



CENTRAL UNIVERSITY OF KASHMIR

Green Campus, Ganderbal-191201, Jammu and Kashmir, India

CELL FOR UNIVERSITY CERTIFICATE AND DIPLOMA COURSES

Website: <https://www.cukashmir.ac.in>

June 9, 2026

FORMAT FOR DESIGNING CERTIFICATE COURSES

Name of the Program: PG Certificate in Office Administration

Duration: 6 - Months

Eligibility: Passed Bachelor's Degree or equivalent. Obtained at least 50% marks (45% marks in case of candidates belonging to reserved category) in the qualifying examination.

Flexibility: Direct Learning/Hybrid/Learn at your own pace, from anywhere, within or outside India.

Fee Structure: Rs 3500 for the entire course

No. of Students (Targeted): 30

Name of the Diploma Coordinator(s) / In-Charge:

S. No.	Name	Designation	E-mail	Contact No.
1	Dr Dr. K. Lakshman	Head/Associate Professor	hodpolitics@cukashmir.ac.in	9849997672
3.	Dr Himabindu M	Assistant Professor	himabindu@cukashmir.ac.in	9797772752

Name and Designation of the Head of the Department: Dr Dr. K. Lakshman
Associate Professor & Head, Politics and Governance

Name and Designation of the Dean: Prof. D.K. Madaan
Dean, School of Social Sciences



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Scheme and Curriculum Prepared by Department of Politics and Governance

S. No.	Course Code and Course Title
1	GBA-OM-CC-101 Fundamentals of Office Administration
2	GBA-OM-CC-102 Office Communication & Soft Skills
3	GBA-OM-CC-103 Office Automation & Computer Applications
4	GBA-OM-CC-104 Records Management & Filing Systems
5	GBA-OM-CC-105 Accounting Basics for Office Administration
6	GBA-OM-CC-106 Practical Training / Internship

Name and Designation of the Head of the Department:

Dr Dr. K. Lakshman, Associate Professor & Head, Politics and Governance



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MODEL SCHEME FOR 6 MONTH PG CERTIFICATE PROGRAM

SEMESTER – I						
S. No.	Course Code	Course Title	Credits	Hours per Week		Total Contact Hours per week
				L	P	
1	GBA-OM-CC-101	Fundamentals of Office Administration	4	4	0	4
2	GBA-OM-CC-102	Office Communication & Soft Skills	4	4	0	4
3	GBA-OM-CC-103	Office Automation & Computer Applications	4	4	0	4
4	GBA-OM-CC-104	Records Management & Filing Systems	3	3	0	3
5	GBA-OM-CC-105	Accounting Basics for Office Administration	3	3	0	3
6	GBA-OM-CC-106	Practical Training / Internship	2	0	2	2
Total Credits and Contact Hours			20	18	2	20



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MODEL CURRICULUM FOR FOR 6 MONTH PG CERTIFICATE PROGRAM

Course Code	GBA-OM-CC-101						
Course Title	Fundamentals of Office Administration						
Credit	4	Credit Hours	4 x 15 = 60	Unit	4	Total Contact Hours	4 x 15 = 60

Course Objectives:



Course Contents:

Unit-I (15 Hours)
• Meaning, scope, and importance of office administration • Functions of an office • Types of offices (government, private, corporate)
Unit-II (15 Hours)
• Office layout and environment • Role of office manager • Office systems and procedures
Unit-III (15 Hours)
• Traditional and modern office equipment • Maintenance and handling
Unit-IV (15 Hours)
• Professional ethics • Confidentiality and discipline • Time management

Text Books

Reference Books



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MODEL SCHEME FOR 6 MONTH PG CERTIFICATE PROGRAM

Course Code	GBA-OM-CC-102						
Course Title	Office Communication & Soft Skills						
Credit	4	Credit Hours	4 x 15 = 60	Unit	4	Total Contact Hours	4 x 15 = 60

Course Objectives:

Course Contents:

Unit-I (15 Hours)
- Types and process of communication - Barriers to communication
Unit-II (15 Hours)
- Letter writing (formal, informal, official) - Email drafting and etiquette
Unit-III (15 Hours)
- Interpersonal skills - Teamwork and leadership - Personality development
Unit-IV (15 Hours)
- Front office management - Telephone etiquette - Conflict resolution

Text Books:

Reference Books



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MODEL SCHEME FOR 6 MONTH PG CERTIFICATE PROGRAM

Course Code	GBA-OM-CC-103						
Course Title	Office Automation & Computer Applications						
Credit	4	Credit Hours	4 x 15 = 60	Unit	4	Total Contact Hours	4 x 15 = 60

Course Objectives:

Course Contents:

Unit-I (15 Hours)
Hardware, software, operating systems
Unit-II (15 Hours)
- Word (document preparation) - Excel (data handling, basic formulas) - PowerPoint (presentations)
Unit-III (15 Hours)
- Email, cloud storage - Online collaboration tools
Unit-IV (15 Hours)
- E-office concept - Data security basics

Text Books

Reference Reading:



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MODEL SCHEME FOR 6 MONTH PG CERTIFICATE PROGRAM

Course Code	GBA-OM-CC-104						
Course Title	Records Management & Filing Systems						
Credit	3	Credit Hours	3 x 15 = 45	Unit	3	Total Contact Hours	3 x 15 = 45

Course Objectives:

Course Contents:

Unit-I (15 Hours)
• Importance and types of records • Lifecycle of records
Unit-II (15 Hours)
• Manual filing systems • Digital filing systems
Unit-III (15 Hours)
• Indexing, classification • Record retention and disposal

Text Books:

Reference Books:



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MODEL SCHEME FOR 6 MONTH PG CERTIFICATE PROGRAM

Course Code	GBA-OM-CC-105						
Course Title	Accounting Basics for Office Administration						
Credit	3	Credit Hours	3 x 15 = 45	Unit	3	Total Contact Hours	3 x 15 = 45

Course Objectives:

This is an interdisciplinary course that intends to introduce students with the critical issues concerning children's rights. In this course, the students will gain insight relative to the development of this specific human rights category, as well as to the evolution of the challenges faced by children over time and society's efforts to respond.

Course Contents:

Unit-I (15 Hours)
- Principles and concepts - Types of accounts
Unit-II (15 Hours)
Journal, ledger, cash book
Unit-III (15 Hours)
- Billing and invoicing - Payroll basics

Text Books

Reference Books



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MODEL SCHEME FOR 6 MONTH PG CERTIFICATE PROGRAM

Course Code	GBA-OM-CC-106							
Course Title	Practical Training / Internship							
Credit	2	Credit Hours	2 x 15 = 30	Unit	NIL	Total Hours	Contact	15

Fieldwork Objectives:

- Hands-on training in office setup
- Use of MS Office tools
- File management practice
- Internship in office/organization (minimum 2–4 weeks)
- Submission of internship report