
Study Scheme & Syllabus of Bachelor of Management Studies (Hospital Administration)

Batch 2026 onwards



**Department of Academics
I.K. Gujral Punjab Technical University**

Program Educational Objectives (PEOs)

PEO1: To develop competent professionals capable of managing healthcare institutions effectively using modern management practices.

PEO2: To prepare graduates with knowledge of healthcare systems, hospital operations, and administrative processes.

PEO3: To equip students with analytical and decision-making skills for solving problems in healthcare organizations.

PEO4: To develop ethical values, leadership qualities, and a commitment to patient-centred healthcare services.

PEO5: To prepare graduates for professional careers in hospitals, healthcare organizations, insurance companies, and healthcare consulting.

Program Outcomes (POs)

After successful completion of the **BMS (Hospital Administration)** program, graduates will be able to:

PO1 – Healthcare System Knowledge

Understand the structure, organization, and functioning of healthcare delivery systems at national and global levels.

PO2 – Hospital Administration Skills

Apply principles of management in planning, organizing, staffing, directing, and controlling healthcare services.

PO3 – Healthcare Operations Management

Manage hospital departments including patient services, billing, medical records, and support services.

PO4 – Financial and Resource Management

Demonstrate knowledge of hospital accounting, budgeting, financial planning, and healthcare economics.

PO5 – Healthcare Information Systems

Use healthcare information systems, medical records management, and digital health technologies effectively.

PO6 – Legal and Ethical Practices

Understand healthcare laws, medical ethics, patient rights, and regulatory requirements in healthcare institutions.

PO7 – Leadership and Teamwork

Demonstrate leadership, communication, and teamwork skills necessary for managing healthcare professionals and staff.

PO8 – Quality and Patient Safety

Apply quality management principles, accreditation standards, and patient safety practices in healthcare organizations.

PO9 – Healthcare Innovation and Entrepreneurship

Identify opportunities for innovation and entrepreneurship in healthcare services and hospital management.

PO10 – Professional Ethics and Social Responsibility

Demonstrate professional integrity, ethical values, and commitment to community health and social responsibility.

Program Specific Outcomes (PSOs)**PSO1: Hospital Operations and Patient Care Services**

Demonstrate the ability to manage and coordinate hospital operations, patient services, front office functions, medical records, billing processes, and support services to ensure smooth healthcare delivery.

PSO2: Healthcare Administration and Quality Management

Apply principles of hospital administration, healthcare regulations, quality standards, patient safety practices, and ethical guidelines in the effective management of healthcare institutions.

PSO3: Healthcare Information and Digital Systems

Utilize healthcare information systems, digital health technologies, hospital billing systems, and basic healthcare analytics to improve operational efficiency and decision making.

PSO4: Resource and Workforce Management

Manage human resources, materials, finances, and healthcare facilities efficiently to support organizational goals and enhance patient satisfaction.

PSO5: Professional Competence and Employability

Demonstrate communication, leadership, problem-solving, teamwork, and professional skills required for employment and career advancement in hospitals, healthcare organizations, insurance companies, diagnostic centres, and allied healthcare sectors.

Courses & Examination Scheme:

Semester	Credit Distribution			Total Credits
	No. of Papers	Credits (L+T/P)	Total Credits	
I	3	6	18	25
	4	1	4	
	1	3	3	
II	3	6	18	23
	2	2	4	
	1	1	1	
	1	Non-Credit (1L+2P)	0	
III	4	6	24	29
	2	2	4	
	1	1	1	
IV	4	6	24	27
	1	2	2	
	1	1	1	
V	4	6	24	25
	1	1	1	
VI	1	16	16	17
	1	1	1	
Total				146

First Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
BBA 101-18	Core Course	Principles and Practices of Management	5	1	0	40	60	100	6
BMS(HA) 101-26	Core Course	Introduction to Hospital Industry	5	1	0	40	60	100	6
BMS(HA) 102-26	Core Course	Hospital Operations & Patient Services	5	1	0	40	60	100	6
BTHU103/18	Ability Enhancement Compulsory Course (AECC)	English	1	0	0	40	60	100	1
BTHU104/18	Ability Enhancement Compulsory Course (AECC)	English Practical/Laboratory	0	0	2	30	20	50	1
HVPE101-18	Ability Enhancement Compulsory Course (AECC)	Human Values, De-addiction and Traffic Rules	3	0	0	40	60	100	3
HVPE102-18	Ability Enhancement Compulsory Course (AECC)	Human Values, De-addiction and Traffic Rules (Lab/ Seminar)	0	0	2	25	--	25	1
BMPD102-18	Core Course	Mentoring and Professional Development	0	0	2	25	--	25	1
	TOTAL		19	3	6	280	320	600	25

Note: One each seminar will be organized on Drug De-addiction and Traffic Rules. Eminent scholar and experts of the subject will be called for the seminar at least once during the semester. It will be binding for all students to attend the seminar.

Second Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
BMS(HA) 201-26	Core Course	Healthcare Delivery System	5	1	0	40	60	100	6
BMS(HA) 202-26	Core Course	Human Anatomy & Physiology	5	1	0	40	60	100	6
BMS(HA) 203-26	Core Course	Basic Accounting & Hospital Billing	5	1	0	40	60	100	6
EMC-101-25	Core Course	Entrepreneurship Setup and Launch	0	0	4	60	40	100	2
EVS102-18	Ability Enhancement Compulsory Course (AECC)	Environment Studies	2	0	0	40	60	100	2
BMPD202-18	Core Course	Mentoring and Professional Development	0	0	2	25	--	25	1
UGDM-101-26	Skill Enhancement Course	Disaster Management and Preparedness (Non-Credit)	1	0	2	50	50	100	S/US
TOTAL			18	3	8	295	330	625	23

Third Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
BBA301-18	Core Course	Organizational Behaviour	5	1	0	40	60	100	6
BMS(HA) 301-26	Core Course	Hospital Support Services Management	5	1	0	40	60	100	6
BMS(HA) 302-26	Core Course	Health Economics	5	1	0	40	60	100	6
BMS(HA) 303-26	Core Course	Healthcare Ethics & Patient Rights	5	1	0	40	60	100	6
BMS(HA) 304-26	Skill Enhancement Course	Healthcare Information Systems	2	0	0	40	60	100	2
EMC-102-25	Core Course	Entrepreneurship (Marketing Basics)	0	0	4	60	40	100	2
BMPD302-18	Core Course	Mentoring and Professional Development	0	0	2	25	--	25	1
TOTAL			22	4	6	285	340	625	29

Fourth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
BMS(HA) 401-26	Core Course	Healthcare Marketing & Patient Relationship Management	5	1	0	40	60	100	6

BMS(HA) 402-26	Core Course	Human Resource Management in Healthcare	5	1	0	40	60	100	6
BMS(HA) 403-26	Core Course	Financial Management in Healthcare	5	1	0	40	60	100	6
BMS(HA) 404-26	Core Course	Entrepreneurship in Healthcare Services	5	1	0	40	60	100	6
BMS(HA) 405-26	Core Course	Business Ethics & Corporate Social Responsibility	2	0	0	40	60	100	2
BMPD402-18	Core Course	Mentoring and Professional Development	0	0	2	25	--	25	1
	TOTAL		22	4	2	225	300	525	27

Fifth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
BMS(HA) 501-26	Core Course	Operations Research for Healthcare	5	1	0	40	60	100	6
BMS(HA) 502-26	Core Course	Hospital Laws & Medical Ethics	5	1	0	40	60	100	6
BMS(HA) 503-26	Core Course	Hospital Planning & Quality Management	5	1	0	40	60	100	6
BMS(HA) 504-26	Core Course	Hospital Materials & Supply Chain Management	5	1	0	40	60	100	6
BMPD502-18	Core Course	Mentoring and Professional Development	0	0	2	25	--	25	1
	TOTAL		20	4	2	185	240	425	25

Sixth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
BMS(HA) 601-26	Core Course	Hospital Internship & Training Report	16 Weeks Internship			200	200	400	16
BMPD602-18	Core Course	Mentoring and Professional Development	0	0	2	25	--	25	1
	TOTAL		0	0	2	225	200	425	17

BBA 101-18 Principles and Practices of Management

Course objective: the course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management. And to facilitate the students in appreciating need/significance and applications of various managerial functions.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Describe fundamental concepts, nature and principles of Management.

CO2: Explain the role and responsibilities of managers and adapt to the various styles of management across organizations.

CO3: Develop analytical abilities to face the business situations.

CO4: Apply various tools that would facilitate the decision making process in the business.

CO5: Develop peer based learning and working in groups and teams.

Unit – I

Management: Meaning, definitions, nature and scope, functions of management. Managerial roles and skills. Forms of different organizations: sole proprietorship, partnership and Joint Stock Company.

Evolution of management thoughts: classical and new classical systems, contingency approaches, Scientific management.

Unit – II

Planning: nature, purpose and functions, types of plan, Management by Objective (MBO), steps in planning.

Decision Making: Meaning, Steps in Decision Making, Techniques of Decision Making.

Strategic planning – concepts, process, importance and limitations; Growth strategies- Internal and external.

Unit – III

Organizing: Concept, formal and informal organizations, task force, bases of departmentation, different forms of organizational structures, avoiding organizational inflexibility. Teamwork – meaning, types and stages of team building.

Concept of staffing- Recruitment and Selection.

Motivation – concept, importance and theories.

Unit –IV

Authority: definition, types, responsibility and accountability, delegation, decentralization v/s centralization, determinants of effective decentralization. Line and staff authority.

Control: function, process and types of control, nature, process, significance and span of control. Direct control v/s preventive control.

Trends and challenges of management in global scenario, emerging issues in management: Introduction to Total Quality Management (TQM), Just in Time (JIT).

Suggested Textbooks:

- Principles and practices of management: L. M. PRASAD (S. Chand publishers)
- Essentials of Management: Koontz H. & Weihrich H. (Tata Mc Graw Hill Publishers)

Suggested Reference books

- Management: Stephen Robbins (Pearson publishers)
- VSP Rao & V H Krishna, Management, Excel books

BMS(HA) 101-26 Introduction to Hospital Industry

Course Objective: The course aims to introduce students to the hospital industry, its structure, functions, and role in healthcare delivery. It helps students understand how hospitals operate, the various services provided, and the role of hospitals in society.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concept, importance, and evolution of hospitals.

CO2: Identify different types of hospitals and healthcare institutions.

CO3: Understand the organizational structure and functioning of hospitals.

CO4: Recognize the various clinical, support, and administrative services provided in hospitals.

CO5: Understand current trends and challenges in the hospital industry.

Unit 1: Introduction and Classification of Hospitals

Meaning and definition of hospital, evolution and history of hospitals, role of hospitals in society, objectives and functions of hospitals, hospitals as part of the healthcare delivery system, classification of hospitals based on ownership such as government, private and charitable hospitals, classification based on services such as general, specialty, teaching, rural and urban hospitals.

Unit 2: Hospital Organization and Administration

Hospital as an organization and system, organizational structure of hospitals, role of hospital administration, functions of hospital administrators, role of medical staff, nursing staff and allied healthcare professionals, coordination among various hospital departments.

Unit 3: Hospital Departments and Services

Clinical services including OPD, IPD and emergency services, diagnostic services such as laboratory and radiology, nursing services, pharmacy services, allied healthcare services, medical records department, patient registration and billing services.

Unit 4: Hospital Support Services and Emerging Trends

Housekeeping services, dietary services, laundry services, security services, biomedical waste management, growth of private healthcare sector, medical tourism, information technology in hospitals, telemedicine, digital healthcare, challenges and future trends in the hospital industry.

Suggested Readings

1. Francis C.M. and Mario D'Souza – *Hospital Administration*
2. S.L. Goel – *Hospital Administration and Management*
3. Syed Amin Tabish – *Hospital and Health Services Administration*
4. National Health Policy Documents – Government of India

BMS(HA) 102-26 Hospital Operations & Patient Services

Course Objective: The course aims to provide students with an understanding of hospital operations and patient service management. It focuses on patient flow, hospital processes, departmental coordination, and service delivery systems to ensure efficient healthcare services and patient satisfaction.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concepts and importance of hospital operations management.

CO2: Explain patient flow and service processes in hospitals.

CO3: Identify the roles and functions of various patient service departments.

CO4: Understand the importance of patient satisfaction and service quality in healthcare.

CO5: Recognize operational challenges and methods for improving healthcare services.

Unit 1: Introduction to Hospital Operations

Concept and scope of hospital operations, importance of operations management in healthcare organizations, patient flow in hospitals, coordination among departments, role of hospital administrators in operations management.

Unit 2: Patient Registration, Admission and Discharge Services

Patient registration process, appointment scheduling, outpatient department (OPD) operations, inpatient admission procedures, patient transfer services, discharge process and documentation, patient records management.

Unit 3: Patient Care and Support Services

Management of OPD, IPD and emergency services, patient counseling and guidance services, medical records department, hospital billing services, patient grievance handling, communication with patients and attendants.

Unit 4: Service Quality and Patient Satisfaction

Concept of patient satisfaction, factors affecting patient experience, service quality in healthcare, patient feedback systems, complaint management, use of technology in patient services, emerging trends and challenges in hospital operations.

Suggested Readings

1. S.L. Goel – *Hospital Administration and Management*
2. Syed Amin Tabish – *Hospital and Health Services Administration*
3. C.M. Francis & Mario D’Souza – *Hospital Administration*
4. A.V. Srinivasan – *Managing a Modern Hospital*
5. World Health Organization (WHO) – *Hospital Management Guidelines*

AECC
BTHU103/18 English

Course Outcomes:

- The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- To help the students become the independent users of English language.
- To develop in them vital communication skills which are integral to their personal, social and professional interactions.
- The syllabus shall address the issues relating to the Language of communication.
- Students will become proficient in professional communication such as interviews, group discussions, office environments, important reading skills as well as writing skills such as report writing, note taking etc.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

Detailed Contents:

Unit1- 1 (Introduction)

- Theory of Communication
- Types and modes of Communication

Unit- 2 (Language of Communication)

- Verbal and Non-verbal
- (Spoken and Written)
- Personal, Social and Business
- Barriers and Strategies
- Intra-personal, Inter-personal and Group communication

Unit-3 (Reading and Understanding)

- Close Reading
- Comprehension
- Summary Paraphrasing
- Analysis and Interpretation
- Translation (from Hindi/Punjabi to English and vice-versa)

OR

- Precis writing /Paraphrasing **(for International Students)**
- Literary/Knowledge Texts

Unit-4 (Writing Skills)

- Documenting
- Report Writing
- Making notes
- Letter writing

Recommended Readings:

1. *Fluency in English* - Part II, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Language, Literature and Creativity*, Orient Blackswan, 2013.
4. *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, Dr. Ranjana Kaul,
Dr. Brati Biswas
5. *On Writing Well*. William Zinsser. Harper Resource Book. 2001
6. *Study Writing*. Liz Hamp-Lyons and Ben Heasley. Cambridge University Press. 2006.

BTHU104/18 English Practical/Laboratory

Course Outcomes:

- The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- To help the students become the independent users of English language.
- To develop in them vital communication skills which are integral to personal, social and professional interactions.
- The syllabus shall address the issues relating to the Language of communication.
- Students will become proficient in professional communication such as interviews, group discussions and business office environments, important reading skills as well as writing skills such as report writing, note taking etc.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

Interactive practice sessions in Language Lab on Oral Communication

- Listening Comprehension
- Self Introduction, Group Discussion and Role Play
- Common Everyday Situations: Conversations and Dialogues
- Communication at Workplace
- Interviews
- Formal Presentations
- Monologue
- Effective Communication/ Mis- Communication
- Public Speaking

Recommended Readings:

1. *Fluency in English* - Part II, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Practical English Usage*. Michael Swan. OUP. 1995.
4. *Communication Skills*. Sanjay Kumar and PushpLata. Oxford University Press. 2011.
5. *Exercises in Spoken English*. Parts. I-III. CIEFL, Hyderabad. Oxford University Press

Course Objective

This introductory course input is intended

- a. To help the students appreciate the essential complementarity between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity which are the core aspirations of all human beings.
- b. To facilitate the development of a Holistic perspective among students towards life, profession and happiness, based on a correct understanding of the Human reality and the rest of Existence. Such a holistic perspective forms the basis of Value based living in a natural way.
- c. To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually satisfying human behavior and mutually enriching interaction with Nature.

Thus, this course is intended to provide a much needed orientational input in Value Education to the young enquiring minds.

Course Methodology

- The methodology of this course is universally adaptable, involving a systematic and rational study of the human being vis-à-vis the rest of existence.
- It is free from any dogma or value prescriptions.
- It is a process of self-investigation and self-exploration, and not of giving sermons. Whatever is found as truth or reality is stated as proposal and the students are facilitated to verify it in their own right based on their Natural Acceptance and Experiential Validation.
- This process of self-exploration takes the form of a dialogue between the teacher and the students to begin with, and within the student himself/herself finally.
- This self-exploration also enables them to evaluate their pre-conditionings and present beliefs.

Content for Lectures:

Module 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education [6]

1. Understanding the need, basic guidelines, content and process for Value Education
2. Self Exploration-what is it? - its content and process; 'Natural Acceptance' and Experiential Validation- as the mechanism for self exploration
3. Continuous Happiness and Prosperity- A look at basic Human Aspirations
4. Right understanding, Relationship and Physical Facilities- the basic requirements for fulfillment of aspirations of every human being with their correct priority
5. Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario
6. Method to fulfill the above human aspirations: understanding and living in harmony at various levels

Module 2: Understanding Harmony in the Human Being - Harmony in Myself! [6]

7. Understanding human being as a co-existence of the sentient 'I' and the material 'Body'
8. Understanding the needs of Self ('I') and 'Body' - *Sukh* and *Suvidha*
9. Understanding the Body as an instrument of 'I' (I being the doer, seer and enjoyer)
10. Understanding the characteristics and activities of 'I' and harmony in 'I'
11. Understanding the harmony of I with the Body: *Sanyam* and *Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail
12. Programs to ensure *Sanyam* and *Swasthya*
- Practice Exercises and Case Studies will be taken up in Practice Sessions.

Module 3: Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship [6]

13. Understanding harmony in the Family- the basic unit of human interaction
14. Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubhay-tripti*;
Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship
15. Understanding the meaning of *Vishwas*; Difference between intention and competence
16. Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship
17. Understanding the harmony in the society (society being an extension of family): *Samadhan*, *Samridhi*, *Abhay*, *Sah-astitva* as comprehensive Human Goals
18. Visualizing a universal harmonious order in society- Undivided Society (*Akhand Samaj*), Universal Order (*Sarvabhaum Vyawastha*)- from family to world family!
- Practice Exercises and Case Studies will be taken up in Practice Sessions.

Module 4: Understanding Harmony in the Nature and Existence - Whole existence as Co-existence [4]

19. Understanding the harmony in the Nature
20. Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and self-regulation in nature
21. Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space
22. Holistic perception of harmony at all levels of existence
- Practice Exercises and Case Studies will be taken up in Practice Sessions.

Module 5: Implications of the above Holistic Understanding of Harmony on Professional Ethics [6]

23. Natural acceptance of human values
24. Definitiveness of Ethical Human Conduct
25. Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order
26. Competence in professional ethics:
 - a) Ability to utilize the professional competence for augmenting universal human order,

b) Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems,

c) Ability to identify and develop appropriate technologies and management patterns for above production systems.

27. Case studies of typical holistic technologies, management models and production systems

28. Strategy for transition from the present state to Universal Human Order:

a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers

b) At the level of society: as mutually enriching institutions and organizations

Text Book

R R Gaur, R Sangal, G P Bagaria, 2009, *A Foundation Course in Value Education*.

Reference Books

1. Ivan Illich, 1974, *Energy & Equity*, The Trinity Press, Worcester, and HarperCollins, USA

2. E.F. Schumacher, 1973, *Small is Beautiful: a study of economics as if people mattered*, Blond & Briggs, Britain.

3. A Nagraj, 1998, *Jeevan Vidya ek Parichay*, Divya Path Sansthan, Amarkantak.

4. Sussan George, 1976, *How the Other Half Dies*, Penguin Press. Reprinted 1986, 1991

5. PL Dhar, RR Gaur, 1990, *Science and Humanism*, Commonwealth Purblishers.

6. A.N. Tripathy, 2003, *Human Values*, New Age International Publishers.

7. Subhas Palekar, 2000, *How to practice Natural Farming*, Pracheen(Vaidik) Krishi Tantra Shodh, Amravati.

8. Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, *Limits to Growth – Club of Rome’s report*, Universe Books.

9. E G Seebauer & Robert L. Berry, 2000, *Fundamentals of Ethics for Scientists & Engineers*, Oxford University Press

10. M Govindrajran, S Natrajan & V.S. Senthil Kumar, *Engineering Ethics (including Human Values)*, Eastern Economy Edition, Prentice Hall of India Ltd.

11. B P Banerjee, 2005, *Foundations of Ethics and Management*, Excel Books.

12. B L Bajpai, 2004, *Indian Ethos and Modern Management*, New Royal Book Co., Lucknow. Reprinted 2008.

Relevant CDs, Movies, Documentaries & Other Literature:

1. Value Education website, <http://uhv.ac.in>

2. Story of Stuff, <http://www.storyofstuff.com>

3. Al Gore, *An Inconvenient Truth*, Paramount Classics, USA

4. Charlie Chaplin, *Modern Times*, United Artists, USA

5. IIT Delhi, *Modern Technology – the Untold Story*

AECC

HVPE102-18 Human Values, De-addiction and Traffic Rules (Lab/Seminar)

One each seminar will be organized on Drug De-addiction and Traffic Rules. Eminent scholar and experts of the subject will be called for the Seminar atleast once during the semester. It will be binding for all the students to attend the seminar.

BMPD102-18 Mentoring and Professional Development

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.
For achieving the above, suggestive list of activities to be conducted are:

Part – A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part – B (Outdoor Activities)

1

1. Sports/NSS/NCC
2. Field project.
3. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Note: Evaluation shall be based on rubrics for Part – A & B.

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

BMS(HA) 201-26 Healthcare Delivery System

Course Objective: The course aims to provide students with an understanding of the healthcare delivery system and its components. It helps students understand the structure, organization, and functioning of healthcare services in India and the role of various healthcare institutions in promoting health and delivering patient care.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concept and components of the healthcare delivery system.

CO2: Explain the structure and organization of healthcare services in India.

CO3: Identify the roles of public and private healthcare institutions.

CO4: Understand national health programs and public health initiatives.

CO5: Recognize current challenges and emerging trends in healthcare delivery.

Unit 1: Introduction to Healthcare Delivery System

Concept and importance of healthcare delivery system, determinants and dimensions of health, levels of healthcare services including primary, secondary and tertiary care, healthcare as a continuum of care, role of healthcare delivery in improving population health.

Unit 2: Healthcare Infrastructure in India

Organization of healthcare services in India, public healthcare system including Sub-Centres, Primary Health Centres (PHCs), Community Health Centres (CHCs), District Hospitals and Medical Colleges, role of private healthcare sector, urban and rural healthcare services.

Unit 3: Healthcare Institutions and Public Health Services

Functions of hospitals and healthcare institutions, preventive, promotive, curative and rehabilitative healthcare services, public health services, community health programs, role of healthcare professionals in service delivery.

Unit 4: National Health Programs and Emerging Trends

Overview of major national health programs, maternal and child health services, immunization programs, disease control programs, Ayushman Bharat and Health & Wellness Centres, digital health initiatives, public-private partnerships, challenges and future trends in healthcare delivery.

Suggested Readings

1. K. Park – *Textbook of Preventive and Social Medicine*
2. S.L. Goel – *Hospital Administration and Management*
3. Syed Amin Tabish – *Hospital and Health Services Administration*
4. National Health Policy Documents – Government of India
5. Ministry of Health & Family Welfare – Health Program Guidelines

BMS(HA) 202-26 Human Anatomy & Physiology

Course Objective: The course aims to provide students with a basic understanding of the structure and functions of the human body. It enables students to understand major body systems, common physiological processes, and healthcare terminology relevant to hospital administration and healthcare management.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the basic concepts of human anatomy and physiology.

CO2: Identify the structure and functions of major organ systems of the human body.

CO3: Explain physiological processes essential for maintaining health.

CO4: Understand common medical and clinical terms related to body systems.

CO5: Apply basic anatomical and physiological knowledge in healthcare and hospital settings.

Unit 1: Introduction to Human Body and Cell Structure

Meaning and scope of anatomy and physiology, levels of organization of the human body, structure and functions of cells and tissues, body cavities, anatomical positions and directional terms, homeostasis and its importance.

Unit 2: Skeletal, Muscular and Nervous Systems

Structure and functions of skeletal system, types of bones and joints, muscular system and movement, nervous system, brain, spinal cord and nerves, coordination and control of body activities.

Unit 3: Cardiovascular and Respiratory Systems

Structure and functions of the heart, blood and blood vessels, circulation of blood, blood pressure, structure and functions of respiratory organs, breathing mechanism, gas exchange and respiratory health.

Unit 4: Digestive, Urinary, Endocrine and Reproductive Systems

Structure and functions of digestive system, digestion and absorption of nutrients, urinary system and excretion, endocrine glands and hormones, overview of male and female reproductive systems, role of hormones in body regulation.

Suggested Readings

1. Ross and Wilson – *Anatomy and Physiology in Health and Illness*
2. Gerard J. Tortora – *Principles of Anatomy and Physiology*
3. Elaine N. Marieb – *Essentials of Human Anatomy and Physiology*
4. K. Park – *Textbook of Preventive and Social Medicine*
5. Thibodeau & Patton – *Structure and Function of the Body*

BMS(HA) 203-26 Basic Accounting & Hospital Billing

Course Objective: The course aims to provide students with a basic understanding of accounting principles and hospital billing procedures. It helps students develop knowledge of financial transactions, accounting records, billing systems, and revenue management practices used in hospitals and healthcare institutions.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the fundamental concepts and principles of accounting.

CO2: Prepare and maintain basic accounting records and financial statements.

CO3: Understand hospital billing procedures and revenue cycle management.

CO4: Identify various components of hospital charges and healthcare payments.

CO5: Apply accounting and billing concepts in hospital administration and healthcare settings.

Unit 1: Fundamentals of Accounting

Meaning and objectives of accounting, accounting concepts and principles, accounting cycle, journal, ledger and trial balance, classification of accounts, preparation of cash book and basic accounting records.

Unit 2: Financial Statements and Accounting Records

Preparation of trading account, profit and loss account and balance sheet, importance of financial statements, interpretation of financial information, accounting records maintained in healthcare organizations.

Unit 3: Introduction to Hospital Billing Systems

Concept and importance of hospital billing, billing process in hospitals, components of hospital charges including consultation, investigations, procedures, room charges and pharmacy charges, inpatient and outpatient billing systems.

Unit 4: Revenue Cycle Management and Healthcare Payments

Revenue cycle management in hospitals, billing documentation and records, cash payments, insurance claims and third-party payments, discharge billing process, common billing errors and methods for improving billing efficiency.

Suggested Readings

1. S.N. Maheshwari – *Financial Accounting*
2. T.S. Reddy & A. Murthy – *Financial Accounting*
3. S.L. Goel – *Hospital Administration and Management*
4. Syed Amin Tabish – *Hospital and Health Services Administration*
5. Principles and Practices of Healthcare Finance – Healthcare Financial Management Association (HFMA)

EMC-101	L	T	P
Entrepreneurship Setup and Launch	0	0	4

Introduction:

This semester lays the foundation for the learner to understand what entrepreneurship is, beyond just starting a business. It introduces key ideas like problem-solving, value creation, and self-awareness. The learner will begin exploring basic business concepts while discovering their own interests and strengths.

Learners Objective:

1. Understand the core concepts of entrepreneurship through relatable, real-life examples.
2. Begin to see themselves as problem-solvers and creators.
3. Learn about business paths and choose one to try based on interest or local fit.
4. Launch a micro-hustle (online or offline) to earn their first income.
5. Build confidence and self-belief by doing.

Outcome: By the end of this semester, learners will start a simple business activity, earn their first income, and build belief in their ability to do business.

Guiding Principles/Approach:

This syllabus is built on principles of **experiential learning, growth mindset development, and identity-first learning**. Drawing from learning science and behavior design, the course shifts students from passive learning to *active doing*, where they try out small business activities in real contexts. The design helps students not just learn entrepreneurship but begin to see themselves as entrepreneurs. Emphasis is placed on *small wins, peer collaboration, and locally relevant opportunities* to ensure learning feels achievable and connected to their realities. The curriculum focuses on conceptual understanding without heavy theory, combining *practical action, reflection, and collaboration*. *By making progress visible and success feel possible, it plants the seeds of self-reliance, initiative, and long-term motivation.*

Semester Syllabus:

Format: 12 weeks, 4 hours/week | 2 credits

Revenue Target: ₹10,000

Week	Learning Goal	Measurable Outcome
1	Understand what entrepreneurship is and who can be an entrepreneur	Students define entrepreneurship in their own words and list 2 entrepreneurs from their local area or community
2	Connect personal identity to entrepreneurship (strengths, interests, struggles)	Students create a “value map” showing how a skill/interest/problem from their life could become a business opportunity

3	Learn about 5 business paths: content creation, drop-shipping, cloud kitchen/food business, gig economy and local services	Students explore 1–2 examples from each domain and share one they’re most curious to try and why
4	Choose a path and generate a basic business idea	Students write down a clear offer (what, for whom, why) and one way to reach their customer
5	Take first real action: message, post, pitch, or sell	Students reach out to or serve 1 real potential customer and record what happened
6	Reflect on first attempt and share with peers	Students share their result, a challenge faced, and one idea to improve next time
7	Improve and try again: aim for first ₹100	Students apply a change, try again, and aim to make their first ₹100 or get meaningful response
8	Learn how to identify and understand your target customer	Students talk to 2 potential customers or observe them and list 3 insights about their needs
9	Learn how to serve your target audience better	Students improve one part of their offer (product, delivery, messaging, or interaction) based on customer feedback or need
10	Explore core entrepreneurial values (resilience, honesty, effort)	Students reflect on 1 value they’re building and show it in a business task or peer story
11	Focus on earning and staying consistent	Students complete a second earning task and track their consistency (e.g., same product or message for 3 days)
12	Reflect on earnings, grit, and how to keep going	Students record total earnings, one resilience moment, and one support system or habit they’ll continue with

Weekly Component:

Component	Duration	Description
Learning Module	~1.5 hrs	- Introduces key concepts in a simple and engaging way - Includes, examples, and 1–2 interactive discussions or quizzes
Action Lab	~2 hrs	- Hands-on task on the weekly concept - Includes step-by-step guidance, templates, and worksheets - Ends with a submission (e.g., video, reflection, or proof of action)
Resources	Self-paced	- Supplementary videos, short readings, real- life stories, and tools to deepen understanding at their own pace

Evaluation Criteria

Evaluation Component	Description	Weightage
Weekly Task Completion	Timely submission of weekly tasks including reflections, activities, quizzes etc.	40%
Target Completion	Performance-based evaluation on hitting revenue or profit targets (e.g., generating ₹10,000 revenue)	30%
Final Project	A comprehensive project based on the semester's theme	30%

Week 1: What is Entrepreneurship? Who Can Be an entrepreneur?

INTRODUCTION: Could *You* Be an entrepreneur?

When people hear “entrepreneur,” they often think it means having a company, investors, or an MBA. Some even believe it's only for toppers or those with high grades. But entrepreneurship is more about mindset than qualifications: it's about seeing a problem and doing something about it. Like someone who starts selling snacks because their school canteen is always shut, or a friend who fixes broken chargers for others. If you've ever spotted a need and thought, “I can solve this,” - you’ve already taken your first step.

Component 1: Learning Module (~1.5 hours) Unit 1:

What is Entrepreneurship?

1. *Solving problems or creating value in exchange for money.*
2. Entrepreneurship is not just about starting a company: it's about initiative, resourcefulness, and value creation.
3. Different types of entrepreneurs: small shop owners, street vendors, YouTubers, local tailors, mechanics, and more.
4. Entrepreneurs build opportunities instead of waiting for them.

Simple Slide/Visual Aid Tip:

A circle that says "Problem", an arrow pointing to "Solution", then an arrow to "Earn". That's entrepreneurship.

<A video that visually shows how entrepreneurship starts with spotting a problem (e.g., long food lines), creating a solution (e.g., pre-order lunch service), and earning from it: illustrating the simple flow: Problem → Solution → Earn>

MCQ 1

Q: What best describes entrepreneurship?

- A. Getting a job in a company
- B. Solving problems for others and earning from it ☒
- C. Studying business in college
- D. Buying expensive things

Feedback:

1. *Correct! Entrepreneurs solve problems or offer value and get paid for it.*
2. *Not quite! Entrepreneurship is about creating something useful, not just getting a job or studying.*

Unit 2: Who Can Be an entrepreneur?

Entrepreneurship starts with spotting a problem, finding a solution, and creating value. Today, anyone with a phone and an internet connection can start a business: money helps, but mindset and initiative matter more at the start.

You just need:

1. A problem to solve
2. A simple skill or product
3. The courage to start small

Examples Carousel (Swipeable cards)

1. **Pooja (India)** – Sells handmade rakhis on Instagram, learned designing on YouTube.
Problem she saw: Expensive or generic rakhis in the market; no personal touch.
2. **Luis (Mexico)** – Repairs used phones in his garage, now has loyal customers.
Problem he saw: Many people couldn't afford new phones or didn't trust local repair shops.
3. **Sana (Kolkata)** – Started tiffin delivery from her home kitchen, now earns ₹500/day.
Problem she saw: Office workers struggled to find affordable, homemade meals.
4. **Sal Khan (USA)** – Started Khan Academy with YouTube lessons to help his cousin.
Problem he saw: His cousin needed help with math, but good learning resources were hard to access.

MCQ

Q: Which of these can be a form of entrepreneurship?

- A. Making reels on skincare tips and selling homemade face packs 
- B. Buying new clothes from malls
- C. Studying engineering
- D. Playing games without sharing or streaming

Feedback:

1. *Correct! Sharing useful tips + selling a product = solving a need!*
2. *Try again! Entrepreneurship is about creating value and helping others.*

Reflection Prompt

1. If you had to earn ₹100 this week, what would you do?

Component 2: Action Lab (~2 hours) Task

Find & Learn from 2 Entrepreneurs Near You

Steps (Checklist):

1. Look around your neighborhood or online: find 2 people who earn through their own work
2. Ask or observe:
 - a) What do they do?
 - b) How do they earn?

- c) What makes them entrepreneurial?
3. Use the **Entrepreneur Tracker Template** (available in the resources tab)

Final Deliverable

Learner submits:

1. A short definition of entrepreneurship (in their words)
2. 2 entries from the Entrepreneur Tracker (name, what they do, what learner learned)

→ Submitted in the submissions tab.

Supplementary Resources (Optional)

1. [Danny O'Neill - Getting started | Entrepreneurship | Khan Academy](#)
2. [The Better India – Stories of local entrepreneurs](#)

Week 2: Can I Be an entrepreneur?

INTRO – What Makes an entrepreneur?

You don't need a suit, a degree, or a lot of money to be an entrepreneur.

You need one thing: a mindset. Entrepreneurs notice problems around them: and do something about it. From the boy fixing bikes outside his house to the girl teaching dance on Instagram, they all started small. What matters most is not what you have: it's how you think and act.

Component 1: Learning Module (~1.5 hours)

Unit 1: What Makes an entrepreneur?

Key Concepts:

1. **Entrepreneurs are driven by curiosity:** they ask questions, explore possibilities, and seek better ways to do things.
2. **They take initiative:** they act, experiment, and create using limited resources with creativity and courage
3. **They learn by doing:** embracing mistakes as stepping stones to progress.
4. **They take full ownership:** one day they're the marketer, the delivery person, and the customer support, all in one.
5. **They are resilient:** they persist through challenges, adapt to change, and keep moving forward with purpose.

Real-Life Examples:

1. Nithin & Nikhil Kamath (Zerodha) – Started India's largest stock brokerage without formal degrees or external funding, just deep curiosity about stock markets and a desire to simplify investing.
2. *Qualities: Took initiative early and stayed persistent through challenges.*
3. Prajakta Koli (MostlySane) – Started by making comedy sketches about everyday Indian life: family, school, relationships: and became one of India's top digital creators.
4. *Qualities: Stayed consistent, adapted over time, and built strong audience trust.*
5. Tilak Mehta (Paper n Parcels) – As a teenager, launched a courier startup using Mumbai's dabbawala network for delivery.
6. *Qualities: Thought creatively and acted with confidence at a young age.*

Unit 2: Start Small: Build Ideas from What You Know

In the last unit, you learned that entrepreneurs don't just have ideas: they act, solve problems, and use what they have.

But the big question now is:

“What can I offer?”

That's where the Value Map comes in. It helps you take your first step toward thinking and acting like an entrepreneur: in your own way.

What is a Value Map?

A Value Map connects three simple things:

A. What people around you need

→ *Look around: is there something people often struggle with or something that could be better?*

B. What you *enjoy* or are *willing to try*

→ *You don't need to be an expert. Start with small things you like doing: talking to people, fixing, organizing, helping, designing, or learning something new.*

→ *Even if you're just curious about something: that's enough to begin.*

C. What solution you can create

→ *Use what you enjoy or are learning to try solving a real need around you: even in a small way*

Visuals:

3 overlapping circles:

1. “People Need”
2. “I Can”
3. “My Offer”

Examples:

1. People Need → Affordable meals

I Can → Cook + have access to home kitchen My Offer → ₹40 tiffin service

2. People Need → Study tips in Punjabi I Can → Speak clearly + love teaching

My Offer → 3-minute video tips on Instagram

MCQ

Q: What's the first step to being an entrepreneur?

- A. Waiting for the perfect idea
- B. Solving a problem with your skills 
- C. Buying a shop
- D. Studying for years

Feedback:

1. *Correct! Entrepreneurs start by solving small problems using what they already have.*
2. *Try again! It's not about waiting: it's about starting.*

Reflection Prompt

1. If someone gave you ₹500 and asked you to earn from it, what would you do?

Component 2: Action Lab (~2 hours)**Task: Create Your Personal Value Map Steps (checklist in app):**

1. Think of 2–3 problems people face around you (hunger, phone repair, boredom, etc.)
2. List your own skills, interests, or resources.
3. Match each problem with something you could offer.
4. Use the **Value Map Template in the resources** to organize your ideas.

Final Deliverable (Submitted in App):

1. Your completed **Value Map** (in 3 columns: Need, Skill, Offer)
2. Highlight **1 idea** you'd like to explore for your future hustle

Supplementary Resources (Optional)

1. "Start with Why" by Simon Sinek
2. [10 Characteristics of Successful Entrepreneurs | Business: Explained](#)

AECC
EVS102-18 Environment Studies

Course Outcomes:

1. Students will enable to understand environmental problems at local and national level through literature and general awareness.
2. The students will gain practical knowledge by visiting wildlife areas, environmental institutes and various personalities who have done practical work on various environmental Issues.
3. The students will apply interdisciplinary approach to understand key environmental issues and critically analyze them to explore the possibilities to mitigate these problems.
4. Reflect critically about their roles and identities as citizens, consumers and environmental actors in a complex, interconnected world

UNIT-1: Introduction to Environmental Studies

Multidisciplinary nature of Environmental Studies: Scope & Importance

Need for Public Awareness

UNIT-2: Ecosystems

Concept of an Ecosystem: Structure & functions of an ecosystem (Producers, Consumers & Decomposers)

Energy Flow in an ecosystem: Food Chain, Food web and Ecological Pyramids

Characteristic features, structure & functions of following Ecosystems:

- Forest Ecosystem
- Aquatic Ecosystem (Ponds, Lakes, River & Ocean)

UNIT-3: Natural Resources

Renewable & Non-renewable resources

Forest Resources: Their uses, functions & values (Biodiversity conservation, role in climate change, medicines) & threats (Overexploitation, Deforestation, Timber extraction, Agriculture Pressure), Forest Conservation Act

Water Resources: Their uses (Agriculture, Domestic & Industrial), functions & values, Overexploitation and Pollution of Ground & Surface water resources (Case study of Punjab), Water Conservation, Rainwater Harvesting,

Land Resources: Land as a resource; Land degradation, soil erosion and desertification

Energy Resources: Renewable & non-renewable energy resources, use of alternate energy resources (Solar, Wind, Biomass, Thermal), Urban problems related to Energy

UNIT-4: Biodiversity & its conservation

Types of Biodiversity: Species, Genetic & Ecosystem

India as a mega biodiversity nation, Biodiversity hot spots and biogeographic regions of India

Examples of Endangered & Endemic species of India, Red data book

UNIT-5: Environmental Pollution & Social Issues

Types, Causes, Effects & Control of Air, Water, Soil & Noise Pollution

Nuclear hazards and accidents & Health risks

Global Climate Change: Global warming, Ozone depletion, Acid rain, Melting of Glaciers & Ice caps, Rising sea levels

Environmental disasters: Earthquakes, Floods, Cyclones, Landslides

UNIT-6: Field Work

Visit to a National Park, Biosphere Reserve, Wildlife Sanctuary

Documentation & preparation of a Biodiversity (flora & fauna) register of campus/river/forest

Visit to a local polluted site : Urban/Rural/Industrial/Agricultural

Identification & Photography of resident or migratory birds, insects (butterflies)

Public hearing on environmental issues in a village

Suggested Readings:

1. Bharucha, E. Text Book for Environmental Studies. University Grants Commission, New Delhi.
2. Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
3. Bharucha Erach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380 013, India, Email:mapin@icenet.net (R)
4. Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
5. Clark R.S., Marine Pollution, Clanderson Press Oxford (TB)
6. Cunningham, W.P. Cooper, T.H. Gorhani, E & Hepworth, M.T. 2001, Environmental Encyclopedia, Jaico Publ. House, Mumabai, 1196p
7. De A.K., Environmental Chemistry, Wiley Eastern Ltd.
8. Down to Earth, Centre for Science and Environment (R)
9. Gleick, H.P. 1993. Water in crisis, Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute Oxford Univ. Press. 473p
10. Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural History Society, Bombay (R)
11. Heywood, V.H & Waston, R.T. 1995. Global Biodiversity Assessment. Cambridge Univ. Press 1140p.
12. Jadhav, H & Bhosale, V.M. 1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi 284 p.
13. Mckinney, M.L. & School, R.M. 1996. Environmental Science systems & Solutions, Web enhanced edition. 639p.
14. Mhaskar A.K., Matter Hazardous, Techno-Science Publication (TB)
15. Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)
16. Odum, E.P. 1971. Fundamentals of Ecology. W.B. Saunders Co. USA, 574p

17. Rao M N. & Datta, A.K. 1987. Waste Water treatment. Oxford & IBH Publ. Co. Pvt. Ltd. 345p.
18. Sharma B.K., 2001. Environmental Chemistry. Geol Publ. House, Meerut
19. Survey of the Environment, The Hindu (M)
20. Townsend C., Harper J, and Michael Begon, Essentials of Ecology, Blackwell Science (TB)
21. Trivedi R. K. and P.K. Goel, Introduction to air pollution, Techno-Science Publication (TB)
22. Wanger K.D., 1998 Environmental Management. W.B. Saunders Co. Philadelphia, USA 499p

BMPD202-18 Mentoring and Professional Development

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

Part – A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part – B (Outdoor Activities)

1. Sports/NSS/NCC
2. Field Project
3. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Note: Evaluation shall be based on rubrics for Part – A & B.

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

**Disaster Management and Preparedness
(Non-Credit Course) UGDM-101-26**

**Model Course Curriculum (Undergraduate level – All disciplines)
Credit Distribution, Eligibility and Pre-Requisites of the Course**

Course Code	SKILL ENHANCEMENT COURSE (DISASTER RISK REDUCTION)	Contact hours		L	T	P*	C
				1	0	2	2
Semester	II	Lecture	Practical	Type			
Course Title	Disaster Risk Reduction and Management: Skills for Safety and Resilience	15 (1 hour/ week)	30# (2 hours/ week)	Compulsory			
Credits	2			Undergraduate			
Eligibility	12 th Pass (recommended for I Year, II Semester)						
Total Marks	100			(50 Marks Internal and 50 Marks end semester exam)			
Course Objective:							
To equip students with the knowledge, skills and competencies to identify, assess, mitigate disasters and design effective disaster management plans and strategies at individual, institutional and community levels, aligning with national and global frameworks.							
Learning Outcome:							
By the end of this course, students will be able to:							
1. Identify hazards, vulnerabilities and risks at individual, institutional and community levels. 2. Outline the legal and institutional frameworks of DRR in India and globally. 3. Demonstrate life-saving skills, emergency communication, disaster response and risk mitigation techniques. 4. Utilize and implement basic tools and technologies for risk assessment, preparedness and resilience-building. 5. Prepare disaster management plans and design community awareness activities, or prototypes in regional/local contexts.							
Unit: 1	Understanding Disaster Risk Reduction and Management						
• Basic concepts and terminology: Hazard, Vulnerability, Capacity, Exposure, Disaster, Risk, Disaster Management & Disaster Risk Reduction. • Hazard profile of India: Regional profile. • Disaster Management Cycle: Mitigation, preparedness, response, relief, recovery, rehabilitation. • Policy and legal frameworks: DM Act 2005, DM Amendment Act 2025, National Policy, State-specific Acts; PM 10 Points agenda. • International frameworks: Sendai Framework, Paris Agreement, SDGs.							

- **Role of Institutions in DRR (overview only):** NDMA, NIDM, IMD, CWC, GSI, BIS, ISRO, INCOIS, SDMA, DDMA, NDRF.
- **Case studies of different disasters in India:** Lessons learned (minimum 2).

Unit: 2	Preparedness, Mitigation and Response Planning
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- Framework for Developing Disaster Management Plans.
- Hazard, Vulnerability, Capacity and Risk (HVCR) Assessment tools and techniques: Transect walk, Hazard mapping, Problem tree, Chapatti diagram etc.
- Mitigation and Preparedness: Evacuation planning, mock drills, tabletop exercises; disaster-specific mitigation, Crowd Management techniques.
- Basics of Incident Response System (IRS).
- Role of emergency forces: NDRF, SDRF, police, fire services, armed forces, NCC, NSS.
- Planning for more vulnerable groups.
- Emerging technologies: Drones, digital literacy, mobile apps (GIRI tool, SAFAR, Meghdoot, UMANG, Sachet, CWC Flood Alerts, IMD, BIS, IHIP), social media for DRR.
- Basics of safe construction and structural & nonstructural audit exercise (safety of home/college buildings).
- Funding mechanisms for disasters in India.
- Emergency Communication Network.

Unit: 3	Life-Saving Skills
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- **First Aid in disasters:** Golden hour concept, CPR, wounds, choking, burns, fractures, animal bites (snake/dog/rabid), heat-related illnesses, triaging, stampede.
- **Household and personal preparedness and protection:** 72-hour emergency kit, safe food storage, water purification, ORS use, water sanitation and hygiene (WASH) and Infection Prevention Control (IPC) practices, Basic Sign Language.
- **Search and Rescue methods.**
- **Fire safety and electrical/gas/LPG safety:** Causes, prevention, fire extinguisher demonstration, indigenous methods (Natural first-aid remedies- aloe vera, turmeric, coconut oil, salt solution); traditional risk-reduction practices.
- **Disaster-specific response:** Floods, landslides, earthquakes, CBRN emergencies, pandemics, drowning, lightning, gas leakage, cyclone, heatwave, coldwave.
- **Psychosocial support in DRR;** Steps for implementing psychological first aid and its importance.
- **Public health preparedness:** Public health impacts of various disasters, Prevention of post-disaster water-borne and vector-borne diseases.

Unit: 4	Field Exposure and Community Engagement
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- **Field visits:** District Emergency Operations Centre, State Disaster Response Force/ National Disaster Response Force units, fire stations, State Emergency Operations Center, hazard-prone communities, heat-prone areas (flood-prone village, fire-vulnerable urban slum).
- **Practical exposure:** Mock drills, demonstrations and simulations (multi-hazard, evacuation, earthquake, flood); interaction with responders and officials (Aapda Mitras, National Cadet Corps/National Service Scheme/Nehru Yuva Kendra Sangathan, Red Cross).

- **Community Engagement projects:** Street plays (nukkad natak), awareness campaigns, DRR clubs (institute and community level clubs), Information, Education and Communication material (podcasts, videos, comics, photo essays, posters, Knowledge exchange webinars).
- **Environmental hazards:** Youth/community participation (tree plantation, soil conservation).
- **Project/assignment:** Preparation of institutional/household DM plan in local language; budget-friendly multi-disaster survival kit prototype; reflective field report, youth-led community engagement projects and creation of IEC/digital communication materials.
- **Multidisciplinary integration:** Links with local governments, HEIs, youth/adolescent networks.
- **Activities for mitigating disaster risks:** Increasing green cover, plantation and knowledge of human anatomy.
- **Interaction with:** State, district, gram panchayat level officials, DRR helpline numbers, and knowledge of physical resources required and available locally; interview /session with disaster survivors.

Total Lecture hours	15 hours
Total Practical hours (field/project/exercises)	30 hours
Total hours	45 Hours
Mode of Evaluation: Quizzes, Assignments, Multiple choice questions test, field work report, project, presentation, community activity, simulation	

* According to NEP 2020 guidelines, 2 credits of practical or field work are generally equivalent to 1 credit.

Inclusive of all practical/field visits/interactions/guest sessions.

Note: The approach of this course is to inculcate awareness of hazards and develop the capacity to respond to disasters with an aim for DRR. Hence, it is recommended to use the expertise of professionals during field visits and practical training. These professionals can be from the NDRF, SDRF, Indian Armed Forces, Firefighting department, medical and sports arenas and others who have first-hand experience and knowledge in such skills (a suggestive list is annexed).

Suggestive Resource Materials

Books/Handbooks

1. Sphere Handbook for humanitarian response standards.
Link: <https://spherestandards.org/handbook/>
2. Health emergency and disaster risk management framework (Health EDRM).
WHO. Link: <https://www.who.int/publications/i/item/9789241516181>

Websites of Key Agencies

1. National Disaster Management Authority (NDMA): <https://ndma.gov.in>
India's apex body for policy and planning in disaster management.
2. National Institute of Disaster Management (NIDM): <https://nidm.gov.in>
Apex national level training and capacity-building institution for disaster risk reduction.
3. India Meteorological Department (IMD): <https://mausam.imd.gov.in>
Provides official weather forecasts, warnings and alerts.
4. Central Water Commission (CWC): <http://www.cwc.gov.in>
Responsible for flood forecasting and hydrological data.
5. Flood Forecasting Portal (FFWC): <https://ffs.india-water.gov.in/>
Real-time flood forecasting and inundation alerts for India.
6. Geological Survey of India (GSI): <https://www.gsi.gov.in>
Provides hazard maps and geological risk assessments.
7. India Disaster Resource Network (IDRN): <https://idrn.gov.in>
Inventory of emergency response resources across India.
8. Coalition for Disaster Resilient Infrastructure (CDRI): <https://cdri.world/>
Global initiative led by India for promoting resilient infrastructure.
9. Indian Space Research Organisation (ISRO): <https://www.isro.gov.in/>
Space agency of India; information regarding academic programmes and fellowships
10. Indian Institute of Remote Sensing: <https://www.iirs.gov.in/>
Research, educational programmes and resources related to remote sensing and geo-informatics
11. DRDO Avalanche Warning Bulletin: <https://drdo.gov.in/drdo/avalanche-warning-bulletin>
Snow and avalanche forecasts for high-altitude regions.
12. Building Materials and Technology Promotion Council (BMTPC): <https://www.bmtpc.org/>
Promoting sustainable, cost-effective, and disaster-resistant building materials and technologies
13. National Information Centre of Earthquake Engineering (NICEE) at IIT Kanpur:
<https://www.nicee.org/EQTips.php>
Learning Seismic Design and Construction

Mobile Applications

1. Bhooskhalan App (GSI)
Reports and monitors landslide events in India.
2. MausamGram App (IMD)
Hyperlocal weather forecast and alerts powered by IMD.
3. Sachet App (NDMA)
Alerts for natural and human-induced disasters and industrial safety incidents.
4. SAFAR (System of Air Quality and Weather Forecasting and Research):
<https://safar.tropmet.res.in/>
Real-time air quality and environmental health forecasting.

NDMA Booklets

1. AAPDA MITRA: A prime example of community-based disaster management: <https://ndma.gov.in/sites/default/files/IEC/Booklets/AAPDA%20MITRA%20A5%20BOOK%20Final.pdf>
2. DISABILITY INCLUSIVE DRR: Transformative journey towards a disability-inclusive society: <https://ndma.gov.in/sites/default/files/IEC/Booklets/Disability%20inclusive%20DRR.pdf>
3. BEATING THE HEAT: How India successfully reduces mortality due to heat waves: <https://ndma.gov.in/sites/default/files/IEC/Booklets/HeatWave%20A5%20BOOK%20Final.pdf>
4. PSYCHOSOCIAL CARE: Mitigating impact of disasters on mental health: <https://ndma.gov.in/sites/default/files/IEC/Booklets/Psychosocial%20A5%20Book.pdf>
5. REACHING OUT TO SAVE LIVES: How social media transformed India's readiness towards disasters: <https://ndma.gov.in/sites/default/files/IEC/Booklets/Social%20Media%20A5%20BOOK.pdf>
6. THUNDERSTORM AND LIGHTNING: Tackling weather hazards: <https://ndma.gov.in/sites/default/files/IEC/Booklets/Thunderstorm%20Lightning%20NDMA%20A5%20BOOK%20New.pdf>

NIDM Training Modules and Guidelines

1. Do's and Don'ts for Common Disasters: https://nidm.gov.in/PDF/IEC/DOS_E_24.pdf
Simple safety instructions for major disasters.
2. Community-based disaster risk management: https://nidm.gov.in/PDF/Modules/ToTModule_CBDRM2025.pdf
3. Management of crowds at large congregations: https://nidm.gov.in/PDF/Modules/TrgMod_CrowdatLargeCongregations.pdf
4. Climate change and extreme events risk reduction: https://nidm.gov.in/PDF/Modules/TM_CCEERR_23.pdf
5. Health adaptation and resilience to climate risks; https://nidm.gov.in/PDF/Modules/NIDM_HARCR2021.pdf
6. NIDM IEC Material: <https://nidm.gov.in/iec.asp>
Informational and awareness-raising content on DRR.
7. Social and Behavioural Change Communication (SBCC) Training Module: https://nidm.gov.in/sbc_training_module.asp
Training content for behaviour change during disasters.
8. SBC Toolkit – Cyclone: https://nidm.gov.in/sbc_cyclone.asp
Preparedness and response strategies for cyclone-prone areas.
9. SBC Toolkit – Flood: https://nidm.gov.in/sbc_floods.asp
Community-level flood preparedness material.
10. SBC Toolkit – Earthquake: https://nidm.gov.in/sbc_eq.asp
Guidelines for earthquake risk reduction.
11. NIDRR Checklist and Planning Tools: <https://nidm.gov.in/pdf/sbc/DRR%20Checklist%20PDF%20for%20WEB.pdf>
Tools for local disaster preparedness planning.
12. NIDRR Communication Materials User Guide: <https://nidm.gov.in/pdf/sbc/NIDM%20User%20Guide%20Communication%20Material%20PDF%20for%20WEB.pdf>
Reference for community-level communication campaigns.

13. NIDM Training Modules: <https://nidm.gov.in/modules.asp>
Topic-wise training modules for educators and practitioners.

Other Key Materials

1. NDMA Awareness Booklets: <https://ndma.gov.in/Resources/booklets>
Official illustrated booklets on various disaster types.
2. Indian Red Cross Society: <https://indianredcross.org>
Offers first aid, blood services, and disaster relief training.
3. International Federation of Red Cross and Red Crescent Societies:
<https://www.ifrc.org>
4. NIDM Audio-Visual Material (YouTube): <https://www.youtube.com/@NIDMINDIA>
Videos, webinars, and documentaries on DRR.
5. UNDRR resources: <https://www.undrr.org/> Resources for global frameworks
6. Class 9–10 CBSE Teachers' Manual (Life Skills)

Resources on Youth Engagement for Disaster Risk Reduction

1. The Power of Youth Engagement in Disaster Risk Reduction activities (Technical Report · May 2020):
<https://www.researchgate.net/publication/351049159>
2. Participation in Disaster Risk Reduction (DRR) Education: Analysing the Practices, Issues and Challenges - Open Journal of Earthquake Research, 2023, 12, 198-222:
<https://www.scirp.org/journal/ojer>
3. Youth Participation in Disaster Risk Management and Climate Change Adaptation (Book · October 2023): <https://www.researchgate.net/publication/382973623>
4. Nalla, V., & Ranjit, N. (Eds.). (2022). Afterwards: Graphic narratives of disaster risk and recovery from India. Indian Institute for Human Settlements. <https://doi.org/10.24943/9788195648559>

Online courses

• NIDM

1. Comprehensive Disaster Risk Management Framework (CDRMF):
https://elearning.nidm.gov.in/enrol/blpayment/course_overview.php?id=193
2. Gender Aspects of Disaster Recovery and Reconstruction:
https://elearning.nidm.gov.in/enrol/blpayment/course_overview.php?id=187
3. Risk Sensitive Land Use Planning:
https://elearning.nidm.gov.in/enrol/blpayment/course_overview.php?id=191
4. Safe cities: https://elearning.nidm.gov.in/enrol/blpayment/course_overview.php?id=197
5. Community- Based Disaster Risk Management:
https://elearning.nidm.gov.in/enrol/blpayment/course_overview.php?id=217
6. Climate Change and Disaster Risk:
https://elearning.nidm.gov.in/enrol/blpayment/course_overview.php?id=216

• SWAYAM and NPTEL MOOCs:

1. Disaster Recovery and Build Back Better (BBB):
https://onlinecourses.nptel.ac.in/noc22_ar05/preview

2. Climate Change and Disaster Risk Management
https://onlinecourses.swayam2.ac.in/ntr25_ed113/preview
3. Disaster Management:
https://onlinecourses.swayam2.ac.in/ntr25_ed102/preview
4. Disaster Management:
https://onlinecourses.swayam2.ac.in/cec25_hs135/preview
5. Disaster Risk Reduction and Management:
https://onlinecourses.swayam2.ac.in/ini25_hs32/preview
- **NIDM courses on iGOT Karmayogi for government officials (<https://igotkarmayogi.gov.in>):**
 1. Dos and Don'ts of Disaster Preparedness
 2. Basics of Disaster Management
 3. School Safety: Hazard risk vulnerability analysis
 4. Crowd management
 5. School safety beyond structures: Planning and mitigation
 6. Flood management

Annexure - I

Fire Services Departments list

S. no.	State/ UT	Contact No.	E-mail	Website
1	Andaman & Nicobar	03192-230216	dgp@and.nic.in	http://andssw1.and.nic.in/ospfire/
2	Andhra Pradesh	040-23442944	vivekdube@hotmail.com	https://fireservices.ap.gov.in/
3	Arunachal Pradesh	0360-2212576	igp.arunpol@nic.com	https://anjaw.nic.in/divisions/fire-station/
4	Assam (Guwahati)	0361-2511329	info@asfso.org	https://fireandemergency services.assam.gov.in/
5	Bihar (Patna)	0612-2221191	sfocumdirector-bih@gov.in	https://fireservice.bihar.gov.in/
6	Chandigarh	91-98881117800	supdtfire42@gmail.com	https://web.archive.org/web/20140203030327/http://mcchandigarh.gov.in/firedept.htm
7	Chhatisgarh	+91-771-2512330 2512331, 2512332 2512333	-	https://cghgcd.gov.in/
8	Dadra & Nagar Haveli and Daman & Diu	0260-2242666 0260-2241101 0260-2241666/101	Sfo-dmn-dd@ddd.gov.in	https://fes.ddd.gov.in/Home/Contact_us
9	Goa	+91 7391047132 101 / 112	dir-fire.goa@nic.in	https://dfes.goa.gov.in/overview-functioning/contact-us/
10	Gujarat	0079-23259509	afes@ahmedabadcity.gov.in	https://fscop.gujfiresafetycop.in/Default.aspx
11	Haryana	0172-2704941	dulbhry@yahoo.co.in	-
12	Himachal Pradesh	0177-2629945	fire-hp@nic.in	https://himachal.nic.in/fire
13	Jammu & Kashmir	0191-2457821/3013	info.fesjk@jk.gov.in	https://www.fireandemergencyjk.co.in/

14	Jharkhand	9123461101	sfojhkfire@gmail.com	https://advantage.jharkhand.gov.in/fire/
15	Karnataka	91-80-22282392 22285659 22286632	md@kumbangalore.com ebiz.karnatakaonline1@gmail.com	https://ebiz.karnataka.gov.in/kum/ksfesd.aspx
16	Ladakh	91 -99062 62252	Ladakhfireservice101@gmail.com	-
17	Kerala	0471-2320872 2320868	dg.frs@kerala.gov.in	https://fire.kerala.gov.in/
18	Lakshadweep	04896-262258	lak-sop@nic.in	-
19	Madhya Pradesh	0755-2554081 82,2552356 2655367	lsbaghel.mpuad@gmail.com commuadmp@mpurban.gov.in	-
20	Manipur	0385-2450101 +91 8415925200	fireservice.mn@gov.in, nabamanipurfire@gmail.com	https://manipurfireservice.gov.in/
21	Meghalaya	0364-2224668	fes.meg@meghalaya.gov.in	https://megfireservice.gov.in/
22	Maharashtra	<u>022 69820555</u>	info@mahafireservice.gov.in	https://mahafireservice.gov.in/
23	Mizoram	0389-2341203	so.fire@mizoram.gov.in firemizo@gmail.com	https://fireservice.mizoram.gov.in/
24	Nagaland	0370-2221817	firedept-ngl@gov.in nlfnes@gmail.com	https://nfes.nagaland.gov.in/
25	New Delhi	011-23414000	director.dlfire@nic.in	https://dfs.delhi.gov.in/
26	Odisha	0671-2300317	cghomeguar dorrisa@gmail.com dircdodisha@gmail.com	www.odishafshgscd.gov.in

27	Puducherry	0413-2336677	Fire.pon@nic.in	https://fire.py.gov.in/
28	Punjab	09815941207 0172-2619278 2619145	dlgmsc123@ gmail.com dirlocalgovtpunjab @gmail.com	https://lgpunjab.gov.in/cms/fire-services.php
29	Rajasthan	0141-2222403	dlbrajasthan@ gmail.com	-
30	Sikkim	101, 03592-202001	controlroom@ sikkimfire.nic.in	https://sikkimfire.nic.in/About_us.htm
31	Tamil Nadu	9443655001/044- 28294129	tnfrs.tn@nic.in	https://www.tnfrs.tn.gov.in/
32	Telangana	040-23442955	ts_firechief@ yahoo.com	https://fire.telangana.gov.in/
33	Tripura	0381) 232-6451	dg.fire-tr@gov.in	http://www.fireservice.tripura.gov.in/
34	Uttarakhand	0135- 2654900/ 2712685	ddtfireukd@gmail. com	https://ukfireservices.com/uttarakhand_fire/
35	Uttar Pradesh	0522-2287236	shqup@gmail.com	www.upfireservice.gov.in
36	West Bengal	033-22527172	dg.wbfes@gmail. com	https://wbfes.gov.in/

Annexure - II

National Disaster Response Force battalions list

Unit	Address	Control Room No.	E-mail
1 st Battalion NDRF	1 st BN NDRF, Patgaon PO - Azara, Distt. Kamrup Metro, Guwahati - 781017	0361-2840027	assam01-ndrf[at] nic[dot]in
2 nd Battalion NDRF	2 nd BN NDRF Near RRI Camp. Haringhata Mohanpur, Nadia (West Bengal) Pin - 741246	033-25875032	wb02-ndrf[at] nic[dot]in
3 rd Battalion NDRF	3 rd BN NDRF, PO-Mundali Cuttack - Odisha Pin - 754013	0671-2879710	ori03-ndrf[at]nic[dot] in
4 th Battalion NDRF	4 th BN NDRF, Suraksha Campus, Arrakonam, Distt. Ranipet, Tamilnadu - 631152	04177-246594 9442140269	tn04-ndrf[at]nic[dot] in
5 th Battalion NDRF	5 th BN NDRF Sudumbare, Mavel, Pune Maharashtra-412109	9422315628 9422318427	mah05-ndrf[at] nic[dot]in
6 th Battalion NDRF	6 th BN NDRF, Jarod Camp Teh-Wagodia, Vadodara (Gujarat) Pin - 391510	9429199493	guj06-ndrf[at] nic[dot]in
7 th Battalion NDRF	7 th BN NDRF, Bibiwala Road Bhatinda (Punjab) Pin 151001	0164-2246030	pun07-ndrf[at] nic[dot]in
8 th Battalion NDRF	8 th BN NDRF, Kamla Nehru Nagar, Ghaziabad, UP Pin - 201002	0120-2766013	up08-ndrf[at] nic[dot]in
9 th Battalion NDRF	9 th BN NDRF, Bihata Patna Bihar, Pin-801103	8544415050 8544415049	patna-ndrf[at] nic[dot]in
10 th Battalion NDRF	10 th BN NDRF, Village Kondapavuluru, PO- Surampalli, Gannavaram Mandal Krishna (AP) PIN-521212	--	ap10-ndrf[at]nic[dot] in

11 th Battalion NDRF	11 th BN NDRF, Sanskritik Sankul, Maqbool Alam Road Varanasi, UP-221002	0542-2501202	up-11ndrf[at]gov-[dot]in
12 th Battalion NDRF	12 th BN NDRF, Itanagar Arunachal Pardesh-791112	0360-2999577	bn12[dot]ndrf[at]gov[dot]in
13 th Battalion NDRF	13 th BN NDRF, Ladhowal Ludhiana, Punjab-141008	0161-2921304	jk13[dot]ndrf[at]gov[dot]in
14 th Battalion NDRF	14 th BN NDRF, Nurpur Jassur, Kangra Himachal Pradesh PIN-176201	01893-292602	co14[dot]ndrf[at]gov[dot]in
15 th Battalion NDRF	15 th BN NDRF, PO-Gadarpur Distt - Udham Singh Nagar Uttarakhand, PIN-263152	05949-231198 7579098442	co15[dot]ndrf[at]gov[dot]in
16 th Battalion NDRF	16 th BN NDRF, Near Dada Dev Mandir Road, Sector-7 Dwarka, New Delhi PIN-110077	011-20893564	co16[dot]ndrf[at]gov[dot]in

Annexure - III

State Disaster Response Force list

State	Email id	Contact no.	Website
Andhra Pradesh	apsdrf@gmail.com	-	https://apsdma.ap.gov.in/apsdrf.php
Arunachal Pradesh	dirts@arunpol.nic.in	-	https://sdma-arunachal.in/sdrf/
Assam	asdmaghy@gmail.com	+91-361-2237221 (O) +91-361-2237010 (F)	https://sdrf.assam.gov.in/
Bihar	info@bsbma.org	+91-6115252028-29 (O)	state.bihar.gov.in/disastermgmt/
Chhattisgarh	dghomeguard.cg@gmail.com	+91-771-2512306 (O)	cghgcd.gov.in
Gujarat	control-pu@gujarat.gov.in	+91-79-23254442 (O)	http://www.gsdma.org/Content/creation-of-state-disaster-response-force-sdrf-4191
Goa	Dir-fire.goa@nic.in	(+91) 7391047132 101 1122225500 / 2423101 2425101 / 2455400	https://dfes.goa.gov.in/disaster-management/state-disaster-response-force/
Haryana	fcr@hry.nic.in	+91-172-2711925 (O) +91-124-2269913	http://hdma.gov.in/en/sdrf-norms
Himachal Pradesh	sp1-sdrf@hp.gov.in , sdma-hp@nic.in	+91-98160-06938 (M) +91-177-2626212(O)	hpsdma.nic.in/Index1.aspx?lid=1410&lsid=1460&pid=1457&lev=3&langid=1
Karnataka	dgp.ksfes@ka.gov.in	+91-80-25570733 (O) +91-80-22971501	https://ksdrf.karnataka.gov.in/en
Kerala	seoc.gok@gmail.com , keralasdma@gmail.com	+91-471-2364424 2331345 (O)	https://sdma.kerala.gov.in/sdrf/
Madhya Pradesh	secyhomep@mp.gov.in	+91-755-2708062 (O)	https://negd.gov.in/isl/Directory/statedata/25
Maharashtra	sdrfgrunagpur@gmail.com	+91-7104-238032 (F)	https://sdma.maharashtra.gov.in/en/
Manipur	sdrfgrunagpur@gmail.com	+91-385-2450038(O)	https://manipursdma.com/

Meghalaya	sdmadeptt007@gmail.com	+91-364- 2500053 (O)	https://msdma.gov.in/sdrf.html
Mizoram	jsdmr@gmail.com	+91-389-2315205 (O) 2322745 (F)	https://dmr.mizoram.gov.in/page/sdrf
Nagaland	homecommissioner.nagaland@gmail.com	+91-370-2270068(O) 2270071 (F)	https://nsdma.nagaland.gov.in/sdrf
Odisha	srcodishagov@gmail.com	+91-674-2534180(O)	https://www.osdma.org/#gsc.tab=0
Punjab	fcr@punjab.gov.in	+91-172-2743854(O), 2740904(O)	https://revenue.punjab.gov.in/?q=disaster-management-plans
Rajasthan	adgp.sdrf@rajpolice.gov.in , adgpsdrf@gmail.com	+91-141-2741927(O)	https://dmrelief.rajasthan.gov.in/content/raj/dmr/en/home.html#
Sikkim	NA	-	https://ssdma.nic.in/
Tamil Nadu	marutham28@gmail.com	+91-44-24328392(O)	https://www.tn.gov.in/go.php?dep_id=MjY=&year=MjAyMQ==
Tripura	sarat.kumar.das@gmail.com	+91-381-2413318/357(O) 2413318(F)	https://tdma.tripura.gov.in/
Uttar Pradesh	NA	+91-522-2238200(O) +91-522-2238084(F)	https://www.sdrfup.in/
Uttarakhand	cosdrf-police-uk@nic.in	+91-135-2410197(O) +91-9412057650	https://usdma.uk.gov.in/
West Bengal	ps.dmd-wb@nic.in	+91-33-22143674 501003(O), 22144005(F)	http://wbmdm.gov.in/Pages/Default.aspx
Dadra & Nagar Haveli and Daman & Diu	dmc-dnh@nic.in	+91-260-2630304 (O) 2641113 (F) +91-7874148005	https://daman.nic.in/state-disaster-managment-dd.aspx
Jammu and Kashmir	ighg@jkpolice.gov.in	+91-194-2455165 (O)	https://www.jkpolice.gov.in/jk-civil-defence
Ladakh	utdrfleh@gmail.com	+91-1982-251169(O)	https://ldma.ladakh.gov.in/
Lakshadweep	lak-sop@nic.in	+91-4896-262258(O)	https://lakshadweep.gov.in/disaster-management/

Annexure - IV

State Emergency Operations Centers list

S.no.	Ministry/State	Contact Number	Email	Website
1	National Emergency Response Center, Disaster Management Division, Ministry of Home Affairs	011-23438252 011-23438253 Help Line: 011-1070	dresponse-nerc@gov.in	https://ndmindia.mha.gov.in
2	Ministry of Railways	+9123382638(O) 9717641291(M)	safetycontrolrb@gmail.com	https://indianrailways.gov.in/index1.html
3	Andaman & Nicobar Island	03192-238880	statecontrolroom@gmail.com	https://ddm.and.nic.in/
4	Andhra Pradesh	08645-246600 0863-2377119 2377120,	seoc-apsdma@ap.gov.in	http://apsdma.ap.gov.in/
5	Arunachal Pradesh	-	arun01ddm@gmail.com	https://itanagar.nic.in/disaster-management/
6	Assam	+91-361-2237219 +91-361-2237377 +91-9401044617 +91-9435-592762	sdma-assam@gov.in, statedmcontrolroomassam@gmail.com	https://asdma.assam.gov.in/
7	Bihar	+91-612-2294204 +91-612-2294205	secy-disastermgmt-bih@nic.in	https://state.bihar.gov.in/disastermgmt
8	Chandigarh (UT)	+91-1722704048	civildefence.chandigarh@gmail.com	https://chandigarh.gov.in/departments/other-departments/sdma

9	Chhattisgarh	+91-7712221242 +91-7712510593	cgrelief@gmail.com	https://sdma.cg.nic.in/
10	Dadra & Nagar Haveli Daman & Diu	91-260-2253000 +91-260-112	eoc-dnhdd@nic.in	https://ddd.gov.in/
11	Delhi	0107, 011- 23982164, 23831077	ddma1077.delhi@ nic.in	https://ddma.delhi.gov. in/
12	Goa	+91-832-2419444 +91-832-2419446	usrev1-sect.goa@ nic.in , usrev2-sect. goa@nic.in	https://sdma.goa.gov. in/
13	Gujarat	+91-79-23251900 +91-79-23251903	revcontrol1@ gujarat.gov.in	http://gsdma.org/
14	Haryana	+91-172-2545938	sdmaharyana@ gmail.com	http://hdma.gov.in/en
15	Himachal Pradesh	+91-177-2628940	seocshimla@gmail. com, sdma_hp@ nic.in	https://hpsdma.nic.in/
16	Jammu & Kashmir	-	jksdma@gmail.com; jksdma@gmail.com, pcrjammuoff@ jkpolice.gov.in; pcrkashmir@gmail. com	https://jksdma.jk.gov. in/
17	Jharkhand	+91-651-2446923	dmjharkhand@ gmail.com	https://www.jharkhand. gov.in/home
18	Karnataka	080-22340676 080-22353980	sodmrevenue@ gmail.com	https://ksdma. karnataka.gov.in/ english

19	Kerala	+91-471-2364424	keralasdma@gmail.com	https://sdma.kerala.gov.in/
20	Laddakh (UT)	+91-1982-251169 +91-1982-260887 260888	igpladakh@gmail.com	https://leh.nic.in/document-category/disaster-management/
21	Lakshadweep	+91-4896-263100	controlroomkvt@gmail.com, lk-coll@nic.in, ldmaeoc@gmail.com	https://lakshadweep.gov.in/disaster-management/
22	Madhya Pradesh	+91-755-2441419 +91-755-2527177	reliefcom@nic.in	https://mpsdma.mp.gov.in
23	Maharashtra	+91-22-22027990 +91-22-22794229	controlroom@maharashtra.gov.in; director.dm@maharashtra.gov.in	https://rfd.maharashtra.gov.in/en
24	Manipur	+91-385-2443941 +91-385-2443441	ranjitoff@gmail.com	https://manipur.gov.in/?page_id=1649
25	Meghalaya	+91364-2502098	sdmadeptt007@gmail.com	https://msdma.gov.in/
26	Mizoram	+91-389-2342520 +91-389-2335837	mizoramdmr@gmail.com, dmr.gov@gmail.com	https://dmr.mizoram.gov.in/
27	Nagaland	0370-22911200	sdma.nagaland@gmail.com, seoc.nsdma@gmail.com	https://nsdma.nagaland.gov.in/home
28	Odisha	+91-6742534177	srcodishagov@gmail.com	https://www.osdma.org/?lang=en

29	Puducherry	+91-4132253407	seoc.pon@nic.in, eocpdy@gmail.com	https://puducherry-dt.gov.in/disaster-management/
30	Punjab	0172-2740298 Civil CR- 2740397 2740936 2440035 +91-172-2720153	sccr.pd2020@gmail.com	https://revenue.punjab.gov.in/?q=floodsnatural-calamities
31	Rajasthan	+91-1412227084	relief-rj@nic.in	https://dmrelief.rajasthan.gov.in/#
32	Sikkim	+91-3592201145	ssdma01@gmail.com	https://www.ssdma.nic.in/
33	Tamil Nadu	044-28593990 044-28414513	tnstateeoc@gmail.com	https://www.cra.tn.gov.in/disaster.php
34	Telangana	040-23454088 1079, 40-23454088	instaxx@telangana.gov.in, commr_dm@telangana.gov.in	https://fire.telangana.gov.in/
35	Tripura	+91-381-2416045 +91-381-2416241	scrtripura@gmail.com	https://tdma.tripura.gov.in/
36	Uttarakhand	+91-135-2710334	seoc.dmmc@gmail.com	https://usdma.uk.gov.in/
37	Uttar Pradesh	+91-522-2235083	rahat@nic.in	https://upsdma.up.nic.in/
38	West Bengal	+91-33-22143526 22141378(F)	wbdmeoc@gmail.com	http://wbdmd.gov.in/Pages/Default.aspx

Annexure - V

List of State Disaster Management Authorities

S. No.	States	Office Address	Email	Contact No.
1	Andhra Pradesh	Andhra Pradesh State Disaster Management Authority D.No:21/2B Pathuru Cross Road Centre Kunchanpalli (PO) Tadepalli Mandal Guntur District Andhra Pradesh-522501	commr_relief_rev@ap.gov.in	0863-2377099 0863-2377105
2	Arunachal Pradesh	Directorate of Disaster Management Daying Ering Colony Itanagar -791111	dcitanagar@gmail.com, dani.salu@gov.in danisulu@gmail.com	0360-2215581
3	Assam	Assam State Disaster Management Authority Ancillary Block, Janata Bahawan Dispur Guwahati-781006	sdma-assam@gov.in, statedmcontrolroomassam@gmail.com	0361-2237221
4	Bihar	Bihar State Disaster Management Authority Sardar Patel Bhawan 5 th Floor, D & E Block Nehru Path (Bailey Road) Patna, Bihar-800023	info@bsdma.org	0612- 2547232
5	Himachal Pradesh	Himachal Pradesh State Disaster Management Authority Disaster Management Cell, HP Secretariat, Shimla -171002	sdma-hp@nic.in	0177-2880321, 2880320, 2621022
6	Jharkhand	Disaster Management Authority, T. A. Division Building Near Gol Chakkar, Dhurwa, Ranchi, Jharkhand - 834004	dmjharkhand@gmail.com, sec-home-jhr@nic.in,	0651- 2400220, 2400700

7	Karnataka	Revenue Department (Disaster Management) Karnataka State Natural Disaster Monitoring Centre, Major Sandeep Unnikrishnan Road, Near Attur Layout, Yelahanka, Bangalore - 560 064	secy.dm@gmail. com director@ ksndmc.org, dmc. kar@gmail.com	080- 67355000, 22032995 22032495
8	Kerala	Kerala State Disaster Management Authority, Observatory Hills, Vikas Bhavan P.O. Kerala, Thiruvananthapuram- 695033	seoc.gok@gmail. com, Keralasdma@ gmail.com, sdma. kerala.gov.in commissioner dmkerala@gmail. com	471-2364424 2778888
9	Madhya Pradesh	Madhya Pradesh State Disaster Management Paryavaran Parisar E-5, Arera Colony, Bhopal-462016	secyhomep@ mp.gov.in, ed@ mp.gov.in, dmi@mp.gov.in reliefcom@mp.nic. in, mpstatecoord. sdma@mp.gov.in	-
10	Manipur	Directorate of Relief & Disaster Management, Babupara, DC complex, Imphal West, Manipur-795001	seocmanipur@ gmail.com cs-manipur@nic.in, secymanipurdm@ gmail.com	0385-2451144 , 2450064
11	Meghalaya	State Disaster Management Authority, Meghalaya, Shillong-793001	comsecy.sg.gom@ gmail.com, sdmadeptt-meg @gov.in,	0364-2223509
12	Mizoram	Disaster Management & Rehabilitation P.O Vaivakawn, Chawnpui Aizawl - 796009	mizoramdmr@ gmail.com, secydmr123@ gmail.com	0389 2342520

13	Nagaland	Nagaland State Disaster Management Authority, Civil Secretariat Kohima-797001	sdma.nagaland@gmail.com, nsdma.nagaland@gmail.com	0370-2270050
14	Odisha	Odisha State Disaster Management Authority Rajiv Bhawan Unit V, Odisha Bhubaneswar-751001	osdma@osdma.org, md@osdma.org	0674-2395398, 2395531
15	Sikkim	Sikkim State Disaster Management Authority, Land Revenue and Disaster Management Department, Tashiling Secretariat, Block-B Gangtok, Sikkim- 737101	directorssdma@gmail.com	03592201145
16	Tamil Nadu	Tamil Nadu State Disaster Management Authority, Ezhilagam, Chepauk, Chennai-600005	tnsdma.director@gmail.com tnsdma@tn.gov.in	044-28528745, 044-28523299
17	Tripura	Tripura Disaster Management Authority 1 st Floor, New Capital Complex, Secretariat, Tripura Agartala-799001	secydws.sanitation2023@gmail.com	0381 241 3357, 2418053, 2416045
18	Uttar Pradesh	UPSDMA, Pick up Bhawan, Vibhuti Khand, Gomtinagar Uttar Pradesh-226001	upsdma@gmail.com	0522-2306882, 2306823, 2723950,

19	Delhi	Delhi Disaster Management Authority (DDMA) 5, Sham Nath Marg Prema Kunj, Civil Lines Delhi, 110054	specialceo-dm@delhi.gov.in singh.sushil@gov.in	23930611, 23928860, 011- 23936477
20	Lakshadweep	Kavaratti UT of Lakshadweep Kavaratti -682555	secretary-utl1@utl.gov.in ldmaeoc@gmail.com	4896263725
21	Gujarat	Gujarat State Disaster Management Authority Block No. 11, 5 th Floor, Udyog Bhawan Sector-11 Gandhinagar- 382011	ceo@gsdma.org info@gsdma.com	079--23259276, 23259275 23259302 23259246
22	Puduchery	I -Floor, New Revenue Complex,Vazhudavoor Road, Pettaiyanchathiram Puducherry- 605 009	dcrev.pon@nic.in	0413-2299502
23	Punjab	Department Revenue Rehabilitation and Disaster Management 3 rd Floor, Punjab Civil Secretariat-1, Sector 1 Chandigarh - 160001	fcr@punjab.gov.in	0172-2743854
24	Uttarakhand	Uttarakhand State Disaster Management Authority 36, IT Park, Dehradun Uttarakhand-248001	usdmauttara khand@gmail.com	0135-2710334 0135-2659850
25	Goa	Goa State Disaster Management Authority Administrative Block Secretariat, Alto-Porvorim Goa-403501	sdma.goa.gov.in, cs-go@nic.in	0832- 2419550,0832 2419446

26	West Bengal	West Bengal Disaster Management & Civil Defence Department Nabanna, 2 nd Floor, 325 Sarat Chatterjee Road Mandirtala, Shibpur, Howrah -711102	ps.dmd-wb@nic.in, secrelief@wb.gov.in	2214-3674
27	Andaman & Nicobar Islands	Directorate of Disaster Management Anticorruption Building 2nd Floor, Link Road Goal Ghar Port Blair 744 101	ddm.and@nic.in, dirdmani@gmail.com	03192- 241774
28	Chandigarh	UT of Chandigarh Estate Office Building Sector 17 Chandigarh-160017	dc-chd@nic.in	0172-2700109
29	Leh -Ladakh	Ladakh Disaster Management Authority, Civil Secretariat, Leh-Ladakh Pin-194101	admsecyut@gmail.com	01982-255567
30	J & K	Civil Secretariat Srinagar-190008	dmrrr-sec@jk.gov.in	0191- 2545535, 2545725(Jammu) 0194-2506462, 2506418 (Srinagar)
31	Telangana	Telangana Disaster Response Fire Services O/o Director General Telangana Disaster Response and Fire Services, Beside IRDA Nanakramguda Financial District, Hyderabad Telangana-500032	dg-fireservices@telangana.gov.in,	

32	Rajasthan	Disaster Management Relief & Civil Defence of Secretariat, Jaipur-302005	relief-rj@nic.in	0141-2227084
33	Maharashtra	Maharashtra State Disaster Management Authority Room No. 101 1 st Floor Main Building, Mantralaya Mumbai-40032	director.dm@maharashtra.gov.in	
34	Haryana	Haryana, Revenue & Disaster Management Department Room No. 429, 4 th Floor, New Haryana Secretariat, Sector-17 Chandigarh-160017	secretaryrevenue2@gmail.com	0172-2704453

Annexure - VI

List of important institutions and suggestive sites for field visit

Organisation	Address	Contact number(s)	Email	Website
National Disaster Management Authority	NDMA Bhawan, A-1 Safdarjung Enclave New Delhi - 110029	+91-11-26701700	controlroom@ndma.gov.in	https://ndma.gov.in/
National Institute of Disaster Management	NIDM, Delhi Plot No. 15, Pocket-3 Block-B, Sector-29 Rohini, Delhi – 110042 NIDM, Vijayawada (South Campus) Kondapavaluru Village Gannavaram Mandal Krishna District Andhra Pradesh 521212	011-20873412	info[dot]nidm[at]nic[dot]in	https://nidm.gov.in/
Geological Survey of India (GSI)	27 Jawaharlal Nehru Road, Kolkata 700016 West Bengal (gsi.gov.in)	Tel: 033-2252 1779 / 033-2252 1714	nmh4@gsi.gov.in (lands-slides nodal) (bhusanket.gsi.gov.in)	https://www.gsi.gov.in
India Meteorological Department (IMD)	Mausam Bhawan Lodi Road New Delhi - 110003	Tel: 011-24344253 / 011-24344599	ananda.das@imd.gov.in (and duty-officer cyclone: cyclonewarningdivision@gmail.com) (Mausam)	https://mausam.imd.gov.in
Indian National Centre for Ocean Information Services (INCOIS)	“Ocean Valley” Pragathi Nagar (BO) Nizampet (SO) Hyderabad - 500090 Telangana	Tel: +91-40-23886000	webmaster@incois.gov.in (incois.gov.in)	https://www.incois.gov.in

Wadia Institute of Himalayan Geology (WIHG)	33 GMS Road Near Ballapur Chowk, Dehradun 248001/248171 Uttarakhand	Tel: +91-135-2525555 also +91-135-2525109	director@ wihg.res.in / registrar@ wihg.res.in (wihgnew. wihg.res.in)	https://www.wihg.res.in
Indian Institute of Remote Sensing (IIRS)	4 Kalidas Road, P.O. Box No 135, Dehradun - 248001, Uttarakhand	Tel: +91-135-2524103	director@iirs. gov.in (iirs. gov.in)	https://www.iirs.gov.in
Survey of India (SOI)	O/o The Surveyor General of India Post Box No. 37 Survey of India, Hathibarkala Estate Dehradun – 248001 (Uttarakhand)	Tel: +91-135-2743331 +91-135-2744064	helpdesk. soi@gov.in	https://www.surveyofindia.gov.in
Indian Space Research Organisation (ISRO)	Headquarters: Antariksh Bhavan New BEL Road Bengaluru – 560 094 (Karnataka)	+91 80 22172119	isropr[at] isro[dot] gov[dot]in	https://www.isro.gov.in
National Remote Sensing Centre (NRSC)	Balanagar Hyderabad, Telangana (Head office)	04023879572 9573/9574	feedback@ nrsc.gov.in	https://www.nrsc.gov.in
Central Water Commission (CWC)	3 rd Floor (South) Sewa Bhawan R.K. Puram, Sector-1 New Delhi – 110066	+91-11-26187232(0)	secy-cwc[at] nic[dot]in	https://cwc.gov.in/en/
Smritivan Earthquake Memorial and Museum	Bhujio Dungar, Bhuj Kutch – 370020 Gujarat	Tel: +91-635-719-9991	smritivankut@ gmail.com	https://www.smritivanearthquakemuseum.com
8 th Battalion NDRF	Kamla Nehru Nagar Ghaziabad(UP) Pin - 201002	0120-2766618	up08-ndrf[at] nic[dot]in	NA

BBA 301-18 Organizational Behaviour

Course Objective: This course emphasizes the importance of human capital in the organizations of today. It gives an insight to the students regarding individual and group behaviour in any organization.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1- To explain the basics of Organizational behaviour and various challenges for OB.

CO2- To illustrate the foundations of Individual Behaviour and various factors influencing individual behaviour viz. learning, personality, perception, attitude and motivation.

CO3: To examine the dynamics of group development and group properties.

CO4: To understand various dimensions of organisational culture.

CO5: To analyse the process of conflict management and approaches to stress management.

Unit I

Introduction: Meaning of organizational behaviour and its relevance in today's business environment, contributing disciplines to Organization Behaviour, challenges and opportunities for OB.

Individual behaviour in organization: Foundations of individual behaviour, Factors influencing Individual Behaviour.

Learning: Meaning, characteristics and theories: Classical conditioning theory, operant conditioning theory, social learning theory, behaviour modification.

Unit II

Perception: Nature, importance, perceptual process, factors influencing perception, perceptual errors.

Attitude: Meaning, importance, components and types of work related attitude.

Personality: Meaning, determinants of personality, personality traits.

Motivation: Meaning, types of motivation, theories of work motivation given by Maslow, Herzberg, McGregor, Vroom and Porter – Lawler.

Unit III

Group behaviour in organization: Group dynamics, Types of groups, Group development, theories of group development, Group norms and roles, Group cohesiveness,

Work Teams: Meaning, characteristics, types of team, Creating effective team.

Leadership: nature, leadership styles, Leadership theories: trait theory and behavioural theories.

Unit IV

Conflict Management: Meaning, types and sources of conflict, Process of conflict management, approaches to conflict management.

Stress management: sources of stress, approaches for stress management.

Organizational culture: meaning, concept, types of culture, dimensions of organizational culture.

Suggested Readings/ Books:

- Robbins, *Organization Behaviour*, Pearson Education Asia
- Luthans, *Organization Behaviour*, Tata McGraw Hill
- Newstrom, *Organizational Behaviour: Human Behaviour at Work*, Tata McGraw Hill
- L.M. Prasad, *Organisation Behaviour*, Sultan Chand
- Parikh, Gupta, *Organisational Behaviour*, Tata McGraw Hill
- Aswathappa, *Organization Behaviour*, Himalaya

BMS(HA) 301-26 Hospital Support Services Management

Course Objective: The course aims to provide students with an understanding of the planning, organization, and management of various support services in hospitals. It helps students develop knowledge of non-clinical services that are essential for maintaining a safe, hygienic, efficient, and patient-friendly healthcare environment.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the importance and scope of hospital support services.

CO2: Explain the functions and management of housekeeping, laundry, dietary, and other support services.

CO3: Understand hospital safety, security, and biomedical waste management practices.

CO4: Recognize the importance of utility and maintenance services in healthcare facilities.

CO5: Apply support service management principles to improve operational efficiency and patient satisfaction.

Unit 1: Introduction to Hospital Support Services

Concept and importance of support services in hospitals, relationship between clinical and non-clinical services, objectives of support service management, role of support services in patient care, hospital administration and quality healthcare delivery.

Unit 2: Housekeeping, Laundry, Dietary and CSSD Services

Organization and functions of housekeeping services, hospital cleanliness and infection control, laundry and linen management, dietary and nutrition services, food safety and hygiene standards, Central Sterile Supply Department (CSSD), sterilization procedures, coordination of support services with patient care departments.

Unit 3: Hospital Safety, Security and Waste Management

Hospital security services, safety of patients, staff and visitors, visitor management systems, fire safety measures, biomedical waste management, waste segregation, collection, transportation and disposal, environmental sanitation, ambulance services, mortuary services, and regulatory requirements.

Unit 4: Utility and Maintenance Management

Management of utility services including water supply, electricity, medical gases, air conditioning and ventilation systems, maintenance of hospital buildings and equipment, preventive and breakdown maintenance, disaster preparedness, emergency support systems, energy conservation and sustainability practices in hospitals.

Suggested Readings

1. S.L. Goel – *Hospital Administration and Management*
2. Syed Amin Tabish – *Hospital and Health Services Administration*
3. A.V. Srinivasan – *Managing a Modern Hospital*
4. Government of India – *Biomedical Waste Management Rules*
5. World Health Organization (WHO) – *Hospital Safety and Support Services Guidelines*

BMS(HA) 302-26 Health Economics

Course Objective: The course aims to introduce students to the basic concepts of economics as applied to healthcare systems. It helps students understand healthcare financing, resource allocation, healthcare expenditure, and the economic factors affecting healthcare services and hospital management.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the fundamental concepts and principles of health economics.

CO2: Explain the demand and supply of healthcare services.

CO3: Understand healthcare financing and expenditure patterns.

CO4: Analyze economic challenges affecting healthcare delivery.

CO5: Recognize the role of government policies and health insurance in healthcare economics.

Unit 1: Introduction to Health Economics

Meaning and scope of economics, concept and importance of health economics, relationship between health and economic development, scarcity of healthcare resources, economic evaluation in healthcare, role of economics in healthcare decision making.

Unit 2: Demand, Supply and Financing of Healthcare

Demand and supply of healthcare services, factors affecting demand for healthcare, factors affecting supply of healthcare services, healthcare markets, public and private healthcare financing, out-of-pocket expenditure, healthcare financing in India.

Unit 3: Healthcare Costs and Health Insurance

Concept of healthcare costs, direct and indirect costs of illness, cost control in healthcare organizations, health insurance and its importance, government health insurance schemes, role of insurance in improving access to healthcare services.

Unit 4: Public Health Economics and Policy Issues

Role of government in healthcare, public health expenditure, economic challenges in healthcare delivery, issues of affordability, accessibility and quality of healthcare services, healthcare reforms, emerging trends in healthcare economics.

Suggested Readings

1. Jay Bhattacharya, Timothy Hyde & Peter Tu – *Health Economics*
2. Charles E. Phelps – *Health Economics*
3. K. Park – *Textbook of Preventive and Social Medicine*
4. S.L. Goel – *Hospital Administration and Management*
5. Government of India – National Health Policy Documents

BMS(HA) 303-26 Healthcare Ethics & Patient Rights

Course Objective: The course aims to introduce students to the ethical principles and values that guide healthcare services and hospital administration. It helps students understand ethical responsibilities towards patients, healthcare professionals, and society while promoting ethical decision-making in healthcare organizations.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concept and importance of ethics in healthcare.

CO2: Explain the basic principles of healthcare and medical ethics.

CO3: Recognize ethical issues related to patient care and healthcare services.

CO4: Understand the rights and responsibilities of patients and healthcare professionals.

CO5: Apply ethical principles in healthcare administration and decision-making.

Unit 1: Introduction to Healthcare Ethics

Meaning and concept of ethics, importance of ethics in healthcare, ethics and professional conduct, ethical values in healthcare organizations, role of ethics in healthcare decision making.

Unit 2: Principles of Medical and Healthcare Ethics

Principles of autonomy, beneficence, non-maleficence and justice, ethical responsibilities of healthcare professionals, ethical standards in healthcare services, professional code of conduct.

Unit 3: Patient Rights and Ethical Issues in Healthcare

Patient rights and responsibilities, informed consent, confidentiality and privacy of patient information, ethical issues in patient care, communication and trust between patients and healthcare providers.

Unit 4: Ethics in Hospital Administration and Emerging Challenges

Ethical issues in hospital management, ethical use of healthcare resources, ethical challenges in healthcare technology and digital health, ethical decision-making in healthcare organizations, promoting ethical culture in hospitals.

Suggested Readings

1. Tom L. Beauchamp & James F. Childress – Principles of Biomedical Ethics
2. S.L. Goel – Hospital Administration and Management
3. Syed Amin Tabish – Hospital and Health Services Administration
4. Indian Medical Council – Code of Medical Ethics
5. World Health Organization (WHO) – Ethics and Health Guidelines

BMS(HA) 304-26 Healthcare Information Systems

Course Objective: The course aims to introduce students to the concepts and applications of healthcare information systems in modern healthcare organizations. It helps students understand how information technology supports hospital operations, patient care, medical records management, and decision-making processes in healthcare institutions.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concept and importance of healthcare information systems.

CO2: Identify the components and functions of hospital information systems.

CO3: Understand the role of electronic medical records and digital healthcare technologies.

CO4: Recognize the applications of information systems in hospital operations and patient care.

CO5: Understand the importance of data security, privacy, and ethical use of healthcare information.

Unit 1: Introduction to Healthcare Information Systems

Concept and importance of healthcare information systems, role of information technology in healthcare organizations, evolution of healthcare information systems, benefits and challenges of information systems in hospitals.

Unit 2: Hospital Information Systems and Electronic Records

Components and functions of hospital information systems, patient registration systems, billing and financial management systems, laboratory and pharmacy information systems, electronic medical records (EMR), electronic health records (EHR), advantages of digital record management.

Unit 3: Digital Health Technologies and Applications

Telemedicine and telehealth services, mobile health applications, digital healthcare initiatives, use of information systems in patient care and hospital management, emerging technologies in healthcare services.

Unit 4: Healthcare Data Management, Security and Ethics

Healthcare data collection and management, data privacy and confidentiality, information security in healthcare organizations, ethical issues in healthcare information management, regulatory considerations for healthcare information systems.

Suggested Readings

1. Karen A. Wager, Frances W. Lee & John P. Glaser – *Health Care Information Systems: A Practical Approach for Health Care Management*
2. Marion J. Ball, Charlotte Weaver & Joan Kiel – *Healthcare Information Management Systems*
3. S.L. Goel – *Hospital Administration and Management*
4. Syed Amin Tabish – *Hospital and Health Services Administration*
5. Government of India – *National Digital Health Mission (NDHM) Documents*

Semester Snapshot - Semester 2

Entrepreneurship 102/201 (Marketing Basics)

6702-102-25

Introduction

This semester helps learners understand marketing as a practical life skill - not just "advertising." It teaches them how to communicate value, attract the right customers, and grow something small into something sustainable. Learners explore the basics of customer psychology, messaging, content creation, and simple sales strategies. Through hands-on activities, they will practice real marketing techniques for their micro-hustle or a simulated business idea, learning how to get attention, build trust, and generate sales.

Learners Objective

- Understand the core concepts of marketing using simple, relatable real-world examples.
- Learn how customers think, choose, and buy—and how businesses influence decisions ethically.
- Identify and define a target customer clearly instead of "selling to everyone."
- Create clear messaging: what they sell, who it helps, and why it matters.
- Use basic marketing channels (offline + online) to attract customers.
- Run a simple marketing campaign and measure what worked.
- Build confidence in selling, promoting, and talking about their product/service.

Outcome

By the end of this semester, learners will be able to market a product/service using basic strategies, attract real customers, and improve their results through feedback and experimentation.

Guiding Principles/Approach

This syllabus is built on action-based learning, clarity-first communication, and customer-first thinking. Learners don't just *study* marketing - they *practice* it in real situations through small experiments and repeated improvement. The course is designed to feel approachable and practical: learners create simple content, test messaging, talk to real people, and observe what influences decisions.

Instead of heavy theory, students build marketing skills through doing: customer discovery, storytelling, channel experiments, and reflection. The curriculum emphasizes confidence-building, ethical marketing, and communication as a leadership skill. By helping learners see results quickly (even small wins like one customer or one inquiry), the program builds motivation, creativity, and real-world business readiness.

Semester 2 Curriculum

Recap Milestone

The recap milestone focuses on revising all the 12 milestones of semester 1 and also helps students understand the upcoming 12 milestones journey of semester 2.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
Recap	Recap and Introduction	Revise what you learned in Semester 1 and plan what you will do in Semester 2	1	Revise first 12 milestones of Semester 1	Watch a video on "Semester 1 summary"
					Download 12 summary cards of Semester 1 milestones
					Write 3 key learnings of Semester 1
					Write 3 things you will improve in semester 2
					Attempt Semester 1 Recap Quiz
			2	Set your goals for Semester 2	Learn how to 4X your revenue in Semester 02 using Marketing
					Read how famous brands use marketing to increase revenue
					Set your marketing goals
					Attempt Semester 2 Readiness Quiz

Milestone 13: Marketing Fundamentals

Marketing Fundamentals milestone focuses on helping students understand the basics of marketing and how they can use marketing to scale their businesses and generate revenue.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
13	Learn marketing fundamentals to scale your business	Learn how you can use multiple types of marketing to scale your business and grow your revenue	1	Understand what is marketing	Watch a video on marketing fundamentals
					Read examples of famous marketing campaigns in India
					Explain what you learned about marketing
					Attempt task 01 quiz
			2	Learn different types of digital marketing	Watch a video on what is digital marketing
					Read a document on types of digital marketing
					Write what what kind of digital marketing works best for your business and why
					Attempt task 02 quiz
			3	Write 3 marketing ideas for your business	Read a document on how businesses like yours are using marketing to generate revenue
					Write 3 marketing ideas to scale your business
					Validate your ideas with 3-5 people
					Shortlist the best idea and explain how it will generate revenue
					Share your experience of doing this milestone
		Attempt task 03 quiz			

WhatsApp Community Marketing milestone focuses on helping students learn how to build a WhatsApp community for their users and use it to generate trust, engagement, and sales.

Milest one #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
14	Build and activate your WhatsApp community	Build a WhatsApp community for your users and use it to generate trust, engagement, and sales	1	Create your WhatsApp community	Watch a video on why you should build a WhatsApp Community
					Read a document on how to create a WhatsApp community
					Enter the name of your community
					Upload your WhatsApp community link
					Attempt task 01 quiz
			2	Invite people to join your WhatsApp community	Read a few sample invite and welcome messages
					Draft an invite message to invite 50 people to join your community
					Draft a welcome message for your community members
					Upload a screenshot of your welcome message
					Attempt task 02 quiz
			3	Engage your community users and start building trust	Learn 'how to engage people in your community'
					Read top 10 community engagement ideas for your business
					Write 5 types of content to post weekly in your community
					Create and upload your weekly calendar
					Attempt task 03 quiz
			4	Get 3 sales from your WhatsApp Community	Learn how to do soft-selling on community
					Create a community-only offer
					Learn how to convert interested people into paid customers
					Write a simple plan to generate 3 sales per month from the community
					Share your experience of doing this milestone
Attempt task 04 quiz					

Milestone 15: Generating Content for Marketing using AI

AI-led Content creation and marketing milestone focuses on helping students learn how to use AI tools to generate creative ideas and create professional videos, posters, and blogs.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
15	Use AI to generate content for marketing	Learn how to use AI tools to generate creative ideas and create professional videos, posters, and blogs	1	Learn what is content marketing	Watch a video on 'what is content marketing'
					Learn which content works for brand awareness or revenue generation
					Write 3 types of content you believe your customers like
					Attempt task 01 quiz
			2	Generate content ideas to attract customers	Learn how to use AI to generate content marketing ideas for your business
					Generate 10 small content ideas to attract your customers
					Discuss the ideas with your users and take feedback
					Shortlist top 3 content ideas to attract customers
					Attempt task 02 quiz
			3	Create your first brand video using AI	Watch a video on "How to use AI tools to create simple short videos"
					Read this guide on how to ask AI to write a video script
					Generate 5 ideas for your AI videos and write them here
					Upload your AI generated video link
			4	Create a brand poster using AI	Attempt task 03 quiz
					Learn how to create a poster using AI
					Write a prompt for the poster will you create using AI
					Upload the AI poster you have

					created
					Post this poster in your WhatsApp community
					Attempt task 04 quiz
			5	Write a blog using AI	Learn how to use prompt engineering to write content for your business
					Read list of topics on which you can write a blog
					Write the topic on which you will write a short blog
					Write the first version of your blog
					Share your blog with your friends and faculty
					Share your experience of doing this milestone
					Attempt task 05 quiz

Milestone 16: Social Media Marketing

Social Media Marketing milestone focuses on helping students learn what social media marketing is and how to create a social media weekly plan that engages users and improves brand visibility.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
16	Plan your social media marketing strategy	Learn what is social media marketing and how can you execute it to scale your business	1	Learn what is social media marketing	Watch a video on "Introduction to Social media marketing"
					Learn different types of social media marketing
					Read a document on how to use social media marketing to generate revenue
					Write your understanding of social media marketing
					Write one social media marketing idea for your business
					Attempt Task 01 Quiz
			2	Research your competitors	Learn how to research your competitors
					Find your competitors
					Write top 3 things your competitors are posting
					Find one unique gap that you can capture
					Attempt task 02 quiz
			3	Finalize your content pillars	Watch a video on 'what are content pillars'
					Read examples of 'content pillars'
					Write 5 content pillars for your social media strategy
					Attempt task 03 quiz
			4	Create your weekly social media plan	Watch a video on 'how to create a weekly social media plan'
					Look at examples of 'social media calendar'
					Create and upload your weekly calendar
					Upload the link of your Instagram Channel
					Share your experience of doing this milestone
Attempt task 04 quiz					

Milestone 17: Trust-led Marketing

Trust-led Marketing milestone focuses on helping students build trust through social media proofs, testimonials, or basic engagement and later converting them into leads and sales.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
17	Generate leads and turn them into sales	Use testimonials, conversations, and daily posts to generate leads and close sales.	1	Use social proof to build trust	Identify 2 happy customers
					Create a testimonial post with CTA
					Post testimonial on social media
					Post testimonial on the community
					Attempt task 01 quiz
			2	Make people share their problems	Learn how to ask open-ended questions
					List 5 customer problems
					Post these problems in community and social media
					Evaluate top 2 problems customers face
					Encourage people to share their problems
			3	Help your users with 3-5 days content sprint and generate leads	Attempt task 02 quiz
					Brainstorm or use AI to create a solution document for each problem
					Post solution to 1 problem on a daily basis
					DM people to check if your solution is helping them
					Write how many leads did you generate
			4	Convert leads into sales	Attempt task 03 quiz
					Learn how to convert leads into sales
					Soft sell your offering in community and social media
					DM people how can your product help them better
					Follow up after 24 to 48 hours
Write how many leads you converted into sales					
Share your experience of doing this milestone					
Attempt task 04 quiz					

Milestone 18: Viral/Trend Marketing

Viral Marketing milestone focuses on helping students learn how to launch viral campaigns for their businesses using the latest trends and make their brand go viral without spending any money.

Milest one #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
18	Make your brand go viral	Design viral marketing campaigns to reach 5X users without spending any money	1	Learn viral marketing	Understand what is virality and how it works
					Read about top 10 viral marketing campaigns in India
					Write 3 reasons why people share content
					Attempt task 01 quiz
			2	Design 2 viral campaigns for your business	Learn 5 types of common viral marketing strategies
					Read 10 viral marketing ideas for your business
					Design 2 viral campaigns for your business
					Take feedback from people and finalize one campaign
					Set your campaign targets
					Attempt task 02 quiz
			3	Launch one viral campaign to increase customer reach	Create your campaign launch video or poster
					Create your campaign launch message
					Launch your campaign on your social media platform
					Launch your campaign in your WhatsApp community
					Attempt task 03 quiz
			4	Promote your campaign to make it viral	Share your campaign in other groups and forums
					Measure your campaign performance
					Learn how to improve your campaign
					Analyze your campaign and record final metrics
					Enter the summary of your campaign
Share your experience of doing this milestone					
Attempt task 04 quiz					

Milestone 19: BTL/Offline Marketing

BTL/Offline Marketing milestone focuses on helping users learn about BTL (below the line) or offline marketing and use it to reach out to local customers and generate revenue.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
19	Drive revenue through offline/BTL marketing	Use offline activities to reach local customers and generate sales	1	Understand offline or BTL marketing	Watch a video on what is BTL marketing
					Read about famous BTL marketing campaigns
					Write how you can use BTL marketing for your business
					Attempt task 01 quiz
			2	Pick your offline marketing idea	Learn about common offline tactics for your business
					Write 1 offline marketing idea you can execute
					Design your brand poster for offline marketing
					Create your offline marketing offer or pitch
					Practice your pitch with friends and take feedback
			3	Execute offline marketing in local market	Attempt task 02 quiz
					Identify people or locations in local for offline marketing
					Pitch to at least 10 real customers
					Collect contact details for WhatsApp Community invite
					Close at least one sale
					Write your offline marketing metrics
		Share your experience of doing this milestone			
		Attempt task 03 quiz			

Milestone 20: Collaboration and Affiliate Marketing

Collaboration and Affiliate Marketing milestone focuses on helping users learn about affiliate marketing and how to collaborate with individuals/businesses to reach more customers and generate revenue.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
20	Grow through collaboration and affiliation marketing	Use partners and affiliates to reach new audiences and generate sales	1	Understand affiliate marketing and collaboration	Watch a video on what is affiliate marketing
					Read about top collaboration or affiliate marketing campaigns
					Learn 10 common types of collaboration or affiliate marketing for your business
					Pick 3 types that can work for your business
					Attempt task 01 quiz
			2	Design your affiliation model	Learn how to start an affiliation program
					Decide your commission structure
					Write a pitch for partnership
					Attempt task 03 quiz
			3	Finalize one person or business for collaboration	Learn how to find a right partner for collaboration
					Create a list of 5 to 10 people or businesses for collaboration
					Send your partnership pitch to potential partners
					Write the name of one final partner
					Attempt task 03 quiz
			4	Execute the collaboration	Explain how will the partner market your brand
					Post the link or screenshot of successful collaboration
Respond to new leads within 24 hours					
Close at least one sale					
Attempt task 04 quiz					

			5	Measure your collaboration	Write number of leads generated
					Write number of sales closed and revenue generated
					Write what worked and how to improve collaboration
					Share your experience of doing this milestone
					Attempt task 05 quiz

Milestone 21: Advertising Marketing (Meta)

Advertising Marketing milestone focuses on helping users learn how to post a paid ad on Meta (Instagram and Facebook) promoting their business and reach to more users or generate revenue.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
21	Run your first ad on Instagram	Learn how to boost posts or run simple video ads to reach new viewers	1	Setup your Meta Business Suite	Watch a video on why to run ads on Meta
					Learn different types of ads
					Read the guide on Meta Ad account setup
					Setup your Meta Ad account
					Attempt task 01 quiz
			2	Design your first paid ad	Watch samples of good ad designs for your business
					Finalize your ad objective
					Upload the final draft of your ad with final copy and creatives
					Attempt task 02 quiz
			3	Define your target audience and budget	Watch a video on 'how to target the right people for ad'
					Define your target audience
					Learn how to decide the right budget for your ad
					Decide your final budget
					Attempt task 03 quiz
			4	Launch your ad	Learn how to create and launch your ad
					Create your ad and review ad preview
					Upload the screenshot of launched ad
					Attempt task 04 quiz
			5	Manage incoming leads from ad	Draft a message for incoming leads
					Send draft message to leads within 24 hours
					Pitch your offer to leads and follow

					up
					Close at least one sale
					Attempt task 05 quiz
			6	Measure your ad performance	Learn metrics to measure ad performance
					Write money spent and leads or impressions
					Mention CPL or CPM
					Write revenue generated and number of sales closed
					Write what worked and how to improve ads in future
					Share your experience of doing this milestone
					Attempt task 06 quiz

Milestone 22: Psychological Marketing

Psychological Marketing milestone focuses on helping users identify psychological triggers like urgency, pricing, and offers, and use them to increase conversions and revenue.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
22	Use Psychological Triggers to Increase Sales	Learn how to use urgency, pricing, and offers to increase conversions and revenue	1	Understand the psychological triggers	Learn why people buy products
					Share a story of one product you purchased because of a trigger
					Identify buying triggers for your business
					Attempt task 01 quiz
			2	Execute FOMO or urgency marketing	Learn how to create a FOMO or urgency marketing campaign
					Write how will you create FOMO or urgency for your customers
					Create one FOMO/urgency marketing campaign
					Launch your campaign on social media and community
					Attempt task 02 quiz
			3	Execute one offer or discount marketing campaign	Learn how to create offer or discounting marketing campaigns
					Write how will you create an offer/discount campaign
					Create one offer/discount campaign for your customers
					Launch your campaign on social media and community
					Share your experience of doing this milestone
					Attempt task 03 quiz

Milestone 23: Data-Driven Marketing

Data-Driven Marketing milestone focuses on helping users analyze the data of the last 10 milestones and run specific campaigns or ideas that resulted in lead generation or revenue.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
23	Use Data-Driven Marketing to Grow Faster	Analyze data of the last 10 milestones to identify top campaigns or ideas and decide what to continue, improve, or stop.	1	Analyze your marketing data	Learn how businesses make decisions using data
					List 3 things that worked well and why
					List 3 things that didn't work well and why
					Attempt task 01 quiz
			2	Re-execute top performing campaign	Re-execute top 1-2 campaigns for 1 week
					Write how it helped generate leads or revenue
					Attempt task 02 quiz
			3	Improve one low performing campaign and relaunch it	Pick one low performing campaign and write how to improve it
					Improve the campaign and relaunch it
					Measure its performance and see if it was better
					Share your experience of doing this milestone
					Attempt task 03 quiz

Milestone 24: Closure and Next Step

The final milestone focuses on helping users reflect on their learnings and also create an action plan for the next few months to continue to scale and grow their business.

Milestone #	Milestone Name	Milestone Description	Task #	Task Title	Activity title
24	Plan your next growth phase	Document your 12 weeks of learning and create a 1 month plan to scale and grow your business	1	Review your progress	List all the ideas you executed
					Write which milestone helped you the most and how
					Write which milestone helped you the least and why
					Write your key learnings from this semester
					Create a not-to-do list for your business
					Attempt task 01 quiz
			2	Create your 1 month marketing plan	Learn how to create a 1 month marketing plan
					Set your marketing goal
					Create and upload your 1 month plan to achieve this goal
					Share your experience of doing this milestone
					Attempt final semester quiz

BMPD302-18 Mentoring and Professional Development

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

Part – A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part – B (Outdoor Activities)

1. Sports/NSS/NCC
2. Field project.
3. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Note: Evaluation shall be based on rubrics for Part – A & B.

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

BMS(HA) 401-26 Healthcare Marketing & Patient Relationship Management

Course Objective: The course aims to provide students with an understanding of marketing concepts and patient relationship management in healthcare organizations. It helps students understand how hospitals promote their services, build trust among patients, improve patient satisfaction, and maintain long-term relationships through effective communication and quality service delivery.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concepts and importance of healthcare marketing.

CO2: Identify various marketing strategies used by healthcare organizations.

CO3: Understand the role of branding and communication in healthcare services.

CO4: Recognize the importance of patient relationship management in hospitals.

CO5: Apply methods for improving patient satisfaction and service quality.

Unit 1: Introduction to Healthcare Marketing

Concept and importance of healthcare marketing, characteristics of healthcare services, marketing of healthcare organizations, role of marketing in hospital growth and development, healthcare marketing environment.

Unit 2: Healthcare Marketing Strategies and Branding

Service marketing mix in healthcare, market segmentation and target groups, hospital branding and image building, promotional tools in healthcare, role of public relations and community outreach programs.

Unit 3: Patient Relationship Management

Concept and importance of patient relationship management, patient lifecycle in healthcare organizations, communication with patients and attendants, patient service departments, patient grievance handling and complaint management.

Unit 4: Patient Satisfaction and Emerging Trends

Factors influencing patient satisfaction, patient feedback systems, service quality in healthcare organizations, digital marketing in healthcare, social media and online patient engagement, ethical issues in healthcare marketing, emerging trends in patient relationship management.

Suggested Readings

1. Philip Kotler, Joel Shalowitz & Robert J. Stevens – *Strategic Marketing for Health Care Organizations*
2. Sujata K. Bhatia – *Healthcare Marketing*
3. S.L. Goel – *Hospital Administration and Management*
4. Syed Amin Tabish – *Hospital and Health Services Administration*
5. Healthcare Marketing and Patient Experience Management – Various Case Studies and Industry Reports

BMS(HA) 402-26 Human Resource Management in Healthcare

Course Objective: The course aims to provide students with an understanding of human resource management practices in healthcare organizations. It helps students understand the recruitment, training, development, and management of healthcare personnel to ensure effective hospital operations and quality patient care.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concepts and importance of human resource management in healthcare organizations.

CO2: Identify the various categories of healthcare personnel and their roles.

CO3: Understand recruitment, selection, training, and development processes in hospitals.

CO4: Recognize the importance of employee motivation, teamwork, and performance management.

CO5: Apply human resource management principles in healthcare settings.

Unit 1: Introduction to Human Resource Management in Healthcare

Concept and importance of human resource management, objectives and functions of HRM, role of HR department in healthcare organizations, categories of healthcare personnel including medical, nursing, administrative and support staff, challenges in managing healthcare workforce.

Unit 2: Recruitment, Selection and Training

Human resource planning, job analysis, job description and job specification, recruitment and selection process, induction and orientation of employees, training and development programs for healthcare personnel, continuing professional education.

Unit 3: Performance Management and Employee Motivation

Performance appraisal and evaluation methods, employee motivation and job satisfaction, leadership and supervision, teamwork in healthcare organizations, communication and interpersonal relationships at the workplace.

Unit 4: Employee Relations, Welfare and HR Policies

Employee welfare measures, workplace safety and health, grievance handling and conflict management, disciplinary procedures, human resource policies in hospitals, emerging trends in healthcare human resource management.

Suggested Readings

1. Gary Dessler – *Human Resource Management*
2. Michael Armstrong – *Armstrong's Handbook of Human Resource Management Practice*
3. S.L. Goel – *Hospital Administration and Management*
4. Syed Amin Tabish – *Hospital and Health Services Administration*
5. C.B. Gupta – *Human Resource Management*

BMS(HA) 403-26 Financial Management in Healthcare

Course Objective: The course aims to provide students with an understanding of financial management principles and practices in healthcare organizations. It helps students understand budgeting, financial planning, cost control, and financial decision-making processes required for efficient management of hospitals and healthcare institutions.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the basic concepts and importance of financial management in healthcare organizations.

CO2: Identify various sources of finance and financial resources available to hospitals.

CO3: Understand budgeting and financial planning processes in healthcare institutions.

CO4: Recognize the importance of cost control and financial efficiency in hospital operations.

CO5: Apply financial management concepts in healthcare decision-making.

Unit 1: Introduction to Financial Management in Healthcare

Meaning and importance of financial management, objectives and functions of financial management, role of finance in healthcare organizations, financial planning and decision making, sources of finance for hospitals and healthcare institutions.

Unit 2: Budgeting and Financial Planning

Concept and importance of budgeting, types of hospital budgets, budget preparation and implementation, financial forecasting, planning and allocation of financial resources, budgetary control in healthcare organizations.

Unit 3: Cost Management and Financial Control

Concept of healthcare costs, fixed and variable costs, cost analysis and cost control techniques, financial control systems, efficient utilization of resources, role of financial management in improving operational efficiency.

Unit 4: Financial Reporting and Healthcare Financing

Financial statements and their importance, income and expenditure statement, balance sheet and cash flow statement, healthcare financing mechanisms, health insurance and reimbursement systems, emerging trends in healthcare finance.

Suggested Readings

1. Prasanna Chandra – *Financial Management*
2. S.N. Maheshwari – *Financial Management: Principles and Practice*
3. S.L. Goel – *Hospital Administration and Management*
4. Syed Amin Tabish – *Hospital and Health Services Administration*
5. William N. Zelman, Michael J. McCue & Noah D. Glick – *Financial Management of Health Care Organizations*

BMS(HA) 404-26 Entrepreneurship in Healthcare Services

Course Objective: The course aims to develop entrepreneurial skills and an innovative mindset among students in the healthcare sector. It helps students identify business opportunities in healthcare services and understand the processes involved in planning, establishing, and managing healthcare enterprises.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concepts and importance of entrepreneurship in healthcare services.

CO2: Identify business opportunities in the healthcare sector.

CO3: Understand the process of planning and starting a healthcare enterprise.

CO4: Recognize the role of innovation and technology in healthcare entrepreneurship.

CO5: Apply entrepreneurial skills for managing healthcare ventures and services.

Unit 1: Introduction to Entrepreneurship and Healthcare Ventures

Meaning and characteristics of entrepreneurship, role of entrepreneurs in economic and social development, entrepreneurial competencies, importance of entrepreneurship in healthcare, opportunities in hospitals, clinics, diagnostic centres, pharmacies, wellness centres and healthcare support services.

Unit 2: Identification of Business Opportunities and Business Planning

Identification of healthcare business opportunities, market assessment and feasibility analysis, preparation of business plans, sources of finance for healthcare enterprises, government support schemes and startup initiatives.

Unit 3: Establishment and Management of Healthcare Enterprises

Legal and regulatory requirements for healthcare businesses, licensing and registration procedures, management of healthcare facilities, human resource management, marketing and customer service in healthcare ventures.

Unit 4: Innovation and Emerging Trends in Healthcare Entrepreneurship

Role of innovation in healthcare services, digital health, telemedicine and healthcare technology startups, healthcare consultancy services, medical tourism opportunities, challenges and future prospects of healthcare entrepreneurship.

Suggested Readings

1. Peter F. Drucker – *Innovation and Entrepreneurship*
2. Vasant Desai – *Dynamics of Entrepreneurial Development and Management*
3. S.S. Khanka – *Entrepreneurial Development*
4. S.L. Goel – *Hospital Administration and Management*
5. Government of India – *Startup India and Healthcare Startup Policy Documents*

BMS(HA) 405-26 Business Ethics & Corporate Social Responsibility

Course Objective: This paper aims at providing the students the understanding of ethical issues related to business and good governance necessary for long term survival of business.

Course Outcomes (COs): After completion of the course, the students shall be able to:

CO1: Explore the relationship between ethics and business across different cultural traditions

CO2: Understand the relationship between ethics, morals and values in the workplace **CO3:** Discuss the moral and social responsibility dimensions of corporate governance.

CO4: Describe models of CSR in India.

CO5: Assess international framework for CSR.

Unit I

Business Ethics: Nature, scope and purpose of ethics, Importance of Ethics & Moral standards; Ethics & Moral Decision Making, Ethical Principles in Business, Markets, Environment, Trade, Consumer Production and Marketing, Finance, HR, Personal Growth and Lessons from Ancient Indian Educational System; Science and Human Values.

Unit-II

Indian Ethos: Need, purpose & relevance of Indian Ethos; Salient feature (Brain Stilling, Total Quality Mind, Intuition, Intellectual rational brain V/s Holistic-Spiritual Brain. Holistic Approach for Managers in Decision Making, Professional ethos and code of professional ethics Human Values, Different meaning of human values: foundational human values – freedom, creativity, love and wisdom, Nature of Human freedom.

UNIT III

Meaning & Definition of CSR, History & evolution of CSR. Concept of Charity, Corporate philanthropy, Corporate Citizenship, CSR-an overlapping concept. Concept of sustainability & Stakeholder Management. CSR through triple bottom line and Sustainable Business; relation between CSR and Corporate governance; environmental aspect of CSR; Chronological evolution of CSR in India; models of CSR in India, Carroll's model; drivers of CSR; major codes on CSR; Initiatives in India.

UNIT IV

International framework for corporate social Responsibility, Millennium Development goals, Sustainable development goals, Relationship between CSR and MDGs. United Nations (UN) Global Compact 2011. UN guiding principles on business and human rights. OECD CSR policy tool, ILO tri-partite declaration of principles on multinational enterprises and social policy.

Suggested Readings:

1. S.S. Iyer - Managing for Value (New Age International Publishers, 2002)
2. S.K. Bhatia - Business Ethics and Managerial Values (Deep & Deep Publications Pvt.Ltd, 2000).

3. Velasquez – Business Ethics – Concepts and Cases (Prentice Hall, 6th Ed.)
4. Reed Darryl – Corporate Governance, Economic Reforms & Development (Oxford).
5. Mathur UC – Corporate Governance & Business Ethics (Mc Millan).
6. Human Values By : Prof. A.N. Tripathi New Age International

BMPD402-18 Mentoring and Professional Development

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

Part – A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part – B (Outdoor Activities)

1. Sports/NSS/NCC
2. Field project.
3. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Note: Evaluation shall be based on rubrics for Part – A & B.

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

BMS(HA) 501-26 Operations Research for Healthcare

Course Objective: The course aims to introduce students to the basic concepts and techniques of Operations Research and their applications in healthcare management. It helps students develop analytical and problem-solving skills for effective decision-making, resource utilization, and operational efficiency in healthcare organizations.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concepts and significance of Operations Research in healthcare management.

CO2: Apply quantitative techniques for solving healthcare operational problems.

CO3: Analyze resource allocation and decision-making situations in hospitals.

CO4: Understand inventory, scheduling, and queuing applications in healthcare services.

CO5: Utilize Operations Research techniques to improve efficiency and service delivery in healthcare organizations.

Unit 1: Introduction to Operations Research

Meaning and scope of Operations Research, importance of Operations Research in healthcare, role of quantitative techniques in decision making, steps in Operations Research methodology, applications of Operations Research in hospitals and healthcare services.

Unit 2: Linear Programming and Decision Making

Concept of linear programming, formulation of linear programming problems, graphical method of solving simple problems, applications of linear programming in healthcare resource allocation, decision-making under different conditions.

Unit 3: Inventory and Resource Management

Concept of inventory management, inventory control techniques, Economic Order Quantity (EOQ), stock management of medicines and consumables, management of healthcare resources and supplies.

Unit 4: Queuing, Scheduling and Healthcare Applications

Concept of queuing theory, waiting line problems in hospitals, patient flow management, appointment scheduling, staff scheduling, applications of Operations Research in improving hospital efficiency, quality of service, and resource utilization.

Suggested Readings

1. Kanti Swarup, P.K. Gupta & Man Mohan – *Operations Research*
2. Hamdy A. Taha – *Operations Research: An Introduction*
3. J.K. Sharma – *Operations Research: Theory and Applications*
4. S.L. Goel – *Hospital Administration and Management*
5. Syed Amin Tabish – *Hospital and Health Services Administration*

BMS(HA) 502-26 Hospital Laws & Medical Ethics

Course Objective: The course aims to provide students with an understanding of the legal and ethical framework governing healthcare organizations. It helps students understand the rights and responsibilities of healthcare providers and patients, legal requirements for hospital operations, and ethical principles essential for healthcare administration.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the basic legal framework applicable to hospitals and healthcare organizations.

CO2: Explain the rights and responsibilities of patients and healthcare providers.

CO3: Understand legal issues related to medical records, consent, and negligence.

CO4: Recognize ethical principles and challenges in healthcare services.

CO5: Apply legal and ethical principles in healthcare administration and decision-making.

Unit 1: Introduction to Hospital Laws and Healthcare Regulations

Concept and importance of healthcare laws, legal framework governing hospitals, hospital registration and licensing requirements, legal responsibilities of healthcare institutions, role of regulatory authorities in healthcare administration.

Unit 2: Patient Rights, Consent and Medical Records

Patient rights and responsibilities, informed consent, confidentiality and privacy of patient information, maintenance and legal importance of medical records, legal aspects of documentation and record keeping in hospitals.

Unit 3: Medical Negligence and Legal Liability

Concept of medical negligence, causes and consequences of negligence, professional liability of healthcare providers, consumer protection in healthcare services, dispute resolution and legal remedies.

Unit 4: Medical Ethics and Professional Conduct

Principles of medical ethics including autonomy, beneficence, non-maleficence and justice, ethical issues in healthcare delivery, professional code of conduct, ethical challenges in modern healthcare, ethics in healthcare administration and decision-making.

Suggested Readings

1. S.L. Goel – *Hospital Administration and Management*
2. Syed Amin Tabish – *Hospital and Health Services Administration*
3. Indian Medical Council – *Code of Medical Ethics*
4. P.K. Dave – *Medical Ethics*
5. Government of India – *Healthcare Laws and Regulatory Guidelines*

BMS(HA) 503-26 Hospital Planning & Quality Management

Course Objective: The course aims to provide students with an understanding of hospital planning, facility management, and quality improvement practices in healthcare organizations. It helps students understand the principles of hospital infrastructure planning, quality assurance, patient safety, and accreditation systems for delivering effective healthcare services.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the principles and importance of hospital planning.

CO2: Explain the requirements for hospital infrastructure and facility planning.

CO3: Understand quality management concepts and practices in healthcare organizations.

CO4: Recognize the importance of patient safety and continuous quality improvement.

CO5: Understand accreditation standards and quality initiatives in hospitals.

Unit 1: Introduction to Hospital Planning

Concept and importance of hospital planning, objectives of hospital planning, factors affecting hospital planning, site selection, hospital location planning, planning of hospital infrastructure, space and facility requirements, hospital layout and design considerations.

Unit 2: Planning of Hospital Facilities and Support Services

Planning of outpatient, inpatient and emergency departments, planning of diagnostic and support services, medical equipment planning, utility services, maintenance of hospital facilities, safety and infection control considerations in hospital planning.

Unit 3: Quality Management in Healthcare

Concept and dimensions of quality in healthcare, quality assurance and quality control, standard operating procedures (SOPs), quality indicators, continuous quality improvement, patient satisfaction and service quality measurement.

Unit 4: Accreditation, Patient Safety and Risk Management

Patient safety concepts, prevention of medical errors, risk management in healthcare organizations, accreditation systems in healthcare, NABH and NABL standards, role of accreditation in improving healthcare quality, challenges and future trends in quality management.

Suggested Readings

1. S.L. Goel – *Hospital Administration and Management*
2. Syed Amin Tabish – *Hospital and Health Services Administration*
3. A.V. Srinivasan – *Managing a Modern Hospital*
4. NABH – *Accreditation Standards for Hospitals*
5. World Health Organization (WHO) – *Patient Safety and Quality Guidelines*

BMS(HA) 504-26 Hospital Materials & Supply Chain Management

Course Objective: The course aims to provide students with an understanding of materials management and supply chain operations in healthcare organizations. It helps students understand procurement, inventory control, storage, distribution, and supply chain practices essential for ensuring uninterrupted healthcare services and cost-effective hospital operations.

Course Outcomes (COs): After completion of the course, students shall be able to:

CO1: Understand the concepts and importance of materials management in healthcare organizations.

CO2: Explain procurement and purchasing procedures for hospital materials and supplies.

CO3: Understand inventory control techniques and storage management practices.

CO4: Recognize the role of supply chain management in ensuring efficient healthcare delivery.

CO5: Apply materials and supply chain management principles to improve hospital efficiency and cost control.

Unit 1: Introduction to Hospital Materials Management

Concept and importance of materials management, objectives of materials management in hospitals, classification of hospital materials, medicines, consumables and equipment, role of materials management in healthcare delivery, organization of materials management department.

Unit 2: Procurement and Purchasing Management

Purchasing procedures in hospitals, vendor selection and evaluation, tendering process, purchasing policies, contract management, ethical practices in procurement, role of purchasing department in healthcare organizations.

Unit 3: Inventory and Store Management

Concept of inventory management, inventory control techniques, ABC and VED analysis, stock levels and stock control, Economic Order Quantity (EOQ), storage and preservation of materials, storekeeping practices, management of medicines and medical supplies.

Unit 4: Supply Chain Management in Healthcare

Concept and components of supply chain management, logistics and distribution systems, supply chain coordination in hospitals, cold chain management, use of information technology in supply chain management, challenges and emerging trends in healthcare supply chains.

Suggested Readings

1. S.L. Goel – *Hospital Administration and Management*
2. Syed Amin Tabish – *Hospital and Health Services Administration*
3. Bowersox, Closs & Cooper – *Supply Chain Logistics Management*
4. A.V. Srinivasan – *Managing a Modern Hospital*
5. World Health Organization (WHO) – *Guidelines on Healthcare Supply Chain Management*

BMPD502-18 Mentoring and Professional Development

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.
For achieving the above, suggestive list of activities to be conducted are:

Part – A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part – B (Outdoor Activities)

1. Sports/NSS/NCC
2. Field project.
3. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Note: Evaluation shall be based on rubrics for Part – A & B.

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

BMS(HA) 601 -26 Hospital Internship & Project Report

Course Objective: The objective of this course is to provide students with practical exposure to hospital operations and healthcare management practices for 16 Weeks. The internship enables students to observe and understand the functioning of various hospital departments and apply theoretical knowledge in real healthcare settings.

Course Outcomes (COs)

After completion of the internship, the students shall be able to:

CO1: Understand the practical functioning of hospital departments and healthcare services.

CO2: Observe and analyze hospital management practices and administrative processes.

CO3: Identify operational challenges in hospital management and healthcare delivery.

CO4: Develop professional skills such as communication, teamwork, and problem solving.

CO5: Prepare and present a project report based on practical learning and observations.

Training Areas (Students may be assigned to any of the following departments)

Hospital administration department, patient registration and front office services, outpatient department (OPD) operations, inpatient department (IPD) management, hospital billing and insurance desk, medical records department, materials and inventory management, quality management department, hospital support services for 12 Weeks

Internship Activities

Observation of hospital operations, interaction with hospital administrators and staff, participation in administrative activities, understanding patient service processes, documentation and preparation of internship report.

Project Report

Students are required to prepare a project report based on their internship experience. The report should include introduction of the hospital, description of departments observed, analysis of hospital management practices, identification of operational challenges, and suggestions for improvement.

Evaluation Scheme

Component	Internal	External
Internship Report	100	-
Presentation of Project Report	100	-
Viva Voce based on Project Report		200
Total Marks	200	200

BMPD602-18 Mentoring and Professional Development

Guidelines regarding Mentoring and Professional Development

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

Part – A (Class Activities)

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

Part – B (Outdoor Activities)

1. Sports/NSS/NCC
2. Field project.
3. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Note: Evaluation shall be based on rubrics for Part – A & B.

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.