

# **SYLLABUS FOR TECHNICAL TEACHERS' CERTIFICATE COURSE IN TYPEWRITING**

**(EFFECTIVE FROM 1989)**

**(REVISED IN 2006)**

**(REVISED IN 2015)**

**(REVISED IN 2021)**

**DIRECTORATE OF TECHNICAL EDUCATION  
CHENNAI 600 025  
TAMIL NADU**



# TECHNICAL TEACHERS' CERTIFICATE COURSE

## OBJECTIVE OF THE COURSE

### The objective of the Course is—

(a) To equip the trainees with the knowledge to start and run a Commerce Institute, as per the rules and regulations of the Department of Technical Education, and

(b) To make the trainees proficient in the art of teaching the typewriting subject (English/Tamil) to the students in a Commerce Institute, at the following stages:

(i) Elements of typing to be taught from fingering upto typing sentences and figures;

(ii) Prepare the students to acquire speed with accuracy and neatness of execution; and

(iii) Coach the students for appearing for the Junior and Senior Grades of the Government Technical Examination for the I and II Papers as per the syllabi.

## TECHNICAL TEACHERS' CERTIFICATE COURSE IN TYPEWRITING

### General Scheme of Work—Examination and Allocation of Time

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|---|-----|---|
| 1. Duration of the Course                 | ... | Six weeks.  |
| 2. Working day                            | ... | Allowing a week for induction, examination, etc., the number of working days may be taken as 5 weeks of 6 days each.<br>$5 \times 6 = 30$ days—leaving out Sundays. |
| 3. Working hours                          | ... | 9–00 a.m. to 1–00 p.m.  |
| 4. Number of periods per day              | ... | Four periods of 55 minutes duration each.   |
| 5. Total number of periods for the Course | ... | $30 \times 4 = 120$ periods.  |
| 6. Interval after the second period       | ... | 20 minutes.   |

## 7. Subjects and periods :

(a)	Commerce Institute Administration	...	20 periods
(b)	Psychology	...	12 periods
(c)	Methods of Teaching Typewriting and Evaluation	...	20 periods
(d)	Practical		
	(i) Charts and Cut-outs	...	5 periods
	(ii) Teaching and Evaluation	...	45 periods
	(iii) Notes on Special Lectures	...	8 periods
	(iv) Case Study (5 cases)	...	10 periods
Total		...	120 periods

## 8. Examination :

There will be three Papers for the Examination, carrying 100 marks each.

Paper	Subject	Maximum Marks	Minimum for Pass
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### Theory

I.	(a) Commerce Institute Administration	70	—
	(b) Psychology	30	—
	Total	100	45

Total Time: Three hours

II.	Methods of Teaching Typewriting and Evaluation	100	45
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Total Time: Three hours.

Paper	Subject	Maximum Marks	Minimum for Pass
<b>Practical</b>			
III.	(a) Charts and Cut-outs	25	—
	(b) Teaching and Evaluation	35	—
	(c) Notes on Special Lectures	20	—
	(d) Case Study	20	—
Total		100	45

### Results :

A candidate will be declared to have passed the examination of the Course in first class if he/she has secured 75% marks or more in aggregate provided he/she has secured a minimum of 45% of the marks in each subject of the Course. Other successful candidates shall be declared to have passed in second class.

# **SYLLABUS FOR THE FIRST PAPER**

Max. marks : 100

## **Commerce Institute Administration and Psychology**

Max. marks : 70

### **A. COMMERCE INSTITUTE ADMINISTRATION**

#### **(a) Introduction**

1. Need for a Commerce Institute
2. Provision of self-employment
3. Service to the society

#### **(b) How to start a Commerce Institute**

1. Choice of a suitable location
2. Minimum number of typewriters required
3. Need for a TTC holder – Staff requirement
4. Registers and Records to be maintained
5. Information to be furnished on the Notice Board
6. Other amenities required in the Building/Class room

#### **(c) Recognition of Commerce Institute**

1. Annual recognition
2. Procedure for obtaining recognition
3. Documents to be forwarded for recognition
4. Inspection and according recognition
5. Requirement for permanent recognition
6. Recognition year
7. Recognition rules and the need for the same

8. Control of mushroom growth in order to prevent unhealthy competition among the Institute
9. Relationship between the Department and the Various Commerce Institutes' Associations.
10. Renewal of Recognitive – Annual Fee – submission of performance analysis report.
11. Procedures to be followed while changing the Proprietor/ Selling the Institute/Shifting the Institute.
12. Fees :

**(d) Admission of Student in a Commerce Institute and his Performance**

1. Eligibility conditions for admission
2. Information and guidance to be given to the student at the time of admission
3. Refusal of admission
4. General
5. Admission/Tuition Fee – Maintenance of Receipts Books.

**(e) Presenting Candidates for the Government Technical Examination**

1. Procedure to be followed for presenting candidates for the Government Technical Examination
2. Minimum General Educational qualifications required for appearing for the examination in a commerce subject
3. List of competent authorities to attest copies of certificates and photos on Application for Examination and Hall Ticket
4. Purpose of affixing a photo and signing across it
5. Remittance of examination fees – Adherence of due dates.
6. Procedure to be followed in filling up an Application Form for Examination

7. Subject Code Number
8. Nominal Roll
9. Batches
10. Wrapper with Fly Slip and Answer Sheets
11. Seating Arrangements
12. Examination Centres and Centre Codes
13. Usage of computers in commerce Institutes

**(f) Conduct of Candidate in the Examination Hall and other Information**

1. Kind of malpractices and steps to be taken to avoid them
2. Publication of Results
3. Re-Valuation
4. Issue of Certificate
5. Issue of Duplicate Certificate – How to apply?



## B. PSYCHOLOGY

Max. marks: 30

1. What is psychology? Value of the study of psychology to the teacher
2. What is learning? Conditions necessary for learning— motivation, maturation, learning by doing, attention and interest
3. Understanding the problems of students
4. Keeping the students in a receptive mood
5. Making the student responsible for his performance
6. Impressing on the candidate of his performance
7. Creating self-confidence and avoiding inferiority complex among the students
8. Exposing of the hidden talents of the candidate
9. Methods to be followed in conveying the refusal of requests of students
10. Discipline
11. Enforcement—Acceptability of discipline
12. Self-imposed discipline
13. Punctuality and regularity in attendance
14. Passages to improve moral value
15. Method of evaluating the students for improvement
16. Steps to be taken to remove the defeated feeling from the minds of the students
17. Effort to understand the social and environmental condition of the students
18. Promote the organising ability and leadership quality among the students
19. Healthy competition among the students
20. Evaluating one's own action before concluding that it is right.

## **SYLLABUS FOR THE SECOND PAPER**

Max. marks: 100

### **Methods of Teaching Typewriting and Evaluation**

1. How to train beginners
2. Development of speed with accuracy and neatness of execution
3. Preparing the students for the Government Technical Examinations—  
Tests and their evaluation
4. Methods of teaching the following Model Forms :
  - (a) Statistical matter
  - (b) Professional letter
  - (c) Business letter
  - (d) Government order
  - (e) Official letter (Other than from Secretariat—from Government  
authority or quasi-Government office)
  - (f) Official letter (from secretariat)
  - (g) Demi-Official letter
  - (h) Official proceedings
5. Preparation of Notes of lessons on all the forms
6. Notes on functional parts of a typewriting
7. Schemes of Valuation of Answer Scripts

# SYLLABUS FOR THE THIRD PAPER

## PRACTICAL

Max. marks: 100

(a) CHARTS AND CUT-OUTS		Marks
(i)	<b>Charts:</b> Ten charts must be prepared by the candidate. Five of them should be on the topics in the Model forms for Typewriting, four should relate to the Notes on functional parts of Typewriter and one on the layout of different keys of Computer Key Board which must be used by the candidate while taking class.	20
(ii)	<b>Cut-outs:</b> Cut-outs must be prepared on any two of the Model Forms which must be used by the candidate while taking class.	5
	TOTAL	25
(b) TEACHING AND EVALUATION		
(i)	Taking two classes on the lessons as per the Model Forms with Charts and Cut-outs.	3 x 10 = 30
(ii)	Taking one class on functional parts of Typewriter.	
(iii)	Valuation of Answer Scripts.	5
	TOTAL	35

(c)	SPECIAL LECTURES	Marks
	Special Lectures on the following topics will be arranged for a duration of 45 minutes to one hour each:	20
	(i) Role of Commerce Institutes in meeting the requirements of the society and the assistance derived by such Institutes from Government and Nationalised Banks.	
	(ii) Salient points to be observed by the Instructors of Commerce Institutes in teaching typewriting.	
	(iii) Salient points to be observed by the Instructors of Commerce Institutes in teaching typewriting.	
	(iv) Students and Discipline. Notes on the Special Lectures must be prepared by the candidates.	
(d)	CASE STUDY	
	Different cases (five cases) will be presented and the students will be divided into three groups (viz., Institute, public and the Department). These groups will argue, analyse and arrive at a conclusion.	20

**TECHNICAL TEACHERS' CERTIFICATE  
COURSE IN TYPEWRITING**

Notes on  
COMMERCE INSTITUTE ADMINISTRATION  
AND  
PSYCHOLOGY

DEPARTMENT OF TECHNICAL EDUCATION  
CHENNAI 600 025



## **A. COMMERCE INSTITUTE ADMINISTRATION**

### **(a) INTRODUCTION**

1. Need for a Commerce Institute
2. Provision of Self-employment
3. Service to the Society

Many educated youth today think in terms of either working in a commerce institute as an instructor or start an institute of his own. Of course this confirms that this profession is most suitable for any person thinking in terms of self-employment.

In 1989, there were about 3500 institutes in Tamil Nadu as against 700 institutes in 1970. It is clear that many persons opt for this profession though there are constraints. We have to see, apart from the earning, what type of service in commerce institutes is expected of and how it meets the requirements of the present day society. It is needless to stress that the primary responsibility of the institutes is to assure good standard of commerce education. The stenographers of Tamil Nadu are considered to be the best material in the market and this can be proved by the fact that many in Delhi Secretariat and in business organizations in the North or South Indians. This way the commerce institute has played its role and the need is to find ways and means to improve it further. In short, apart from the livelihood, the people in the line will also take it up as a social cause.

To make an institution viable and healthy, we have to follow certain norms and standardized procedures. The Government is according recognition with certain rules to streamline the profession to produce good result. We will have to examine the following:

1. How to start commerce institute.
2. What are the requirements?
3. How to get a recognition from the Government.
4. The rules for recognition
5. Presentation of Candidates for the Examination.

### **(b) HOW TO START A COMMERCE INSTITUTE**

#### **1. Choice of a suitable location:**

The institute must be housed in a good building which must have been approved by the Corporation, Municipality or the Panchayat. Proper ventilation and lighting must be there. Structurally it should be safe for the people to study. Toilet facilities must be available. Blackboard and other teaching aids and relevant books must be made available in the Institute. Separate room must be available for shorthand.

#### **2. Minimum number of typewriters required:**

Minimum of five English typewriters and two Computer must be made available to get recognition for Typewriting. In case any one wants to introduce Tamil typewriting, a Tamil typewriter must be procured.

Good furniture for placing the typewriters must be made available for the candidates to practice.

### **3. Need for a T.T.C. Holder:**

Qualified Teacher must be employed or the Proprietor of the Institute must get himself qualified. Minimum one T.T.C. holder must work in the Institute full time and other Assistant Instructors must have passed the Senior (Higher) Grade in the respective subjects. In the case of English Shorthand, Teachers who have passed the Intermediate Grade can handle only the Junior Grade class. The T.T.C. holder is not permitted to work in more than one Institute.

### **4. Registers and Records to be maintained:**

The following registers and records must be maintained in the Institute.

1. Receipt books for issue of receipts to the students for the fees collected.
2. Students' Attendance Register.
3. Instructors' Attendance Register.
4. Admission Register.
5. Application Form for admission of students bearing the details such as Name of the candidate, Date of birth, Father's name, Community, General Educational Qualification, Technical Qualification, State to which he belongs etc.
6. Acquaintance Register for salary paid to staff.
7. Stock Register.
8. Inspection Register.
9. Stipend / Scholarship Register.

### **5. Information to be furnished on the Notice Board:**

The following information must be furnished on the Notice Board.

1. Name of the Instructor taking the class and his availability in the Institute.
2. Working hours.
3. Weekly holidays and public holidays.
4. Rates of fees collected.
5. Floor plan.

## **(c) RECOGNITION OF COMMERCE INSTITUTE**

1. Annual Recognition, and
2. Procedure for obtaining recognition.

The Institute started must wait for the notification of the Director of Technical Education calling for application for Annual Recognition. The Institute must enclose the amount prescribed by the Department as per the notification and send it along with the requisition letter.

Thereafter they will get application forms. The Institute must fill up all the forms and send to the Director of Technical Education, as per Instructions.

### **3. Documents to be forwarded for recognition:**

1. Original certificates of the qualified instructors working in the Institute must always be available in the Institute.
2. Xerox copies of the above certificates must be sent to the Department.
3. 'A' Form to the effect that the Instructor is not working in any Government department must be sent.
4. A list of specimen types of the typewriters along with their serial numbers and make must be sent to the Department.



#### **4. Inspection and according recognition:**

The authority concerned will inspect the Institute and forward the report. On receipt of the report the Director of Technical Education will accord recognition (Annual) to the institute, with the recognition Number to be quoted in all the future correspondence.

#### **5. Permanent Recognition:**

It must be known that there is another category of recognition, viz., permanent recognition for which Institutes shall become eligible to apply after four successive years of annual recognition. The institutes under the category of permanent recognition are required to file the annual return of the performance of the institute before the 30th Nov of the following year.

#### **6. Recognition Year:**

The recognition year followed by the Director of Technical Education is the Calendar year. (January to December).

#### **7. Control of mushroom growth in order to prevent unhealthy competition among the Institutes:**

The Department has introduced a rule that the distance between the institutes will have to be taken into consideration at the time of according recognition. Recognition will not be given to a new Institute if it is proposed to start within a distance of quarter kilometer from an existing approved institute. If it is proposed to start a new institute within a distance of more than quarter kilometer and less than half kilometer from an existing approved institute, the Department will take into consideration the density of the population and the need for providing further facilities for commerce education in that area and a decision will be taken accordingly. The number of institutes are increasing and the department is more concerned about the healthier functioning of the institutes so as to ensure good standard of commerce education. In the unfortunate event of institutes compromising on the standard merely to exist due to unhealthy growth of the institute, then the purpose of such a restriction will lose its value. The institutes are also advised to take advantage in the right manner rather than exploiting by diluting the whole thing with the wrong approach of a protected market.

#### **8. Relationship between the Department and Various Commerce Institutes Associations:**

Commerce Institutes Associations provides members with a way to participate and be involved in supporting Directorate of Technical Education in conducting typewriting, Shorthand and Accountancy classes, Government Technical Examination and running Commerce Institutes. These associations work with Chairman Board of Exam to achieve shared outcomes for students, Institutes and Directorate of Technical Education by

- uses existing community strengths to benefit all students
- creates collaborative teamwork between, Directorate of Technical Education Institutes and those in the profession and the community
- inspires and helps students to succeed
- helps to create better understanding between the Institutes and Directorate of Technical Education
- facilitates a good understanding of the value and benefits of learning Commerce Subjects
- provides various learning opportunities.

Associations participate in development of policies, improvement of content of subjects (syllabus), plans, evaluating the Institute performance to achieve the best outcomes. It plays an important role in

contributing to good governance so that Commerce Institutes resources are used effectively, and community expectation, and Institute performance and also DOTE priorities reflect the needs of students. Associations suggest and recommendations are provided to the Chairman for general operations and management with respect to Commerce Education. Various issues related to Commerce Educations are solved by having healthy discussion between Association and the Department. It also helps Institutes to receive important instructions/information issued by Directorate of Technical Education at the earliest.

#### **(d) ADMISSION OF STUDENT IN A COMMERCE INSTITUTE AND HIS PERFORMANCE**

1. Conditions for admission.
2. Information and guidance to be given to the student at the time of admission.

When the candidate comes to the institute for admission, he must be properly guided. He must be informed of the rules so that he would know whether he is eligible to appear for the examination.

When a candidate is studying in a school or a college, we must see whether he can devote sufficient time for the subject.

When a parent comes and tells the institute that he had admitted already two sons but they are jobless even now, we must explain that those candidates have now become qualified to apply for a post when it is advertised. Therefore, the importance of the commerce education can be stressed.

##### **(a) Refusal of admission:**

When we want to refuse admission, though we can directly say that will not admit, the best thing would be to convince him of our difficulty and politely tell that, at present we are not able to help him.

#### **3. General:**

##### **(i) Keeping the students in a receptive mood:**

The teacher should always keep the mind of the candidate receptive to have the advantage of putting things into his mind. By our action, if the mind gets agitated, even reasonable things cannot be put to him.

##### **(ii) Change of time – Convincing reason for refusal of request:**

If a candidate wants change of time and the institute cannot accommodate, we must tell him as to why we are not able to accede to his request, rather than bluntly refusing.

##### **(iii) Discussion and Commitment:**

We must make the candidate involve in a discussion and implied commitment must be there.

##### **(iv) Questioning for misbehaviour etc.:**

When we want to question a candidate for his misbehaviour, it is better he is called to a separate place and then advised. This will have a better effect, as otherwise the boy questioned in the presence of many people will get agitated.

When we teach a beginner, what is important is to observe him while typing and the correction of the paper is only secondary.

The placement of his fingers on the key-board must be watched.

We must check whether he is seeing the key-board.

Candidates' performance must be watched and parents must be informed. When we involve the parents, that will help the students to come up.

If the student is not practicing the full period or frequently absenting himself, it must be reported to the parents.

The Instructors must improve the communication talent and make the students participate in it.

If a particular candidate is always lacking, then we must examine the social circumstances and cause for this draw-back.

Instructors must always give the impression that we are ever ready and willing to hear the problems so that confidence can be built up between the two.

If a candidate is lacking in a particular area and as a result of that, losing interest, the responsibility of the instructor is to have a dialogue with him and make it more interesting for the boy so that he may overcome the problem.

### **(e) PRESENTING CANDIDATES FOR THE GOVERNMENT TECHNICAL EXAMINATION**

#### **1. Procedure to be followed for presenting candidates for the Government Technical Examination:**

The Department will release a Notification in calling for applications for the Government Technical Examinations in Commerce Subjects twice in a year. The Examinations are conducted twice in a year by February and August.

#### **2. Purpose of affixing a photo and signing across it:**

The purpose of affixing the photo on the hall ticket is to avoid impersonation.

The attesting authority should sign crossing the photo (i.e.) either he should start his signature on the photo and end it on the paper, or start it on the paper and end it on the photo, so as to ensure that the photo on the Hall Ticket is not changed after that is posted to the candidate.

#### **3. Remittance of Examination Fees:**

The Examination Fee must be paid in one lump-sum for all the candidates prior to the date notified. Similarly the candidates are allowed to remit with a penalty as notified.

#### **4. Procedure to be followed in filling up an application form for examination:**

After the remittance, all the applications must be arranged alphabetically and the Nominal Roll must be prepared.

1. We must see whether the candidate is having the required minimum educational qualification.
2. Thereafter we must take the xerox copy of the certificate of the examination he has passed qualifying to appear for the commerce examination.
3. Candidate must fill up the form in his own handwriting.
4. Two photos must be affixed in the following manner:

One photo will be affixed on the Application and the other photo will be affixed on the Hall Ticket. The photos affixed on the Application and the Hall Ticket must be attested by the competent persons listed in the Director of Technical Education's Circular which is also reproduced in the other chapter. The person who is attesting the photograph on the Hall Ticket must be well informed that the signature shall cross the photo with his office seal. If the attesting authority is not giving enough details in respect of his designation, the office where he works, and the name of the organisation, the attestation will not be considered to be a document meeting the requirements of the rule.

The candidate should sign the application. Similarly the Institute Proprietor is also expected to verify the application and sign it.

After the remittance, all the applications must be arranged alphabetically and the nominal roll must be prepared. The nominal roll will be prepared in such a manner that the candidates appearing for the subjects in Common Centre will be grouped as one segment. Similarly two other nominal rolls must be prepared, one for the Limited Centre and one for the Super Limited Centre.

**Please follow these Special Instructions carefully in preparing Nominal Roll:**

1. Nominal Roll should be typewritten in triplicate. Nominal Roll prepared in manuscript will not be accepted. Separate Nominal Roll in triplicate should be prepared for Three different Centres (Common/Limited/Super Limited).
2. If the candidate wants to appear for one or more subjects of any particular category of centre mentioned above, only one application must be used. But if the subjects are in different category of Centres, separate applications must be used and in the event of using one application, such cases will be rejected.
3. Candidates appearing for the subjects for which the Institute is approved should alone be presented through the Institute and their names included in the Nominal Roll. If any deviation is found either now or at a later date, action will be initiated.
4. Names of candidates should be typed in the Nominal Roll in one alphabetical order irrespective of the code numbers of the subjects for which they are appearing.
5. Under any circumstances, the examination fees should not be remitted by Postal Orders. Examination fees once paid will not be refunded or adjusted for the subsequent examinations.

**Notes:**

1. Nominal Roll should be prepared in triplicate and attached with the application bundle only.
2. Special care is necessary in preparing the Nominal Roll. Under any circumstances, no change will be permitted regarding the Code No. and Batch thereafter.
3. The name of the candidate should be mentioned by putting the initial in the last. Mr., Mrs., Selvi., W., etc. need not be mentioned.
4. Under any circumstances, the excess amount paid towards the examination fees will not be refunded or adjusted.
5. Applications received before the prescribed date with remittance alone will be accepted, provided, all requirements are fulfilled. It should be noted that, under no circumstances, mere remittance of fees without the applications will be considered.
6. Applications sent subsequently (i.e. second or third times) will not be considered.

Thereafter the applications, along with the Nominal Roll in triplicate must be sent to the Department.

Communication received from the department must be attended to immediately so that delay in posting the Hall Ticket can be avoided.

#### **5. Batches:**

During the examination, candidates are required to appear in different batches.

The institutes are expected to allot the candidates equally in all batches so that it will not cause a problem for the availability of question paper.

Each institute will be allotted the highest number of candidates in a batch to keep their typewriters in the examination hall.

In the examination hall students are not allowed to carry any material other than those permitted. The proprietors must also help for the smooth conduct of the examination.

#### **6. Wrapper with Fly Slip and Answer Sheets:**

Candidates must be instructed to write the particulars on all answer sheets so that the papers can be identified whenever required.

Since the Dummy Number System is in vogue to maintain secrecy, candidates should write their names and Register Numbers ONLY IN THE FLY SLIP and not in any other place. (They should not be written in the answer sheets or the wrapper).

#### **7. Usage of Computers in Commerce Institutions:**

1. Preparing letters and orders.
2. Creating Institute Letter pad and save it as template for future use.
3. Sending and receiving mails.
4. Preparation of nominal roll.
5. Creating students records in various formats.
6. Scanning and Editing Signature and Photos for Applications purpose.
7. Submitting Application through online.
8. Printing Documents.
9. Convert PDF files into various formats and vice versa.
10. Usage of Fees payment using net banking and using various online payment methods.
11. Inventory management using Computers.
12. Keep track of students performance using Computers and methods of doing performance analysis.
13. Doing Results analysis.

## **(f) CONDUCT OF CANDIDATE IN THE EXAMINATION HALL AND OTHER INFORMATION**

### **1. List of Malpractices and steps to avoid them:**

The list of malpractices normally committed by the candidates:

1. Taking the lessons and materials connected with the subject to the Examination Hall and keeping it with them for copying at the time of the Examination.
2. Talking to a candidate during Examination.
3. Calling the Mechanic during the Examination to rectify a defect but discussing with him.
4. Exceeding the time allotted for the question paper.
5. Writing Reg. No. or Name other than on the Fly-Slip.
6. Writing appeals on the answer sheets to the Examiner for consideration.
7. Writing of answers to objective type questions in the question paper with an intention to pass it on to candidates.
8. When the candidate is forced to use another machine while the typewriter in which he typed first went out of order, he should report it to the Chief Superintendent and the fact must be written on the wrapper by the Chief Superintendent so as to avoid the possible conclusion of a malpractice on these counts at a later stage.
9. Impersonation of appearance at the Examination.
10. Appearing for a different code other than the code marked on the Hall Ticket with a request to the Chief Superintendent.
11. Appearing for two different Grades of the same subject.
12. In Shorthand, at the time of the Dictation, if the matter is taken in long hand instead of writing in Shorthand expected of.
13. Misbehaviour of a candidate in the examination hall.

The Department will constitute a Committee on Malpractice consisting of the representatives of Government, Commerce Institutes and experts. They will go into the details furnished to them along with the explanation letters received from the candidates as well as reports from the Chief Superintendents to decide the awarding of punishment to the candidates.

### **2. Re-Valuation:**

After the publication of Results, if any candidate is having a grievance with results, he/she may apply for revaluation, through online. To apply for revaluation, first the candidate should apply for Answer Paper xerox copy through online. The candidate, who apply for xerox copy of answer paper, are alone eligible for applying for reevaluation through online. Before proceeding for filling the online application form for the receipt of Answer Paper xerox copy the applicant should required to have the copy of hall ticket or copy of the examination application form already submitted to DOTE. The candidate should clearly mention the subject and grade for which they apply for the xerox copy. If candidate require copy of answer paper for two or more subjects, they have to apply separately for each subject. The schedule of revaluation and declaration of result will be available in DOTE website.

### **3. Issue of certificate:**

After the examinations are over, certificates are sent to the institutes for distribution among the candidates.

The institutes should maintain a record and obtain a consolidated acknowledgement from the candidates for having received the certificates; that acknowledgement must be sent to the Department for record.

The institutes are expected to see the Nominal Roll and check whether the candidates' names with initials are correctly typed. If there is a mistake in the certificate they should inform the department for the issue of a fresh certificate.

### **4. Issue of Duplicate Certificate:**

In the unfortunate event of any candidate losing the Certificate, he must first make a report to the Police. Thereafter he should report to the Department by sending a requisition letter. After obtaining the form from the Department, it must be duly filled in and returned to the Department along with payment. The Department will follow the required procedures to conclude that the certificate lost is genuinely not traceable and will issue a Duplicate Certificate.



## **B. PSYCHOLOGY**

### **1. What is Psychology? Value of the study of Psychology to the teacher:**

As a person, people may have their own feelings and reaction to the same problem in a different manner mainly depending on the environment. How a man will react to any problem, or what are the normal feelings in a particular situation, are studied based on various factors and by experience. The study of the feelings of the persons, normal reaction and expression depending on their social environment are matters that are to be taken into consideration to approach a problem or to solve it. This detailed study of the person, mood, reaction, inherent quality, and hidden talent helps to understand the psychological reaction of people and such studies are termed as psychology.

The teacher must basically have certain normal study of the psychological reaction of a person and that too, the psychological reaction of a student. For example, certain hidden talent can always be developed and utilized in promoting the knowledge of the student. Motivation is an important thing that must be followed by a teacher. To make the candidate to study properly, the teacher should certainly motivate and that is a very important thing. Teacher is also expected to assess the degree of maturity and the quantum of the learning part will have to be decided necessarily based on the strain to the extent the candidate can withstand. Sometimes, the teacher may miserably fail, if overloading is done, and ultimately the candidate loses interest and becomes fatigue. Similarly learning is also possible by demonstration, in other words, by demonstration make the boy to work, see and learn. It is therefore the imperative need to have a fair knowledge of educational psychology and student psychology for a teacher to be successful in his life as well as to cater to the needs of the society.

### **2. What is learning? Conditions necessary for learning – motivation, maturation, learning by doing, attention and interest:**

In the earlier chapter, we have touched the basic points related to this chapter. As already explained, many students may have the inclination to study a course. But it becomes the primary responsibility of the teacher to motivate and see that the student gets more interest. It is also necessary to see whether the candidate has attained that maturity to absorb and digest the syllabus content i.e. whatever is put to him. In other words, the teacher should definitely assess the absorbing talent of the age group or the ability of that segment. It is a known fact that results could be better when the student is given the opportunity of seeing things practically and learning. In this process, the interest is promoted to a large extent and the candidate will be more attentive on occasion when he has the benefit of learning by demonstration.

### **3. Understanding the problems of students:**

If a candidate is not regular to the class, what are the steps that can be taken?

The candidate may be asked to give the reason for his absence. But it would be better to understand his problem; the absence could be on health grounds or attending to domestic requirements. In certain cases the absence could be due to his negligence. In this particular case, rather than trying to warn him or report to his parents, it would be better to understand his problem and take steps to make the subject interesting to him. There may be cases where he may be of a shy type, and he may not like to accept his deficiency when it is made known to others. In such cases, the candidate must be told that there were many persons who were not upto the standard but by repeated efforts they had come up to the level. The point of “failure is the stepping stone to success” must be put into his mind properly. By our approach, we must create confidence in him that he will be able to do better. The inferiority complex must be removed. While correcting the candidates in such cases, he should not pass remarks that could affect his ego.



#### **4. Keeping the students in a receptive mood:**

As a teacher, what is important is to see that the students are kept in a good frame of mind so as to make the job easy. It is always easy to find fault or to point out the mistake abruptly. The training in the modern days is much different from that of the pattern followed in the olden days. In fact, the nature of punishment in olden days cannot be successful in the present atmosphere.

Now students must be kept in a receptive mood; making their mind agitated will only make them to resist anything from getting into their mind. At the same time, this does not mean that we can make a compromise on discipline. Negative approach should not be there; we must always have a positive approach. We cannot expect that every student must be like the students of the expected desirable standards. When the mind is in a receptive mood, it makes the job of the teacher easy. Even harsh words would not be misunderstood. If the student is agitated, he will be inclined to misunderstand even our right action and make the job difficult.

#### **5. Making the student responsible for his performance:**

On many occasions, students feel that they have no major role to play except simply listening to what the teacher says. This attitude will reduce the degree of involvement and ultimately learning would be mechanical. Evincing interest will be considerably low. It would be better to make the student feel that he is quite capable of following and understanding what is taught. We are only help in him and guiding him. He must be told that he has the basic material to develop. This will induce him to take initiative and his involvements will be of a higher degree. In this process, we are indirectly making him to be more responsible and capable of shouldering the responsibility. When we make a student responsible for his performance, he will be more successful.

#### **6. Impressing on the candidate of his performance:**

We must also give due credit where the performance is good, while assessing the performance, we must take into consideration what could be the average performance as a student rather than trying to compare with our standard. Whenever, we appreciate, that will serve as an encouragement, and the student will try to show his talent and thus will improve.

#### **7. Creating self-confidence and avoiding inferiority complex among the students:**

Where the candidate's performance is too low, and even after repeated effort, there is no improvement, we must evolve a different method. We must infuse confidence in the mind of the candidate and try to remove the inferiority complex that he will not be able to come up. In such cases, we must tell him that he is capable of better performance. He has not realized his real strength. He should not entertain that he is not fit to study. By creating self-confidence and removing inferiority complex, one can easily improve. We must tell him that his failures are only stepping stones for success and that he has crossed many hurdles and is much nearer to success.

#### **8. Improvement of the hidden talent of the candidate:**

In many cases, the candidates as well as the teacher may not know the real talent of the candidate. Unless occasion arises the student will not have an opportunity to exhibit his talent. Similarly, the teacher may not have the opportunity of realizing the same. Therefore, as a teacher, we must provide ample opportunity to make the candidate to demonstrate his talent. When there are indications that the candidate is capable then the responsibility of the teacher is to see that he develops the hidden talent of the candidate by good training and various tests.

## **9. Methods to be followed in conveying the refusal of requests of students:**

Certain requests of the candidate may have to be turned down on valid grounds. What is important is the method of conveying that we cannot accede to his request. We should not feel that as a teacher there is no need for us to give reasons for refusal. A teacher should not entertain the feeling that students are expected to carry out the order with implicit faith, without contesting our decision. Such an attitude will not be helpful in the long run. Student must always carry out the orders after getting convinced that it is done in his own interest on valid reasons. Otherwise, merely obeying the order will not carry any firm conviction. In fact, while correcting the candidate, no remarks should be passed which could affect his ego. On the other hand, we must always make it appear that whatever they do is not simple but much greater; that will enable them to be proud of their contribution and will make them to work with more enthusiasm.

## **10. Discipline:**

Discipline can be obtained by enforcement. But, we must believe in discipline and demonstrate in such a manner that candidates should opt and like to be disciplined. For example, the institutes should have a conducive environment where the candidate should feel that any deviation will make him isolated to feel that he is below the society's requirement. For example, we can always ask a candidate as to why he has come late and warn him for his lapse. This can only bring pressure on him. But if the institute's proprietor and staff are in the habit of maintaining punctuality, and by such self-imposed discipline, candidates who come late and get themselves accustomed to that way of life will always feel embarrassed even when they are forced to be late due to unavoidable circumstances. The difference is, in the first case, he would like to come on time because he will be questioned. In the second case, he will feel bad because he is unable to come within the time even on one occasion. This is to make it further clear trying to be correct because somebody will question is different from that of feeling ashamed when we are incorrect.

## **11. Enforcement – Acceptability of discipline:**

Discipline can be enforced but enforcement will not be a permanent solution. Making the candidate responsible and making him to accept the need will ensure disciplined life forever.

## **12. Self-imposed discipline:**

An atmosphere must be created that everyone in that particular situation should realize the need to be disciplined rather than trying to be disciplined because others wanted it. This atmosphere can be created by the teachers and the staff of the institute; for example, if the staff and teachers are conducting themselves in a manner by which students can visibly see the disciplined function, they will be inclined to fall in line and behave better, rather than discipline being preached. At the receiving end student will only take that also as a lesson. Discipline is not something to be told or read but in reality it should be practiced, and people should feel the need for discipline.

## **13. Punctuality and regularity in attendance:**

The teacher and staff of the institute must be regular to the class and be punctual. Instead of asking the candidate to come on time, he should be made to realize that coming on time is a part of the life since he is made to see a management of that nature. In case some candidates are in the habit of coming late, we should call him privately and advise him. He must be told that if he cultivates this habit, he will be very unsuccessful in his career, either in a profession or in any business. He will be more inclined to change his attitude; but, by insulting, he will be more agitated and will never change.

#### **14. Passage to improve moral value:**

Basically, we should eliminate the wrong idea that candidates are trained only to aim a pass in the examination. The right approach is that one should be a full-fledged qualified person acquiring knowledge of the subject without any ambiguity rather than aiming a mere pass. This will ensure better efficiency. To achieve this type of greater degree of efficiency, we must improve the moral value and make the candidate to have faith. We can introduce passages of moral values and speeches on the great quality, at the time of their training. They will have the benefit of repeatedly typing such good passages and simultaneously these good things will take a deep root in their minds. That will contribute a great extent in attaining better standards.

#### **15. Method of evaluating the students for improvement:**

We must follow certain methods of evaluation so that we will be having a close watch on the performance of the candidate. By such methods we can see the deficiency and that will provide an opportunity for the teacher to develop the candidates in areas of deficiency. Such evaluation may also prove good even in the case of bright students. They will get more opportunity to perform better and the teacher will have enough chance to improve the material further. Various tests and discussion with the candidates will improve their performance.

#### **16. Steps to be taken to remove the defeated feeling from the minds of the students.**

As mentioned earlier, lot of encouragement must be given to the candidates whose performance is not good. We must make them realize that they have a major role to play and that they are quite capable of it. We must tell them that they can type without many mistakes. They will produce good results, and by the experience of the teacher, he is able to read the quality in him. Candidate should not think that he will not be able to do it. Candidate must be told what he had already done, is not something that could be ignored. He has also made valuable contribution. Such things will definitely help the candidate to feel that he should work hard, and the defeated feeling will no longer exist. If a candidate is irregular we must write letters to him and his parents. This will make him realize that his absence is not neglected and that his presence is considered important by the institutes. That will encourage him to come up.

#### **17. Effort to understand the social and environmental condition of the students:**

In a situation of irregular attendance or low performance, we must try to examine and understand the real problem. We must go into the detail about the social, economic and environmental conditions under which the concerned student is put. Teacher should not fail to understand the real reasons for lapses. Always corrective steps must be taken to rectify an erring student. Corrective action does not mean that one is interested in punishing the person. We should not wait for an occasion to punish; A teacher should not think that only by taking action against the students he can justify his existence. Credit goes to the teacher who does not exercise his right to punish frequently but is able to maintain orderliness in the class. Even right actions can be misunderstood. We should not feel that we are always right. Action must be taken in such a manner that it is appreciated that right type of action is taken. Right action becomes right only when we make it reasonably acceptable, respecting the feelings of others. This does not mean we should take popular decisions. Where social and environmental conditions are responsible for certain deficiency.

**TTC - 2021**

**Methods of Teaching  
Typewriting and Evaluation  
for TTC Courses**

**DEPARTMENT OF TECHNICAL EDUCATION  
CHENNAI 600 025.**



## **METHODS OF TEACHING TYPEWRITING AND EVALUATION**

### **1. How to train beginners:**

The candidate should be taught to sit erect while typing, keeping the fingers lightly on the keyboard and also for tapping the keys gently without giving any room for hard touch. He should also be properly trained to strictly adhere to the Blind Method while typing.

### **2. Development of speed with accuracy and neatness of execution**

While developing speed, the point to be stressed is that it should not be at the cost of accuracy and perfection. He should be taught to observe strictly the Blind Method and also give Rhythmic touch. For achieving perfection the candidates should be cautioned not to look to their watches while typing.

### **3. Preparing the Students for the Government Technical Examinations— Tests and Evaluations**

Candidates who are trained on the Key Board may attain the level of typing passages. This must be developed and when they are able to type speed we must check whether they are in a position to complete the Junior Grade Speed in Ten Minutes as well as commit lesser number of mistakes. When the students are able to type within the time limit and also commit lesser number of mistakes, they may be chosen for presenting for the Government Technical Examination. They must also be taught to type statistical matter and Letter as per the lay out prescribed before selecting the candidates for presenting for the examination. Selection test must be conducted. Such of those candidates who are up to the mark can be presented for the Government Technical Examination.

Periodical Weekly Tests must be conducted for those who are appearing for the Government Technical Examination. We must also simultaneously evaluate the performance in the Weekly Tests and where there is a need to draw the attention of the candidates to improve their performance it must be done properly. We must also maintain the Mark Register to record the marks they have scored in First Paper as well as Second Paper. The Weekly Tests conducted will certainly facilitate the Institute also to group the students below the average, so that better concentration could be there for these students. This type of evaluation will create a competitive spirit among the candidates



on healthy grounds to improve their performance. In fact, such inducement and motivation will make the candidate aim First Class. This will also give us a clear picture as to the strength as well as the weakness of the candidates either in First Paper or Second Paper. That feed back will again give us the facility to identify the weaker area and coach the candidates better.

#### 4. & 5. Methods of teaching and preparation of notes of lessons on the model forms

### GENERAL INSTRUCTIONS TO BE FOLLOWED

1. To achieve the objectivity of typing matters in the exact degree, one should realise that the observance of the mere degree on the scale will not serve the purpose. Therefore, care should be taken to see that the edge of the paper on the left side is inserted and set in such a manner that it represents the '0' (zero) degree on the scale of the typewriter.
2. The following abbreviations need not be amplified:  
etc.,  
E. & O. E.  
i.e.,  
e.g.,  
viz.,  
&
3. No space should be left after typing 'No.' and 'Rs.'.
4. A space must be left after typing the first 3 digits in Pin Code Number.
5. While typing paise, we must use only Capital 'P' and Full stop (P.).
6. 4 line spaces must be left between the complimentary close and the Designation. The same four line spaces must be maintained between the Name of the signing authority and the complimentary close, if given. In all such cases, the Designation must be typed after the Name, leaving only one line space.
7. The following degrees must be typed as given here under:  
B.A., M.Com., M.B., B.S.,  
B.A., B.L., M.Phil., Ph.D.

8. **Indentation:** The lengthier line resulting in a second line for want of space, should always be indented by 2 degrees, in all cases, except specifically otherwise mentioned wherever in the layout.

9. **Punctuations:** One space must be given after typing

Two spaces must be left after typing

10. Full stop must be typed after 'Thiru' and then leave a space.

(e.g.) Thiru. K.P. Kannan

A full stop must be typed after typing messrs

(e.g.) Messrs. Brown and Company

11. A space must be left after typing "Telephone:" and "Telegrams:".

(e.g.) Telephone: 27927

Telegrams: 'Swamy'

12. After typing 'Door No.' only a space must be given and no punctuation mark is to be typed.

(e.g.) 16 Car Street

13. In Tamil ஞ must start at the 10th column of the digits. Full stop following ஞ will be extended outside the column by one degree.



# MODEL OF STATISTICAL MATTER

Margin: 10° to 75°

## STATEMENT SHOWING EXPENDITURE ON REVENUE ACCOUNT

10	//	75		
Major Heads	1979-80	1980-81	1981-82	1982-83
	// (Rupees in Lakhs)			
Education	166,34	179,50	172,54	186,90
Medical	274,25	281,65	388,23	194,45
Agriculture	462,73	370,77	775,29	992,35
Co-operation	22,17	31,49	35,41	40,79
Public Health	315,27	226,82	431,49	443,36
Industries	776,97	257,15	288,32	169,72
Irrigation	444,24	124,30	336,58	136,31

## PUNCTUATION FOR FIGURES

- |                   |              |
|-------------------|--------------|
| 1. 1,78,64,532.53 | .. Ordinary  |
| 2. 17,864,532.53  | .. Millions  |
| 3. 178,64,53,2.53 | .. Hundreds  |
| 4. 1,786,45,32.53 | .. Thousands |
| 5. 1,78,645,32.53 | .. Lakhs     |
| 6. 1,78,645,32.53 | .. Crores    |

**NOTE:** While Punctuating figures of population, tonnes, hectares, etc., figures should be punctuated as indicated in No.2.



## STATISTICAL MATTER

A tabular statement consisting of statistical matter with different columns under different heads providing information on the necessary data.

First after inserting the paper, make sure that the left marginal stop is kept at the 10th degree and the right marginal stop at the 75th degree.

The heading should always be typed in Capital letters following the usual procedure of centering for 65 degrees.

Leave 2 line spaces. Type the hyphenated line from 10 to 75 degrees.

Ascertain the lengthier word or words or figures in each and every column.

2 Spaces must be left uniformly between the columns throughout the statement for drawing the vertical line.

Add up the total number of spaces allotted for each and every column, including the 2 spaces allotted for vertical lines and deduct it from the actual typing space of 65 degrees; the deducted balance must be allotted to the column which requires maximum space.

Type the column heading duly centered to the maximum space allotted for each and every column.

Type the hyphenated line from 10 to 75 degrees.

Leave 2 line spaces and type the various items in the respective columns duly following the punctuation rules.

The body of the statement should be typed in double line spacing.

The word 'Total' must be typed in column related to it in such a manner that the last letter of the word 'Total' ends in the last degree of the column referred.

Leave one line space and type the hyphenated line from 10 to 75 degrees.

Leave 2 line spaces, if 'Total' is not given. Type the hyphenated line from 10 to 75 degrees.

The paper should be removed and vertical lines should be drawn in between the columns, using scale and pencil to clearly distinguish the various columns in the Statement.

While drawing the vertical lines, utmost care should be taken that the vertical lines do not cross the sub-headings, if any, like (Rupees in lakhs).

In the maximum line space column, if a line exceeds the space allotted for the column, then it should be typed by indenting 2 letter spaces in single line spacing. The corresponding figures should be typed against the indented line.



MODEL OF PROFESSIONAL LETTER

PROFESSIONAL LETTER

10° Left Margin

Right Margin 70°

K. VASAN, B.A., B.L.,  
Advocate.

Telephone: 536412  
5 South Mada Street,  
Mylapore,  
Madras 600 004.

//

12th March 1986.

//

Messrs. Sam and Sons,  
Book Publishers,  
Mahatma Gandhi Road,  
New Delhi 110 006.

//

Dear Sirs,

//

15°  
I have been advised by my client, Thiru. N. Guhan, who is one of your writers. In spite of the contract you had entered into with him, you have not yet forwarded to him his due share. The book written by him is running in the fourth edition.

//

My client is entitled to Rs.9,000/- for the 6,000 copies of the book sold. But he has so far received only Rs.2,000/-. Further, in the fourth edition, already about 800 copies have been sold which means another Rs.1,200/-. The total amount due to him from you in round figure will be Rs.8,000/-. I hope that you will honour your commitment to him at an early date.

//

Yours faithfully,

////

(K. VASAN)



## PROFESSIONAL LETTER

A letter from a Professional like Engineer, Doctor, Lawyer, Auditor, Contractor, Consultant etc. is called Professional letter. In other words, a letter from a person belonging to any Profession is called a Professional letter.

First, after inserting the paper, making sure that the Left Marginal Stop is kept at the 10th degree and the Right Marginal Stop at the 70th degree.

The name of the individual (in capital letters) along with his qualification and title, if any, should be typed at the left hand side margin (i.e., at 10th degree). Care should be taken while typing the degree / qualification of the individual.

Leave single line space, and type the Description of Profession or field of specialisation from the 10th degree (i.e., from left hand side margin).

Take the carriage to the 1st line (i.e., the same line in which the name of the individual was typed) with an exception of moving the carriage to the right side.

On the right side, first the Telephone No. should be typed along with the address of the individual. Care should be taken while typing the Telephone No. i.e., No punctuation mark should be typed after typing the Telephone No. Before deciding the degree at which the matter is to be started for typing, we should count the lengthier line among the address and date. If the lengthier line occupies 15 degrees, we have to deduct the 15 from 70 and the starting point on the right side to type the particulars mentioned above will be 55 for all lines including the date.

Accordingly, Telephone No., Door No. and Street and Station with Pin Code will have to be typed. Leave 2 line spaces. Type the date from the same 55th degree.

Leave 2 line spaces. Type the name and address of the person or body to whom the letter is addressed, in single line spacing from the left margin (i.e., from 10th degree), line by line.

Leave 2 line spaces. Type the 'Salutation' Sir/s at the left side margin (i.e., from 10th degree).

Leave 2 line spaces and start the body of the letter. The body of the letter should always be typed in single line spacing and double line spacing must be given in between paragraphs.

Paragraphs should be commenced at the 15th degree.

Leave 2 line spaces, for typing complimentary close.

Leave 4 line spaces, and type the name of the Sender in CAPITAL LETTERS within brackets.

To explain it further, the lengthier line should be deducted from 70th degree and the smallest line should be centered to the lengthier line.

Give 2 line spaces. Type the word, 'Encl.:' from the left hand side margin (i.e. from 10th degree).

Please note that the abbreviation 'Encl.:' need not be expanded. Note that a colon must be typed after Encl.



MODEL OF BUSINESS LETTER

BUSINESS LETTER: A letter from a Firm or a Company or a business house or a business establishment.

-----  
10° Left Margin:10° Right Margin:70° Occupying space is 60° ----- 70°

SWAMI & SONS

//  
(Manufacturers of Ready-made Dresses)  
//

Telephone: 49323  
Telegrams: 'Swami'

Post Box No.343,  
5 Broadway,  
Madras 600 108.

Ref. No.5/720

//  
2nd May 1973.  
//

The Lotus Dressland,  
15 Bazaar Street,  
Tiruchirapalli 620 005.  
//

Dear Sirs,  
//

We are glad to learn that you propose to sell our FITWELL colour banians.  
//

We enclose our catalogue detailing different kinds of banians manufactured by us. We can allow you 15% discount on the catalogue price. The goods will be despatched by Lorry Service and the cost will be recovered through your Bankers.  
//

We await to have your confirmation.  
//

Thanking you,  
//

Yours faithfully,  
for SWAMI & SONS,  
////

(K. SWAMI)  
Manager.  
//

Encl.: Catalogue



## BUSINESS LETTER

A business letter or commercial letter is a communication made by any Commercial Organisation on their business transactions to their customers, suppliers or others connected with the running of the business.

First, after inserting the paper, make sure that the Left Marginal Stop is kept at the 10th degree and the Right marginal Stop at the 70th degree.

Thereafter, the name of the business organisation should be typed in all capitals centering it.

After leaving two line spaces, the nature of business in which the firm is engaged (trade) is typed within brackets. This is also centered as is done for the Name of the Commercial organisation but in usual manner combining the Upper and Lower Case characters as is necessary.

Then leave 2 line spaces and take the carriage to the 10th degree to type 'Telephone'.

Thereafter, leave one blank space to type the No. of the Telephone. Then, take the carriage again to 10th degree with one line space to start typing Telegrams. Thereafter, leave one blank space and type the Telegraphic code in lower case with an exception of first letter in capital, within single quotation.

On the right side, just opposite to the Telephone No. the Postal Address of the Firm and Date must be typed. Before deciding the degree at which the matter is to be started for typing, we should count the lengthier line among the address and date. If the lengthier line occupies 15 degrees, we have to deduct the 15 from 70 and the starting point on the right side to type the matter mentioned above will be 55 for all the lines including the date.

Accordingly, Post Box No., Door No. and Street and Station with Pin Code will have to be typed in single line space. Leave two line spaces. Type the date from the same 55th degree and bring the carriage to the 10th Degree undisturbed and type Ref. No.

Then leave two line spaces, bringing back the carriage again to 10th degree. Now, type the name and address of the Receiver in single line spacing. All the lines of the address should commence only from the 10th degree.

After leaving two line spaces, 'Salutation', viz. Dear Sir/s or Madam is typed at the left Margin set at 10th degree.

After leaving two line spaces, the body of the letter is typed in paragraphs in single line spacing, all lines starting at the commencement of left margin, including the paragraph beginning. Normal indentation done for paragraph (5 degrees) is not observed in commercial letters. In between paragraphs, two line spaces are to be left. Paragraphs are not numbered in business letters.

After completing the body of the letter, two line spaces are given and complimentary close viz. 'Yours faithfully' is typed from the left margin. In this 'Y' alone is typed in Upper Case and all other letters are in lower case with a comma at the end.

In the next line, the word 'for' is typed in lower case from the left margin followed by the Company's Name in all Capitals with a comma at the end. Leaving four line spaces for the signatory to sign, the name of the signatory is typed within brackets in all capitals from the left margin. Leaving a line space the Designation of the signatory is typed in lower case with an exception of first letter/s in Capital/s from the same left hand margin with a full stop at the end.

In case there is any mention about Enclosures to letters, leaving 3 line spaces, the word 'Encl.' is typed followed by the details of enclosures on the left hand margin.



MODEL OF GOVERNMENT ORDER

Left Margin 10°

Right Margin 70°

GOVERNMENT OF TAMIL NADU

//  
Abstract

15°  
Mahamaham Festival - Grant of amount for re-laying  
roads - Ordered.

-----  
//  
Finance Department

G.O. Ms. No.222

Dated the 9th January 1992.

//  
Read the following:

20°  
From the Collector, Thanjavur, Letter No.324/  
T.N/92, dated the 23rd December 1991.

ORDER:

//  
With reference to the letter of the Collector, Thanjavur  
enclosing detailed estimate for re-laying roads in Kumbakonam  
on account of ensuing Mahamaham Festival, the Government are  
pleased to sanction a sum of Rs.2 Crores (Rupees Two Crores  
only) for re-laying important and much damaged roads.

//  
2. Necessary additional funds will be provided in the  
Final Supplementary Grants for 1991-92. The Collector and  
the Director of Municipalities are requested to take the  
expenditure into account while finalising their proposal  
for Final Supplementary Grants for 1991-92.

//  
(By order of the Governor)

//  
N. NARAYANAN,  
Secretary to Government.

//  
To  
The Collector, Thanjavur 613 001.

//  
Copy to  
The Director of Municipal Administration, Madras 600 005.

//  
Forwarded/By order

////  
Section Officer.



## GOVERNMENT ORDER

A Government Order is an order issued by the Government under the powers delegated by the Governor.

These orders of the Government are published in Tamil Nadu Government Gazette and are also separately communicated to the Heads of Departments concerned.

First, after inserting the paper, make sure that the Left Marginal Stop is kept at the 10th degree and the Right Marginal stop at the 70th degree.

Thereafter, the Name of the Government should be typed in all capitals, duly centered.

After leaving 2 line spaces, type the expression 'Abstract' duly centered to the first line.

After leaving two line spaces the details (gist of the text) are typed in single line spacing, the first line being started from 15th degree and the remaining lines from the left margin. While typing this matter, between the various topics, hyphen is to be typed with a space on either side.

Then leave a single line space and type hyphenated line from 10th degree to 70th degree.

After leaving two line spaces, type the 'Name of the Department', in small letters, using capital letters wherever necessary, duly centered.

Leave two line spaces and type the Number of the Government order from the left margin (10th degree).

The date of the Order with a full-stop at the end is typed in words against the G.O. Number on the Right side in such a manner that the full-stop ends in 70th degree.

Leave two line spaces again and type 'Read the following' with a colon at the end on the Right side at the same degree where you have started the date.

After leaving two line spaces, type the reference as given from the 20th degree in single line spacing.

Type hyphenated line at the centre consisting of 5 or 6 hyphens below the reference duly centered.

After leaving two line spaces, at the left margin, beginning at the 10th degree, the word 'ORDER' is typed with a colon at the end.

After leaving two line spaces, the body of the Government Order is typed in paragraphs, the first line commencing from 15th degree and the remaining lines from the left margin in single line spacing. Between paragraphs, two line spaces are given. Paragraph numbering is there which will also be started from 15th degree.

After completing the body of the Government Order, two line spaces are left, and the expression 'By order of the Governor' is typed in small letters duly centered, using capital letters wherever necessary.

After leaving two line spaces, the Name of the Officer with a comma at the end is typed in all capitals and centered to the designation of the officer type in capital and small letters on the right side and the full stop after the designation should end at 70th degree.

After leaving two line spaces, the word 'To' should be started from the left margin. In the next line, from the left margin, the address of the Officers and the Departments to whom Government Order is sent should be typed in single line space.

After leaving two line spaces, the expression 'Copy to' is typed from the left margin and the address of the Officers to whom the copy of the Government Order is marked should be typed in single line space one below the other.

In case any line in the address runs to more than a line, the second line is to indented by 2 degrees.

Then leave two line spaces and type the expression 'Forwarded/By order' duly centered.

After leaving four line spaces, the expression 'Section Officer/Superintendent' followed by a full stop is typed on the right side in such a way that the full stop ends at the 70th degree.



MODEL OF OFFICIAL LETTER (Other than from Secretariat)

OFFICIAL LETTER (Other than from Secretariat)

10° Left Margin

Right Margin 70°

OFFICE OF THE CHIEF ENGINEER (IRRIGATION)

10°	//	40°42°
From	I	To
//12°	I	//44°
Thiru. V. Ratnakar, B.E.,	I	The Secretary to
Chief Engineer (Irrigation),	I	Government,
Madras 600 005.	I	Public Works Department,
	I	Fort St. George,
	I	Madras 600 009.

-----  
Letter No.P.4/26307/70-5, dated the 4th August 1970.  
//

Sir,

//

20°

Sub: Irrigation Research - Upgrading of  
Irrigation Research Station, Poondi -  
Proposals - Regarding.

//

Ref: This Department's Letter No.P.3/26307/70-4,  
dated the 10th February 1970.

15°

//

I am to draw attention of Government to my proposals  
contained in the reference cited for upgrading the Irriga-  
tion Research Station, Poondi into an Institute of  
Hydraulics and Hydrology.

//

2. In the context of the Celebration of the Silver  
Jubilee of the Irrigation Research Station, Poondi, my  
proposal assumes special importance.

//

3. Early orders on my above proposals are, therefore,  
solicited.

//

Yours faithfully,

////

Chief Engineer (Irrigation).



## OFFICIAL LETTER

(Other than from Secretariat -- from Government authority or Quasi - Government Office)

This is an Official letter sent by a Government Authority or Quasi-Government Office to another Government Authority or Quasi-Government Office or firm or to an individual.

First, after inserting the paper make sure that the left Marginal Stop is kept at the 10th degree and the Right Marginal Stop at the 70th degree.

Thereafter, the name of the Department or name of the Office should be typed in all capitals. duly centered.

After the Department's name, two line spaces are left. To equally divide, at the 40th degree, produce a vertical line by using the upper case of 9 and 0, striking in the same place by holding the space bar.

The word 'From' is typed at the left margin, i.e., 10th degree and after leaving double line space, type the Sender's address with name (if given, at the 12th degree from the left margin in three or four lines in single line spacing as given).

The word 'To' is typed one degree after the bracket just opposite to 'From'. Two line spaces are left and just opposite to Sender's address, the Receiver's address is typed 3 degrees after the bracket in single line spacing as given.

In case, any line in the address runs to more than a line, the second line is indented by 2 degrees.

After typing both the addresses, a single line space is left and hyphenated line is typed from 10th degree to 70th degree.

Leaving two line spaces, the letter No. and date is typed in one single line, centering the same to the paper.

After leaving two line spaces, the Salutation 'Sir' is typed at the 10th degree.

After leaving two line spaces, the Subject and Reference are typed between 20th degree and 65th degree with 'Sub:' and 'Ref:'. The matter in subject and Reference are typed from 25th degree in all the lines. While typing the subject matter, between the various topics, hyphen is to be typed with a space on either side. The subject matter will give the gist of the letter. The Reference will indicate the earlier correspondence resting with this letter.

After leaving a single line space, type four or five hyphens below the reference duly centered.

After leaving two line spaces, the body of the letter is typed in paragraphs, the first line being started from 15th degree and the remaining lines from the margin in single line spacing. Between paragraphs, two line spaces are given. Paragraph numbering is there, which will also be started from the 15th degree.

After completing the body of the letter, two line spaces are left and complimentary close 'Yours faithfully' with a comma at the end is typed at the right hand side, duly counting the number of degrees as to end at 70th degree.

After leaving four line spaces, the designation of the Officer should be typed duly centered to the 'Complimentary close' in lower case followed by a full-stop with an exception of first letter/s in Capital/s.



MODEL OF OFFICIAL LETTER (From Govt. to other authorities)

OFFICIAL LETTER (From Government to other authorities)

10°-----

GOVERNMENT OF TAMIL NADU

//  
Education Department

//  
Letter No. 37654/F-1/70

From

//

Thiru. K.S. Krishnan, I.A.S.,  
Secretary to Government.

//

To

//

The Joint Secretary,  
Ministry of Education,  
Government of India,  
New Delhi 110 001.

//

Dated, Fort St. George, Madras, the 2nd February 1970.

---

//

Sir,

//

Sub: Education - Fourth Five Year Plan - Schemes  
to be included - Regarding.

//

Ref: Your letter No. 356/IV Plan/70, dated the  
25th January 1970.

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//

With reference to your letter cited, I am to inform you  
that the details of the State Schemes to be included in the  
Fourth Plan are being worked out and the list of finalised  
schemes will be sent to you within a fortnight.

//

2. The delay in sending the list within the time stipu-  
lated is regretted.

//

Yours faithfully,

////

(K.S. KRISHNAN)  
Secretary to Government.



## OFFICIAL LETTER

(From Govt. to other Authorities)

A letter from Secretariat to others is called an Official letter.

First, after inserting the paper, make sure that the Left Marginal Stop is kept at the 10th degree and the Right Marginal Stop at the 70th degree.

The name of the Government should be typed in All Capitals, expanding all abbreviations, following the usual procedure of centering i.e., the Name of the Government (GOVERNMENT OF TAMIL NADU) should be typed at the 28th degree.

Then leave 2 line spaces. Following the usual procedure of centering, the Name of the Department should be centered.

Then leave 2 line spaces. Letter No. should also be centered following the above method.

Leave 2 line spaces. Type the word 'From' at the 10th degree. No punctuation mark should be typed after typing 'From'. Then leave 2 line spaces.

Indenting 5 degrees (i.e., at the 15th degree) type the Name and Designation of the Officer who is sending the letter, in single line spacing.

Please note that after typing Thiru, Full stop should be typed and a space must be left. (Thiru.)

Then leave 2 line spaces. The term 'To' should be typed at the 10th degree (i.e., from left margin). No punctuation mark should be typed after typing 'To'. Then 2 line spaces must be left. The address of the Officer to whom the letter is sent must be typed in single line spacing, line by line, indenting each and every line by 5 degrees. (i.e. from 15th degree).

Then leave 2 line spaces. The Date and Place should be centered following the usual procedure of centering. A single line space should be given after typing Date and Place. Type hyphenated line at the centre consisting of 5 or 6 hyphens at the centre, after typing Date and Place.

Note : Comma should be typed after 'Dated', 'Fort St. George', and 'Madras', and full-stop after the Date.

Leave 2 line spaces. Salutation like simple 'Sir' should be typed at the left margin itself (i.e., at 10th degree).

Leave 2 line spaces. The word 'Sub' should always commence from the 20th degree.

The continuation line if any should be indented 5 degrees from 'Sub:' i.e., at the 25th degree.

The dash occurring in 'Sub:' should be typed with a space on either side.

Leave 2 line spaces. The word 'Ref:' should commence from the 20th degree and the continuation line if any should be indented by 5 degrees from 'Ref:' (i.e., at 25th degree).

Leave one line space and type hyphenated line at the centre consisting of 5 or 6 hyphens.

Leave two lines spaces and start the body of the letter. The body of the letter should always be typed in single line spacing. Double line spacing must be given in between paragraphs.

The paragraphs must be numbered from 2nd paragraph onwards.

Again leave 2 line spaces to type the complimentary close, viz., 'Yours faithfully' on the right side. In this 'Y' alone is typed in upper case and all other letters are in lower case, with a comma at the end.

Leave 4 line spaces to type the name of the Officer signing the letter in Capital letters within brackets.

Leaving one line space, the Designation of the Officer should be typed in lower case with capital letters wherever necessary with full stop at the end.

To explain it further, count the letters in the Designation and deduct it from the right margin i.e., from 70th degree. Then 'Yours faithfully' and 'Name of Officer' should be centered to the lengthier line.



MODEL OF DEMI - OFFICIAL LETTER

DEMI-OFFICIAL LETTER

10° Left Margin

Right Margin 70°

GOVERNMENT OF TAMIL NADU

V. GOPALAN, I.A.S.,  
Resident Commissioner.

Tamil Nadu House,  
New Delhi 110 021.

D.O. Lr. No.34/RC/90

Dated the 3rd September 1990.

Dear Thiru. Rajendran,

Sub: Pending issues with Government of India -  
List with briefs - Called for.

Ref: G.O. Ms. No.234, Public, dated the 20th  
August 1990.

15°

In the Government Order cited, I have been posted as  
the Resident Commissioner, Government of Tamil Nadu, New  
Delhi and I have taken charge on 1st September 1990.

One of the responsibilities of the Resident Commissioner  
is to act as a link between Government of India and the  
State Government. I would, therefore, request you to kindly  
send a list of items of your Department with briefs of the  
issues pending with Government of India enabling me to  
pursue them with the Departments concerned.

Further, there would be occasions where you may not be  
able to attend the meetings with Government of India Officials  
or other related Departments and in case you would so desire,  
it may not be difficult for me to attend such meetings  
personally. In such cases, the clear lines on which you  
would like the matter to be put forth may be clearly indicated.

I would be grateful for an expeditious response in the  
matter.

Yours sincerely,

(V. GOPALAN)

To  
Thiru. M.M. Rajendran, I.A.S.,  
Chief Secretary to Government of  
Tamil Nadu,  
Fort St. George,  
Madras 600 009.



## DEMI - OFFICIAL LETTER

A letter written by a Government or Quasi-Government Officer to another Officer by name for personal attention is called Demi-Official letter.

First, after inserting the paper, make sure that the Left Marginal Stop is kept at the 10th degree and the Right Marginal Stop at the 70th degree.

The name of the Government should be typed in All Capitals, expanding all abbreviations following the usual procedure of centering i.e., the Name of the Government (GOVERNMENT OF TAMIL NADU) should be typed at the 28th degree.

Then leave 2 line spaces. Following the usual procedure of centering, the name of the Department should be centered.

Then leave 2 line spaces. Type the Name of the officer (all caps) who is writing the letter, with qualification, from the left side margin (i.e., 10th degree). Leave single line space. The designation of the Officer (lower case with capitals wherever necessary) must be typed at the left side margin.

Again take the 2nd line from the Department i.e., the same line in which the Name of the officer was typed, with an exception of moving the carriage to the right side. On the right side, the place and date must be typed. Before deciding the degree at which the matter is to be started for typing, we should count the lengthier line among the address and date. If the lengthier line occupies 15 degrees, we have to deduct the 15 from 70 and the starting point on the right side to type the particulars mentioned above will be 55 for all lines including the date.

Accordingly, Place and Station with Pin Code will have to be typed. Leave two line spaces. Type 'Dated the' from the same 55th degree and bring the carriage to the 10th degree undisturbed and type the D.O. Letter No.

Leave 2 line spaces and type the Salutation:

Note : In D.O. Letter alone, the Salutation will be only by name 'Dear Thiru.'

Leave 2 line spaces. The word 'Sub:' should always commence from the 20th degree.

The continuation line if any should be indented 5 degrees from 'Sub:' i.e., at the 25th degree.

The dash occurring in 'Sub:' should be typed with a space on either side.

Leave 2 line spaces. The word 'Ref:' should commence from the 20th degree and the continuation line if any should be indented by 5 degrees from 'Ref:' (i.e., at the 25th degree).

Leave one line space and type hyphenated line at the centre consisting of 5 or 6 hyphens.

Leave 2 line spaces and start the body of the letter. The body of the letter should always be typed in single line spacing. Double line spacing must be given in between paragraphs.

Again leave 2 line spaces to type the complimentary close, 'Yours sincerely'.

Leave 4 line spaces to type the Name of the Officer signing the letter in Capital letters within brackets.

To explain it further, count the letters of the lengthier line and deduct it from the right margin i.e., from 70th degree. The Smaller line should be centered to the lengthier line. Leave two line spaces, and type the word 'To' on the left side at the 10th degree.

Leave one line space and type the Name of the officer, with qualification, along with Designation and address of the Officer to whom the letter is written, from the left side margin (i.e., from 10th degree) line by line.

Note : After typing 'Thiru' full-stop should be typed and a letter must be given. (Thiru.)



MODEL OF OFFICIAL PROCEEDINGS

10° Left Margin

Right Margin 70°

PROCEEDINGS OF THE COLLECTOR OF KANNIYAKUMARI,  
NAGERCOIL.

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//

PRESENT: THIRU. K. RAMASWAMY, I.A.S.,  
Collector.

//

K. Dis.1005/77

Dated the 14th February 1977.

//

Sub: Committees - Committee on Government  
Assurances of Legislative Assembly -  
Meeting held at Kanniyakumari from  
6th to 8th August 1976 - Transport  
charges - Expenditure sanctioned.

//

Ref: (1) G.O. Ms. No.39, Legislative Assembly,  
dated the 3rd August 1976.

//

(2) Letter No.B3/834/76, dated the 21st  
September 1946 from the Tahsildar,  
Agasteeswaram.

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//

In pursuance of the orders in G.O. Ms. No.39, Legislative  
Assembly, dated the 3rd August 1976, sanction is accorded for  
incurring an expenditure not exceeding Rs.1,500/- (Rupees one  
thousand and five hundred only), being the charges for fuel  
supplied by Messrs. Indo American Products Caltex Distribution  
Company, Nagercoil, to Jeep No.2502 and MSL 347 allotted in  
connection with the meeting of Committee on Government  
Assurances of the Tamil Nadu Legislative Assembly held at  
Kanniyakumari from 6th to 8th August 1976.

//

2. The Tahsildar, Agasteeswaram is authorised to  
settle the bills, duly certifying that the said sum has  
not been settled previously.

////

Collector.

//

To  
The Tahsildar, Agasteeswaram 629 701.

//

Copy to  
The Sub-Treasury Officer,  
Agasteeswaram 629 701.  
The Secretary to Government,  
Legislative Assembly Department,  
Madras 600 009.



## OFFICIAL PROCEEDINGS

An Official Proceedings is a communication issued by a Government authority making appointments and transfers, granting of leave, increments etc., to subordinates, conferring of benefits on a member of the public like the grant of scholarship to a student, order of refund of court fees paid by a litigant. etc.

First, after inserting the paper, make sure that the Left Marginal Stop is kept at the 10th degree and the Right Marginal Stop at the 70th degree.

The words, 'PROCEEDINGS', and Official designation should be centered following the usual procedure of centering.

Then, leave one line space. The name of the place (all caps) should be centered.

Then, leave one line space and type hyphenated line at the centre consisting of 5 or 6 hyphens.

Leave 2 line spaces. Type the words 'Present along with Officer's name and qualification in capital letters, with a space given after typing THIRU. The usual procedure of centering may be adopted.

The first letter of the Designation should be started from the letter 'T' of THIRU. of previous line. (In other words, the first letter of the Designation should be commenced, leaving one space after the colon of the previous line.)

Leave 2 line spaces and type at the 10th degree Rc. No. (Proceedings No.) and without altering the position of the carriage bring it to the right for typing ('Dated the' - deducting the total number of letter from the right side margin from 70th degree).

Leave 2 line spaces. The word 'Sub:' should always commence from the 20th degree.

The continuation line if any should be indented 5 degrees from 'Sub:' i.e., at the 25th degree).

The dash occurring in 'Sub:' should be typed with a space on either side.

Leave 2 line spaces. The word 'Ref:' should commence from the 20th degree and the continuation line if any should be indented by 5 degrees from 'Ref:' (i.e., at the 25th degree).

Leave one line space and type hyphenated line at the centre consisting of 5 or 6 hyphens.

Leave 2 line spaces and start the body of the Proceedings. The body of the Proceedings should always be typed in single line spacing. Double line spacing must be given in between paragraphs.

The paragraphs must be numbered from 2nd paragraph onwards.

Leave 4 line spaces, to type the Officer's designation with the prefix 'for' if given, deducting it from the right margin. (i.e., 70th degree) in lower case, with capital letters wherever necessary, with a full stop at the end.

Leave 2 lines and type the word 'To' at the left side margin (10th degree). Leave one line space and type the various address entries from the left margin. Subsequent lines must be indented by 2 letter spaces. Leave 2 line spaces and type 'Copy to' from left margin (10th degree). The address should be typed from the left margin. Subsequent lines should be indented by 2 letter spaces.

**TECHNICAL TEACHERS' CERTIFICATE COURSE  
IN TYPEWRITING**

CASE STUDY

**DEPARTMENT OF TECHNICAL EDUCATION  
CHENNAI 600 025**



## **CASE STUDY No. I**

The Chief Superintendent found in the Examinations Centre a Private Candidate appeared through the recognized Institute. The matter was reported to the Department. The Department demanded as explanation from the Institute why the recognition cannot be withdrawn. The Institution replied that the candidate had come for practice after the remittance of Examination Fees. He was not aware of the fact that he is going to appear for the Examination till the last minute. Only after receiving the Hall Ticket, he informed the Institute and requested to provide a machine. The Institute contended that more providing a typewriter should not be construed as having presented the candidate through the Institute. During the practice, he had attended one or two tests without telling that he is going to appear for examination. Of course, he has also paid some amount for Machine hire and for stationery for test attended.

### **INSTITUTE:**

1. How can a private candidate asking for a machine can be refused.
2. When his name is not on the rolls he should not be considered as a candidate of the Institute.
3. Collection money for the machine given in the Examination Centre and charges paid for his practice should be ignored.
4. Anybody can given a machine for hire during the Examination.

### **DEPARTMENT:**

1. The Institute is not expected to entertain anybody other than the candidate on the rolls for practice.
2. Receipt must be issued for all the money collected and such payments can be received only from their candidates.
3. Whether he is a private candidate or a candidate of a Institute not recognized must be looked into.
4. Any Institute becoming a party to such unhealthy practice cannot be excused in the interest of Public and other good Institutes.
5. When the Institutes are seeking protection from the Department against mushroom growth they must conduct themselves in a responsible manner.
6. Institutes should not be supported this cause if they really mean what they are making the Department on the control of mushroom growth.
7. The collection of machine hire and charges for stationery and fees for the practice confirms the mal practice.

### **PUBLIC:**

1. The Department is enforcing certain rules for the proper conduct of the Institutes to ensure good standard of commerce education in the interest of public.
2. The public should raise to the occasion when any Institute spoils the atmosphere.
3. By discouraging this mal practice, public will help the Department to maintain the standards. That will only help the public.

## **CASE STUDY No. II**

A Institute has presented 7 candidates for the Government Technical Examination. The Institute was informed by the Department that its applications were rejected on the grounds that it is below the minimum required figure of 10 applications. The Institute wrote back stating that the Institute was not informed earlier. The Institute is not aware of the rules. The Institute also contended that this rule was not implemented in previous examinations. The Department that all Institutes are expected to know the rules for recognition which is sent alongwith the order of recognition. Further, it is for the Department to decide as to how and when the rule must be enforced. Any concession given on certain specific reason for the period need not be extended for ever.

## **INSTITUTE:**

1. How can an order cancelling all applications be issued?
2. Why not the Department issue a letter in advance?
3. Why the rule was not enforced earlier?
4. How can 10 candidates be presented when the strength is too low?
5. What will be the fate of the candidates?
6. What is the purpose of this restriction?
7. What is the advantage?

## **DEPARTMENT:**

1. When 5 Machines are prescribed as a minimum how is that even 10 candidates are not presented.
2. Whether enough care is taken to coach candidates properly.
3. It is due to lack of demand.
4. If so, where is the need for a new Institute?
5. Whether the standard of education is likely to be diluted.
6. Is there is any need for a separate communication when the rule is clear.
7. If the Institute is not aware of the rule, that cannot be an excuse and further it confirms that the Institutes has not cared even to go through the rules.

## **PUBLIC:**

1. The Institute which does not have enough strength cannot function in a healthy manner.
2. The staff may not be able to spend enough time as they may have to otherwise spend their time for earning.
3. May lead to mush groom growth and the performance will be poor.
4. We are sending our children only on the belief that Government recognized Institutes will function properly.
5. Some may say their children got affected because of sudden cancellation. But large people may feel that this will avoid many parents in future from becoming the victims.
6. This must have been done by the Department in the larger interest of the public and students.

## **CASE STUDY No. III**

Thiru. Gopal, aged about 40, working as a Commercial Instructor in Higher Secondary School at Musiri, has been operate full-fledged Typewriting Institute in the Bazaar area holding annual approval. He has been declared as a full-time Instructor in the Institute and the declared working hours being from 7.00 a.m. to 8.00 p.m. with an interval between 12.00 noon to 1.00 p.m. The said Institute was established three years ago, and is reportedly operating in a satisfactory way. Each year, Thiru. Gopal has been successful in sponsoring candidates for each of the semi-annual sessions of the Government Technical Examinations from the local population as also be used to caution and compel all the Higher Secondary Commerce Section boys to attend his Institute, otherwise, he would see a way of how they would be made eligible to appear and pass in the plus 2 (+2) Examinations.

Recently, the Regional Officer from the Directorate of Technical Education visited the Institute on a surprise basis at which time the Proprietor and / or any other Instructor was not available at the Institute. On hearing that an Officer from Directorate of Technical Education has come one of his relatives went to the School and got Thiru. Gopal in. The Regional Officer noted the following discrepancies during the course of his inspection.

- a. The Admission Register was not made up-to-date and several blank numbers (Space) left in between the two names.
- b. The Attendance Register for students was not marked regularly during 2 years and 3 months.
- c. The Attendance Register for Instructors was found to be signed at random.
- d. Lot of discrepancies in the entries of Register Book and Cash Book.
- e. Fee Receipts made (not signed) still
- f. 2 Godrej Prima Machines purchased 2 months before as a replacement of 2 old Remingtons 20 was not shown in the Inventory Register and also the same was not advised to Director of Technical Education.
- g. The full time T.T.C. Instructor was not found in the Institute. He is working in the Higher Secondary School against rules.

Hence, the Regional Officer has asked the Proprietor of the Institute to show cause as to why the approval of the Institute cannot be cancelled. Discuss the same.

#### **CASE STUDY No.IV**

Thiru. A. Dilip Kumar, a T.T.C. holder was able to get a loan of Rs.25,000/- from State Bank of India, Vadapalani Branch under Government of India's Loan-Mela Programme. Thereby with the funds from the SBI Loan, he started a Commercial Institute entitled ANDAVAR TYPEWRITING INSTITUTE and get himself included in the APPROVED INSTITUTE List for Subject Code Nos.1, 2, 3, 21 & 22. He also appointed Thiru. P. Venugopal as a part-time Instructor for the conduct of the Institute. He is not a T.T.C. holder. In the meantime, Thiru. A. Dilip Kumar got a job and left the Institute. In the case of Thiru. Venugopal during the course of Annual Inspection of the Institute by the Deputy Inspector of Schools, the following defects were noticed and recommended to the Department for the cancellation of the approval.

- a. The Institute is working without a qualified full-time T.T.C. for the last 9 months.
- b. The building lay-out not exhibited.
- c. The Registers were found to be locked in a cupboard and were not available for Inspection.
- d. Two of the Typewriters also given to outsiders on rental basis.
- e. One of the students was said to be in charge of the Institute at the time of the Inspection.
- f. The approval order of the Institute was not exhibited.

Discussing case in detail the approval position viz-viz-viz. Self-employed loan given by the Government and the corrective steps to be taken by the Proprietor, Dilip Kumar in the proper discharge of his obligations.