

University of Mumbai

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Academic Authorities,
Meetings & Services (AAMS)
Room No. 128, M. G. Road, Fort,
Mumbai - 400 032.
Tel. 022-68320033

Re- accredited with A ++ Grade (CGPA 3.65) by NAAC
Category- I University Status awarded by UGC

No. AAMS_UGS/ICD/2024-25/ 463

Date : 24th March, 2025.

To,
The Director,
Garware Institute of Career Education
and Development,
Vidyanagari
Santacruz (East)
Mumbai - 400 098.

**Sub : Post Graduate Diploma in Customs Clearance &
Freight Forwarding (One year) (Sem - I & II).**

Sir,

With reference to the subject noted above, this is to inform you that the recommendations made by the **Advisory Committee & Board of Management** of Garware Institute of Career Education & Development at its Meeting held on **4th September, 2023** & resolution passed by the **Board of Deans** at its meeting held on **9th August, 2023** vide Item No. 9.2 have been accepted by the **Academic Council** at its meeting held on **1st November, 2023** vide Item no. 9.3 (B) 7 (N) and subsequently approved by the **Management Council** at its meeting held on **14th August, 2024** vide Item No. 6 that in accordance therewith, in exercise of the powers conferred upon the Management Council under Section 74(4) of the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017) the following program with Ordinance for Title of the Program, Eligibility and Regulation numbers for Duration of Program, Intake Capacity, Scheme of Examinations, Standard of Passing and Credit Structure along with syllabus of **Post Graduate Diploma in Customs Clearance, Freight Forwarding (Sem I & II)** (Appendix - 'A') have been introduced and the same have been brought into force with effect from the academic year **2023-24**.

The New Ordinances & Regulations as per NEP 2020 is as follows :-

Sr. No	Name of the Programme	Ordinance no. for Title	Ordinance no for Eligibility	Duration
A	P.G Diploma in Customs Clearance, Freight Forwarding	O.GPA - 43 A	O.GPA - 44 A	One year

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Date : 24th March, 2025.

: 2 :

Regulation Nos	
Duration	R. GPA – 101
Intake Capacity	R. GPA – 102
Scheme of examination	R. GPA – 103
Standard of Passing	R. GPA – 104
Credit Structure	R. GPA – 105 A
	R. GPA – 105 B

(Dr. Prasad Karande)
REGISTRAR

A.C/9.3(B) 7 (N) /01/11/2023
M.C/6/14/8/2024

Copy forwarded with Compliments for information to:-

- 1) The Chairman, Board of Deans
- 2) The Dean, Faculty of Interdisciplinary Studies,
- 3) The Director, Board of Examinations and Evaluation,
- 4) The Director, Board of Students Development,
- 5) The Director, Department of Information & Communication Technology,
- 6) The Co-ordinator, MKCL.

Copy forwarded for information and necessary action to :-	
1	The Deputy Registrar, (Admissions, Enrolment, Eligibility and Migration Dept)(AEM), dr@eligi.mu.ac.in
2	The Deputy Registrar, Result unit, Vidyanagari drresults@exam.mu.ac.in
3	The Deputy Registrar, Marks and Certificate Unit,. Vidyanagari dr.verification@mu.ac.in
4	The Deputy Registrar, Appointment Unit, Vidyanagari dr.appointment@exam.mu.ac.in
5	The Deputy Registrar, CAP Unit, Vidyanagari cap.exam@mu.ac.in
6	The Deputy Registrar, College Affiliations & Development Department (CAD), deputyregistrar.uni@gmail.com
7	The Deputy Registrar, PRO, Fort, (Publication Section), Pro@mu.ac.in
8	The Deputy Registrar, Executive Authorities Section (EA) eau120@fort.mu.ac.in He is requested to treat this as action taken report on the concerned resolution adopted by the Academic Council referred to the above circular.
9	The Deputy Registrar, Research Administration & Promotion Cell (RAPC), rapc@mu.ac.in
10	The Deputy Registrar, Academic Appointments & Quality Assurance (AAQA) dy.registrar.tau.fort.mu.ac.in ar.tau@fort.mu.ac.in
11	The Deputy Registrar, College Teachers Approval Unit (CTA), concolsection@gmail.com
12	The Deputy Registrars, Finance & Accounts Section, fort draccounts@fort.mu.ac.in
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14	The Assistant Registrar, Administrative Sub-Campus Thane, thanesubcampus@mu.ac.in
15	The Assistant Registrar, School of Engg. & Applied Sciences, Kalyan, ar.seask@mu.ac.in
16	The Assistant Registrar, Ratnagiri Sub-centre, Ratnagiri, ratnagirisubcentar@gmail.com
17	The Director, Centre for Distance and Online Education (CDOE), Vidyanagari, director@idol.mu.ac.in
18	Director, Innovation, Incubation and Linkages, Dr. Sachin Laddha pinkumanno@gmail.com
19	Director, Department of Lifelong Learning and Extension (DLLE), dlleuniversityofmumbai@gmail.com

Copy for information :-	
1	P.A to Hon'ble Vice-Chancellor, vice-chancellor@mu.ac.in
2	P.A to Pro-Vice-Chancellor pvc@fort.mu.ac.in
3	P.A to Registrar, registrar@fort.mu.ac.in
4	P.A to all Deans of all Faculties
5	P.A to Finance & Account Officers, (F & A.O), camu@accounts.mu.ac.in

To,

1	The Chairman, Board of Deans pvc@fort.mu.ac.in
2	<p>Faculty of Humanities,</p> <p>Dean</p> <p>1. Prof.Anil Singh Dranilsingh129@gmail.com</p> <p>Associate Dean</p> <p>2. Dr.Suchitra Naik Naiksuchitra27@gmail.com</p> <p>3.Prof.Manisha Karne mkarne@economics.mu.ac.in</p> <p>Faculty of Commerce & Management,</p> <p>Dean</p> <p>1. Dr.Kavita Laghate kavitalaghate@jbims.mu.ac.in</p> <p>Associate Dean</p> <p>2. Dr.Ravikant Balkrishna Sangurde Ravikant.s.@somaiya.edu</p> <p>3. Prin.Kishori Bhagat kishoribhagat@rediffmail.com</p>

	Faculty of Science & Technology Dean 1. Prof. Shivram Garje ssgarje@chem.mu.ac.in Associate Dean 2. Dr. Madhav R. Rajwade Madhavr64@gmail.com 3. Prin. Deven Shah sir.deven@gmail.com
	Faculty of Inter-Disciplinary Studies, Dean 1. Dr. Anil K. Singh aksingh@trcl.org.in Associate Dean 2. Prin. Chadrashekhhar Ashok Chakradeo cachakradeo@gmail.com
3	Chairman, Board of Studies,
4	The Director, Board of Examinations and Evaluation, dboee@exam.mu.ac.in
5	The Director, Board of Students Development, dsd@mu.ac.in DSW directr@dsw.mu.ac.in
6	The Director, Department of Information & Communication Technology, director.dict@mu.ac.in

As Per NEP 2020

University of Mumbai



Syllabus for Post Graduate Diploma in Customs Clearance & Freight Forwarding

(Garware Institute of Career Education and Development)

Semester - Sem I & II

Ref: GR dated 16th May,2023 for Credit Structure of PG

(with effect from the academic year 2023-24)

University of Mumbai



(As per NEP 2020)

Sr. No.	Heading	Particulars
1	O: <u>GPA- 43A</u> Title of the Course	Post Graduate Diploma in Customs Clearance, Freight Forwarding
2	O: <u>GPA- 44A</u> Eligibility	Graduate in any faculty. Lateral Entry: Candidates who have passed Under Graduate Diploma in Customs Clearance & Freight Forwarding from GICED & Graduate in any faculty are eligible to seek admission in semester II of Post Graduate Diploma in Custom Clearance & Freight Forwarding (PGDCCFF) by undergoing the regular selection process for admission. OR Passed Equivalent Academic Level 5.5
3	Duration of Program R: <u>GPA- 101</u>	1 Year
4	R: <u>GPA- 102</u> Intake Capacity	60
5	R: <u>GPA- 103</u> Scheme of Examination	50 Internal – Continuous 50 External- Sem & Exam
6	Standards of Passing R: <u>GPA- 104</u>	50% in each component
7	Credit Structure R: <u>GPA- 105A</u> R: <u>GPA- 105B</u>	Attached herewith
8	No. of Years / Semesters :	1 Year / 2 Semesters
9	Program Level	PG 6.0
10	Pattern	Semester
11	Status	New
12	To be implemented from Academic Year.	From Academic Year 2023-24

Keyurkumar

Dr. Keyurkumar M. Nayak,
Director,
UM-GICED

Prof.(Dr.) Anil Kumar Singh
Dean,
Faculty of Interdisciplinary Studies

Preamble

1) Introduction

The Masters in Customs Clearance & Freight Forwarding Program is a rigorous program that provides students with the knowledge and skills they need to work in the field of customs clearance and freight forwarding. The program covers a wide range of topics, including:

- The international trade environment
- Customs regulations and procedures
- Freight forwarding processes
- Documentation
- Transportation
- Warehousing
- Risk management
- Research methodology
- Project management
- Ethics

In addition to the coursework, students will also be required to complete a research project and submit a project report. The project report will be a demonstration of the student's research skills and ability to apply their knowledge to real-world problems.

The program is designed to prepare students for advanced positions in the customs clearance and freight forwarding industry. Students will also be able to pursue careers in academia, research, or consulting.

The program is taught by experienced professionals in the customs clearance and freight forwarding industry. Students will have the opportunity to learn from industry experts and gain practical experience through internships and field projects.

The Masters in Customs Clearance & Freight Forwarding Program is a valuable credential for anyone who wants to work in the field of customs clearance and freight forwarding. The program will provide students with the knowledge and skills they need to succeed in this growing industry.

In today's interconnected global economy, efficient and compliant customs processes are crucial for the smooth movement of goods across borders. The Masters in Customs Clearance & Freight Forwarding Program prepares students to meet the challenges and demands of this industry by providing them with the knowledge and skills they need to effectively manage the customs clearance process.

The program also emphasizes the importance of ethics in the field of customs clearance. Students will learn about the ethical principles that apply to customs clearance and how to make ethical decisions in the workplace.

2) Research Methodology

The Masters in Customs Clearance & Freight Forwarding Program also emphasizes the importance of research methodology. Students will learn how to conduct research, analyze data, and write research papers. This will enable them to contribute to the body of knowledge in the field of customs clearance and freight forwarding.

3) Project Report

As part of the program, students will be required to complete a research project and submit a project report. The project report will be a demonstration of the student's research skills and ability to apply their knowledge to real-world problems.

The Masters in Customs Clearance & Freight Forwarding Program is a valuable investment for students who want to pursue a career in this exciting field. The program will provide students with the knowledge and skills they need to succeed in this growing industry.

Program offers comprehensive education and training to students aspiring to excel in the dynamic field of customs clearance. In today's interconnected global economy, efficient & compliant customs processes are crucial for the smooth movement of goods across borders, and this program prepares students to meet the challenges and demands of this industry.

4) Program Objectives:

- Develop a strong understanding of the principles and practices of customs clearance, covering key areas such as customs regulations, tariff compliance, and global customs scenarios.
- Acquire specialized knowledge and skills in managing various aspects of customs clearance, including documentation, classification, valuation, and customs procedures.
- Navigate and comply with complex customs regulations and trade agreements, ensuring efficient and legally compliant customs clearance processes.
- Familiarize students with the operations and management of customs agencies, including customs valuation, risk assessment, and customs audit procedures.
- Utilize digital solutions and IT tools effectively to enhance operational efficiency, automate processes, and ensure accurate customs documentation.
- Develop a solid foundation in financial management and corporate finance principles, enabling students to make informed decisions related to customs duties, taxes, and financial aspects of customs clearance.
- Foster entrepreneurial skills and instill an understanding of corporate social responsibility, encouraging students to embrace innovation, sustainability, and ethical business practices in the customs clearance industry.
- Enhance research methodologies and analytical skills, enabling students to conduct in-depth analysis, interpret data, and generate insights relevant to customs clearance and freight forwarding.
- Ensure understanding and compliance with allied and regulatory compliances applicable to the customs clearance industry, including export control, trade agreements, and customs audit requirements.
- Provide students with the opportunity to select and apply open elective courses based on their interests and career goals, enabling specialization in areas such as supply chain management, logistics optimization, or international trade law.
- Develop effective communication skills, both oral and written, to interact professionally with clients, colleagues, customs officials, and stakeholders involved in the customs clearance process.

- Foster critical thinking, problem-solving, and analytical skills necessary to address complex customs clearance challenges and make informed decisions in time-sensitive situations.
- Cultivate a commitment to continuous learning and professional development, encouraging students to stay updated on industry trends, technological advancements, and emerging practices in customs clearance and freight forwarding.

By achieving these program objectives, graduates will possess the necessary knowledge, skills, and competencies to excel in various roles within the customs clearance industry, contributing to efficient international trade and supply chain management.

Learning Outcomes for the Masters in Customs Clearance & Freight Forwarding program:

- **Comprehensive Understanding:** Demonstrate a comprehensive understanding of the principles, concepts, and best practices in customs clearance, including customs regulations, trade compliance, and documentation requirements
- **Compliance and Efficiency:** Apply knowledge of customs regulations and industry standards to ensure compliance and facilitate efficient customs clearance processes for import and export operations
- **Tariff Classification and Notifications:** Analyze different tariff classifications and notifications to accurately determine the correct tariff code for imported goods, ensuring adherence to tariff regulations and avoiding potential penalties
- **FTA and Case Law Application:** Identify and apply relevant Free Trade Agreements (FTAs) and case laws to ensure compliance with customs regulations and leverage trade benefits available under these agreements
- **Supply Chain Optimization:** Develop strategies for efficient warehousing, inventory management, and distribution to optimize supply chain operations, considering factors such as lead times, transportation modes, and inventory costs
- **Risk Management:** Assess and manage risks associated with customs clearance, implementing appropriate mitigation measures to minimize potential delays, penalties, and operational disruptions
- **Data Analysis and Decision-Making:** Utilize data analysis techniques and tools to interpret complex information, identify trends, and make informed decisions related to customs clearance and supply chain management
- **Problem-Solving and Critical Thinking:** Employ problem-solving and critical thinking skills to address challenges encountered in the customs clearance process, such as customs valuation discrepancies, regulatory changes, or trade compliance issues
- **Effective Communication:** Communicate effectively with clients, colleagues, customs officials, and stakeholders involved in the customs clearance process, using appropriate professional communication channels and techniques
- **Collaborative Approach:** Collaborate in teams to develop and implement solutions for real-world customs clearance scenarios, leveraging diverse perspectives and expertise to achieve optimal outcomes

- **Technology Utilization:** Demonstrate proficiency in utilizing relevant technology and software applications commonly used in the industry to enhance operational efficiency, accuracy, and compliance in customs clearance processes
- **Practical Experience:** Acquire practical experience through internships or work placements, applying theoretical knowledge in a real-world setting, and gaining industry insights and skills
- **Continuous Professional Development:** Stay updated on the latest trends, innovations, and emerging practices in customs clearance through continuous professional development, actively seeking opportunities for learning and growth.

By achieving these learning outcomes, graduates of the Masters in Customs Clearance & Freight Forwarding program will be equipped with the necessary knowledge, skills, and competencies to excel in customs clearance roles, contribute to efficient international trade operations, and make informed decisions to optimize supply chain management

Any other Point: • Since this will be new program we will get the program to be recognized by the India Customs under Ministry of Finance & Revenue against the Customs Brokers Licensing Regulations (CBLR) 2018 wherein student who has completed successfully this Master is eligible to appear for the Customs Brokers examination and commence as professional entrepreneur in the business of customs clearance of international goods. This Masters is equivalent a professional degree such as Masters or equivalent degree in Accounting, Finance or Management, CA/CS/MBA/LLM/ACMA/FCMA & reviewed periodically by MoS Finance & Revenue.

5) Credit Structure of the programme

R: _____ A

FIRST YEAR PGDCCFF							
Level	Sem	Major		RM	OJT/FP	RP	Cum . Cr./ Sem.
		Mandatory	Electives				
Level 6.0	1	Freight Management (T) (4 Credits) Fleet Management (T) (4 Credits) Courier Express and Parcel Services (T) (2 Credits) Indirect Taxes and Compliances (T) (4 Credits)	Business Communication(T) (4 Credits) OR Business Entrepreneurship and CSR (4 Credits) OR IT Skills (T) (4 Credits)	RESEARCH METHODOLOGY (4 Credits)			
	Credits	14	4	4	0	0	22
	2	Financial Management and Corporate Finance (T) (2 Credits) International Business (T) (4 credits) MOOWR Section 65 of C.A. 1962/SEZ/FTWZ/Inland Container Depots (ICDs), Ports, and Container Freight Stations (CFSs) in Indian Logistics (T) (4 Credits) Allied and Regulatory Compliances (4credits)	Business Communication(T) (4 Credits) OR Business Entrepreneurship and CSR (4 Credits) OR IT Skills (T) (4 Credits)		Project Research and VIVA or Practical, Apprenticeship, Internship (P) (4 Credits)		
	Credits	14	4	0	4	0	22
	Cum. Cr. For PG Diploma	28	8	4	4		44

Keyurkumar

Dr. Keyurkumar M. Nayak,
Director,
UM-GICED



Prof.(Dr.) Anil Kumar Singh
Dean,
Faculty of Interdisciplinary Studies

1 st YEAR	Subject Code	Core Subject	Assessment Pattern			Teaching Hours			
		Paper	Internal Marks	External Marks	Total Marks (CA) 100	Theory Hours	Practical Hours	Total Hours	Total Credits
Major Mandatory									
SEM I	PGDCCFFS1 MJP1	Freight Management	50	50	100	60	--	60	4
	PGDCCFFS1 MJP2	Fleet Management	50	50	100	60	--	60	4
	PGDCCFFS1 MJP3	Courier Express and Parcel Services	25	25	50	30	--	30	2
	PGDCCFFS1 MJP4	Indirect Taxes and Compliances	50	50	100	60	--	60	4
	Major Electives								
	PGDCCFFS1 MJP5A	Business Communication	50	50	100	60	--	60	4
	PGDCCFFS1 MJP5B	Business Entrepreneurship & CSR							
	PGDCCFFS1 MJP5C	IT Skills							
		RM							
	PGDCCFFS1 P6	Research Methodology	50	50	100	60	--	60	4
		Total	275	275	550	330	--	330	22

1 st YEAR	Subject Code	Paper	Internal Marks	Extern al Marks	Total Marks (CA) 100	Theor y Hours	Practi cal Hours	Total Hours	Total Credits
		Major Mandatory							
SEM II	PGDCCFFS2 MJP7	Financial Management and Corporate Finance	25	25	50	30	--	30	2
	PGDCCFFS2 MJP8	International Business	50	50	100	60	--	60	4
	PGDCCFFS2 MJP9	MOOWR Section 65 of C.A. 1962/SEZ/FTWZ/I nland Container Depots (ICDs), Ports, and Container Freight Stations (CFSs) in Indian Logistics	50	50	100	60	--	60	4
	PGDCCFFS2 MJP10	Allied & Regulatory Compliances	50	50	100	60	--	60	4
		Major Electives							
	PGDCCFFS2 MJP11A	Business Communication	50	50	100	60	--	60	4
	PGDCCFFS2 MJP11B	Business Entrepreneurship & CSR							
	PGDCCFFS2 MJP11C	IT Skills							
		OJT/FP							
	PGDCCFFS2 P12	Project Research and VIVA or Practical, Apprenticeship, Internship	50	50	100	60	--	60	4
		Total	275	275	550	330	--	330	22

Sem.- I

PGDCCFF – SEMESTER I

Paper Title: Freight Management

PGDCCFFS1P1

Teaching Hours = 60 (4 Credits)

Paper Description: This paper provides in-depth knowledge and practical skills in the field of Freight Management, addressing the key aspects of logistics and supply chain management in the context of international trade. It covers various aspects of planning, organizing, and controlling the movement of goods and products from point of origin to the destination, ensuring efficient and cost-effective transportation

Objectives: Upon completing this paper, students should be able to:

1. Understand the fundamental principles of Freight Management and its significance in international trade.
2. Comprehend the various modes of transportation and their applications in logistics.
3. Proficiently manage freight documentation, including bills of lading, invoices, and customs forms.
4. Acquire skills in freight forwarding, including operations, customer service, and legal obligations.
5. Analyze and optimize supply chain processes to enhance efficiency and reduce costs.
6. Interpret international trade regulations, Incoterms, and customs compliance requirements.
7. Identify, assess, and mitigate risks in the freight management process.
8. Recognize emerging trends and technological advancements in the field of logistics and supply chain management.

Learning Outcomes: By the end of the course, students will be able to:

1. Effectively plan and manage the transportation of goods in various international trade scenarios.
2. Demonstrate proficiency in handling freight documentation and customs clearance procedures.
3. Apply freight management principles to real-world logistics challenges.
4. Make informed decisions regarding the selection of transportation modes and routes.
5. Evaluate and optimize supply chain processes for cost savings and improved performance.
6. Navigate international trade regulations and compliance issues confidently.
7. Mitigate risks associated with freight management and handle disputes professionally.
8. Stay updated on emerging trends and technologies in the freight management field, adapting to the changing industry landscape

Subject Code	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDCCFF S1P1	Freight Management	60	30
	Module 1: Introduction to Freight Management (6 hours) <ul style="list-style-type: none">• Understanding the role of Freight Management in international trade• Key stakeholders in the freight management process	6	3

	<ul style="list-style-type: none"> Legal and regulatory aspects in freight management 	10	5
	Module 2: Modes of Transportation (10 hours) <ul style="list-style-type: none"> Ocean Freight: Containerization, shipping lines, and port operations Air Freight: Airlines, cargo handling, and air cargo logistics Land Freight: Road, rail, and intermodal transportation 	6	3
	Module 3: Freight Documentation (6 hours) <ul style="list-style-type: none"> Bill of Lading (B/L) and Airway Bill (AWB) Commercial invoices and packing lists Customs documentation and clearance 	10	5
	Module 4: Freight Forwarding (10 hours) <ul style="list-style-type: none"> Role of a freight forwarder Freight forwarding operations and services Freight forwarder's responsibilities and liabilities 	8	4
	Module 5: Supply Chain Management (8 hours) <ul style="list-style-type: none"> Supply chain concepts and strategies Inventory management in the context of freight Distribution and warehousing 	6	3
	Module 6: International Trade Regulations (6 hours) <ul style="list-style-type: none"> Incoterms and their implications on freight management Customs regulations and compliance Trade agreements and their impact on logistics 	4	2
	Module 7: Risk Management and Insurance (4 hours) <ul style="list-style-type: none"> Identifying and managing risks in freight management Types of insurance and their importance in international logistics Claims and disputes resolution 	6	3
	Module 8: Emerging Trends in Freight Management (6 hours) <ul style="list-style-type: none"> Technological advancements in logistics Sustainability and green logistics Future challenges and opportunities in freight management Building Agency & Intermediaries network & its importance <ul style="list-style-type: none"> FFFAI/AMTOI/MANSA/FIATA 	4	2
	Module 9: Field Visits to Freight Forwarder's office (4 hours)		

Paper Title: Fleet Management

PGDCCFFS1P2

Teaching Hours = 60 (4 Credits)

Paper Description: This comprehensive paper offers a deep dive into the world of international transportation, covering air, ocean, and land (road and rail) modes. It encompasses not only the technical aspects but also the regulatory and operational aspects of each mode. The paper aims to equip students with the knowledge and skills required to effectively manage fleets in a global logistics context

Objectives: Upon completing this paper, students should be able to:

1. Demonstrate an in-depth understanding of the three primary modes of international transportation: air, ocean, and land.
2. Comprehend the legal and regulatory frameworks governing each mode.
3. Master the principles of shipment planning, documentation, and the preparation of key shipping documents.
4. Apply knowledge to manage and optimize fleet operations effectively.
5. Analyze and interpret complex supply chain and logistics scenarios, making informed decisions.
6. Recognize the significance of emerging developments and trends in the field of fleet management.

Learning Outcomes: By the end of the course, students will be able to:

1. Explain the intricacies of air and ocean transportation, including relevant terminology and regulations.
2. Manage land transportation efficiently, addressing road and rail logistics.
3. Navigate the legal and regulatory aspects of each mode.
4. Apply effective shipment planning techniques for both full and less-than-container loads.
5. Demonstrate proficiency in documentation preparation, customer service, and account management.
6. Understand the history and development of the transportation industry in India.
7. Analyze factors affecting route choices and capacity in road transportation.
8. Discuss the impact of the Dedicated Freight Corridor project on Indian railways.

Subject Code	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDCCFF S1P2	Fleet Management	60	30
	Module 1: Air Transportation (12 hours)	12	6
	Module 2: Ocean Transportation (26 hours)	26	13
	Module 3: Land Transportation (22 hours)	22	11
	Submodule 3.1: Road Transportation (12 hours)	12	6
	Submodule 3.2: Rail Transportation (10 hours)	10	5

Paper Title: Courier Express & Parcel Services

PGDCCFFS1P3

Teaching Hours= 30 (2 Credits)

Paper Description: This 30-hour paper on Courier Express & Parcel Services is designed for students pursuing the PG Diploma in Customs Clearance and Freight Forwarding (PGDCCFF). The paper covers the essentials of the courier and parcel service industry, including the intricacies of domestic and international shipping, logistics, and courier management. Students will gain practical knowledge and skills relevant to careers in this sector

Objectives: Upon completing this course, students should be able to:

1. Comprehend the courier and parcel service industry's significance in global trade.
2. Demonstrate a comprehensive understanding of domestic and international courier operations.
3. Explain the documentation and customs clearance procedures in international courier services.
4. Recognize the role of logistics, warehousing, and sustainability in courier services.
5. Stay informed about emerging trends and challenges in the industry.

Learning Outcomes: By the end of the course, students will be able to:

1. Identify and analyze key players in the courier and parcel service industry.
2. Apply best practices in domestic courier operations and customer service.
3. Navigate international shipping and customs clearance effectively.
4. Understand the logistics and warehousing aspects of courier services.
5. Recognize the importance of sustainability and eco-friendly practices in the industry.
6. Stay updated on the latest trends and challenges in the evolving courier and parcel service sector.

Subject Code	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDCCFF S1P3	Courier Express & Parcel Services	30	15
	Module 1: Introduction to Courier and Parcel Services (4 hours)	4	2
	Module 2: Domestic Courier Services (6 hours)	6	3
	Module 3: International Courier and Parcel Services (8 hours)	8	4
	Module 4: Logistics and Warehousing in Courier Services (4 hours)	4	2
	Module 5: Sustainable Practices in Courier Services (4 hours)	4	2
	Module 6: Emerging Trends and Challenges (4 hours)	4	2

Paper Title: Indirect Taxation - Customs & Compliances

PGDCCFFS1MJP4

Teaching Hours= 60 (4 credits)

Paper Description: This paper delves into the intricate world of customs and compliance in India, covering the essential aspects of indirect taxation. Students will gain a deep understanding of customs regulations, procedures, and related laws. The paper aims to equip students with the knowledge and skills necessary for customs clearance and compliance in international trade.

Learning Outcome:

- Understand the customs clearance process, including documentation requirements, valuation methods, and the classification of goods.
- Gain proficiency in assigning appropriate tariff codes to products based on international nomenclatures, ensuring compliance with customs regulations.
- Comprehend the legal and regulatory aspects of import and export activities, including restrictions, licenses, and compliance with international trade agreements.
- Calculate and analyze the various duties and taxes applicable to imported and exported goods, considering factors such as customs duties, excise duties, and value-added tax.
- Develop skills in preparing for and responding to customs audits, and implement strategies for managing and mitigating risks related to customs compliance.

Subject Code	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDCCFF S1MJP4	Indirect Taxation - Customs & Compliances	60	30
	Module 1: Basic Customs Clearance Documentation & Its Functions for Export & Import Goods	4	2
	Module 2: Clearance Procedures	4	2
	Module 3: Customs Clearance Provisions Under the Customs & Allied Acts	4	2
	Module 4: Procedures on Adjudication, Appeals, Refunds, Fine/Penalties of Customs Duties & Taxes & Less Charge Demands	4	2
	Module 5: Offences and Penal Provisions	4	2
	Module 6: Customs Tariff Act 1975	4	2
	Module 7: Foreign Trade Policy & Procedures	4	2
	Module 8: Legislative Changes in the Budget	4	2
	Module 9: Intellectual Property Rights	4	2
	Module 10: Imports and Exports by Post	4	2

Module 11: Regulations	4	2
Module 12: Case Laws	4	2
Module 13: Customs Broker - Customs Brokers Licensing Regulations, 2018	4	2
Module 14: Authorized Economic Operator (AEO) Programme Module	4	2
Module 15: Customs Functions Related to Under FTAs	4	2

Assessment:

- Periodic quizzes and assignments to evaluate understanding and application of customs and compliance concepts.
- A final project or case study where students apply their knowledge to real-world scenarios.
- A comprehensive final examination to assess the overall understanding of the course material.

Paper Title: Business Communication

PGDCCFFS1MJP5A

Teaching Hours= 60 (4 credits)

Paper Description: This paper is designed to equip students with effective communication skills relevant to the customs clearance and freight forwarding industry in India. Students will learn to communicate clearly, professionally, and confidently in various business contexts, including written, oral, and digital communication.

Objectives: Upon completing this course, students should be able to:

1. Recognize the importance of effective business communication in the customs clearance and freight forwarding industry.
2. Apply written communication skills to create clear, professional, and industry-specific documents.
3. Demonstrate oral communication skills in various business contexts, including meetings, presentations, and negotiations.
4. Utilize digital communication tools and technology for efficient remote collaboration and online branding.
5. Adapt communication styles for cross-cultural interactions in a globalized industry.
6. Practice ethical behavior and etiquette in professional communication.
7. Overcome common communication challenges and handle difficult conversations professionally.
8. Apply business communication principles to industry-specific scenarios within customs clearance and freight forwarding.

Learning Outcomes: By the end of the course, students will be able to:

1. Create professional written documents, including emails, letters, memos, reports, and proposals.
2. Deliver effective oral presentations and conduct productive meetings and negotiations.
3. Utilize digital communication tools and follow netiquette in online interactions.
4. Recognize and navigate cross-cultural communication challenges in a globalized industry.
5. Apply ethical and etiquette principles to business communication.

6. Overcome communication barriers and handle difficult conversations professionally.
7. Develop industry-specific communication skills to facilitate customs clearance and freight forwarding processes.
8. Apply business communication principles to industry-specific scenarios within customs clearance and freight forwarding.

Paper	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDCCFFS1MJP5A	BUSINESS COMMUNICATION	60	30
	Unit 1: Understanding the Foundations of Business Communication, Business Communication concept, Characteristics of effective business communication Principles of verbal and nonverbal communication, Types of managerial speeches: Speech of introduction, speech of thanks, occasional speech, theme speech.	6	3
	Unit 2: Mastering team & interpersonal communication, Advantages & disadvantages of working in teams, Guidelines for successful collaborative writing, Social networking technologies in business communication, Importance of listening, business etiquette & nonverbal communication, Group communication by way of meetings, group discussions	6	3
	Unit 3: Introduction to managerial writing, The Three-Step Writing Process, Importance of analyzing the situation before writing a message, Improving writing technique Information-gathering options, Importance of good organization, Differences between the direct & indirect approaches to organizing a message, Business letters, routine letters, bad news and persuading letters, sales letters, collection letters, job application letters, Writing for business audiences	6	3
	Unit 4: Crafting Brief Messages, Crafting messages for electronic media (emails), Writing routine and positive messages, Writing negative messages, Writing positive messages, Internal communication through memos, minutes and notices, Planning, Writing and completing reports (formal and informal) and proposals	8	4
	Unit 5: Designing and Delivering oral and online presentations, Developing oral and online presentations, Enhancing presentations with slides and other visuals Principles governing the use of audio-visual media, Principles of effective presentations, Business and social etiquette	8	4
	Unit 6: Writing Employment Messages and Interviewing for Jobs, Building Careers and Writing Resumes, Applying and Interviewing for Employment	8	4

	Unit 7: Mastering the art of giving interviews in: Selection or placement interviews, discipline interviews, appraisal interviews, exit interviews, Role Play Exemplify employer-employee/interviewer-interviewee relationships, Simulation Game-varied topics, Conflict settlement, Culturally sensitive issues, Ethics: Principles and Concepts Ethics in Business Communications Conducting effective business meetings Networking skills, Communicating with difficult people Communicating through conflict Communicating effectively with the boss	8	4
	Unit 8: Facing today's communication challenges, Achieving success through effective business communication: communicating in a global diverse world, using technology to communicate, Listening with a purpose, reading with a purpose	6	3
	Unit 9: Individual group presentations: Presentations should be a combination of own thoughts on the issue and some expert opinion, so some research is necessary. 10 minutes time may be allotted per presentation depending on class size and further 5 minutes may be kept aside for questions.	4	2

Paper Title: Business Entrepreneurship and CSR

PGDCCFFS2P5B

Teaching Hours = 60 (4 credits)

Paper Description: This paper aims to equip PGDCCFF students with the knowledge and skills required for understanding and engaging in business entrepreneurship while embracing the principles of Corporate Social Responsibility (CSR). Students will explore various facets of entrepreneurship, ethical business practices, and the role of businesses in contributing to society.

Learning Objectives:

- To comprehend the fundamental concepts and principles of entrepreneurship.
- To understand the significance of ethical business practices and Corporate Social Responsibility (CSR) in the modern business environment.
- To develop the skills and knowledge necessary for creating and managing a successful business enterprise.
- To appreciate the role of businesses in addressing social and environmental issues.

Teaching Hours = 60 (4 credits)

Paper Description: This paper aims to equip PGDCCFF students with the knowledge and skills required for understanding and engaging in business entrepreneurship while embracing the principles of Corporate Social Responsibility (CSR). Students will explore various facets of entrepreneurship, ethical business practices, and the role of businesses in contributing to society.

Learning Objectives:

- To comprehend the fundamental concepts and principles of entrepreneurship.
- To understand the significance of ethical business practices and Corporate Social Responsibility (CSR) in the modern business environment.
- To develop the skills and knowledge necessary for creating and managing a successful business enterprise.
- To appreciate the role of businesses in addressing social and environmental issues.

PGDCCFFS2P5B	Business Entrepreneurship and CSR	60	30

	Unit 1: Introduction to Entrepreneurship (12 Hours) <ul style="list-style-type: none"> Understanding entrepreneurship Characteristics of successful entrepreneurs Entrepreneurial opportunities and innovation Business models and planning Risk assessment and management 	12	6
	Unit 2: Starting and Managing a Business (12 Hours) <ul style="list-style-type: none"> Business idea generation and evaluation Legal and regulatory aspects of starting a business Business planning and financial management Marketing and sales strategies Human resource management in small businesses 	12	6
	Unit 3: Corporate Social Responsibility (CSR) (12 Hours) <ul style="list-style-type: none"> Defining CSR and its evolution Ethical business practices and sustainability Stakeholder engagement and reporting CSR in supply chain management Measuring the impact of CSR initiatives 	12	6
	Unit 4: Entrepreneurship and CSR (12 Hours) <ul style="list-style-type: none"> Social entrepreneurship Incorporating CSR into business strategies Case studies of businesses practicing CSR Balancing profit and social impact Developing a CSR strategy for a new venture 	12	6
	Unit 5: Business Planning and Project (12 Hours) <ul style="list-style-type: none"> Developing a business plan that incorporates CSR principles Pitching business ideas Project work on creating a business plan with CSR components Business plan presentations 		

PGDCCFFS2MJP11C: IT Skills

Paper	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDCCFFS2MJP11C:	IT Skills	60	30

Unit I:	10	
Introduction to Computers: Hardware – Software – systems Software, Application Software and packages – Introduction to embedded software – fundamentals of operating system	10	5
Unit II:		
Introduction to world wide web – internet operations – emerging communication technologies – software packages – microsoft word – mail merge – Microsoft excel – formulas, graphs, basic statistical formulae, Microsoft ppt – creating effective presentations – Microsoft access – introduction to dbms concepts – creating a database – basic queries	10	5
Unit III:		
Tally – journal entry – ledger posting – preparation of balance sheet – HTML – home page designing – practicals	10	
Unit IV:	10	
Introduction to information security – Secrecy, confidentiality, accuracy, integrity, threats, consequences	10	5
Unit V:		
Security Policy and Awareness		
Unit VI:		
Management and systems – MIS Development, implementation, System lifecycle, IS security, control system success and failure		5
Reference books:		
Introduction to Information technology – Rajaram V (2004) PHI		
Introduction to Information Technology – John wiley and sons		5
Foundation of computing BPB publications P K Sinha		
Computer fundamentals New age publications Ram B		
Computer and communication network Nader F Mir PHI		
Management Information systems Sadagopan S Prentice Hall India		5

Paper Title: Research Methodology
PGDCCFFS1P6

Paper Title: Research Methodology
Teaching Hours = 60 (4 credits)

Paper Description: This paper is designed to equip students with the essential knowledge and skills required to plan, conduct, and analyze research in the field of customs clearance and freight forwarding. Students will learn various research methods, techniques, and tools to conduct meaningful research, which will be valuable for their academic and professional pursuits

Objectives: Upon completing this course, students should be able to:

1. Understand the concept and significance of research methodology.
2. Formulate research questions and objectives in the field of customs clearance and freight forwarding.
3. Choose appropriate research designs, data collection methods, and data sources.
4. Analyze and interpret research data accurately.
5. Comply with research ethics and regulations.
6. Create structured research reports and deliver engaging research presentations.
7. Apply research methodology to address real-world issues in the industry.
8. Conduct and present research projects to solve customs clearance and freight forwarding challenges.

Learning Outcomes: By the end of the course, students will be able to:

1. Identify and apply appropriate research methods in the customs clearance and freight forwarding field
2. Formulate research questions and objectives relevant to the industry
3. Gather and analyze research data effectively
4. Interpret and present research findings in a clear and professional manner
5. Demonstrate awareness of research ethics and compliance in customs clearance and freight forwarding research

Subject Code	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDLSCMS1P6	Research Methodology	60	30
	Module 1: Introduction to Research Methodology	4	2
	Module 2: Research Design and Planning	8	4
	Module 3: Data Collection and Sources	10	5
	Module 4: Data Analysis and Interpretation	10	5
	Module 5: Research Ethics and Compliance	4	2
	Module 6: Research Report Writing and Presentation	6	3
	Module 7: Research Applications in Customs Clearance and Freight Forwarding	8	4
	Module 8: Research Project and Practical Applications	10	5

Sem.- II

PGDCCFF2MJP7: Financial Management and Corporate Finance

Teaching Hours = 30 (2 credits)

Learning Outcomes:

- Define and apply fundamental financial principles, including time value of money, risk and return, and cost of capital.
- Evaluate investment opportunities using capital budgeting techniques to make informed financial decisions.
- Conduct financial analysis, including ratio analysis and financial statement interpretation, to assess a company's performance and health.
- Develop strategies for identifying, measuring, and managing financial risks within a corporate context.
- Understand the concept of capital structure and make decisions regarding the mix of equity and debt financing to optimize a

	Core Subject/Topic	Total Hours	Session of 2 hours each
PGDCCFF2MJP7	Financial Management and Corporate Finance	30	15
	Topic 1: Financial Management in the Customs Clearance and Freight Forwarding Industry	10	5
	Topic 2: Corporate Finance for Customs Clearance and Freight Forwarding Companies	10	5
	Topic 3: International Financial Management for Customs Clearance and Freight Forwarding Companies	10	5
	Case Studies and Practical Applications		

company's financial structure.

PGDCCFF2MJP8: International Business, Sales, and Marketing

Teaching Hours = 60 (4 credits)

Paper Description: This paper offers a comprehensive overview of the principles and practices in international business, sales, and marketing. It equips students with the knowledge and skills necessary to understand the global marketplace, develop international sales strategies, and effectively market products and services internationally.

Paper Objectives: By the end of this paper, students will be able to:

1. Understand the fundamentals of international business and its role in global trade and commerce.
2. Analyze the key components of international sales and develop effective international sales strategies.
3. Comprehend the principles of international marketing and apply them to real-world business scenarios.
4. Cultivate critical thinking and problem-solving skills related to international business and marketing.
5. Enhance communication and negotiation skills relevant to global business contexts.
6. Recognize the ethical and cultural considerations in international business and marketing

Learning Outcomes: Upon successful completion of the course, students will be able to:

1. Analyze the dynamics of international business and its impact on the global economy.
2. Formulate effective international sales strategies and market entry plans.
3. Apply international marketing principles to target international audiences successfully.
4. Evaluate ethical and cultural considerations in international business and marketing decisions.
5. Enhance communication and negotiation skills for international business transactions.
6. Demonstrate proficiency in understanding international trade regulations and compliance.
7. Develop and present viable international business and marketing strategies.

PGDCCFF2MJP8	International Business, Sales, and Marketing	60	30
	Week 1-2: Introduction to International Business <ul style="list-style-type: none"> Globalization and its impact on business Theories of international trade Cultural, political, and legal dimensions of international business International business environments and risk assessment 	8	4
	Week 3-4: International Sales Strategies <ul style="list-style-type: none"> Market entry strategies International market research and segmentation Export and sales management Building international sales teams 	8	4
	Week 5-6: International Marketing Concepts <ul style="list-style-type: none"> Marketing mix in the international context Adapting marketing strategies to different cultures International branding and product adaptation Global advertising and promotion 	6	3
	Week 7-8: International Market Selection and Entry <ul style="list-style-type: none"> Market entry modes: Exporting, licensing, joint ventures, and foreign direct investment Country risk analysis and market selection criteria Case studies of successful international market entries International trade agreements and their implications 	6	3
	Week 9-10: International Pricing and Negotiations <ul style="list-style-type: none"> Pricing strategies in international markets International negotiations and cross-cultural communication Sales contracts and terms of trade Countertrade and barter agreements 	6	3
	Week 11-12: International Distribution and Supply Chain Management <ul style="list-style-type: none"> International distribution channels and logistics Supply chain management in a global context E-commerce and digital platforms in international distribution Supply chain risk management in global operations 	6	3
	Week 13-14: Export Compliance and Regulations <ul style="list-style-type: none"> Export documentation and compliance requirements Export controls and trade sanctions Customs procedures and import regulations Intellectual property protection in international business 	6	3
	Week 15-16: International Business Ethics and Corporate Social Responsibility	6	3

	<ul style="list-style-type: none"> Ethical dilemmas in international business Corporate social responsibility (CSR) in a global context Sustainability practices in international business Ethical decision-making in international marketing 		
	Week 17-18: Market Entry Case Studies <ul style="list-style-type: none"> Analysis of international business case studies Presentation and discussion of market entry strategies Guest lectures from industry experts in international business 	6	3
	Week 19-20: Capstone Projects and Presentations <ul style="list-style-type: none"> Students work in groups on international business projects Presentation of project findings and recommendations 	2	1

PGDCCFF2MJP9: MOOWR Section 65 of C.A. 1962/SEZ/FTWZ/Inland Container Depots (ICDs), Ports, and Container Freight Stations (CFSs) in Indian Logistics

Paper Duration: 60 Hours (4 credits)

Paper Description: This paper is designed for Indian students pursuing a one-year Post Graduate Diploma in Customs Clearance and Freight Forwarding. It provides a comprehensive understanding of the role and functions of Inland Container Depots (ICDs), Ports, and Container Freight Stations (CFSs) in India's logistics and international trade. Students will learn about the operations, procedures, documentation, and regulations relevant to these components of the Indian supply chain.

Learning Objectives:

- To comprehend the significance of ICDs, Ports, and CFSs in India's international trade and logistics
- To explore the operational processes and infrastructure of ICDs, Ports, and CFSs within India
- To familiarize students with documentation, customs clearance procedures, and Indian regulations related to these facilities
- To develop the necessary skills and knowledge for efficient customs clearance and freight forwarding within the Indian logistics landscape

PGDCCFF2MJP9	MOOWR Section 65 of C.A. 1962/SEZ/FTWZ/Inland Container Depots (ICDs), Ports, and Container Freight Stations (CFSs) in Indian Logistics	60	30
	Topic 1. Introduction to ICDs, Ports, and CFSs in Indian Logistics <ul style="list-style-type: none"> Overview of Indian international trade and the supply chain Role and significance of ICDs, Ports, and CFSs in Indian logistics Types of ICDs, Ports, and CFSs in India Regulatory bodies and governing authorities in India 	6	3
	Topic 2. ICD Operations in India (12 hours) <ul style="list-style-type: none"> Layout and infrastructure of Indian ICDs ICD services and facilities in India Cargo handling procedures at Indian ICDs Indian ICD documentation and record-keeping Indian customs procedures at ICDs 	12	6

	<ul style="list-style-type: none"> • Security and safety measures specific to Indian ICDs 		
	Topic 3. Port Operations in India (10 hours) <ul style="list-style-type: none"> • Types and functions of Indian ports (e.g., seaports, airports) • Port infrastructure and equipment in India • Port services specific to India (loading, unloading, warehousing) • Port documentation and clearance procedures in India • Port security and environmental regulations in India • Role of Indian customs at ports 	10	5
	Topic 4. Container Freight Stations (CFSs) in the Indian Context (12 hours) <ul style="list-style-type: none"> • CFS functions and importance in India • CFS infrastructure and layout in India • Cargo handling and warehousing at Indian CFSs • Documentation and customs clearance at Indian CFSs • Inventory management and tracking systems at Indian CFSs 	12	6
	Topic 5. Special Economic Zones (SEZs) in India (6 hours) <ul style="list-style-type: none"> • Introduction to SEZs and their role in Indian trade and industry. • Infrastructure and facilities within Indian SEZs. • Regulatory and compliance aspects specific to SEZs. • Documentation and customs procedures in SEZs 	6	3
	Topic 6. Section 65 of the Indian Customs Act, 1962 (6 hours) <ul style="list-style-type: none"> • Understanding Section 65 and its significance in customs compliance. • Analysis of provisions and regulations under Section 65. • Practical application of Section 65 in the customs and logistics context. 		
	Topic 7. Regulatory and Compliance in the Indian Context (4 hours) <ul style="list-style-type: none"> • Indian international trade regulations and compliance • Indian customs procedures, duties, and tariffs • Case studies on regulatory compliance within India 	6	3
	Topic 8. Visits and Practical Sessions (6 hours) <ul style="list-style-type: none"> • Field visits to ICDs, Ports, and CFSs in India • Hands-on experience with documentation and procedures specific to Indian logistics • Practical exercises and simulations with an Indian focus 	4	2
	Topic 9. Final Assessment and Review (4 hours) <ul style="list-style-type: none"> • Comprehensive assessment on the paper content with an Indian context • Review and discussion of key concepts specific to India's logistics landscape 	6	3
		4	2

Paper Title: Allied &Regulatory Compliances**PGDCCFFS2MJP10****Teaching Hours = 60 (4 credits)****Objectives:**

- Understand the concept of Export-Oriented Units (EOUs) and Special Economic Zones (SEZs).
- Explore the eligibility criteria and approval process for setting up EOUs and SEZs.
- Identify the fiscal incentives available to SEZ developers.

Learning Outcomes:

- Students will comprehend the key features and benefits of EOUs and SEZs.
- Students will be able to navigate the regulatory requirements for establishing EOUs and SEZs.
- Students will gain knowledge of the fiscal advantages for SEZ developers.

PGDCCFF2MJP10	Allied &Regulatory Compliances	60	30
	Topic 1: Setting up EOUs and SEZs	4	2
	Topic 2: Customs Tariff and Cess	4	2
	Topic 3: Foreign Trade Regulations	6	2
	Topic 4: Regulatory Acts	8	4
	Topic 5: Legal Framework	4	2
	Topic 6: International Agreements and Conventions	6	3
	Topic 7: Intellectual Property Rights	4	2
	Topic 8: Customs Procedures	6	3
	Topic 9: Bonding and Warehousing	6	3
	Topic 10: Complex Customs Processes	4	2
	Topic 11: Free Trade Agreements (FTAs)	2	1
	Topic 12: International Organizations	2	2
	Topic 13: Global Customs Scenario	4	2

Paper Title: Business Communication**PGDCCFFS2MJP11A****Teaching Hours= 60 (4 credits)**

Paper Description: This paper is designed to equip students with effective communication skills relevant to the customs clearance and freight forwarding industry in India. Students will learn to communicate clearly, professionally, and confidently in various business contexts, including written, oral, and digital communication.

Objectives: Upon completing this course, students should be able to:

9. Recognize the importance of effective business communication in the customs clearance and freight forwarding industry.
10. Apply written communication skills to create clear, professional, and industry-specific documents.

11. Demonstrate oral communication skills in various business contexts, including meetings, presentations, and negotiations.
12. Utilize digital communication tools and technology for efficient remote collaboration and online branding.
13. Adapt communication styles for cross-cultural interactions in a globalized industry.
14. Practice ethical behavior and etiquette in professional communication.
15. Overcome common communication challenges and handle difficult conversations professionally.
16. Apply business communication principles to industry-specific scenarios within customs clearance and freight forwarding.

Learning Outcomes: By the end of the course, students will be able to:

9. Create professional written documents, including emails, letters, memos, reports, and proposals.
10. Deliver effective oral presentations and conduct productive meetings and negotiations.
11. Utilize digital communication tools and follow netiquette in online interactions.
12. Recognize and navigate cross-cultural communication challenges in a globalized industry.
13. Apply ethical and etiquette principles to business communication.
14. Overcome communication barriers and handle difficult conversations professionally.
15. Develop industry-specific communication skills to facilitate customs clearance and freight forwarding processes.
16. Apply business communication principles to industry-specific scenarios within customs clearance and freight forwarding.

PGDCCFFS2MJP11A	BUSINESS COMMUNICATION	60	30
	Unit 1: Understanding the Foundations of Business Communication, Business Communication concept, Characteristics of effective business communication Principles of verbal and nonverbal communication, Types of managerial speeches: Speech of introduction, speech of thanks, occasional speech, theme speech.	6	3
	Unit 2: Mastering team & interpersonal communication, Advantages & disadvantages of working in teams, Guidelines for successful collaborative writing, Social networking technologies in business communication, Importance of listening, business etiquette & nonverbal communication, Group communication by way of meetings, group discussions	6	3
	Unit 3: Introduction to managerial writing, The Three-Step Writing Process, Importance of analyzing the situation before writing a message, Improving writing technique Information-gathering options, Importance of good organization, Differences between the direct & indirect approaches to organizing a message, Business letters, routine letters, bad news and persuading letters, sales letters, collection letters, job application letters, Writing for business audiences	6	3

	Unit 4: Crafting Brief Messages, Crafting messages for electronic media (emails), Writing routine and positive messages, Writing negative messages, Writing positive messages, Internal communication through memos, minutes and notices, Planning, Writing and completing reports (formal and informal) and proposals	8	4
	Unit 5: Designing and Delivering oral and online presentations, Developing oral and online presentations, Enhancing presentations with slides and other visuals Principles governing the use of audio-visual media, Principles of effective presentations, Business and social etiquette	8	4
	Unit 6: Writing Employment Messages and Interviewing for Jobs, Building Careers and Writing Resumes, Applying and Interviewing for Employment	8	4
	Unit 7: Mastering the art of giving interviews in: Selection or placement interviews, discipline interviews, appraisal interviews, exit interviews, Role Play Exemplify employer-employee/interviewer-interviewee relationships, Simulation Game-varied topics, Conflict settlement, Culturally sensitive issues, Ethics: Principles and Concepts Ethics in Business Communications Conducting effective business meetings Networking skills, Communicating with difficult people Communicating through conflict Communicating effectively with the boss	8	4
	Unit 8: Facing today's communication challenges, Achieving success through effective business communication: communicating in a global diverse world, using technology to communicate, Listening with a purpose, reading with a purpose	6	3
	Unit 9: Individual group presentations: Presentations should be a combination of own thoughts on the issue and some expert opinion, so some research is necessary. 10 minutes time may be allotted per presentation depending on class size and further 5 minutes may be kept aside for questions.	4	2

Paper Title: Business Entrepreneurship and CSR

PGDCCFFS2P11B

Teaching Hours = 60 (4 credits)

Paper Description: This paper aims to equip PGDCCFF students with the knowledge and skills required for understanding and engaging in business entrepreneurship while embracing the principles of Corporate Social Responsibility (CSR). Students will explore various facets of entrepreneurship, ethical business practices, and the role of businesses in contributing to society.

Learning Objectives:

- To comprehend the fundamental concepts and principles of entrepreneurship.
- To understand the significance of ethical business practices and Corporate Social Responsibility (CSR) in the modern business environment.
- To develop the skills and knowledge necessary for creating and managing a successful business enterprise.
- To appreciate the role of businesses in addressing social and environmental issues.

PGDCCFFS2MJP11B	Business Entrepreneurship and CSR	60	30
	Unit 1: Introduction to Entrepreneurship (12 Hours) <ul style="list-style-type: none">• Understanding entrepreneurship• Characteristics of successful entrepreneurs• Entrepreneurial opportunities and innovation• Business models and planning• Risk assessment and management	12	6
	Unit 2: Starting and Managing a Business (12 Hours) <ul style="list-style-type: none">• Business idea generation and evaluation• Legal and regulatory aspects of starting a business• Business planning and financial management• Marketing and sales strategies• Human resource management in small businesses	12	6
	Unit 3: Corporate Social Responsibility (CSR) (12 Hours) <ul style="list-style-type: none">• Defining CSR and its evolution• Ethical business practices and sustainability• Stakeholder engagement and reporting• CSR in supply chain management• Measuring the impact of CSR initiatives	12	6
	Unit 4: Entrepreneurship and CSR (12 Hours) <ul style="list-style-type: none">• Social entrepreneurship	12	6

	<ul style="list-style-type: none"> • Incorporating CSR into business strategies • Case studies of businesses practicing CSR • Balancing profit and social impact • Developing a CSR strategy for a new venture 		
	Unit 5: Business Planning and Project (12 Hours) <ul style="list-style-type: none"> • Developing a business plan that incorporates CSR principles • Pitching business ideas • Project work on creating a business plan with CSR components • Business plan presentations 	12	6

PGDLSCM2MJP11C: IT Skills

PGDCCFFS2MJP11C	IT Skills	60	30
	Unit I: Introduction to Computers: Hardware – Software – systems Software, Application Software and packages – Introduction to embedded software – fundamentals of operating system Unit II: Introduction to world wide web – internet operations – emerging communication technologies – software packages – microsoft word – mail merge – Microsoft exel – formulas, graphs, basic statistical formulae, Microsoft ppt – creating effective presentations – Microsoft access – introduction to dbms concepts – creating a database – basic queries Unit III: Tally – journal entry – ledger posting – preparation of balance sheet – HTML – home page designing – practicals Unit IV: Introduction to information security – Secrecy, confidentiality, accuracy, integrity, threats, consequences Unit V: Security Policy and Awareness Unit VI: Management and systems – MIS Development, implementation, System lifecycle, IS security, control system success and failure Reference books: Introduction to Information technology – Rajaram V (2004) PHI Introduction to Information Technology – John wiley and sons Foundation of computing BPB publications P K Sinha Computer fundamentals New age publications Ram B Computer and communication network Nader F Mir PHI Management Information systems Sadagopan S Prentice Hall India	10	5
		10	5
		10	5
		10	5
		10	5

Reference books:

- Introduction to Information technology – Rajaram V (2004) PHI
- Introduction to Information Technology – John Wiley and sons
- Foundation of computing BPB publications P K Sinha
- Computer fundamentals New age publications Ram B
- Computer and communication network Nader F Mir PHI
- Management Information systems Sadagopan S Prentice Hall India

Paper Title: Project Research and VIVA Or Practical, Apprenticeship, or Internship**PGDCCFFS2P12****Teaching Hours = 30 + 30 hours practicals or training**

Paper Description: This paper is designed to provide students with the opportunity to apply their knowledge and skills acquired throughout the program in a practical setting. Students will undertake a project, apprenticeship, or internship related to customs clearance and freight forwarding, followed by a VIVA (oral examination) to assess their practical understanding and competencies.

Learning Objectives:

- To apply the knowledge and skills gained during the program to real-world customs clearance and freight forwarding scenarios.
- To enhance practical problem-solving abilities and decision-making skills in the field.
- To develop effective communication skills and the ability to present and defend their work during a VIVA examination.
- To gain hands-on experience and establish professional connections in the industry.

PGDCCFFS2P12	Project Research and VIVA Or Practical, Apprenticeship, or Internship	60	30
	Module 1: Project, Apprenticeship, or Internship <ul style="list-style-type: none"> • Selection of a relevant project, apprenticeship, or internship opportunity. • Implementation of the project, apprenticeship, or internship, including data collection, analysis, and reporting. • Regular supervision and guidance by a designated mentor or supervisor. • Application of customs clearance and freight forwarding principles in a practical setting. • Compilation of a comprehensive project report or internship journal. 	45	22
	Module 2: VIVA (15 Hours) <ul style="list-style-type: none"> • Preparation for the VIVA examination, including the development of a presentation and defence strategy. • Presentation of the project, apprenticeship, or internship findings to a panel of examiners. 	15	8

	<ul style="list-style-type: none"> • VIVA examination where students are assessed on their understanding, decision-making, and communication skills. • Feedback and discussion with examiners following the VIVA examination. 		
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PASSING PERFORMANCE GRADING :

The Performance Grading of the learner shall be on ten point scale be adopted uniformly.

Letter Grades and Grade Point

Semester GPA/ Program CGPA Semester / Program	% of Marks	Alpha-Sign/Letter Grade Result	Grading Point
9.00 – 10.00	90.0 - 100	O (Outstanding)	10
8.00 - < 9.00	80.0 < 90.0	A+ (Excellent)	9
7.00 - < 8.00	70.0 < 80.0	A (Very Good)	8
6.00 - < 7.00	60.0 < 70.0	B+ (Good)	7
5.50 - < 6.00	55.0 < 60.0	B (Average)	6
5.00 - < 5.50	50.0 < 55.0	C (Pass)	5
Below 5.00	Below 50	F (Fail)	0
AB (Absent)		Absent	

NOTE : VC : Vocational Courses, SEC : Skill Enhancement Courses, AEC : Ability Enhancement Courses, VEC : Value Education Courses, VSC : Vocational Skill Course, IKS : Indian Knowledge System, OJT: On The Job Training, FP: Field Projects.

The performance grading shall be based on the aggregate performance of Internal Assessment and SemesterEnd Examination.

The Semester Grade Point Average (SGPA) will be calculated in the following manner: $SGPA = \frac{\sum CG}{\sum C}$ for a semester, where C is Credit Point and G is Grade Point for the Course/ Subject.

The Cumulative Grade Point Average (CGPA) will be calculated in the following manner: $CGPA = \frac{\sum CG}{\sum C}$ for all semesters taken together.

PASSING STANDARD:

Passing 50% in each subject /Course separate Progressive Evaluation (PE)/Internal Evaluation and Semester-End/Final Evaluation (FE) examination.

- A. Carry forward of marks in case of learner who fails in the Internal Assessments and/ or Semester-end examination in one or more subjects (whichever component the learner has failed although passing is on total marks).
- B. A learner who PASSES in the Internal Examination but FAILS in the Semester-end Examination of the Course shall reappear for the Semester-End Examination of that Course. However, his/her marks of internal examinations shall be carried over and he/she shall be entitled for grade obtained by him/her on passing.
- C. A learner who PASSES in the Semester-end Examination but FAILS in the Internal Assessment of the course shall reappear for the Internal Examination of that Course. However, his/her marks of Semester- End Examination shall be carried over and he/she shall be entitled for grade obtained by him/her on passing

ALLOWED TO KEEP TERMS (ATKT)

- A. A learner shall be allowed to keep term for Semester II irrespective of the number of heads/courses of failure in the Semester I.
- B. A learner shall be allowed to keep term for Semester III wherever applicable if he/she passes each of Semester I and Semester II.

OR

- C. A learner shall be allowed to keep term for Semester III wherever applicable irrespective of the number of heads/courses of failure in the Semester I & Semester II.
- D. A learner shall be allowed to keep term for Semester IV wherever applicable if he/she passes each of Semester I, Semester II and Semester III.

OR

- E. A learner shall be allowed to keep term for Semester IV wherever applicable irrespective of number of heads/courses of failure in the Semester I, Semester II, and Semester III

Team for Creation of Syllabus

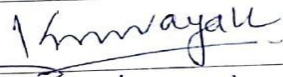

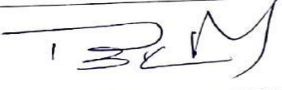
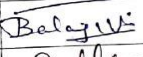


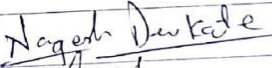


UNIVERSITY OF MUMBAI'S

GARWARE INSTITUTE OF CAREER EDUCATION & DEVELOPMENT

Course Committee Meeting for 5 years Integrated program on Customs Clearance, Freight Forwarding, Logistics & Supply Chain Management as per new NEP 2022

Held on 10th June, 2023 at 2.00 pm

BOS Committee

Sr. No.	Name	Signature
1	Dr. Keyurkumar M. Nayak, Director, UM-GICED	
2	Mr. Prakash Khatri, Course Coordinator, UM-GICED	
3	Mr. Siva Kumar Pathiyat, Managing Director, Allstar Shipping Pvt Ltd.	
4	Mr. Balaji Venkateshwar	
5	Smt. Della Crasta	
6	Mr. Naresh Joshi	
7	Dr. Dharmesh S. Raval Assistant Professor, School of Maritime Management of Gujarat Maritime University (GMU) - Gandhinagar	AB
8	Dr. Rajesh Jain, Nirma University	Online
9	Mr. Nagesh Devkate	
10	Mr. Aditya Chatwani	
11	Smt. Shilpa Borkar, Placement Officer, UM-GICED	

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Dr. Keyurkumar M. Nayak,
Director,
UM-GICED



Prof.(Dr.) Anil Kumar Singh
Dean,
Faculty of Interdisciplinary Studies

Justification for (P.G Diploma in Custom Clearance & Freight Forwarding)

1.	Necessity for starting the course	The University of Mumbai's Garware Institute of Career Education & Development plans to introduce One year part time P.G Diploma in Custom Clearance & Freight Forwarding. There is an increasing demand for personnel related to International Trade & Logistics. To help inculcate the element of competition in the related industry, qualified personnel in this respective field are in utmost demand to handle the growing business in the private as well as in the public sector. The Customs clearance course in Mumbai will help in imparting skilled education thereby enhancing working knowledge in the field of Customs Compliance & Freight Forwarding Activity.
2.	Whether the UGC has recommended the course:	Yes, UGC has recommended the course as per gazette no. DL(N)-04/0007/2003-05 dated 11th July 2014. UGC encourages the incorporation of skill oriented and value-added courses to develop skilled manpower.
3.	Whether all the courses have commenced from the academic year 2023-2024	Yes, it would be commencing from the Academic year 2023-24 as per NEP 2020. However, the course was launched in the year 2016.
4.	The courses started by the University are self-financed, whether adequate number of eligible permanent faculties are available?	Yes, this course is self-financed. The expert visiting faculty from industries come to teach this course.
5.	To give details regarding the duration of the Course and is it possible to compress the course?	The duration of the course is One year (Two Semester). It cannot be further compressed.
6.	The intake capacity of each course and no. of admissions given in the current academic year:	The intake capacity of this course is 60 students. The admission procedure is still ongoing.
7.	Opportunities of Employability/ Employment available after undertaking these courses:	Employment opportunities are available in customs clearance, freight forwarding, transportation and distribution. Opportunities in specific fields of shipping are also available.



Dr. Keyurkumar M. Nayak,
Director,
UM-GICED



Prof.(Dr.) Anil Kumar Singh
Dean,
Faculty of Interdisciplinary Studies