruptions in human interactions effecting human values. This course works towards</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Building fundamental knowledge of the interplay of markets, ethics, and law,</li><li><input type="checkbox"/> Look at various challenges faced by individual to counter unethical issues</li><li><input type="checkbox"/> Look at core concepts for business ethics</li><li><input type="checkbox"/> Look at core concepts of anti-corruption</li><li><input type="checkbox"/> Look at core concepts for a morally articulate solution evolver to management issues in general,</li><li><input type="checkbox"/> Issues of sustainable development for a better environment.</li><li><input type="checkbox"/> To know how environmental degradation has taken place.</li><li><input type="checkbox"/> Be aware of negotiations and international efforts to save environment.</li><li><input type="checkbox"/> How to develop sustainably?</li><li><input type="checkbox"/> Efforts taken up by UN in Sustainable Development.</li><li><input type="checkbox"/> Efforts taken by India in Sustainable Development.</li><li><input type="checkbox"/> The course intends to create a sense of how to be more responsible towards the environment. Upon finishing of the course students will be able to come up with using ethical reasoning for decision making and frame ethical issues as well as operationalise ethical choices. The course integrates various facets of human values and environment</li></ul>			
Credits: 2			
Max. Marks: 40+60		Min. Passing Marks: 40	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 2-0-0			
As the course requires two areas of Human Values and Environment Studies institutions can even of for a parallel delivery			
Unit	Topics		No. of Lectures Total= 30

I	<p>Human Values Introduction- Values, Characteristics, Types Developing Value system in Indian Organisation Values in Business Management, value based Organisation, Trans-cultural Human values in Management. Swami Vivekananda's philosophy of Character Building, Gandhi's concept of Seven Sins, APJ Abdul Kalam view on role of parents and Teachers.</p> <p>Human Values and Present Practices Issues: Corruption and Bribe Privacy</p> <p>Policy in Web and Social Media, Cyber threats Online Shopping etc. Remedies UK Bribery Act, Introduction to sustainable policies and practices in Indian Economy.</p> <p>Principles of Ethics</p> <p>Secular and Spiritual Values in Management-Introduction- Secular and Spiritual values, features Levels of value Implementation. Features of spiritual Values, Corporate Social Responsibility Nature, Levels Phases and Models of CSR. Corporate Governance CSR and Modern Business Tycoons Ratan Tata, Azim Premji and Bill Gates</p>	7
II	<p>Holistic Approach in Decision making- Decision making, the decision making process The Bhagavad Gita: Techniques in Management Dharma and Holistic Management</p> <p>Discussion through Dilemmas-</p> <p>Dilemmas in Marketing and Pharma Organisations, moving from Public to Private monopoly context Dilemma of privatisation, Dilemma on liberalization, Dilemma on social media and cyber security Dilemma on Organic food. Dilemma on standardization Dilemma on Quality standards.</p> <p>Case Studies</p>	8
III	<p>Ecosystem. Concept, structure &amp; functions of ecosystem: producer, consumer, decomposer, foodweb, food chain, energy flow, Ecological pyramids</p> <p>Conservation of Biodiversity-In-situ &amp; Ex-situ conservation of biodiversity</p> <p>Role of individual in Pollution control</p> <p>Human Population &amp; Environment</p> <p>Sustainable Development</p> <p>India and UN Sustainable Development Goals</p> <p>Concept of circular economy and entrepreneurship</p>	7
IV	<p>Environmental Laws? International Advancements in Environmental Conservation, Role of National Green Tribunal, Air Quality Index, Importance of Indian Traditional knowledge on environment, Bio assessment of Environmental Quality Environmental Management System, Environmental Impact Assessment and Environmental Audit</p>	8



#### Suggested Readings:

- A foundation course in Human Values and Professional Ethics by RR. Gaur, R. Sangal et.al
- JUSTICE: What's the Right Thing to Do? Michael J. Sandel
- Human Values by A.. Tripathi New Age International
- Environmental Managersent by NK. Uberos
- <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>
- <https://www.india.gov.in/my-government/schemes>
- <https://www.legislation.gov.uk/ukpes/2010/23/contents>
- Daniel Kahneman, Thinking, Fast and Slow, Allen Lane Nov 2011 ISBN: 9780141918921

#### Suggested Continuous Evaluation Methods

In addition to the theoretical inputs the course will be delivered through case studies and dilemmas.

Assignments, Presentation, Group Discussions. This will instill in student a sense of decision making an practical learning The course participants can be evaluated on the following structure.

- Assignments (10)
- Presentation (10)
- Attendance (5)
- Final exam (75)

<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Third</b>
<b>Course Code: C020301T</b>	<b>Course Title: MIS for E- Commerce</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To understand the concepts of Managing information systems</li><li>• Understand the basics of management information systems</li><li>• Understand various global E-business processes.</li><li>• Explain the concept of electronic commerce.</li><li>• Explain the relationship between decision making and Information systems</li></ul>		
Credits: 4	MAJOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=60
I	Management Information Systems : InformationSystems ,Changing Business Environment in Retail ,Management Information System and the Trends business should monitor, Information and Knowledge-Economy, Contemporary Approach to Information Systems: Business Analytics and Business Intelligence.	12
II	Global E-business and Collaboration: E- Commerce Business Processes and Information Systems, Types of Information Systems, Systems for Collaboration and Social Commerce ,The Information Systems Function in Business	12
III	Electronic Commerce and the Digital Organization :Electronic Commerce, Digital Organization, Role of Digital Technologies, Customer Segmentation, Personalization and Recommendations, Role of IT Infrastructure and Cloud Computing	12
IV	Enhancing Decision Making- Decision Making and Information Systems Business Intelligence in the Enterprise,Business Intelligence Constituencies, Building Information Systems including Mashups, Managing Projects: Project Management Methodology, Managing Global Systems	12
V	Redesigning the Organization with Information Systems Systems as Planned Organizational Change ,Business Process ,Process Improvement: Business Process Management ,System Analysis and Change Management ,Systems Design: Agile Architecture	12
Textbooks & Suggested Readings:		
1. Course Material Prepared by LSC		

**Suggested Continuous Evaluation Methods:**

In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.

**Suggested equivalent online courses:**

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**Further Suggestions:**

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<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Third</b>
<b>Course Code: C020302T</b>	<b>Course Title: E- Commerce Customer Service</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To understand the concept of customer service in E-Commerce</li><li>• Understand how to create customer centric organization</li><li>• Understand how to communicate effectively with customers</li><li>• Explain the strategies used in servicing customers</li><li>• Understand customer encounters and tools used in customer service.</li></ul>		
Credits: 4	MAJOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=60
I	Creating the Customer-Centric Organization - Championing Customer Service, In-Focused or Customer-Focused: Where Do You Stand? , Building a Winning Service Strategy , Better Service through Surveys: Questionnaires, Focus Groups, and Interviews.	12
II	Communicating Effectively with Customers - Developing Active Listening Skills, Speaking in the Positive: Words and Tone of Voice, Body Language: Yours and Theirs ,Sending a Message Through Physical Surroundings ,Improving Verbal communication ,Understanding Your Customer's Communication Style	12
III	Customer Service Strategies - Anticipating Needs - The Key to Your Customer's Heart , Ten Principles to Keep Your Clients Happy and Loyal, Exceeding Your Clients' Expectations ,The Value of Customer Service Training for Your Staff , 7 Ways to Make Your Customers Feel Important, Recovering from Customer Service Blunders ,Five Customer Service Commandments ,When It is Time to Fire a Customer	12
IV	Managing the Customer Encounter - Showing Customers That You Value Their Business ,Understanding Customer Behaviour and Creating Positive Outcomes, Asking the Right Questions, Dealing Effectively with Customer Hand-Offs,Making the Customer's Problem Your Problem,Telling the Customer "No", Closing the Customer Encounter, Following Through with the Customer	12
V	Customer Service Tools : The Client Needs Analysis (CNA) , The Customer Service Survey & Analysis	12
Textbooks & Suggested Readings:		
1. Course Material Prepared by LSC		

<p><b>Suggested Continuous Evaluation Methods:</b></p> <p>In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.</p>
<p><b>Suggested equivalent online courses:</b></p> <p>.....</p>
<p><b>Further Suggestions:</b></p> <p>.....</p>

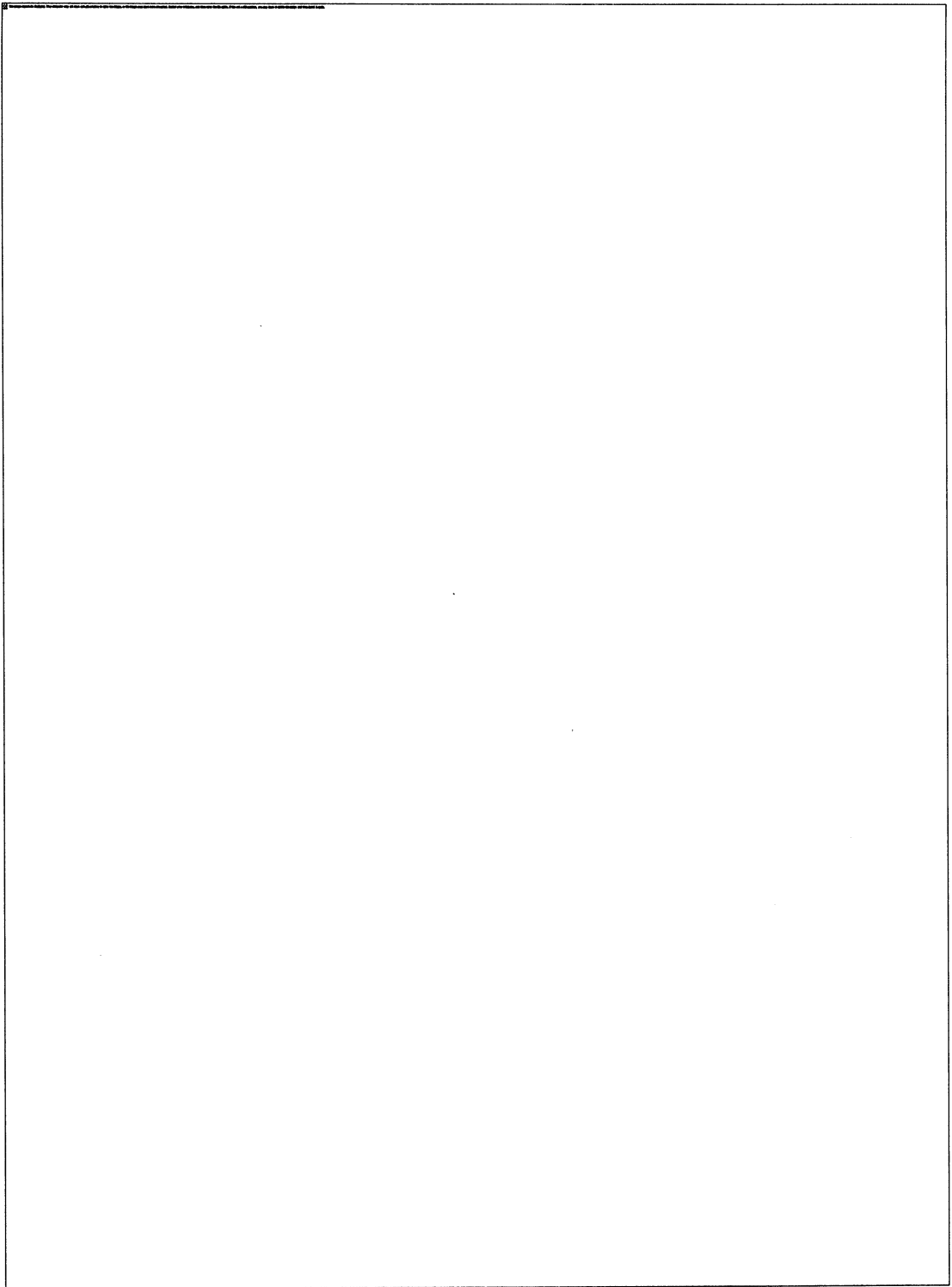
<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Third</b>
<b>Course Code: C020303T</b>	<b>Course Title: Reverse Logistics for E- Commerce</b>	
Course Outcomes: <ul style="list-style-type: none"><li>• To understand the role of Reverse Logistics in E-Commerce</li><li>• Understand the basics concepts of reverse logistics in E- Commerce</li><li>• Understand the process involved in reverse logistics.</li><li>• Explain the prospects and systems used in reverse logistics</li><li>• Understand value creation using reverse logistics.</li></ul>		
Credits: 4	Elective	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=60
I	Introduction  What is Reverse Logistics & its importance in Ecommerce?, Reverse Logistics challenges for ecommerce , Trends in Reverse Logistics. Implementing the right reverse logistics strategy?, Types of returns in reverse logistics	12
II	Reverse Processes: Forward vs. Reverse Logistic, Stages in Reverse logistics: Gatekeeping, Collection, Sorting stage, Processing stage., Challenges and barriers in Reverse Process, Tools and applications in Reverse logistic operations	12
III	Prospects of Reverse Logistics: Shipping or redistribution system , Information system , Performance management, Innovations in Reverse Logistics, Reverse Logistic Market Prospects	12
IV	Creating value through reverse logistics- Network design and management integrating reverse logistics, General strategic decisions, target markets, networks, products, Processes, Strategic, tactical, and operational decisions specific to Reverse logistics , Monitoring and controlling the value of reverse logistics, Maintaining partnerships using reverse logistics.	12

V	Technology and Reverse Logistics- New Technology Trends in Reverse Logistics,Digital Transformation in Reverse Logistics, AI for Reverse Logistics	12
Textbooks & Suggested Readings:		
1. Course Material Prepared by LSC		
Suggested Continuous Evaluation Methods:		
In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.		
Suggested equivalent online courses:		
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Further Suggestions:		
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<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Third</b>
<b>Course Code: C020304</b>	<b>Course Title: Constitutional Values of India</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• Describe the key constitutional values.</li><li>• Identify the Articles and provisions connected to them.</li><li>• Explain their importance in society.</li><li>• Relate them to current issues in India.</li></ul>		
Credits: 3	MINOR	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=45
I	Introduction to Constitutional Values- Meaning and importance of constitutional values.Historical background (freedom struggle ideals, Constituent Assembly).Preamble: Sovereignty, socialism, secularism, democracy, republic, justice, liberty, equality, fraternity, dignity, unity.	8
II	Fundamental Rights and Values- Equality before law, freedom of speech & religion, protection from exploitation, Cultural and educational rights, Right to constitutional remedies.	10
III	Directive Principles of State Policy (DPSPs)- Welfare state, equality, livelihood, health, education. Environmental protection, village panchayats.	10

IV	Fundamental Duties- Duties towards the nation, environment, culture, and harmony, Scientific temper, public property, excellence.	7
	Constitutional Values in Practice: Landmark Supreme Court cases (simple explanations), Contemporary examples: gender equality, environmental protection, digital rights, Role of citizens in upholding constitutional values	10
<b>Suggested Readings:</b> 1. Francis Cherunilum, Business Environment 2. K. Aswathapa, Business Environment		
<b>Suggested Continuous Evaluation Methods:</b> In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.		
<b>Suggested equivalent online courses:</b> .....		
<b>Further Suggestions:</b> .....		

<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Third</b>
<b>Course Code: VOC152</b>	<b>Course Title: AI – Driven Advanced E-Commerce Mastery Programme</b>	
Credits : 3	Vocational	
Max. Marks: 25+75	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-0 P-0		
Unit	Topics	No. of Lectures
		TOTAL:45





<b>Programme: Certificate</b>	<b>Year: First</b>	<b>Semester: Third</b>
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Co-Curricular Course		
Course Code: Z031301		Course Title: Physical Education and Yoga
<p>Course outcomes:</p> <p>Students will learn the introduction of Physical Education, Concept of fitness and wellness, Weight management and lifestyle of an individual. The student will also learn about the relation of Yoga with mental health and value Education. In this course student will also learn about the aspects of the Traditional games of India.</p>		
Credits: 2		Compulsory
Max. Marks: 40+60		Min. Passing Marks: 40
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 2-0-0		
Unit	Topics	No. of Lectures Total=30
I	<p><b>Physical Education:</b></p> <p>Meaning, Definition, Aim and Objective. Misconception About Physical Education. Need, Importance and Scope of Physical Education in the Modern Society. Physical Education Relationship with General Education. Physical Education in India before Independence. Physical Education in India after Independence.</p>	6 Theory

II	<p><b>Concept of Fitness and Wellness:</b>  Meaning, Definition and Importance of Fitness and Wellness, Components of Fitness, Factor Affecting Fitness and Wellness.</p> <p><b>Weight Management:</b> Meaning and Definition of Obesity. Causes of Obesity. Management of Obesity. Health problems due to Obesity.</p> <p><b>Lifestyle:</b> Meaning, Definition, Importance of Lifestyle. Factor affecting Lifestyle. Role of Physical activity in the maintains of Healthy Lifestyle.</p>	5 Theory 3 Practical
III	<p><b>Yoga and Meditation:</b>  Historical aspect of yoga.  Definition, types scopes &amp; importance of yoga.  Yoga relation with mental health and value education.  Yoga relation with Physical Education and sports.  Definition of Asana, differences between asana and physical exercise.  Definition and classification of pranayama.  Difference between pranayama and deep breathing.  <b>Practical:</b> Asana, Suraya-Namaskar, Bhujang Asana, Naukasana, Halasana, Vajrasan, Padmasana, Shavasana, Makrasana, Dhanurasana, Tad Asana.  Pranayam: Anulom, Vilom.</p>	2 Theory 6 Practical
IV	<p><b>Traditional Games of India:</b>  Meaning.  Types of Traditional Games  - ♣️ Gilli- Danda  - ♣️ Kanche  - ♣️ Stapu  - ♣️ Gutte, etc.  Importance/ Benefits of Traditional Games.  • How to Design Traditional Games.  <b>Recreation in Physical Education:</b> Meaning, Definition of Recreation, Scope and Importance of Recreation, General Principles of Recreation, Types of Recreational Activities. Aerobics and Zumba.( Fit India Movement)</p>	2 Theory 6 Practical
<p><b>Suggested Readings:</b>  ♣️ Singh, Ajmer, Physical Education and Olympic Abhiyan, “Kalayani Publishers”, New Delhi, Revised Addition, 2006  ♣️ Patel, Shri krishna, Physical Education, “Agrawal Publishers”, Agra, 2014-15  ♣️ Panday, Preeti, Sharirik Shiksha Sankalan, “ Khel Sanskriti Prakashan, Kanpur</p>		

<p>☞ Kamlesh M.L., “Physical Education, Facts and foundations”, Faridabad P.B. Publications.</p> <p>☞ B.K.S. Yengar, "Light and Yog. Yoga Deepika", George Allen of Unwin Ltd., London,1981. ☞ Braj Bilari Nigam, Yoga Power "The Kpath of Personal achievement" Domen and Publishers, New Delhi, 2001.</p> <p>☞ Indira Devi, "Yoga for You", Gibbs, Smith Publishers, Salt Lake City, 2002 Domenand Publishers, New Delhi - 2001.</p> <p>☞ Jack Peter, "Yoga Master the Yogic Powers", Abhishek Publications, Chandigarh, 2004.</p> <p>☞ Janice Jerusalem, "A Guide To Yoga" Parragon Bath, Baiihe-2004. ☞ नारंग, प्रियंका, परम्परागत भारतीय खेल, "स्पोर्ट्स पब्लिकेशन" , नई दिल्ली, 2007</p>
<p>Suggested Continuous Evaluation Methods:</p> <p>Assignments ( 10)</p> <p>Presentation (10)</p> <p>Attendance ( 5)</p> <p>Final exam ( 75)</p>
<p>Suggested equivalent online courses:</p> <p>IGNOU.</p> <p>Rajarshi Tandan Open University.</p>
<p>Further Suggestions:.....</p>

<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Fourth</b>
<b>Course Code: C020401T</b>	<b>Course Title: Hub &amp; Line Operations</b>	
Course Outcomes: <ul style="list-style-type: none"><li>• To understand the concepts of Hub &amp; Line Operations</li><li>• Understand the basics of Hub and line operations in Ecommerce</li><li>• Understand inbound and outbound logistics</li><li>• Explain in detail all the machines and equipment used in hub operations.</li><li>• Explain the prospects of line haul logistics</li></ul>		
Credits: 4	Elective	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=60
I	Introduction - What is Hub and line Logistics in Ecommerce?, Importance of line haul Logistics in Ecommerce, Line haul challenges for ecommerce ,Trends in Line haul Logistics, How to optimize a Line Haul or Line Haul Network?,What are the results of optimizing a Line Haul or Line Haul Network?	12
II	Inbound Logistics - What is Inbound Logistics? ,Objectives of Inbound Logistics ,Steps in Inbound Process ,Role of Inbound Supply chain Management in ecommerce logistics	12
III	Outbound Logistics - What is Outbound Logistics? ,Objectives of Outbound Logistics , Steps in Outbound process ,What are the Differences Between Inbound and Outbound Logistics?, Tools Utilized by Both Inbound and Outbound Logistics	12
IV	Machines & Equipment - Introduction to the machines & equipment used, Types of sorters ,Types of equipment to handle, Equipment and machine handling Compliances	12
V	Prospects of Line haul Logistics - Innovations in Line Haul Logistics, New Technology Trends in Line Haul Logistics, Future Automated Line Haul Processes, Line Haul Market Prospects	12
Textbooks & Suggested Readings: 1. Course Material Prepared by LSC		
Suggested Continuous Evaluation Methods:  In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.		
Suggested equivalent online courses: .....		

Further Suggestions:

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<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Fourth</b>
<b>Course Code:C020402T</b>	<b>Course Title: Fulfilment Operations</b>	
Course Outcomes:		
<ul style="list-style-type: none"><li>• To understand the role of Fulfillment operations in E-Commerce</li><li>• Understand the basics concepts of fulfillment operations in E-Commerce</li><li>• Understand the various operational models in fulfillment</li><li>• Explain the relationship between logistics and fulfillment services</li><li>• Understand the role of technology in fulfillment</li></ul>		
Credits: 4	Elective	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=60
I	Introduction to fulfillment operations What is Fulfillment?, Understanding E-Commerce Fulfillment, Logistics Organization Forms in E-Commerce , Characteristics of Fulfillment Service	12
II	Fulfillment Models :Fulfillment offered as a key service, Fulfillment offered by sales platforms, Fulfillment offered by logistics service providers, Fulfillment offered by other market players	12
III	Logistics and Fulfillment Services: Key Drivers, Warehousing Aspects, Freight Transit, Packaging	12
IV	Technology in fulfillment - Fulfillment Processes & platforms , E-Fulfillment and Customer retention strategies	11
V	Prospectus in Fulfillment - Fulfillment of Bundled Orders using technology, Mini Fulfillment via tech	13
Textbooks & Suggested Readings:		
1. Course Material Prepared by LSC		
Suggested Continuous Evaluation Methods:		
In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.		
Suggested equivalent online courses:		
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Further Suggestions:

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Programme: B. Com in E-Commerce Operations		Year: Second	Semester: Fourth
Course Code: C020403T		Course Title: Packaging for E- Commerce	
Credits: 4		Elective	
Max. Marks: 25+75		Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0			
Unit	Topics	No.of Lectures Total=60	
I	Introduction to packaging :Brief Introduction, Definition of Key Terms, What is Packaging The origins of packaging, Packaging and the Modern Industrial Society, The Modern Packaging Industry	12	
II	Types and Functions of Packaging :Types of Packaging, Packaging Materials , The Functions of Packaging	12	
III	Understanding the Brand What is a Brand?, Elements that make up a Brand , Is there a difference between a Brand, a Product and a company?, Brand History, The marketing matrix ,The basic brand development process, Guidelines for good brand management	12	
IV	The Concept of Brand Equity: Motivations for Brand Equity, Rationale for Studying Brand Equity ,Customer-based brand equity, Brand Knowledge, Guidelines for Managing Customer-Based Equity Complementary Approaches to Measuring Customer-Based Equity , Asset Dimensions of Brand Equity, A five assets model of brand equity (Benefits of customer-based brand equity)	12	
V	The Packaging Journey in E-Commerce: The journey, Consumer research, Order, Inbound logistics,Preparation of orders,Picking Sorting, Packing, Shipment preparations,Outbound logistics , Order delivery and receipt Returns	12	
Textbooks & Suggested Readings:			
1. Course Material Prepared by LSC			
Suggested Continuous Evaluation Methods:			
In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.			
Suggested equivalent online courses:			

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Further Suggestions:
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<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Fourth</b>
<b>Course Code: C020404T</b>	<b>Course Title: Supply Chain Management</b>	
<b>Course outcomes:</b>		
The objective of this paper is to give the basic knowledge about the Supply Chain Management for goods and services		
Credits: 3	Minor	
Max. Marks: 25+75	Min. Passing Marks: 10+25	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	No.of Lectures Total=45
I	Introduction, Definition of Supply Chain Management, Evolution of the Concept of Supply Chain Management, Key Drivers of Supply Chain Management, Typology of Supply Chains, Cycle View of Supply Chain, Problems in SCM and Suggested Solutions	12
II	Introduction, Three Components of SCM, Demand Management, Demand Forecasting, Introduction, Supply Management, Evolution of ERP, Concept of ERP in SCM, Quick Response and Accurate Response System in SCM, Use of Other Planning Strategies	10
III	Introduction, Understanding the Benchmarking Concept, Benchmarking Process, Benchmarking Procedure	13
IV	Introduction, New Developments in Supply Chain Management, Outsourcing Supply Chain Operations, Co-Maker ship, The Role of E- Commerce in Supply Chain Management, Green Supply Chain Management, Distribution Resource Planning, World Class Supply Chain Management	10
<b>Suggested Readings:</b>		
1. Supply Chain Management by Michel H Hungo		
2. Supply Chain Management by Sunil Chopra		
<b>Suggested Continuous Evaluation Methods:</b>		
In addition to the theoretical inputs the course will be delivered through Assignments, Presentation, Group Discussions.		
<b>Suggested equivalent online courses:</b>		



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Further Suggestions:
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<b>Programme: B. Com in E-Commerce Operations</b>	<b>Year: Second</b>	<b>Semester: Fourth</b>
<b>Course Code: C020405R</b>	<b>Course Title: Project I</b>	
Course outcomes:		
Credits: 3	Compulsory	
Max. Marks: 25+75	Min. Passing Marks:	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0		
Unit	Topics	
Suggested equivalent online courses:		
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Further Suggestions:		
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<b>Programme: B. Com in E-Commerce Operations</b>		<b>Year: Second</b>	<b>Semester: Fourth</b>
<b>Course Code: Z041402</b>		<b>Course Title: Indian Language</b>	
Course outcomes:			
Credits: 2			
Max. Marks: 40+60		Min. Passing Marks: 40	
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-1 P-0			
Unit	Topics		
Further Suggestions:			
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\*Co-curricular Course Indian Language will be as decided by University/Department.