



DR. BHIMRAO AMBEDKAR UNIVERSITY, AGRA

Course Structure
(Based on NEP- 2020)
Session (2026-2027)

BBA Logistics

(A Three-Year Degree Apprenticeship Program)

Semester I

Paper Code	Course Title	Type	Credits
BBAL 101	Fundamentals of Logistics	C	4
BBAL 102	Material Management	C	4
BBAL 103	Warehousing & Distribution Centre Operations	C	4
BBAL 104	Business Communication-I	M	3
BBAL 105	Fundamentals of Computers	SEC	3
BBAL 106	First Aid & Basic Health	AEC	2
	Total Credit		20

Semester II

Paper Code	Course Title	Type	Credits
BBAL 201	Freight Forwarding (Ocean & Air Cargo)	C	4
BBAL 202	Forecasting & Inventory Management	C	4
BBAL 203	Surface Transportation	C	4
BBAL 204	Legal & Regulatory Framework for Business	M	3
BBAL 205	Introduction to Financial Literacy	SEC	3
BBAL 206	Human values & Environment Studies	AEC	2
	Total Credit		20

Note:

1 Total Credits of Ist & IInd Semester = 20 + 20 = 40

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

Semester III

Paper Code	Course Title	Type	Credits
BBAL 301	MIS for Logistics	C	4
BBAL 302	Retail Logistics & E-Commerce	C	4
BBAL 303	Linear Logistics	C	4
BBAL 304	Principles of Management	M	3
BBAL 305	AI in Business	SEC	3
BBAL 306	Physical Education & Yoga	AEC	2
	Total Credit		20

Semester IV

Paper Code	Course Title	Type	Credits
BBAL 401	Port Terminal Logistics	C	4
BBAL 402	Specialization module- I	C	4
BBAL 403	Specialization Module-II	C	4
BBAL 404	Sap in Inventory Management	M	3
BBAL 405	Viva on Subject Related Project	SEC	3
BBAL 406	Social Responsibility & Community Engagement	AEC	2
	Total Credit		20

Note:

1 Total Credits of Ist & IInd Semester = 20 + 20 = 40

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

Semester V

Course Code	Course Title	Type	Credits
BBAL501	Allied MOOC Course	C	2
BBAL502	APPERENTICESHIP-I	C	23
	Total Credit	`	25

Semester VI

Course Code	Course Title	Type	Credits
BBAL601	Allied MOOC Course	C	2
BBAL602	APPERENTICESHIP-II	C	23
	Total Credit		25

Note:

1 Total Credits of Vth & VIth Semester = 25 + 25 = 50

2. Student is entitled for Three Year BBA Logistics UG Degree after successful completion of Six semester.

Abbreviations :

C - Core
AEC - Ability Enhancement Course
SEC - Skill Enhancement Course
M - Minor

Semester V-Allied Courses-MOOC

No.	Course	Code	Type	Hours	Credit	CIA	ESE	Marks
1	Logistics4.0	LD2313A	Domain	60	2		100	100
2	Export & Import Documentation	LD2313B	Domain	60	2		100	100
3	Inland Waterways & Costal Shipping	LD2313C	Domain	60	2		100	100

Semester VI- Allied Courses-MOOC

No.	Course	Code	Type	Hours	Credit	CIA	ESE	Marks
1	Courier, Express & Parcel Services	LD2315A	Domain	60	2		100	100
2	Inplant Logistics	LD2315B	Domain	60	2		100	100
3	Multimodal Transportation	LD2315C	Domain	60	2		100	100

Specialisation Modules

Course	Group A–Aviation	Group B– Ecommerce	Group C–Land Transportation
1	Introduction to Aviation Industry & Airport Operations	First Mile Operations	Principles & Practices of Tourism
2	Introduction to Air Cargo Industry	Last Mile Operations	Commercial Aspects of Transportation

BBAL101 : FUNDAMENTALS OF LOGISTICS

Course Objectives:

- To develop competencies and knowledge of students to become logistics professionals
- To orient students in the field of Logistics
- To help students understand the fundamentals of logistics

Learning Outcomes:

- Students will be able to apply the basic knowledge of logistics in the real-life situation
- This subject will enable them to enhance their ability and professional skills in Logistics

Course Content:

Unit I

Introduction to Logistics: History and evolution of logistics, need for logistics, cost and productivity, cost saving and productivity improvement, logistics cost and cost reduction strategies, benefits of efficient logistics, principles of logistics, technology and logistics, informatics, logistics optimization, major sub-sectors of the logistics industry.

Unit II

Logistics and Customer Service: Logistics and customer service, definition and elements of customer service, phases of customer service, customer retention strategies, procurement and outsourcing, definition of procurement and outsourcing, benefits of logistics outsourcing, critical issues and challenges in logistics outsourcing.

Unit III

Global and Integrated Logistics: Global logistics and global supply chain management, organizing for global logistics, strategic issues in global logistics, forces driving globalization, modes of transportation in global logistics, barriers to global logistics, markets and competition, financial issues in logistics performance, integrated logistics, need for integration, activity centers in integrated logistics, role of third-party logistics (3PL) and fourth-party logistics (4PL).

Unit IV

Logistics Infrastructure and E-Commerce: Warehousing, meaning, types and benefits of warehouses, transportation, meaning, types and benefits of efficient transportation systems, courier and express services, categorization of shipments, courier guidelines, pricing in domestic and international courier services, e-commerce logistics, fulfillment centers, reverse logistics, marketing in e-commerce and future trends in e-commerce logistics.

Unit V

Specialized Logistics and Supply Chain Management: Introduction to EXIM, freight forwarding and customs clearance, multimodal transportation, customs procedures, bulk load handling and transshipment, supply chain management, cold chain logistics, liquid logistics, rail logistics, emerging trends and future scope of specialized logistics services.

Suggested Readings

1. Course Material Prepared by LSC.
2. Douglas Lambert, James R. Stock and Lisa M. Ellram, *Fundamentals of Logistics Management* (The Irwin/McGraw-Hill Series in Marketing), McGraw-Hill/Irwin, First Edition, 1998.
3. Vinod V. Sople, *Logistics Management*, 2nd Edition, Pearson, 2009.
4. Sudalaimuthu and Anthony Raj, *Logistics Management for International Business: Text and Cases*, PHI Learning, First Edition, 2009.
5. David Grant, Douglas M. Lambert, James R. Stock and Lisa M. Ellram, *Fundamentals of Logistics Management*, McGraw Hill Higher Education, 1997.
6. Ismail Reji, *Logistics Management*, Excel Books, First Edition, 2008.

BBAL 102: MATERIALS MANAGEMENT

Course Objectives:

- To help students understand basic principles and concepts of material Management
- To orient students on contemporary development in the field of material management
- To develop competencies and knowledge of students to become effective professionals.
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Learning Outcomes:

- To apply the knowledge about material management in a real-life business situation
- Understand the contemporary practices followed in the field of Materials Management
- To enhance their managerial ability and professional skills

Course Content:

Unit I

Introduction to Materials Management: Evolution of materials management, importance, scope and objectives, interface of materials management with other business functions, introduction to supply chain management, objectives and components of supply chain management, trade-off between customer service and cost, supply chain analytics and its applications.

Unit II

Purchasing and Procurement Management: Purchasing and procurement activities under materials management, purchasing methods, purchasing and quality assurance, purchase cycle, governmental purchasing practices and procedures, negotiation and bargaining techniques, vendor relations and supplier management.

Unit III

Inventory Management and Material Planning: Need and types of inventory, Economic Order Quantity (EOQ) model, EOQ with quantity discounts, inventory analysis techniques, forecasting methods, Material Requirements Planning (MRP), inputs and outputs of the MRP system, Bill of Materials (BOM) explosion, Manufacturing Resource Planning (MRP II) and its applications.

Unit IV

Quality and Inventory Control: Quality control of materials, incoming material quality control, statistical quality control using various control charts, inventory control and cost reduction techniques, value analysis and value engineering, standardization, its need and importance, codification, concepts and benefits of material coding systems.

Unit V

Stores Management and Material Handling: Functions of stores, store layout and documentation, materials handling and storage systems, principles of materials handling systems, warehouse safety practices, safety issues in material storage and handling, efficient store management practices.

Suggested Readings

1. Course Material Prepared by LSC.
2. A. K. Datta, *Materials Management: Procedures, Text and Cases*.
3. P. Gopalakrishnan, *Materials Management: An Integrated Approach*.
4. J. R. Tony Arnold and Stephen N. Chapman, *Introduction to Materials Management*.
5. K. S. Menon, *Purchasing and Materials Management*.
6. P. Gopalakrishnan, *Handbook of Materials Management*.

BBAL 103 : WAREHOUSING & DISTRIBUTION CENTRE OPERATIONS

Course Objectives:

- To develop competencies and knowledge of students to become Warehouse professionals
- To help students understand warehouse and distribution centre operations
- To orient students about contemporary practices followed in Warehousing & Logistics

Learning Outcomes:

- To apply the Basic knowledge of Warehousing and distribution centre operations in the real-life situation
- To enhance their ability and professional skills
- To understand the contemporary practices in the industry

Course Content:

Unit I

Introduction to Warehousing: Introduction to warehousing, storage and packaging, background and evolution of warehousing, types of warehouses, broad functions of a warehouse, warehouse layouts and layout planning based on operational functions, equipment requirements in warehouses, strategic aspects of warehouse management.

Unit II

Receiving and Storage of Goods: Receiving of goods, Advanced Shipment Notice (ASN), Goods Receipt Note (GRN), stages involved in receiving goods, visual inspection of unloaded goods, formats for recording goods received from carriers, procedures for arranging goods on the dock, put-away process and its activities, put-away lists and their importance, storage location codes and their application in warehouse operations.

Unit III

Warehouse Dispatch, Packaging and Automation: Procedures for preparing warehouse dispatches, packaging lists and dispatch notes, importance of packaging, types of packing materials, reading and interpreting package labels, quality parameters in packaging, cross-docking method and its applications, warehouse automation technologies including Pick-to-Light, Put-to-Light, A-Frame systems, Automated Order Selection, Pick-N-Go systems, outbound sorters and automatic truck loading.

Unit IV

Distribution Management: Distribution and physical distribution, need for physical distribution, systems perspective of distribution management, functions of distribution, marketing forces affecting distribution, channels of distribution, role and functions of marketing channels, channel structure, distribution channel design and selection of appropriate distribution channels.

Unit V

Warehouse Safety and Environmental Practices: Warehouse safety rules and procedures, handling of hazardous cargo, procedures for identification of hazardous cargo, safety data sheets (SDS), health, safety and environmental practices, 5S concept in warehouse operations, personal protective equipment (PPE), uses of PPE and workplace safety management.

Suggested Readings

1. Course Material Prepared by LSC.
2. *The Definitive Guide to Warehousing: Managing the Storage and Handling of Materials and Products in the Supply Chain* (Council of Supply Chain Management Professionals), 1st Edition.
3. Gwynne Richards, *Warehouse Management: A Complete Guide to Improving Efficiency and Minimizing Costs in the Modern Warehouse*, 3rd Edition.

BBAL 104: BUSINESS COMMUNICATION- I

Course Objectives

To develop students' proficiency in English grammar, vocabulary, reading, writing, listening, and business communication skills. The course aims to enable learners to communicate effectively and professionally in academic, organizational, and workplace contexts.

Learning Outcomes

Upon successful completion of the course, students will be able to apply correct grammar and communication techniques, prepare professional business documents, demonstrate effective listening and reading skills, and use appropriate communication channels in professional settings.

Course Content:

Unit I

Applied Grammar: Tenses and their role in effective communication, correct usage of tenses, subject and predicate, subject-verb agreement, active and passive voice, clauses, conjunctions, prepositional phrases, transformation of sentences, synthesis, syntax, conditional sentences, analysis and correction of grammatical errors.

Unit II

Vocabulary and Reading Skills: Vocabulary extension methods, synonyms, antonyms, one-word substitutions, commonly confused words, idioms and phrases, reading comprehension, paraphrasing with practical exercises, intensive and extensive reading, skimming and scanning techniques.

Unit III

Writing Skills: Letter writing and types of letters, memorandums, inquiries and replies, placing and cancelling orders, adjustment letters, acceptance and rejection of offers, résumé and curriculum vitae (CV) writing, business report writing, applications, précis writing, e-mail writing, notifications, classifications, press communiqués, endorsements, noting in files and payment reminder letters.

Unit IV

Listening Skills and Business Communication: Definition, principles and process of listening, importance of effective listening, active and passive listening, barriers to effective listening, guidelines for effective listening, concept, definition, nature and importance of business communication, components and communication process.

Unit V

Channels and Types of Business Communication: Direction of communication, channels of communication, communication patterns, means and media of communication, barriers to communication, types of business communication, applications of business communication in organizational and professional settings.

Suggested Readings

1. R. C. Bhatia, *Business Communication*.
2. Wren and Martin, *High School English Grammar and Composition*.
3. K. K. Sinha, *Business Communication*.

BBAL 105: FUNDAMENTALS OF COMPUTER

Course Objectives: The course aims to develop digital literacy and enhance skills in office automation and business tools among management students.

Learning Outcomes: After completing the course, students will be able to:

- Explain the basic structure, types, and functions of computers.
- Identify and differentiate hardware components and software types.
- Perform basic data representation and number system conversions.
- Understand the working of internet, email, and networking concepts.
- Use MS Word, Excel, and PowerPoint for business applications.

Course Content:

Unit 1:

Introduction to Information Technology and its role in business, Office Automation Tools: Word Processing - (MS Word / Google Docs), Creating, formatting documents, Tables, mail merge, reports.

Unit 2:

Spreadsheets - (MS Excel / Google Sheets), Basic formulas and functions (SUM, AVERAGE, IF), Charts and data visualization, Data sorting and filtering, Presentations- (PowerPoint / Google Slides). Creating professional presentations, Slide design, animations, charts

Unit 3:

Basics of Internet and Web Browsing, Search engines and effective searching techniques, Email writing and management (formal communication) Cloud computing basics (Google Drive, Dropbox) Online collaboration tools (Google Meet, Zoom)

Unit 4:

Introduction to Management Information Systems - (MIS) Basics of ERP and CRM. Digital marketing overview (SEO, social media marketing) Use of IT in HR, Finance, and Marketing.

Unit 5:

Cyber Security & Emerging Technologies: Cyber threats (phishing, malware, hacking), Safe internet practices, Data privacy and protection, Introduction to Artificial Intelligence (AI), Big Data, Cloud computing, FinTech.

Practical Component -

Students must perform: Create a formatted business letter and report, Prepare an Excel sheet with formulas and charts. Develop a PowerPoint presentation on a business topic, send professional emails, Use Google Drive for sharing files, Case-based assignment on digital marketing.

Suggested Readings

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| 1. Fundamentals of Computers | V. Rajaraman |
| 2. Information Technology for Management | Turban |
| 3. Online tutorials (Google Workspace, Microsoft Office) | V.Rajaramanna |

BBAL 106: First Aid and Basic Health

Course Objective: The course develops skills to assess and respond to medical emergencies, including CPR for all age groups and emergency childbirth.

Learning Outcomes: After completing the course, students will be able to:

- Understand and apply basic first aid techniques in emergencies.
- Demonstrate skills in handling injuries, wounds, and medical conditions.
- Respond effectively to disasters and emergency situations.
- Develop awareness of reproductive health and sex education.
- Apply principles of mental health and psychological first aid.

Course Content:

Unit I: Basic First Aid and Emergency Techniques

A. Basic First Aid

- Aims of first aid & legal aspects
- Emergency response and basic CPR
- Recovery position and assessment
- Hygiene and hand washing
- First aid kit: types and contents

B. First Aid Techniques

- Dressings and bandages
- Evacuation techniques (single rescuer)
- Transportation techniques

C. Respiratory Emergencies

- Basics of respiration
- Breathing difficulties, choking, drowning
- Suffocation, asthma

D. Heart & Circulation

- Basics of heart and blood circulation
- Chest pain, bleeding

E. Wounds & Injuries

- Types of wounds
- Head, chest, abdominal injuries

F. Bones, Joints & Muscles

- Fractures, amputation, crush injuries
- Shock management

Unit II: Advanced First Aid and Disaster Management

A. Nervous System & Unconsciousness

- Basics of nervous system
- Stroke, epilepsy, seizures

B. Gastrointestinal Issues

- Food poisoning, diarrhea

C. Skin & Burns

- Types of burns (thermal, chemical, electrical)
- Heatstroke, hypothermia

D. Poisoning, Bites & Stings

- Poisoning types and treatment
- Snake bites, insect stings

E. Sense Organs

- Foreign objects in eyes, nose, skin

F. Emergency & Disaster Situations

- Road accidents, institutional emergencies
- Rural emergencies, triage

G. Emergency Childbirth

Unit III: Basic Sex Education and Reproductive Health

- Basics of urinary and reproductive system
- Male and female puberty (physical & emotional changes)
- Gender similarities and differences
- Sexual intercourse, pregnancy, childbirth
- Birth control and abortion
- Awareness of LGBTQ+ issues
- Sexual harassment, abuse, and prevention
- Prevention of sexually transmitted diseases (STDs)

Unit IV: Mental Health and Psychological First Aid

- Concept of mental health and its importance
- Mental health issues in India
- Mental Health First Aid Action Plan
- Depression, anxiety disorders
- Crisis intervention (suicide, panic attacks, trauma)
- Psychosis and substance abuse disorders
- First aid for overdose and withdrawal
- Practical application of mental health first aid

Suggested Readings

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| 1. <i>First Aid Manual</i> | Indian Red Cross Society |
| 2. <i>First Aid Guide</i> | St. John Ambulance |
| 3. <i>Mental Health First Aid Guidelines</i> | WHO |
| 4. <i>Health and Physical Education</i> | NCERT |

BBAL 107: IKS (Indian Knowledge Systems and Traditions)

Course Objective: The course aims to create awareness among youth about India's rich cultural heritage and the scientific value of traditional knowledge. It promotes spiritual wisdom, personality development, and leadership skills. It also provides a holistic understanding of nature and life.

Learning Outcomes: After completing the course, students will be able to:

- Understand the core concepts of Indian philosophy and knowledge traditions.
- Appreciate the cultural diversity and heritage of India.
- Apply ethical and spiritual principles in personal and professional life.
- Recognize the relevance of Indian knowledge systems in commerce and management.
- Develop a holistic perspective towards life, nature, and sustainability.

Course Content:

Unit I

Overview of Indian Knowledge: Philosophy: The Vedic tradition, Upanishad and Classical Indian Darshans, Indian Culture & Civilization- Different stages in the evolution of Indian Culture, Distinctive features of Indian culture, components of Culture and Indian Music and Dance.

Unit- II

Integrating Indian Knowledge System into Commerce: Introduction to Artha shastra by Kautilya, Traditional Knowledge Digital Library (TKDL) Geographical Indications of Goods.

Unit- III

Spirituality: Spirituality vis-à-vis religion, Concept of Maya (Illusion) Advaita Vedanta, Meaning scope and implications at work, Concept of Dharma, varna ashram Concept of karma – meaning and importance to managers, corporate karma, Concept of Vasudha Iva Kutumbakam.

Unit- IV

Spirituality, Science, Engineering and Technology in IKS: Mathematics, Astronomy, Engineering and Technology: Metals and Metalworking, Town Planning, Architectural Engineering.

Suggested Readings

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|---|----------------------|
| 1. Introduction to Indian Knowledge System. | B. Mahadevan |
| 2. Indian Knowledge System | Kapur K and Singh AK |
| 3. The Cultural Heritage of India. | I Kilkata |
| 4. Echoes of Ancient Indian Wisdom | Nair Shantha N. |
| Hindology Book. | |

BBAL 201: FRIEGHT FORWARDING (OCEAN & AIR CARGO)

Course Objectives:

- To develop competencies and knowledge of students to become freight forwarding professionals
- To develop competencies on documentation procedures
- To help Students to understand freight forwarding.

Learning Outcomes:

- Students will be able to apply the Basic knowledge of freight forwarding including ocean and air cargo in the real-life situation
- Students will be able to demonstrate their skill on documentation in their profession.
- This subject will enable them to enhance their ability and professional skills

Course Content:

Unit I

Introduction to EXIM, Freight Forwarding and Customs Clearance: Introduction to export-import (EXIM), freight forwarding and customs clearance, types of customs clearances, importance of customs clearance, certificate of origin, ICEGATE, cargo insurance, Customs Act and related regulations, different modes of freight forwarding, freight forwarding process and documentation.

Unit II

Freight Forwarding Operations: Operational procedures in freight forwarding, pre-operational and operational checks for shipments and consignments, shipment planning, coordination, compliance with operational standards, safety and efficiency in freight forwarding operations.

Unit III

Freight Documentation and Regulatory Compliance: Common operational errors in freight forwarding and their handling, procedures for checking shipping bills and airway bills based on invoices and packing lists, EXIM, IATA and country-specific regulations, chargeable weight calculations, weight versus volume concepts and compliance requirements.

Unit IV

Cargo Handling and International Trade Practices: Cargo handling procedures, Incoterms and cargo terminologies, different types of cargo for transportation, export and import valuation of cargo, Importer Exporter Code (IEC), PAN-based business identification issued by the Directorate General of Foreign Trade (DGFT), cargo quantity and valuation, packaging requirements, cargo inspection procedures, dos and don'ts of handling different types of cargo.

Unit V

Freight Forwarding Documentation and Modern Practices: Documentation in freight forwarding as per customer timelines and requirements, carting, unloading, stacking, loading and stuffing operations, procedures for handling loss or damage to goods, Participating Government Agencies (PGAs) and their roles, technical knowledge of containers, pallets, palletization and fumigation, letters of credit and payment terms, computer applications in freight forwarding documentation and internal systems.

Suggested Readings

1. Course Material Prepared by LSC.
2. J. P. Saxena, *Warehouse Management and Inventory Control*, Vikas Publication House Pvt. Ltd., First Edition, 2003.
3. Michael Ten Hompel and Thorsten Schmidt, *Warehouse Management: Automation and Organisation of Warehouse and Order Picking Systems*, Springer-Verlag, First Edition, 2006.
4. Stephen Frey, *Management Guide to Efficient Money Saving Warehousing*, Gower, 1982.
5. Swapna Pillai, *Export Import Procedures & Documentation*, Sahitya Bhawan Publication

BBAL 202 : FORECASTING AND INVENTORY MANAGEMENT

Course Objectives:

- To develop competencies and knowledge of students to become Forecasting and inventory management professionals
- To orient students in the field of Forecasting and inventory management
- To help Students to understand forecasting and inventory management

Learning Outcomes:

- Students will be able to apply the Basic knowledge of forecasting and inventory management in the real-life situation
- It will enable them to enhance their ability and professional skills in inventory management

Course Content:

Unit I

Forecasting and Demand Planning: Meaning and need for forecasting, types of forecasts, demand forecasting and its types, importance of demand forecasting, demand planning versus forecasting, sources of demand, supply chain dynamics, role of forecasting in supply chain management.

Unit II

Sales and Operations Planning: Sales and Operations Planning (S&OP), goals and objectives of S&OP, collaborative planning, types of collaborative planning, Collaborative Planning, Forecasting and Replenishment (CPFR), cyclic decomposition techniques, short-term forecasting techniques, technology forecasting, methodologies of technology forecasting, role of the Technology Information, Forecasting and Assessment Council (TIFAC).

Unit III

Inventory Management: Purpose of inventory, types of goods and inventories, general management of inventory, multi-echelon inventory systems, use of computers in inventory management, evaluation of materials management performance, latest trends in inventory management, codification, classification, coding methodology, requirements of coding systems, coding structure and design, advantages of international codification.

Unit IV

Inventory Models and Cost Management: Right quantity concept, Economic Order Quantity (EOQ), costs associated with inventories, inventory models in logistics, influence of production policy on inventory levels, relationship between inventory and customer service levels, strategies for improving inventory management, optimum inventory management practices.

Unit V

Inventory Control under Uncertainty: Inventory management under uncertainty, fixed order quantity model, calculation of safety stock, inventory control techniques, balancing inventory costs with service levels, emerging trends and best practices in inventory planning and control.

Suggested Readings

1. Course Material Prepared by LSC.
2. Sunil Chopra and Peter Meindl, *Supply Chain Management*, Pearson Education Asia, 3rd Edition, 2007.
3. Chaman L. Jain, *Fundamentals of Demand Planning and Forecasting*, Graceway Publishing Company, 3rd Edition.
4. V. K. Kapoor, *Operations Research: Concepts, Problems and Solutions*, Sultan Chand & Sons, 2017.
5. Vijay Kumar Khurana, *Management of Technology and Innovation*, Ane Books India, 2007.
6. David Simchi-Levi, *Designing and Managing the Supply Chain*, Tata McGraw-Hill, 3rd Edition, 2007.
7. David E. Mulcahy, *Warehouse Distribution and Operations Handbook*, McGraw-Hill, 6th Edition, 1993.

BBAL203: SURFACE TRANSPORTATION

Course Objectives:

- To help Students to understand basics of surface transportation including road and rail transport
- To develop competencies and knowledge of students to become transportation professionals

Learning Outcomes:

- Students will be able to apply the knowledge of surface transportation in the real-life situation
- Enhancement of professional skills with regard to the field.

Course Content:

Unit I

Introduction to Surface Transportation: Introduction to surface transportation, need and functions of transportation in logistics, types of transportation, transportation performance metrics, various land transport carriers and their load capacities, temperature-controlled carriers, intermodal transportation, verification of carriers and drivers, transit rules and regulatory compliance.

Unit II

Transportation Planning and Optimization: Transportation optimization, transportation documentation, Goods and Services Tax (GST) and E-Way Bill filing, importance of consignment numbers, transportation telematics, vehicle tracking systems, Global Positioning System (GPS), procedures for downloading and interpreting tracking data, identification of transit delays and operational issues, rerouting and corrective measures.

Unit III

Transport Operations and Incident Management: Organizational structure of a transport organization, incident management systems and processes, hazardous materials (HAZMAT) regulations, importance of safety data sheets and cargo labels, consolidation of consignments for optimum load utilization, reporting discrepancies such as pilferage, loss and damage during transit, insurance verification, claims management and procedures for successful delivery closure.

Unit IV

Transportation Safety and Regulatory Framework: Benefits of efficient transportation systems, emerging trends in the transportation sector, pricing in transportation services, government regulations governing transportation in India, safety procedures during transit, emergency response measures, safe driving practices and operational risk management.

Unit V

Customer and Vendor Management in Transportation: Customer relationship management in transportation, vendor coordination for return truck loads, handling of dangerous goods (DG), facilities and services offered by Indian Railways, innovative railway logistics schemes, initiatives for promoting rail logistics in India, customer service and future developments in surface transportation.

Suggested Readings

1. Course Material Prepared by LSC.
2. J. P. Saxena, *Warehouse Management and Inventory Control*, Vikas Publication House Pvt. Ltd., First Edition, 2003.
3. Jerry Rudd, *A Practical Guide to Logistics: An Introduction to Transport, Warehousing, Trade and Distribution*, Kogan Page Publications.
4. Stephen Frey, *Management Guide to Efficient Money Saving Warehousing*, Gower, 1982.
5. Satish K. Kapoor and Purva Kansal, *Basics of Distribution Management: A Logistical Approach*, Prentice Hall of India.

BBAL 204 : LEGAL & REGULATORY FRAMEWORK FOR BUSINESS

Course Objective: To enable the students to grasp the details as to how things function with regard to the various contracts and acts which are essential for running a business.

Learning Outcomes: After completing the course, students will be able to:

- Understand the essential elements and types of contracts under Indian law.
- Apply provisions of the Sale of Goods Act in commercial transactions.
- Analyse the formation and functioning of partnership firms.
- Interpret provisions related to negotiable instruments and banking practices.
- Explain the legal framework governing companies and corporate management.
- Identify legal issues and take informed decisions within regulatory boundaries.

Course Content:

Unit I

Indian Contract Act- 1872: Introduction, Nature & Classification of contracts, Essentials of contract- offer and acceptance, Considerations, Capacity of Contract, Free Consent. Agreements Declared Void, Contingent Contracts, Quasi Contracts, Discharge of Contracts, Breach of Contract, Remedies for Breach of Contract. Special Contracts – Indemnity, Bailment and Pledge.

Unit II

The Sale Goods Act- 1930: Introduction, Formation of the Contract of Sale, Goods and their Classification, Condition and Warranties, Passing (Transfer) of Property (Ownership) in goods, Transfer of Title by Non-Owners, Performance of Contract of Sale, Unpaid Seller and His Rights, Sale by Auction.

Unit III

Indian Partnership Act 1932: definition, Formation of Partnership, Partnership Firm, Firm's Name, Registration of Firms, Effect of Non-Registration, Types of Partners, Relation of Partner to one another and with third parties, Reconstitution of Firm.

Unit IV

Negotiable Instrument Act- 1881: Nature and Characteristics of Negotiable instruments, Kinds of Negotiable Instruments-Promissory Notes, Bills of Exchange and Cheques, Crossing of Cheques, Payment and Collection of Cheques and Demand Drafts, Discharge and Dishonour of Negotiable Instruments. Holder and Holder in due course, Payment in due course. Penalties in case of Dishonour of certain cheques for insufficiency of Funds.

Unit V

Companies act 1956- Nature & types of companies, Formation of company, MOA, AOA, Prospectus. Company Management – appointment & Removal of Directors, Duties & Liabilities of Director, Meetings-Essential, Types& Resolutions. Winding up of a company.

SUGGESTED READINGS

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|------------------------------|-----------------------|
| 1. Business Law | S.S. Gulshan & Kapoor |
| 2. Business Law | Satish Mathur |
| 3. Business Law | M.C.Kuchhal |
| 4. Legal Aspects of Business | M.K. Nabi |

BBAL205: Introduction to Financial Literacy

Course Objective:

To enable the students to acquire essential knowledge and skills in personal financial management and skills in budgeting, saving, investing, and responsible use of credit, Fostering financial independence, informed decision-making, and long-term financial well-being among students

Learning Outcomes :

- Describe the fundamental concepts of financial literacy, financial planning, and personal finance in daily life.
- Demonstrate awareness of banking systems, digital payment mechanisms, and the role of financial institutions.
- Evaluate various investment avenues and financial products for informed decision making

Course Content:

Unit I

Foundations of Financial Literacy and Financial Planning: Understanding the need for financial literacy, financial education, financial planning and financial well-being, concept of financial planning, core concepts in personal finance, the power of compounding, setting financial goals, principles of investment, concept of risk and return.

Unit II

Banking and Digital Finance: Different types of bank accounts, procedures for opening a bank account, Know Your Customer (KYC) requirements, modern banking systems and payment banks, fund transfer mechanisms, safe use of digital payment systems, do's and don'ts of digital transactions, financial technology (FinTech), Unified Payments Interface (UPI), credit and debit cards, role and functions of the Reserve Bank of India (RBI).

Unit III

Investment in Financial Products: Investment avenues in securities markets, types of financial markets, operational aspects of securities markets, risks associated with investments in securities, investment in bonds, sovereign gold bonds and gold, mutual funds, types of mutual funds, Systematic Investment Plan (SIP), investment strategies and portfolio diversification.

Unit IV

Insurance, Pension and Retirement Planning: Role and importance of insurance, types of insurance products and their key features, importance of pension in providing financial security during old age, National Pension System (NPS), retirement planning, retirement savings strategies and financial security after retirement.

Unit V

Estate Planning and Financial Security: Estate planning, importance of nomination, wills and Power of Attorney (PoA), wealth transfer and succession planning, legal aspects of estate planning, integrated approach to long-term financial security and wealth management.

Suggested Readings

1. *NCFE Financial Education Handbook*, National Centre for Financial Education (NCFE).
2. *SEBI Investor Education Resources*.
3. *RBI Financial Literacy Guide*.
4. *Khan Academy Personal Finance Videos*.

BBA L 206: HUMAN VALUES AND ENVIRONMENT STUDIES

Course Objective: The course aims to instill human values, ethical thinking, and a sense of responsibility towards society and the environment. It encourages learners to develop a thoughtful approach to solving social challenges and promotes the creation of responsible, value-driven citizens.

Learning Outcomes: After completing the course, students will be able to:

- Understand and apply values and ethical principles in personal and professional life.
- Analyse ethical dilemmas and make value-based decisions.
- Demonstrate awareness of CSR and corporate governance practices.
- Explain ecosystem structure, biodiversity conservation, and sustainability concepts.
- Evaluate the role of environmental laws and policies in protecting the environment.
- Develop a sense of social and environmental responsibility as future managers.

Course Content:

Unit I

Human Values Introduction- Values, Characteristics, Types, Developing Value system in Indian 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.

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

Unit – II

Holistic Approach in Decision making- Decision making, the decision-making process The Bhagavad Gita: Techniques in Management Dharma and Holistic Management Discussion through Dilemmas- 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: Case Studies

Unit- III

Ecosystem- Concept, structure & functions of ecosystem- producer, consumer, composer, food web, food chain, energy flow, Ecological pyramids. Conservation of Biodiversity-In-situ & Ex-situ. Conservation of biodiversity, Role of individual in Pollution control, Human Population & Environment Sustainable Development India and UN, Sustainable Development Goals Concept of circular economy and entrepreneurship

Unit- IV

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.

SUGGESTED READINGS

A foundation course in Human Values and Professional Ethics
JUSTICE: What's the Right Thing to Do?
Human Values
Environmental Manager

RR. Gaur, R. Sangal et al
Michael J. Sandel
A. Tripathi
NK. Uberos

BBAL 301 : MIS FOR LOGISTICS

Course Objectives:

- To develop competencies and knowledge of students to become MIS for logistics professionals
- To orient students in the field of Logistics
- To help students understand MIS for Logistics

Learning Outcomes:

- Students will be able to apply the basic knowledge of MIS for Logistics in the real-life situation
- This subject will enable them to enhance their ability and professional skills in Logistics

Course Content:

Unit I

Introduction to Information Technology and IT Infrastructure: Introduction to information technology and its role in management, opportunities and challenges of IT, strategic planning and strategic models, information management, IT architecture and infrastructure, cloud computing and cloud services, virtualization and virtual machines.

Unit II

Database Technology and Business Information Systems: Database technology, data warehouses and data marts, data and text mining, business intelligence and analytics, digital and physical document management, business IT networks and components, communication technologies, sustainability and ethical issues in information systems, internal control, business control and IT auditing.

Unit III

Technology Management and Intellectual Property Rights: Dissemination of technology information, strategic technology planning, technology choice and evaluation methods, analysis of alternative technologies, implementation of technology programmes, intellectual capital, introduction to intellectual property rights (IPR), patents, copyrights, trademarks and related legal issues.

Unit IV

Enterprise Systems and Performance Management: Functional area and compliance systems, management levels and functional information systems, enterprise systems and applications, Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Collaborative Planning, Forecasting and Replenishment (CPFR), Customer Relationship Management (CRM), performance management, data visualization, mashups, mobile intelligence and Fleet Management Information Systems.

Unit V

Business Process and Project Management: Business process management, project management, IT architecture and system design, system development, business software applications, decision support systems, ERP modules including sales and marketing, accounting, finance, materials management and production management, emerging trends in business information systems.

Suggested Readings

1. Course Material Prepared by LSC.
2. Kenneth C. Laudon, Jane P. Laudon and Rajanish Dass, *Management Information Systems: Managing the Digital Firm*, Pearson Education, 2001.
3. Ravi Kalakota and Andrew B. Whinston, *Frontiers of Electronic Commerce*, Pearson Education.
4. Kenneth C. Laudon and Jane P. Laudon, *Essentials of Management Information Systems*, Prentice Hall India, 2001.
5. S. Sadagopan, *Management Information Systems*, Prentice Hall India, 2003.
6. Eff. Oz, *Management Information Systems*, Vikas Publishing House Pvt. Ltd., 2003.

BBAL 302 RETAIL LOGISTICS AND E-COMMERCE

Course Objectives:

- To develop competencies and knowledge of students to become Retail logistics and E-commerce professionals
- To orient students in the field of Logistics
- To help students understand Retail logistics and E-commerce

Learning Outcomes:

- Students will be able to apply the basic knowledge of Retail logistics and E-commerce in real-life situation
- This subject will enable them to enhance their ability and professional skills in Logistics and E-commerce

Course Content:

Unit I

Concept and Scope of Retail Logistics: Concepts of retail logistics and supply chain management, importance of logistics in global sourcing, macro and micro dimensions of logistics, supply chain contours, backward and forward linkages, role of logistics in retail operations.

Unit II

Logistics and Retail Marketing: Logistics as a support function in order fulfillment, assembling and labeling from multiple storage points, delivery management, logistics as an interface for market forecasting, stock level management, transportation planning, dispatch preparation, outbound documentation, customer facilitation and shipment tracking.

Unit III

Reverse Logistics: Introduction to reverse logistics, concepts and objectives of reverse logistics, key reverse logistics activities, coordination with carriers, route optimization, pickup collection and customer feedback, types of reverse logistics, roles and responsibilities, best practices in reverse logistics and returns management.

Unit IV

E-Commerce Logistics: Introduction to e-commerce logistics, delivery and pickup models, logistics infrastructure for e-commerce, order processing, activities involved in order processing, types of order processing, procedures for generating logistics plans and schedules through Management Information Systems (MIS).

Unit V

Retail E-Commerce and Electronic Business: Types of e-commerce including Business-to-Business (B2B), Business-to-Consumer (B2C) and intrabusiness models, retail e-commerce, internet-based retailing, direct online sales models and their types, business models for e-commerce, electronic payment systems, electronic Customer Relationship Management (e-CRM) applications and e-security.

Suggested Readings

1. John Fernie and Leigh Sparks, *Logistics and Retail Management: Emerging Issues and New Challenges in the Retail Supply Chain*, Kogan Page, 3rd Edition, 2009.
2. James B. Ayers and Mary Ann Odegaard, *Retail Supply Chain Management*, Taylor & Francis, 2nd Edition.
3. Gibson G., *Retail Management: Functional Principles and Practices*, Jaico Publishing House, 6th Edition, 2003.
4. Ray, *Supply Chain Management for Retailing*, Tata McGraw-Hill, 2010.
5. James B. Ayers, *Retail Supply Chain Management*, Auerbach Publications, 2007.

BBAL 303: LINEAR LOGISTICS

Course Objectives:

- To develop competencies and knowledge of students for Liner logistics professionals
- To orient students in the field of Logistics
- To help students understand linear logistics

Learning Outcomes:

- Students will be able to apply the Basic knowledge of Liner Logistics in real-life situation
- This subject will enable them to enhance their ability and professional skills in Logistics.

Course Content:

Unit I

Definitions of liner trades; tramp trades; containerization- Unitization - containerization, liner operations, port organization – Vessel loading and discharging, liner trade routes, The major ports, liner service options - Liner trade – ship types – Tonnages; basic ship layout, types of container ships, Ro-Ro barge carrying vessels, The refrigerated cargo ship conventional (Break bulk) vessels future vessel developments, economy of scale, shipboard handling equipment.

Unit II

Cargoes & cargo equipment–Dangerous goods IMO special goods, cargo handlings other methods of lifting cargo port handling equipment, port terminals; port and terminal management; the role of ships officers-agent. Liner Shipping operations- Management and policy, ship management and operations, independent ship management, insurance, trade of commercial department, accounting, budgeting, freight collection and port disbursements agency duties.

Unit III

Containerization unitization and inter-modalism-Growth in world trade unitization; container dimensions, types of container other container expressions container inventory, owning, leasing meeting the demand for containers tracking the container fleet, container control, FCLS LCLS & ICDS, legal & insurance implications in the container trade.

Unit IV

The Bill of Lading and other Documentation-The Bill of Lading UK bill of lading Act 1855 and UK carriage of goods by sea Act 1992, The use of Bill of Lading in liner trades, Bill of Lading documentary credits, Bill of Lading clauses The printed clauses – The evidence of the contract, other forms of Bill of Lading other liner documents, Intl conventions relating to Bill of Lading, paperless trading.

Unit V

The Exchange of goods transfer-Transfer of funds from country to country, methods of payments in international trade who are the merchants, international contracts of sale INCO terms; Legal aspects of the liner trades - The carrier insurance the carrier's liability for the cargo the liabilities of the agent, legal aspects of the Bill of Lading, cargo claims general average (GA), security, ISPS code.

Suggested Readings

1. Course Material Prepared by LSC
2. Ship Operation Management, Fujita, N.H.Publisher,1974.
3. Ship Operation Management, Bertrams Publication,2010.
4. Handbook of Ship Calculations, Construction and Operation, Charles H.Hughes,Wexford College Press,2008.
5. Ocean Shipping- Elements of Practical Steamship Operation, Robert EdwardsAnnin, ThompsonPress,2010.

BBAL 304 : PRINCIPLES OF MANAGEMENT

Course Objective:

To provide students with a comprehensive understanding of the principles, functions, and practices of management. The course aims to develop managerial, decision-making, leadership, and problem-solving skills required for effective organizational performance.

Learning Outcomes

Upon successful completion of the course, students will be able to explain core management concepts, apply planning, organizing, staffing, leadership, and controlling functions, and analyze contemporary management practices and challenges in business organizations.

Course Content:

Unit I

Introduction to Management: Concept, nature, process and significance of management, managerial levels, managerial skills, functions and roles, management versus administration, coordination as the essence of management, evolution of management thought, classical, neo-classical, behavioral, systems and contingency approaches.

Unit II

Planning and Decision Making: Nature, scope and objectives of planning, types of plans, planning process, business forecasting, Management by Objectives (MBO), concept and types of decision making, decision-making process, decision-making techniques, bounded rationality and managerial decision making.

Unit III

Organizing, Staffing and Leadership: Organizing, concept, nature, process and significance, principles of organization, span of control, departmentation, types of organizational structures, authority and responsibility, delegation and decentralization, formal and informal organizations, concept, nature and importance of staffing, motivation, types and theories of motivation, leadership, meaning and importance, traits of effective leaders and leadership styles.

Unit IV

Controlling: Nature and scope of controlling, objectives and importance of control, types of control, control process, traditional and modern control techniques, characteristics of an effective control system, role of controlling in organizational performance.

Unit V

Contemporary Issues in Management: Integration of planning, organizing, staffing, leading and controlling, managerial effectiveness, challenges in modern management, emerging trends in management practices, ethics and social responsibility in management, application of management principles in business organizations.

Suggested Readings

1. Harold Koontz and Heinz Weihrich, *Essentials of Management*.
2. J. P. Mahajan, *Management Theory and Practice*.
3. C. B. Gupta, *Management Theory and Practices*.
4. B. S. Moshal, *Principles of Management*.

BBAL 305 : AI IN BUSINESS

Course Objectives: The course develops an understanding of artificial intelligence concepts and their relevance to business. It enables students to analyze AI-driven decision-making and its organizational impact while addressing risks, biases, and ethical concerns.

Learning Outcomes: After completing the course, students will be able to:

- Explain the fundamental concepts of AI, machine learning, and neural networks.
- Analyse the impact of AI on business models and value creation.
- Evaluate AI-based decision-making systems and their limitations.
- Identify risks, biases, and ethical issues in AI applications.
- Understand AI governance, fairness, and regulatory challenges.
- Apply AI concepts to real-world business scenarios.

Course Content:

Unit I

Foundations: The artificial neuron, neural networks, training, gradient descent to deep nets, language and vision models, narrow, and general intelligence, generative AI.

Unit II

AI, strategy and business models: Digital business strategy, enterprise to eco systems, digital platforms, competition and smart connected products, business models in AI, Business value of AI: AI-business value mechanism, value creation, AI for business functions-Marketing, Operations, and HR; and business domains- Manufacturing, and Healthcare.

Unit III

Algorithmic decision making: Machines for decisions, learning algorithms-decision support to decision-making, conversational agents and anthropomorphism, social structure, demographic disparity and prejudice, the spectrum of cognitive biases, social media and the echo chamber effects, the changing role of general managers; interpretability, explain ability and decision stakes, accuracy vs interpretability, solutions and limitations

Unit IV

AI Risks: AI risk and sources, AI bias, types of bias, hallucination and jail breaking, business-AI alignment; risk management-technological solutions: unlearning and forgetting, robustness checks, debiasing, data sharing and differential privacy.

Unit V

Responsible AI and regulation: Fairness and its categories, fair equality of opportunities, philosophy of policy, fairness and policy, model selection for fairness, Governance, and regulation, human values vs market-oriented regulation, AI innovation-regulation trade off, emerging regulations and compliance in select geographies

Suggested Readings

1. Prediction Machines: The Simple Economics of Artificial Intelligence, Ajay Agrawal, Joshua Gans & Avi Goldfarb
2. Artificial Intelligence Basics: A Non-Technical Introduction, Tom Taulli
3. Competing in the Age of AI: Strategy and Leadership When Algorithms and Networks Run the World, Marco Iansiti & Karim R. Lakhani
4. Artificial Intelligence for Business, Doug Rose

BBAL 306: Physical Education and Yoga

Course Objective: The course helps students understand the significance of yoga and its practical applications for holistic well-being, including subtle energy systems. It explores different paths of yoga and the Eight Limbs to promote physical, mental, and spiritual harmony, while applying yogic principles to manage psychosomatic ailments and build resilience.

Learning Outcomes: After completing the course, students will be able to:

- Understand and practice basic yoga techniques for physical and mental well-being.
- Explain the importance of physical fitness and adopt healthy lifestyle habits.
- Apply knowledge of wellness and stress management techniques.
- Demonstrate awareness of nutrition and weight management principles.
- Develop a holistic approach to health, including physical, mental, and spiritual aspects

Course Content:

Unit- I

Yoga: Meaning and definition, Importance of yoga in 21st century, Introduction to Yogic Anatomy and Physiology, Yoga & sports, Yoga for healthy lifestyle, Types of Yoga: Hatha yoga, laya yoga, mantra yoga, bhakti yoga, karma yoga, jnana yoga, raj yoga, Study of Chakras, Koshas, Pranas, Nadis, Gunas, Vayus and its application in Yogic practices. Ashtang Yoga: Yama, niyama, asana, pranayama, Pratyahar, dharna, dhyana, Samadhi: Benefits, Utilities & their psychological impact on body and mind. According to yoga concept of normality in modern psychology, concept of personality & its development, yogic management of psycho-somatic ailments: frustration, anxiety and depression

Unit- II

Sports for Physical Fitness: Meaning and definition. Physical Activity Concept, Benefits of Participation in Physical Activities. Components and Significance of Physical Fitness Health, Skill and Cosmetic. Fitness; Types of Physical Activities -Walking, Jogging, Running, Calisthenics, Rope Skipping, Cycling, Swimming, Circuit Training, Weight training, Adventure Sports. Principles of Physical Fitness, Warming Up, Conditioning, Cooling Down, Methods to Develop and Measure Health and Skill related components of Physical Fitness, Measurement of Health-Related Physical Fitness (HRPF).

Unit - III

Physical Wellness: Concept, Components, Types of wellness: psychological, social, emotional, and spiritual. Significance with reference to Positive Lifestyle, Concepts of Quality of Life and Body Image, Factors affecting Wellness, Wellness Programmes

Unit- IV

Nutrition and Weight Management: Concept of Nutrients, Nutrition, Balanced Diet, Dietary Aids and Gimmicks. Energy and Activity- Calorie Intake, Energy Balance Equation. Obesity; Concept, Causes, Obesity Related Health Problems. Weight Management through Behavioural Modifications.

Suggested Readings

Yog Dawra Kaya Kalp.

Nutrition Now

Fitness & Wellness-Concepts.

Principles and Labs for Fitness and Wellness, Hoeger, W W K and S.A. Hoeger.

Physical Education

Anand O P. Sewasth Sahitya

Brown, J.E. Thomson-Wadsworth.

Corbin et al.

Thomson Wadsworth.

Kamlesh, M. I, & Singh, M. K

BBAL 401 : PORT TERMINAL LOGISTICS

Course Objectives:

- To develop competencies and knowledge of students to Port terminals logistics professionals
- To orient students in the field of Logistics
- To help students understand port terminals logistics

Learning Outcomes:

- Students will be able to apply the basic knowledge of Port terminals Logistics in the real-life situation
- This subject will enable them to enhance their ability and professional skills in Logistics

Course Content:

Unit I

Difference between Major and Minor Ports - Ports in India - Natural Harbours - New Ports to be developed in India-MajorPortsoftheWorld-LargestPortintheworld-PortOfficialsandtheirroles-RoleofPorts-Whoare Port users.

Unit II

Container Terminals-Privatization of Terminals-Reason for Privatization Major Terminal Operators in India - Terminal Operators of the world - Privatization the need of the hour- Agreement between and existing Port Terminal and the new operator.

Unit III

Import Cycle - Export Cycle - Positions and Places in a Terminal - Facilities in a Terminal - Container Monitoring and stacking-CFS inside a Terminal-Reasons for Congestion of a terminal-de-congesting the terminal-Window system in a terminal.

Unit IV

Major Port Trust Act - Port as a custodian of the cargo - Transit sheds - Cargo receivers - Wharfs and Berths - Various berths in a Port - Meaning of Berth Restrictions - Port equipment's and damage - Extra services - Berth reservation schemes.

Unit V

Port Tariff-Pilots and their duties-Tugs and its usage-Night navigations –Light Dues-Tariff Authorities of Major Port - Revision of rates - Port Trustees - Safety Procedures - Introduction of ISPS - Damage to Port property by ships - Compensation and confiscation of cargo to adjust dues

Suggested Readings

1. Course Material Prepared by LSC
2. Major Port Trust Act–Government of India
3. Port Industry Statistics, American Association of Port Authorities
4. APMOLLOR Guide book on Terminal
5. DUBAI PORT AUTHORITIES Manual

BBAL 404: SAP IN INVENTORY MANAGEMENT

Course Objectives

To provide students with a comprehensive understanding of inventory management processes and stock movement in enterprise systems. The course aims to develop practical knowledge of inventory transactions, stock transfers, returns, and configuration activities used in business operations.

Learning Outcomes

Upon successful completion of the course, students will be able to perform inventory management operations, execute stock transfers and return processes, maintain inventory records, and apply configuration settings for effective inventory control in enterprise systems.

Course Content:

UNIT I:

Basics of Inventory Management Stock Types Movement Types Process of Goods Receipt Process of Goods Issue Stock Transfers

UNIT II:

What is Stock Transfer, Types of Stock Transfer, Transfer between Plants, Transfer between Storage Locations, Transfer between Stock types, Transfer using Stock Transport Order

UNIT III:

Return to Vendor: Conditions under material returned to vendor, Prerequisites for return to vendor Cancellation, Initial Stock Reservations Physical Inventory

UNIT IV:

Configuration: Plant Parameters, Number Range assignment, Screen Selection, End User Restrictions for Inventory Management activities , Movement Types and its attributes vi. Individual transaction configuration

Suggested Readings

1. Arnold, J. R. T., Chapman, S. N., & Clive, L. M. – *Introduction to Materials Management*. Pearson Education.
2. Waters, D. – *Inventory Control and Management*. John Wiley & Sons.
3. Chopra, S., & Meindl, P. – *Supply Chain Management: Strategy, Planning, and Operation*. Pearson.
4. Akhtar, J. – *Configuring SAP ERP Materials Management*. SAP Press.

BBAL 405: VIVA- VOCE ON SUBJECT RELATED TOPICS (PRACTICAL)

Course Objective: To enhance communication and presentation skills through structured academic exercises. It enables students to develop the ability to research, organize, and effectively present ideas on topics drawn from their core subject.

Course Content:

Each student is required to select a topic from the subjects studied during the first and second semesters. Students must prepare a detailed write-up on their chosen topic. A viva voce examination will be conducted to assess their understanding, analytical ability, and presentation of the selected topic.

Learning Outcomes: After completing the course, students will be able to:

- Demonstrate improved verbal and written communication skills.
- Prepare well-structured academic write ups on assigned topics.
- Deliver effective and confident presentations using appropriate techniques.
- Analyse and explain subject related concepts clearly during discussions and viva voce.
- Exhibit critical thinking and the ability to respond to questions logically and coherently.

BBAL 406: Social Responsibility and Community Engagement

Course Objective: The objective is to understand the interrelationship between business and society, develop ethical decision-making skills, and recognize the role of CSR in sustainable development, while also fostering engagement with community issues and rural life.

Learning Outcomes: After completing the course, students will be able to:

- Evaluate business decisions based on ethical and social considerations.
- Apply ethical frameworks in resolving managerial dilemmas.
- Analyse and design CSR strategies aligned with sustainability goals.
- Understand and contribute to community development and rural engagement initiatives.
- Demonstrate practical exposure through internships and field-based learning.

Course Content:

Unit I

Introduction to Business Ethics & Social Responsibility - Concept & need: Meaning of social responsibility, need for CSR, arguments for /against social responsibility. Business Ethics: Definition, Sources, ethics and morality, ethical management, personal and organizational integrity. Ethical Dilemmas: Conflicts of interest, sexual harassment, bribery, unfair wages, whistleblower mechanisms.

Unit II

Corporate Social Responsibility (CSR) Frameworks-Theories of CSR: Stakeholder Theory (owners, employees, consumers, community, government,) Carroll's Pyramid of CSR. Legal Framework: Companies Act. 2013 (Section 135) regarding CSR in India, mandatory CSR expenditure, CSR committee. Sustainability & ESG: Environmental sustainability, Climate change, carbon footprint, ESG (Environmental, Social, and Governance) reporting.

Unit III

Community Engagement & Rural Development-

Community Relations: Impact of business on community, community development projects. Rural Engagement: Understanding rural life, local culture, and challenges. NGO & Community Based Organizations (CBOs): Role of NGOs, self-help groups (SHGs), and Mahila Mandals in community development. Social Entrepreneurship: Using business models to solve social problems.

Unit IV

Environmental Responsibility & Consumer Protection- Environmental Protection: Business and ecology, pollution control, waste management, green technology. Consumer Rights & Protection: Consumer rights, consumer awareness, Consumer Protection Act. Ethical Marketing: Responsible advertising, ethical pricing, and labelling.

Recommended Pedagogy: -

- Case Studies: Analysing ethical lapses (e.g., corporate scams) and successful CSR initiatives.
- Role Plays: Simulating board meetings, ethical dilemmas, and stakeholder negotiations.
- Field Visits: Direct interaction with NGOs, rural, or underserved communities.

ALLIED COURSES- MOOC LOGISTICS 4.0

Course Objectives:

- To develop competencies and knowledge of students to understand the revolution in Logistics Industry
- To orient students in the field of Logistics
- To help students to learn the recent technology changes and challenges in Logistics Industry

Learning Outcomes:

- Students will be able to apply the basic knowledge of technology and ITC development
- This subject will enable them to enhance their ability and professional skills in Logistic

Course Content:

Unit I

First Three Industrial Revolutions: Industry 1.0–3.0, Introduction to Industry 4.0 Digitalization and the Connected Economy Drivers, Enablers, Compelling Forces and Challenges for Industry 4.0 The Journey so far: Developments in USA, Europe, China, and other countries
Comparison of Industry 4.0 Factory and Today's SMART Factory
Trends of Big Data (Evolution) along with the Maturity framework and Predictive Analytics for Smart Business Transformation

Unit II

Evolution of Logistics, Introduction to Logistics 4.0, Digital Transformation of Supply Chain Management, Advanced robots, Augmented Reality, Digital Twins, Simulation—Network simulation and optimization, The Industrial Internet of Things, Cloud Computing, Cyber Security, Big data and analytics—Data Warehouse v/s Data Mart

Unit III

Digitalization of Logistics and Challenges in Logistics 4.0, Inventory Control Systems (ICS)-MRP-1-MRP-2-ERP-13.3 The Internet of Things, Challenges of The Internet of Things, Changes in Business Models and Production Processes, Telematics Technology—Application in Logistics

Unit IV

Technology in Procurement 4.0 (Consign or Inventory Model), Technology in Inventory Management 4.0 (Impact of Digital Technologies on the Inventory Management Techniques), Technology in Logistics and Warehousing 4.0, Logistics and Supply Chain Analytics

Unit V

Business issues in Logistics 4.0, Opportunities and Challenges, Future of Work and Skills for Workers in the Logistics 4.0 Era, Advantages and disadvantages of Logistics 4.0, Strategies for competing in a Logistics 4.0 world

Suggested Readings

1. Buer, S. V., Strandhagen, J. O., & Chan, F. T. S. – *The Digitalization of Supply Chain and Logistics: Smart and Sustainable Operations*. Springer.
2. Kagermann, H., Wahlster, W., & Helbig, J. – *Recommendations for Implementing the Strategic Initiative INDUSTRIE 4.0*. acatech – National Academy of Science and Engineering.
3. Chopra, S., & Meindl, P. – *Supply Chain Management: Strategy, Planning, and Operation*. Pearson.
4. Sanders, N. R. – *The Digital Transformation of Logistics: Demystifying Impacts of the Fourth Industrial Revolution*. Kogan Page.

EXPORT & IMPORT DOCUMENTATION

Course Objectives:

- To familiarize the student with the basic concept of formalities for export trade, and the documentation process required for import and export.

Learning Outcomes:

- Recognize the impact of information and communication technologies, especially of the internet in business operations.
- Recognize the fundamental principles of e Business and e Commerce.
- Explain the security protocols and the issues in internet security.

Unit I

Introduction to Export and Import: Basics of export and import, classification of goods, preparation for exports, methods of exporting, export marketing organizations and their functions, registration formalities, Importer Exporter Code (IEC), procedure for obtaining IEC, Registration-Cum-Membership Certificate (RCMC), Export Credit Guarantee Corporation (ECGC), application procedures for import and export of restricted items.

Unit II

Documentation Framework and Export Contracts: Aligned documentation system, commercial documents, auxiliary commercial documents, regulatory documents, documents related to goods, shipment, payments, inspection and excisable goods, types of export contracts, preparation and execution of export contracts.

Unit III

Export Finance and Payment Systems: Factors influencing export payments, methods of receiving export payments, instruments of payment, letters of credit, pre-shipment finance, post-shipment finance, post-shipment credit in foreign currency, negotiation of export documents with banks, CENVAT, duty drawback and export incentives.

Unit IV

Quality Control and Cargo Clearance: Objectives of quality control, methods of quality assurance, pre-shipment inspection procedures, role of clearing and forwarding agents, role of inspection agencies, cargo clearance procedures, central excise clearance procedures, central excise clearance options and shipment of export cargo.

Unit V

Customs Clearance, Risk Management and Insurance: Customs clearance procedures for export and import cargo, types of risks in international trade, types of insurance cover issued by the Export Credit Guarantee Corporation (ECGC), cargo insurance, processing of export orders, major laws governing export contracts, legal and regulatory framework for international trade.

Suggested Readings

1. Rama Gopal C., *Export Import Procedures, Documentation and Logistics*, New Age International Publishers, 2008.
2. Khushpat S. J., *Export Import Procedures and Documentation*, Himalaya Publishing House, 2013.
3. Pawan Kumar, *Export of India's Major Products: Problems and Prospects*, New Century Publications, 2001.
4. D. C. Kapoor, *Export Management*, Vikas Publications, 2002.
5. Francis Cherunilam, *International Trade and Export Management*, Himalaya Publications, 2004.

INLAND WATERWAYS & COASTAL SHIPPING

Course Objectives:

- To familiarize the student with the basic concept of Inland water ways and coastal shipping, their importance and future development of Indian water ways

Learning Outcomes:

- Recognize the impact of Inland water ways and coastal shipping
- Recognize the importance and future development of Indian water ways.

Course Content:

Unit I

Basics of Shipping and Sea Transport: Introduction to shipping, types of ships, sizes and classifications of ships, basic ship terminologies, sea transport and its importance in global trade, role of ports in maritime transportation, coastal shipping and its significance in domestic and international logistics.

Unit II

Introduction to Inland Waterways: Introduction to inland waterways, scope and importance of inland water transport, sources of inland waterways including lakes, rivers, canals, backwaters, creeks, watercourses, inlets and bays, working principles of inland water transport, impact of inland waterways on transportation, major inland waterways in India and their locations.

Unit III

Infrastructure and Role of Inland Waterways: Role and importance of inland waterways in transportation, infrastructure facilities required for inland water transport, transportation through creeks, integration of inland waterways with other modes of transport, benefits and challenges of inland water logistics.

Unit IV

Operational Aspects of Inland Waterways: Road connectivity to inland waterways, cargo availability and scarcity, navigation systems including night navigation, draft restrictions, operational challenges, safety considerations and efficiency in inland water transportation.

Unit V

Inland Waterways in India and Abroad: Inland water transport systems in Bangladesh, China, Vietnam and Europe, inland waterway network in India, upcoming inland waterway projects, Inland Waterways Authority of India (IWAI), government policies on inland waterways, National Waterways Act and future prospects of inland water transport.

Suggested Readings

1. Course Material Prepared by LSC.
2. Bart Wiegman and Rob Konings (Editors), *Inland Waterway Transport: Challenges and Prospects*, Routledge Studies in Transport Analysis, 2016.
3. *Inland Waterways Transportation (IWT) in India*, Machiraju Presentation Pvt. Ltd.

APPRENTICESHIP- I

The students would be onboarded in Logistics Processes of companies by the Logistics Sector Skill Council for Apprenticeship Training. The duration of Apprenticeship Training is 6 months. During Apprenticeship Training students would be assigned on-the-job-training by companies. Being a legal engagement, students would receive a monthly stipend during Apprenticeship Training as per the existing norms.

On completion of the Apprenticeship Training, students shall submit Apprenticeship Report in the form of Work Diary to the Collaborating Institutions. The Report would be evaluated and Viva conducted by the Collaborating Institution.

COURIER, EXPRESS & PARCEL SERVICES

Course Objectives:

- To develop competencies and knowledge of students to become Courier and Express Professionals
- To orient students in the field of Courier and Express
- To help Students to understand Courier and Express

Learning Outcomes:

- Students will be able to apply the Basic knowledge of Courier and Express in the real-life situation
- This subject will enable them to enhance their ability and professional skills

Course Content:

Unit I

Consignment Handling and Shipment Operations: Types of consignments for shipment, information on shipment labels and handling instructions, consignee locations, consignments and destination planning, consignment shipment operations including loading, handling, scheduling and documentation, special instructions for the safe handling of fragile consignments.

Unit II

Customer Documentation and Export–Import Coordination: Customer declarations, verification of customer declarations and consignment packages, procedures for resolving discrepancies, generation of bills of lading and shipping bills for export consignments, coordination for customs clearance of import and export consignments, documentation compliance and customer communication.

Unit III

Hub-and-Spoke Operations: Introduction to hub-and-spoke logistics, inbound and outbound hub activities, types of consignments handled in hub-and-spoke systems, hub layout and operational areas, receiving, sorting and inspection of consignments, documentation activities, inspection procedures for inbound sorted consignments and outbound shipments.

Unit IV

Shipment Tracking and Last Mile Operations: Tracking and tracing systems, Air Waybill (AWB), estimated time of arrival (ETA), delivery monitoring, first mile delivery, last mile delivery (LMD), shipment visibility, customer updates and delivery performance.

Unit V

Customer Satisfaction and Performance Measurement: Customer satisfaction in logistics, quality of service, delivery time and cost optimization, loss prevention, shipment weighing and rate calculation, cube scan technology, shipment diversions, load by weight (LBW), volumetric density of cargo, key performance indicators in logistics operations.

Suggested Readings

- 1.Course Material Prepared by LSC.
- 2.Martin Christopher, *Logistics and Supply Chain Management*.
- 3.Satish Kapoor, *Basics of Distribution Management: A Logistical Approach*, Prentice Hall of India.
- 4.*Warehouse Management and Inventory Control*, Vikas Publication House

INPLANT LOGISTICS

Course Objectives:

- To develop competencies and knowledge of students to become In-plant logistics professionals
- To orient students in the field of Logistics
- To help Students to understand In-plant logistics operations

Learning Outcomes:

- Students will be able to apply the Basic knowledge of In-plant operations in the real-life situation
- This subject will enable them to enhance their ability and professional skills

Course Content:

Unit I

Introduction to Manufacturing Logistics: Introduction to logistics in a manufacturing setup, manufacturing process and physical flow of materials, assembly line operations, On Time In Full (OTIF) concept, basic in-plant logistics activities including loading, unloading, receiving, sorting, storing, picking and dispatch, coordination between logistics and assembly line operations.

Unit II

Production Planning and Inbound Material Flow: Job shop operations, work allocation, production scheduling, selection of products, models and parts, team and timetable planning, material flow in manufacturing, production line feeding, Just-in-Time (JIT) inventory system, vendor management and coordination for uninterrupted production.

Unit III

Inbound Logistics and Inventory Management: Inbound logistics, inventory management, importance of inventory in manufacturing, value addition through logistics, stock counting methods, inventory audits, inventory accuracy and material availability for production.

Unit IV

Outbound Logistics and Finished Goods Management: Outbound logistics, finished goods management, tooling, binding and packaging processes, input and output logistics processes, kitting, finished goods handling, spare parts management, aftermarket logistics, transportation scheduling and vendor coordination for dispatch operations.

Unit V

Quality Assurance and Supply Coordination: Timely supply of materials, production scheduling, vendor coordination, quality control, pre-delivery inspection, quality assurance systems, On Time In Full (OTIF) performance measurement, best practices in manufacturing logistics and continuous process improvement.

Suggested Readings

1. Course Material Prepared by LSC.

MULTI MODAL TRANSPORTATION

Course Objectives:

- Introduce Multi-modal and Inter modal Transport concepts.
- Explain Regulatory framework and policies for multi-modal transportation.
- Describe Indian Railways' initiatives to promote Multimodal Logistics in India.
- Overview evolution of infrastructure facilitating Multi-modal Logistics in India.

Learning Outcomes:

After completing this Course, the student will have the following learnings:

- The importance and role played by multi-modal transport in the efficient and cost-effective movement of cargo
- Types of multi-modal movement and the role of containerisation for security and speed
- The provisions and procedures for Exim trade and INCOTERMS
- Indian Government's policies and vision for development of seamless multi-modal transport.

Course Content:

Unit I

Transportation Systems and Multimodal Transport: Concepts of transportation systems, multimodal and intermodal transport, introduction to multimodal transport, differences between multimodal and intermodal transport, types of transport modes, characteristics of air, road, rail, water, pipelines and package carriers, need, objectives and key issues of multimodal transportation.

Unit II

Organization and Types of Multimodal Transport: Organization of multimodal transport, role of containerization in multimodal transport, history, utility, types, ease of handling and cost-saving advantages of containers, types of multimodal transport including combined container transport, rolling road transport, forwarding of trailers, Roll-on/Roll-off (RORO) and Lighter Aboard Ship (LASH) transportation, National Multimodal Transport Committee (NMTTC), Logistics Policy of India, key features and importance.

Unit III

Multimodal Transport Regulations and Documentation: Multimodal Transportation of Goods Act, 1993, customs procedures for export and import, bill of lading, Hague Rules, Visby Rules, Hamburg Rules, carriage of goods by sea, INCOTERMS, meaning, explanation, classification, types and applications in international trade.

Unit IV

Multimodal Transport Infrastructure: Multimodal transport and Indian Railways, Private Freight Terminal (PFT) policy, maintenance of rolling stock, cargo handling procedures, customs operations, warehousing policy, stuffing, de-stuffing, stacking, use of material handling equipment (MHE), layout and design of multimodal logistics parks.

Unit V

Current Practices and Future of Multimodal Transport: Present-day practices in multimodal transportation, India's trade and transport challenges, transport policies, pricing issues, integrated transport initiatives including Bharatmala, Sagarmala, Inland Waterways Transport (IWT) and Dedicated Freight Corridor (DFC), concept of International Check Posts (ICPs), multimodal transport scenario in India and neighbouring countries, case studies and future prospects.

Suggested Readings

1. Course Material Prepared by LSC.

APPRENTICESHIP-II

The students would be onboarded in Logistics Processes of companies by the Logistics Sector Skill Council for Apprenticeship Training. The duration of Apprenticeship Training is 6 months. During Apprenticeship Training students would be assigned on-the-job-training by companies. Being a legal engagement, students would receive a monthly stipend during Apprenticeship Training as per the existing norms.

On completion of the Apprenticeship Training, students shall submit Apprenticeship Report in the form of Work Diary to the Collaborating Institutions. The Report would be evaluated and Viva conducted by the Collaborating Institution.

SPECIALISATION MODULE–GROUP A–COURSE I

INTRODUCTION OF AVIATION INDUSTRY & AIRPORT OPERATIONS (GROUP A- AVIATION)

Course Objectives:

- To develop competencies and knowledge of students to become Aviation Professionals
- To help Students to understand Fundamentals of Aviation Industry & Airport Operations

Learning Outcomes:

- Students will be able to apply the Basic knowledge of Aviation and Airport Operations in the real-life situation
- This subject will enable them to enhance their ability and professional skills in the Aviation Industry & Airport Operations

Course Content:

Unit I:

History of Aviation through the Ages: Origins in Greek Mythology, The Wright Brothers, Aviation in the Era of World War I and World War II, Commercial Aircraft Era, Modern Jetliners. Key Organizations in the Aviation Industry: ICAO - International Civil Aviation Organization, IATA - International Air Transport Association, MoCA - Ministry of Civil Aviation, DGCA - Directorate General of Civil Aviation, AAI - Airports Authority of India, AAICLAS - Airports Authority of India Cargo Logistics & Allied Services, AERA - Airport Economic Regulatory Authority, BCAS - Bureau of Civil Aviation Security.

Unit II:

Freedoms of the Air: Overview, Nine Freedoms of the Air. Airline Business: Business Models - Legacy, Low-Cost, Charter, Regional, Cargo, Hybrid; Airplane Manufacturers - Boeing, Airbus and Others; Narrow-Body vs. Wide-Body Aircraft - Definition, Features; Airline Industry as a Business - Key Functions; Airline Codeshares and Alliances - Concept, Key Benefits, Major Airline Alliances; Airline Cabin Classes - First, Business, Premium Economy, Economy.

Unit III:

World Geography and Airline Communication Protocol:** Traffic Conference Areas (TCAs), Time Zones, Country Codes, City Codes, Carrier Codes, Currency Codes, Aircraft Registration Codes, Airline Phonetics.

Unit IV:

Airport Operations: Key Stakeholders, Airport Types, Airport Revenue Sources, Airport Functional Layout - Landside, Airside; Governmental Agencies at Airports, Baggage Handling, Airside Operations.

Airport as an Operational System: Infrastructure and Facilities, Airport Operations Control Centre (AOCC), Airport Collaborative Decision Making (ACDM), Key Information Technology Systems at Airports.

Unit V:

Concessionaire Activities at Airports (Indian Scenario): Non-Aero Activities - Retail, Food and Beverage, Real Estate, Car Rentals, Car Parking, Currency and Banking, Advertising.

Maintenance, Repair and Overhaul (MRO): Types of MRO Models.

Ground Handling: Concept, Self-Handling vs. Outsourced Handling, IATA Standard Ground Handling Agreement (SGHA).

Suggested Readings

1. Course Material Prepared by LSC
2. Airport Operations-Norman Ashford, Pierre Coutu, John Beasley -McGraw-Hill Education;3rd edition (16December2012)
3. Principles of Airport Economics -P.S. Sengupta- Excel Books (1December2007)
4. Managing Airports-An International Perspective-Anne Graham-Routledge; 5 edition (June9,2018)
5. IATA Airport Handling Manual-40th edition-Year of Publication-2020

SPECIALISATIONMODULE–GROUPB-COURSEI

FIRST MILE OPERATIONS

Course objectives:

To understand the First Mile operational processes in e-commerce logistics.

Learning outcomes:

The Students will be able to learn:

- Basics of First Mile operations.
- Shipment picks up operations.
- Different types of shipment processing operations at Processing Centers.
- Layout of a Processing Centre
- Key challenges in First Mile operations and First Mile metrics

Course Content:

Unit I:

Role of First Mile in E-Commerce Logistics- Difference between First Mile, Line Haul, and Last Mile Operations; First Mile Operations – Overview; why First Mile Operations are important in e-commerce logistics; First Mile process flow.

Unit II:

Shipment Pickup Operations-Shipment pickup process; pickup operations staff – roles and responsibilities; pickup coordination; safety and security of shipments during pickup; pickup documentation.

Unit III:

Shipment Processing Operations-Primary and secondary processing; bagging operations; manual processing operations; automated processing operations.

Unit IV:

Layout of a Processing Centre-Layout of a Processing Centre – inbound operations, processing operations, outbound operations, safety and security, processing centre staff – roles and responsibilities.

Unit V:

First Mile Analytics and Metrics-First Mile Analytics and Metrics – productivity, pickup operations metrics, processing operations metrics, First Mile dashboard. Tools and Applications – pickup tools and applications, processing tools and applications, exceptions in First Mile operations and their impact on operations, tools and communication to resolve exceptions.

Suggested Readings

1. Course Material Prepared by LSC.

SPECIALISATIONMODULE–GROUPC–COURSEI

PRINCIPLES & PRACTICES OF TOURISM

Course Objectives:

- Understand the fundamentals of the Tourism industry and its development in India.
- Develop insights on the difference between International and National Industry.
- Know how on Tourism in India through Surface transportation.
- Impart knowledge on new trends in Tourism.

Learning Outcomes:

- To develop an understanding of the nature of tourism in India
- Throw light on an initiative by Government and Railways to promote tourism.
- To understand different modes and package tours by Travel
- Agencies and to learn how to develop packages.
- Recent trends of tourism and Infrastructure including Hotels

Course Content:

Unit I

Basics of Tourism: History and growth of tourism, tourism and the economy, multiplier effect of tourism, principles, components and types of tourism, tourism as a service industry, passenger transportation systems, travel agencies and their functions.

Unit II

Domestic and International Tourism: Domestic and international tourism, tourism policy and government initiatives, Department of Tourism, ITDC, IRCTC and other tourism organizations, inbound and outbound tourism, market segmentation, tour bookings, package tours, travel agencies, tourism destinations and infrastructure, destination ratings and classification.

Unit III

Tourism by Road: Road tourism infrastructure, connectivity to tourist destinations, Golden Quadrilateral, national highways, Bharatmala Project, road transport vehicles including cabs, minibuses, luxury buses and double-decker sleeper buses, regulations governing road tourism, single-point and multiple-destination tours, group bookings and cluster approach in tourism planning.

Unit IV

Tourism by Rail: Rail tourism infrastructure, railway destinations, toy trains to hill stations such as Shimla, Darjeeling and Ooty, last-mile connectivity, railway tourism initiatives including Rail Yatri Niwas, budget hotels at stations, online bookings, tourist lounges, group ticket bookings, package tours, circular journey tickets, luxury tourist trains including Palace on Wheels, Maharajas' Express, Deccan Odyssey, rail package tours, coach bookings and itinerary planning.

Unit V

Emerging Trends in Tourism: Trends in tourism, sustainable tourism, ecological and environmental issues, heritage tourism, religious tourism, medical tourism, leisure tourism, conference tourism, destination weddings, emerging tourist destinations including the Statue of Unity and Akshardham, winter tourism and future prospects of the tourism industry.

Suggested Readings

1. Course Material Prepared by LSC.

SPECIALISATIONMODULE–GROUPA-COURSEII

INTRODUCTION TO AIR CARGO INDUSTRY

Course Objectives:

- To develop competencies and knowledge of students to become Air Cargo Professionals
- To help Students to understand Fundamentals of Air Cargo Industry

Learning Outcomes:

- Students will be able to apply the Basic knowledge of Air Cargo Industry in the real-life situation
- This subject will enable them to enhance their ability and professional skills in the Air Cargo Industry

Course Content:

Unit I

History of Air Cargo and Multimodal Forms of Transport: History of air cargo and air mail, air freight, air express, overnight air express and air mail services, multimodal forms of transport including rail, sea and surface transport, key concepts of multimodal transportation and its role in global logistics.

Unit II

Key Organizations Facilitating Air Cargo: International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), International Federation of Freight Forwarders Associations (FIATA), The International Air Cargo Association (TIACA), roles, functions and contributions of these organizations in the air cargo industry.

Unit III

Air Cargo Business Models: Air cargo business models including freighters, charters, integrators, combination carriers, courier services, e-commerce logistics and postal mail systems, key concepts of different business models, impact of various business models in relation to geography, size, scope and operational efficiency.

Unit IV

Key Stakeholders and Key Terminologies: Key stakeholders in the air cargo industry including airports, airlines operating directly, airlines through General Sales Agents (GSA) and General Sales and Service Agents (GSSA), shippers, freight forwarders, customs brokers, consolidators and trucking companies, key terminologies, abbreviations and industry-specific concepts used in air cargo operations.

Unit V

Training and Development in the Air Cargo Industry: Importance of training in the aviation and air cargo industry, areas of training in air cargo operations, safety, security and regulatory compliance, key organizations facilitating training and development in the aviation and air cargo sector, emerging trends in skill development and professional competency.

Suggested Readings

1. Course Material Prepared by LSC.
2. *Air Cargo Management: Air Freight and the Global Supply Chain* – Michael Sales, Routledge (2016).
3. *Air Cargo and Logistics: Classics and Contemporary Practice* – Rico Merkert and Jackie Walters, Academic Publishers (2019).
4. *Moving Boxes by Air: The Economics of International Air Cargo* – Peter S. Morrell and Thomas Klein, Routledge, 2nd Edition (2018).

SPECIALISATIONMODULE–GROUPEB-COURSEII

LAST MILE OPERATIONS

Course Objectives:

This course aims to provide students with a comprehensive understanding of last mile logistics, delivery processes, customer service and performance metrics in e-commerce logistics. It also enables learners to apply modern technologies and best practices to improve operational efficiency, customer satisfaction and future-ready last mile delivery systems.

Learning Outcome:

The students will be able to:

- Understand the basics concept of Last mile logistics in E-Commerce
- Understand the processes involved in Last mile logistics
- Understand various metrics and customer services processes to be followed in last mile logistics
- Explain the prospects of last mile logistic

Course Content:

Unit I

Introduction to Last Mile Logistics: Meaning of last mile in e-commerce, importance of last mile in the supply chain, challenges of last mile delivery in e-commerce, trends in last mile delivery and route optimization in last mile operations.

Unit II

Last Mile Processes: Delivery process and its challenges, reverse pickup process in last mile operations, challenges associated with reverse pickup, tools and applications used in last mile operations, considerations for developing an effective last mile logistics strategy.

Unit III

Performance Metrics in Last Mile Operations: Key metrics used to measure last mile performance, delivery efficiency, delivery time, cost, accuracy, customer satisfaction, automation and technology driving performance metrics, data-driven decision making in last mile logistics.

Unit IV

Customer Service in Last Mile Logistics: Customer service and its importance in last mile operations, customer communication, service quality, complaint handling, customer experience management, role of customer service in enhancing operational performance.

Unit V

Future Prospects of Last Mile Logistics: Good and bad customer service practices, dos and don'ts of customer service, relationship between operational metrics and customer service, innovations in last mile logistics, technology trends in last mile delivery, future prospects and growth opportunities in the last mile delivery market.

Suggested Readings

1. Course Material Prepared by LSC.

SPECIALISATIONMODULE–GROUPEC-COURSEII

COMMERCIAL ASPECTS OF TRANSPORTATION

Course Objectives:

- To highlight vital part of commercial considerations in providing transport services for Freight and Passengers movement.
- To understand the importance and need for marketing and strategies involved.
- To Describe the principles in fixing Railway Freight and Rates
- To evaluate Competition in rates of Road and Rail mode of transportation.

Learning outcomes:

- Develop a clear perspective of various commercial aspects in transportation
- Distinguish between the Operational feasibility of a work and its commercial viability
- Know the issues involved in booking and reservation of passengers,
- Know the various types of costs involved and understand the concept of cost-of-service vs value of service

Course Content:

Unit I

Commercial Aspects of Transportation: Commercial aspects in transportation, role and importance of commercial functions, comparative strengths of rail and road transport, concept of commercial viability versus operational feasibility, commercial issues and functions in transportation, organizational structure for managing commercial activities.

Unit II

Commercial Aspects of Passenger Transportation: Passenger services on Indian Railways, passenger booking and reservation systems, classes of travel, types of tickets, concessions and special facilities, passenger services in the road transport sector, state-wise variations in passenger transport services, supplementary and related services including luggage, parcel, refunds and catering.

Unit III

Commercial Aspects of Goods and Freight Transportation: Components of freight traffic, booking and delivery of freight on railways, demurrage, wharfage and railway sidings, booking and delivery of goods through road transport, agencies involved in freight operations and their roles, claims and liabilities, organizational structure and procedures for claims and compensation.

Unit IV

Transport Pricing and Rate Fixation: Basic considerations in transport pricing, different types of costs involved in pricing transportation services, relativity index of passenger fares in Indian Railways, surcharges and discounts, principles of classification, rate fixation and traffic routing, cost of service versus value of service, cross-subsidization and pricing strategies.

Unit V

Marketing Strategies for Commercial Growth: Need for marketing in transportation, complementary roles of rail and road transport, identification of high-profit commodities, incentive schemes, IT-enabled user-friendly solutions for booking, payment and consignment tracking, Passenger Reservation System (PRS), future trends and technology-driven improvements in commercial transportation operations.

Suggested Readings

1. Course Material Prepared by LSC.