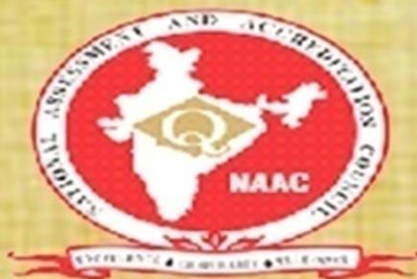**Sinhgad Institutes**

SINHGAD TECHNICAL EDUCATION SOCIETY'S
SINHGAD INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, KUSGAON (Bk), LONAVALA 410401

APPROVED BY AICTE AND AFFILIATED TO SAVITRIBAI PHULE PUNE UNIVERSITY, PUNE

ANNUAL QUALITY ASSURANCE REPORT (AQAR)

SUBMITTED TO
NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL
BANGALORE 560072

ANNUAL QUALITY ASSURANCE REPORT (AQAR)

Submitted to

National Assessment and Accreditation Council, Bangalore

Submitted by

SINHGAD TECHNICAL EDUCATION SOCIETY'S
SINHGAD INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

Gat No.309/ 310, Off. Mumbai – Pune Expressway,
Kusgaon (Bk), Lonavala – 410401, Tal – Maval, Dist – Pune, Maharashtra
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Phone: 8411887334, 02114673313/14

CONTENTS

PREFACE

I take this opportunity to present before you the AQAR Report to National Assessment and Accreditation Council, Bangalore.

Our organization has come up a long way in the hospitality education and has aligned itself for the demands of changing dynamics of hospitality industry. It is a continuous endeavor of our institute to shape thorough professional, curricular and supporting activities; committing ourselves to the overall development of students' fraternity through quality initiative and bringing the teaching-learning process at par the global phenomenon.

The industry –academia interaction has helped in enriching the dissipation of knowledge through constant interface with new trends and techniques. Our focus on exposure to hotel operations and arrays of professional assignments has been effective in attaining trade proficiency. The engagement in extra- curricular activities and supporting social causes has helped in carving a global citizen. Appreciation and encouragement to movement of research has brought paradigm changes at workplace.

Our vision and goals have been a guiding force for commitment to principles of education that has brought laurels to the institutes by successively topping University merit list. Our efforts are acknowledged by leading hotel groups as we are a preferred institute for campus placement in the region. We have been successful in stamping mark in the minds of aspiring hospitality professional across the nation.

Our institute has undergone a long and painstaking activity of establishing itself as a quality institute. We have consensus on the importance of quality and adapting to culture for bringing qualitative changes. It has become the pathway for policies and strategies of operations at our institute. We have understood that quality is ever evolving process and have inculcated benchmarking the outcomes and continuous upgrading the performance.

Having received recognition with A Grade in 2017, our institute has made a remarkable achievement and our initiatives in promoting betterment of education has taken great leap and contributed in improving the quality. In this progressive year, institute has taken consistent efforts in maintaining & following the academic systems scrupulously and also enhancing the teaching learning process.

Qualitative changes have been brought into our activities, where in students are gaining the first hand knowledge of industry and platform has been created in showcasing their talents in various activities. Student"s performance is being monitored on a continuous evaluation method and feedback is initiated with stakeholders to keep aligned with our quality initiatives.

I appreciate the sincere and combined efforts of all the IQAC members in preparing AQAR Report and wish to thank the management of STE Society for guidance and support. This report has been prepared according to the instructions laid down by NAAC and includes the required annexure.
I feel privileged in submitting AQAR Report of Sinhgad Institute of HMCT to NAAC.

Prof.Ayesha Siddiqui
Principal

The Annual Quality Assurance Report (AQAR) of the IQAC

PART –A

I Details of the Institution

1.1 Name of the Institution

Sinhgad Technical Education Society's Sinhgad Institute of Hotel Management & Catering Technology.

1.2 Address Line 1

Gat no.309/310, kusgaon Bk, lonavala.

Address Line 1

off Mumbai Pune express way

City/ Town

Lonavala

State

Maharashtra

Pin Code

410401

Institution E-mail address

principal.sihmct@sinhgad.edu

Contact no

02114673313/ 0211446731314

Name of the Head of the Institute:

Dr Ayesha Siddiqui

Tel. No. with STD Code:

(02114)673313

Mobile:

8411887334/9825153372

Name of the IQAC Co-ordinater:

Ranjana Diwate

Mobile:

7378431513

IQAC e-mail address

Iqac.sinhgad@gmail.com

1.3 NAAC Track ID

MHCOGN27589/2017

1.4 NAAC Executive Committee No. & Date:

9/11/2017 &10/11/2017

1.5 Website address:

www.sinhgad.edu

Web-link of the AQAR

http://www.sinhgad.edu/sinhgadinstitute-HMI/pdfs/AQAR.pdf

1.6 Accreditation Details:

Sr. No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
01	Cycle I	A	3.11	2017	2021-22

1.7 Date of Establishment of IQAC

02/03/2017

1.8 AQAR FOR THE Year

2017-18

1.9 Details of the previous year's AQAR submitted to NAAC after the latest Assessment and Accreditation by NAAC
  i.   AQAR-----NA------------
  ii.   AQAR---------NA---------

1.10   Institutional Status
University

State	Yes
Central	No
Deemed	No
Private	No

Affiliated College

Yes

Constituent College

No

Autonomous college of UGC   No

Regular Agency Approved Institute   No

Type of Institution

Co-education	Yes
Men	No
Women	No

Urban	No
Rural	Yes
Tribal	No

Financial Status

Grant- in –aid	No
UGC -2(f)	No
UGC-12(B)	No
Grant-aid-in+Self financing	No
Totally self financing	Yes

1.11 Type of Faculty /Programme

Arts	No
Science	Yes
Commerce	No
Law	No
PEI (Phys edu)	No
TEI (Edu)	No
Engineering	No
Health Science	No
Management	Yes
Others(Specify)	No

1.12 Name of the Affiliating University

Savitribai Phule Pune University, Pune

1.13 Special status conferred by Central/ State Government UGC/CSIR/DST/ICMR etc

Autonomy by State/ Central Govt./ University	NA
University with Potential for Excellence	NA
DST Star Scheme	NA
UGC-Special Assistance Programme	NA
UGC-Innovative PG Programme	NA
UGC –COP Programme	NA
UGC-CPE	NA
UGC-CE	NA
DST-FIST	NA
Any Other (specify)	NA

2. IQAC Composition and Activities

2.1 No. OF Teachers   04

2.2 No. of Administrative / Technical staff   01

2.3 No. of students   01

2.4 No. of Management representatives   01

2.5 No. of Alumni   01

2.6 No. of any other stakeholder and community representatives   01

2.7 No. of Employers/Industrialists   01

2.8 No. OF OTHER External Experts   Nil

2.9 Total No. of members   11

2.10 No. of IQAC Meetings held   03

2.11 No. of meeting with various stakeholders:

	Numbers
Faculty	6
Non Teaching Staff	6
Alumni	1
Others	1

2.12 Has IQAC received any funding from UGC during the year   No

If yes, mention the amount   Nil

2.13 Seminars and Conferences (only quality related)
(i) No. of Seminars/Conferences/Workshops/Symposia organized by the IQAC (IF ANY AT DEPARTMENT LEVEL)

Total No.	International	National	State	Institution/department level
2	-	-	1	1

(ii) Themes

- State level seminar on contemporary trends in hospitality industry.
- Demonstration on flower arrangement.

2.14 Significant Activities and Contributions made by IQAC (IF ANY AT DEPARTMENTAL LEVEL)

- Digitalization of Administration and Library
- Functioning of different committees ICC, Women's Grievance Cell, Anti –Ragging, SC/ST Committee, Cultural, and Training & Placement.
- Motivating Faculties to participate in Research & Extension activities to enhance the quality of teaching & learning.
- Overseas Training & Placement Programme
- IQAC suggested and implemented quality improvement activities such as

i.	Guest Lectures
ii.	Field/ Industry Visits
iii.	Workshops & Demonstration
iv.	Competitions
v.	Sports & cultural activities
vi.	Swachh Bharat Abhiyan
vii.	Social & Environment awareness activities

2.15 Plan of Action by IQAC (IF ANY AT DEPARTMENT LEVEL)/ Outcome

The plan of action chalked out by the IQAC (IF ANY AT DEPARTMENT LEVEL)) in the beginning of the year towards quality enhancement and the outcome achieved by the end of the year *

Plan of Action	Achievements
• Enrichment of Quality of Education	• Daily Log Book. • Continuous Assessment. • Syllabus Completion Report. • Course files Maintaining. • Student supportive Infrastructure. • To Inculcate Research culture among Faculty and students. • Students Mentoring.
• Development Programmes	• Participation in Workshop, conferences and seminars.
• Organized events to create social and environment awareness among students	• NSS Activities • Blood Donation. • Tree Plantation. • Road safety awareness.
• Digitization	• E-Notes • E-Books • E-Journal
• Career Development	• Career Guidance class • Overseas Training & Placement Programme • Mock Interviews

Attach the Academic Calendar of the year as Annexure

2.15 Whether the IQAR was placed in statutory body yes | YES | No | |

Management | | Syndicate | | any other body | YES |

Provide the details of the action taken.

Appropriate action has been taken as per the suggestions of Governing Body.

Part – B

Criterion – I
I . Curricular Aspects

1.1 Details about Academic Programmes

Level of the Programme	Number of existing Programmes	Number of programmes added during the year	Number of self-financing programmes	Number of value added/ Career Oriented programmes
Ph.D	NIL	NIL	NIL	NIL
PG	NIL	NIL	NIL	NIL
UG	2	NIL	NIL	NIL
PG Diploma	NIL	NIL	NIL	NIL
Advance Diploma	NIL	NIL	NIL	NIL
Diploma	NIL	NIL	NIL	NIL
Certificate	NIL	NIL	NIL	NIL
Others	NIL	NIL	NIL	NIL
Total	2	NIL	NIL	NIL

Interdisciplinary	-	-	-	-	-
Innovative	-	-	-	-	-

1.2 (i) Flexibility of the Curriculum: CBCS/Core/Elective option / Open options

Flexibility of the Curriculum	Yes/no
Choice Based Credit System	Yes Details of Annexure
Core	-
Elective option	YES (BHMCT)
Open OPTION	-

(ii) Pattern of programmes:

Pattern	Number of Programmes
Semester	2
Trimester	NA
Annual	For First Year BScHS

1.3 Feedback from stakeholders (on all aspects in number)

Alumni	Parent	Employers	Students
30	20	10	280

Mode of feedback:

Online	Manual	Co-operating schools(for PEI)
Yes	Yes	NA

 *Please provide an analysis of the feedback in the Annexure

1.4 Whether there is any revision/update of regulation or syllabi, if yes, mention their salient aspects.

No

1.4 Any new Department/Centre introduced during the year. If yes, give details.

No

Criterion – II

2. Teaching, Learning and Evaluation

2.1 Total No. Of permanent faculty

Total	Asst. Professors	Associate Professors	Professors	Other
19	14	03	02	NA

2.2 No. of permanent faculty with Ph. D. | 03 |

2.3 No. of Faculty Positions Recruited® and Vacant (V) during the year

Asst. Professor		Associate Professors		Professors		Other		Total	
R	V	R	V	R	V	R	V	R	V
2	3	0	1	0	0	0	0	2	4

2.4

No. of	
Guest Faculty	NIL
Visiting Faculty	01
Temporary Faculty	NIL

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International Level	National Level	State Level
Attended	-	-	5
Presented Papers	-	-	-
Resource person	-	-	-

2.6 Innovative processes adopted by the Institution/ Department in Teaching and Learning

- Project Based Learning
- Use of LCD & PPT presentation.
- Use of Educational Videos.
- Field visits/ Industrial Visits.
- Practical Exposure to students through events and competitions.
- Mock group Discussions, Interviews.
- Continuous Evaluation of students.
- ICT enabled teaching methods using Wi-Fi broadband internet.
- Mock presentation of situation handling of F& B Service, Front Office and House Keeping.
- Educational Tour.
- ODC(Out Door Catering)
- Students are also regularly provided with Lab Manual of the practical before hand for practical subject.

2.7 Total No. of actual teaching days during this academic year   208 Days

2.8 Examination/ Evaluation Reforms initiated by the Institution/ Department (for example: Open Book Examination, Bar Coding, Double Valuation, Photocopy, Online Multiple choice Question)

- Open Book Examination.
- Two sets of Question Paper.

2.9 No. of faculty members involved in curriculum restructuring/revision/syllabus development

As No. of Board of Study	As Faculty	As Curriculum Development workshop
1	4	4

2.10 Average percentage of attendance of students   78%

2.11 Course/ Programme wise distribution of pass percentage

Title of the Programme	Total No. of Students appeared	Division				
		Distinction %	I %	II%	III %	Pass %
BHMCT						
FYBHMCT	59	10.16%	27.11%	20.33%	1.69%	59.32%
SYBHMCT	46	15.21%	26%	19.59%	2.17%	63.00%
TYBHMCT	47	21.21%	12.76%	34%	6.38%	74.47%
FINAL BHMCT	28	21.4%	53.57%	21.4%	-	96.43%
BScHS						
FYBScHS	58	18.96%	12%	15.51%	-	46.55%
SYBScHS	59	20.33%	22%	5%	-	47.46%
TYBScHS	41	12.19%	21.95%	29.26%	2.43%	65.85%

2.12 How does IQAC (If any at department level) Contribute/ Monitor/Evaluate the Teaching & Learning.

- Student Feedback on Faculty.
- Assignment for all Classes.
- Project work for Final Year BHMCT Students.
- Continuous Assessment.
- Course File maintain for each subject.
- PO/PEO'S for each subject.
- Monitoring Daily Log book.
- Regularly syllabus completion report.
- Monitoring Lab Occupancy Record.

2.13 Initiatives undertaken towards faculty development

Faculty and staff Development Programmes	Number of Faculty Benefitted
Refresher Courses	NIL
UGC – Faculty Improvement Programme	Nil
HRD Programme	Nil
Orientation Programme	01
Faculty exchange programme	Nil
Staff Training Conducted by University	04
Staff Training Conducted by other Institution	03
Summer/Winter schools, workshop etc.	NIL
Others	1

2.14 Details of Administrative and Technical Staff.

Category	Number of Permanent Employees	Number of vacant positions	Number of permanent position filled during the year	Number of positions filled temporarily
Administrative staff	9	-	1	-
Technical staff	3	-	-	-

Criterion - III

3. Research, Consultancy and Extension

3.1 Initiatives of the IQAC in Sensitizing / Promoting Research Climate in the Institution.

- The Research Committee and IQAC are functional in the Institution to promote research related activities.
- Faculty members are encouraged to initiate research, present and publish research paper.
- Inviting Resource persons specialized in research.
- Faculty and students are encouraged to participate in conference and seminars.
- The Final Year BHMCT students are involved in research as a part of their curriculum. This helps in developing analytical approach towards the issues and challenges within the industry.
- The Management supports all the Faculty members to carry out research by providing necessary facilities and is equipped with adequate infrastructure to carry out research work.

3.2 Details regarding Major projects:

	Completed	Ongoing	Sanctioned	Submitted
Number	Nil	Nil	Nil	Nil
Outlay in Rs Lakhs	-----	-----	-----	----

3.3 Details regarding Minor projects:

	Completed	Ongoing	Sanctioned	Submitted
Number	Nil	Nil	Nil	Nil
Outlay in Rs Lakhs	-----	-----	-----	----

3.4 Details on Research Publications:

	International	National	Other
Peer Review Journal	02	02	-
Non – Peer Review Journal	-	-	-
e- Journal	-	-	-
Conference proceedings	01	-	-

3.5 Details on Impact Factor of publications:

Range	--
Average	--
h-index	01
Nos. in SCOPUS	--

3.6 Research funds sanctioned and received from various agencies, industry and other organizations

Nature of the project	Duration Year	Name of the funding Agency	Total grant sanctioned	Received
Major projects	Nil	Nil	Nil	Nil
Minor Projects	Nil	Nil	Nil	Nil
Interdisciplinary Projects	Nil	Nil	Nil	Nil
Industry Sponsored	Nil	Nil	Nil	Nil
Project Sponsored by University/ College	2017-18	Savitribai Phule Pune University, Pune	Rs. 75.000/-	Rs. 37,000/-
Student Research project	Nil	Nil	Nil	Nil
Any Other(Specify)	Nil	Nil	Nil	Nil
Total			75,000.00	37,000.00

3.7 No. of books published

i. with ISBN No.	Nil
ii.Chapters in Edited Books	Nil
Iii. Without ISBN No.	Nil

3.8 No. of University Departments receiving funds from

UGC SAP	Nil
CAS	Nil
DST-FIST	Nil
DEP	Nil
DBT Scheme/funds	Nil

3.9 For Colleges

Autonomy	Nil
CEP	Nil
DBT Star Scheme	Nil
INSPIRE	Nil
CE	Nil
Any other(Specify)	Nil

3.10 Revenue generated through consultancy

Nil

3.11   No. of Conferences organized by the Institution

Level	International	National	State	University	College
Number	----	---	01	---	----
Sponsoring Agencies	----	----	Savitribai Phule Pune University, Pune	----	----

3.12   No. of Faculty served as experts, chairpersons or resource person

03

3.13 No. of collaboration

International	National	Any other
4	16	1

3.14 No. of Linkage created during this year

Nil

3.15 Total budget for research for current year in lakhs.

From Funding Agency	Nil
From Management of University/ College	Rs 1,10,000.00
Total	Rs 1,10,000.00

3.16 No. of patents received this year

Types of Patent		Number
National	Applied	Nil
	Granted	
International	Applied	Nil
	Granted	
Commercialized	Applied	Nil
	Granted	

3.17 No. of research awards/ recognitions received by faculty and research fellows of the institute in the year

Total	International	National	State	University	Dist	College
--	--	--	--	--	--	---

3.18 No. of Faculty from the Institution

who are Ph. D. Guides	Nil		
Students Registered under them	Nil		

3.19 No. OF Ph. D. awarded by Faculty from the Institution

| 03 |

3.20 No. of Research scholars receiving the Fellowships (Newly enrolled+ existing one)

JRF	Nil
SRF	Nil
Project Fellow	Nil
Any Other	Nil

3.21 No. of students Participated in NSS Events

University Level	State Level	National	International Level
50	Nil	Nil	Nil

3.22 No. of students Participated in NCC Events

University Level	State Level	National	International Level
Nil	Nil	Nil	Nil

3.23 No. of Awards won in NSS

University Level	State Level	National	International Level
Nil	Nil	Nil	Nil

3.23 No. of Awards won in NCC

University Level	State Level	National	International Level
Nil	Nil	Nil	Nil

3.25 No. of Extension activities organized

University Forum	Nil
College Forum	Nil
NCC	Nil
NSS	07
Any OTHER	-

3.26 Major Activities during the year in the sphere of extension activities and institutional social Responsibility

- Blood Donation Camp.
- Don't Drink and Drive awareness Programme.
- Swach Bharat Abhiyan(Cleaning Drive).
- Road Safety Awareness Drive.
- International Yoga Day.
- Zila Parishad School Health Check UP Camp.
- Village Adopted under NSS social drive activity.

Criterion-IV
4. Infrastructure and Learning Recourses

4.1 details of increase in infrastructure facilities:

Facilities	Existing	Newly Created	Source Of Fund	Total
Campus Area	7076 Sq Mt	-	-	7076 Sq Mt
Class Room	4	-	-	4
Laboratories	13	-	-	13
Seminar Hall	1	-	-	1
No. Of important equipment purchased ($\geq$ 1-0 lakh) during the current year.	-	-	-	-
Value of equipment purchased during the year (Rs. In lakh)	-	-	-	-
Others	-	-	-	-

4.2 Computerization of administration and library:

- The examination department is equipped with computers with internet connection, printers & photocopy machines and separate printing section for carrying out exam related work.

- There is a separate computers and printing area designed for downloading and printing question paper that are received online from Savitribai Phule Pune University.

- Examination related work such as processing exam forms entry of semester marks, printing of exam admit card carry out at Exam department.

- All administration work related to students such as creation of student data base , attendance ,student I-Card, fees receipt printing .

- Library issue /returns system is computerized.

- Library services are fully computerized. It uses auto Lib Software for meaning the bar-coding system.

- E-Books, audio, video aids are available in the Library.

- The Institute accounts department uses tally apex software for maintaining the accounts

4.3 Library services at Department level:

	Existing		Newly added		Total	
	No.	Value	No.	Value	No.	Value
Text Books	7240	2357052.10	-	-	7240	**2357052.10**
Reference Books	1161				1161	
e-Books	86	-			86	-
Journals	10	4050			10	4050
e-Journals	01	3500			01	3500
Digital Database	1				1	
CD & Video	38	25000			38	25000
Others (specify)	-	10500			-	10500

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsing Centers	Computer Centers	Office	Departments	Others
Existing	54	37	32Mbps	1	1	4	11	1
Added	0	0	0	0	0	0	0	0
Total	54	37	32Mbps	1	1	4	11	1

4.5 Computer, Internet access, training to teachers and students and any other programme for technology up gradation (Networking, e-Governance etc.)

- Computers are allowed to use by students for their project works, assignments, filling of examination form, scholarship forms, online teacher's feedback and training in computer application to students are given for other academic purposes.
- Training programme on ICT enabled teaching was arranged for the faculty members in the beginning of academic year.
- Modern teaching method using WI-FI broadband ,internet , LCD projector etc implemented.
- Students are encouraged to make use of Computers for power-point presentation of their projects.
- Institutes has taken the Initiative for digitization of the paperless office by using GEM software.

4.6 Amount spent on maintenance in lakhs:

i.	ICT	Rs 7620.00
ii.	Campus Infrastructure and facilities	Rs 14,78,131.00
iii.	Equipments	Rs 72,340.00
iv.	Others	Rs 41,031.00
v.	Total	Rs 15,99,122.00

Criterion-V

5. Student support and progression

5.1 Contribution of IQAC (IF ANY DEPARTMENT LEVEL) in enhancing awareness about student support service

- Institute website provides updated information about the institute.
- At the beginning of academic year the institute conducts an orientation programme for First year students.
- Use of social media like face book, watts up and instagram in enhancing awareness about students support services.
- Student's feedback is taken and acted upon.
- Student representative have been selected for sports and extracurricular activities.
- Class representative have been selected and assigned duties.
- Grievance mechanism is in place.
- Farewell program for final year students.
- Personal counseling given by counselors to minimize to dropout rate in the institute.
- Anti-ragging committee actively works.
- Anti-ragging guidelines are displayed.
- Alumni meeting.
- Parents teachers meeting.
- Update of academics displayed on notice board regularly.
- All information about available government scholarships and schemes are displayed prominently.*

5.2 efforts made by the institution/department for tracking the progression

- Individual student tracking is done by the mentors and class teachers.
- Result analysis of every semester is maintained by the examination department to have an overview of the result.
- The alumni association provides students progression during alumni meet.
- Student profile maintain every semester.
- Online feedback students form.
- Suggestion Box

5.3 (a) Total Number of students

UG		PG		Ph. D.		Others		Total	
Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
330	37	-	-	-	-	-	-	330	37

 (b) No. of students outside the state   21

(c) No. of international students

	In numbers
Men	Nil
Women	Nil
Total	Nil

(d)

course	Last year												This year											
	General		SC		ST		OBC		Physically challenged		Total		General		SC		ST		OBC		Physically challenged		Total	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
BSCHS	86	7	18	1	0	0	34	4	0	0	138	12	88	7	13	3	1	0	43	3	0	0	145	13
BHMCT	121	12	16	1	1	0	36	4	0	0	174	17	108	13	18	1	1	0	43	4	0	0	170	18

5.4 Details of student support mechanism for coaching for competitive examination (if any)

No. of students beneficiaries

Nil

5.5 no. of student qualified in these examinations

NET	SET/STET	GATE	CAT	IAS/IPS	State PSC	UPSC	Others
Nil	Nil	-	-	-	-	-	-

5.6 Details of student counseling and career guidance

- Separate training and placement cell is established for carrier guidance .
- Frequently training and placement cell organizes mock interviews, group discussion and CV destining session for students which will helpful for training and placement.
- *Expert industry guidance, guest lecture on abroad education and job options by Abhijeet Chitale, Ms Ayesha Rajwade, Mr Amol Unane, Mr Vipul Mehta

No. of student benefitted

45

5.7 details of campus placement

Number of Organization visited	Number of Students participated	Number of students placed	Number of students placed
3	50	8	8

5.8 details of gender sensitization programmes

- The institute has an active women's cell to protect the rights of women's staff and students.
- Institute have active internal complaint committee cell.
- Women's health awareness program has regularly conducted.
- Grooming session for girl's student has conducted.
- Women's Day Celebration on 8TH of every year.

5.9 Students activities

No. of students participated I sports, games and other events

State / university level	-
National level	-
International level	-

5.9.1 no. of students participated in cultural events

State / university level	-
National level	-
International level	-

5.9.2 no. of medal / awards won by students in sports, games and other events: sports:

State / university level	-
National level	-
International level	-

No. of medal / awards won by students in sports, games and other events: Cultural:

State / university level	-
National level	-
International level	-

5.10 Scholarship and Financial Support

	Number of students	Amount
Financial support from Institution / Department	-	-
Financial support from government	60	70 lac
Financial support from other sources	-	-
Number of students who received International/National Recognitions	-	-

5.11 student organized / initiatives Fairs:

State / university level	--
National level	--
International level	--

Student organized / initiatives exhibition:

State / university level	--
National level	--
International level	--

5.12 No. of social initiatives undertaken by the students

7

5.13 major grievances of students (if any) redressed:

No, Major Grievance.

Criterion VI

6. Governance, Leadership and Management

6.1 State the Vision and Mission of the Institution

Vision

To emerge as the most preferred hospitality educational institute with global recognition & developing competent & socially sensitive professionals committed to excellence.

Mission

To make incessant enterprise in translating our vision into a reality & achieve the following objectives-

- To create state of the art facilities for advance level of teaching and hands on training & encouraging entrepreneurship.
- To continuously grow through consistent performance in academics & healthy industry interface.
- To develop students as global citizens with commitment & dedication

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6.2 Does the Institution has a Management Information System

Yes

6.3 Quality Improvement Strategies adopted by the institution for each of the following:

6.3.1 Curriculum Development

- SIHMCT affiliated to the Savitribai Phule Pune University, Pune. We follow the syllabus prescribed by the Board of Studies of different subjects. Faculty members from the Institute have appointed in syllabus revision as also appointed as paper setter & practical examiner at University level.

- Principal is active member in BOS Savitribai Phule Pune University, Pune.

- The choice based credit system followed for I,II,III,IV V & VI SEMESTER BHMCT Students.

- Skill based Elective System are available to VII& VIII SEMESTER BHMCT students.

- Several Faculty Members are involved in course restructuring and revision committees constituted by Savitribai Phule Pune University, Pune.

- Workload distributed as per Specialization of Faculty members.

6.3.2 Teaching and Learning

- All Faculty Members prepare Course file containing Teaching plan, Notes, additional Notes, content beyond syllabus, list of reference book etc.
- Teaching plan based on the teaching days available in semester.
- The syllabus covered by each faculty is reviewed by the IQAC members at the end of every semester.
- Institute invites expert from Industry to deliver expert lecture to enrich the knowledge of students.
- Study materials are shared with the students.
- Well equipped library for both Faculty and students,
- Faculties are encouraged to use audio – visual aids in the classroom.
- Following are some innovative practices are adopted
  i. Demonstration.
  ii. Project based learning.
  iii. Theme lunch.
  iv. Exhibitions,
  v. Competitions.
  vi. Industrial visits.
  vii. Guest lectures, workshops & seminars.
  viii. Use of LCD'S , Educational Videos

6.3.3 Examination and Evaluation

- The Examination Cell is functional in the Institute.
- The Examination cell is responsible to conduct Internal Exam, Practical Exam and term end exam as per the norms laid down by Savitribai Phule Pune University,
- The procedure laid down by the Savitribai Phule Pune University is strictly followed.
- Continuous assessment is adopted for BHMCT students.
- Assignment and project.
- Internal Evaluation

6.3.4 Research and Development

- The Research committee and IQAC is functional in the Institute to promote research activity.
- Faculty members are encouraged to initiate research, present and publish research paper.
- 4 staff members are Ph. D. holder.
- 3 Faculty members are enrolled for Ph. D.
- Institute provides paid leave on Duty (OD) for faculty & staff to attend seminars, conference and workshop.
- Students are assigned Faculty members who guide them in projects on topics of their area of interest related Food Production, Food & Beverage Service, Accommodation, Tourism and management as a part of project in VIII Semester BHMCT and IV semester BScHS.

6.3.5 Library, ICT and Physical Infrastructure/ instrumentation

- Library equipped with reference books, e- Books, e-journals, printed journals, magazines, CD'S
- Online Public Access Catalogue (OPAC) facility is made available through auto library management software.
- The library has subscribed e- journal JOHAR
- Membership of NATIONAL DIGITAL LIBRARY OF INDIA.
- ICT is practiced in smart classroom using LCD projects.
- All departments like kitchen, bakery, housekeeping, F& B Service use latest gadgets for quality learning.
- Wi-Fi Internet facility in the campus.

6.3.6 Human Resource Management

- Staffs are given casual leave facility, maternity leave, medical leave facility, provident Fund, Gratuity.
- Low turnover of the staff observed in the past 10 years.
- Increments and promotions are offered to the deserving staff members.

6.3.7 Faculty and Staff Recruitment

- Institute follow AICTE and Savitribai Phule Pune University guideline for faculty and staff recruitment.
- well qualified faculty and staff recruited as per requirement

6.3.8 Industry Interaction/ Collaboration

- MOU has been signed with Industry and placement consultants.
- Experts from the Industry are invited for expert lecture and demonstration to enhance the knowledge of the student.
- Field and Industry Visits.
- Assistance & guidance in international training.

6.3.9 Admission of students

- Admission for four years Degree course BHMCT to the Institute is through CET conducted by DTE , Mumbai.
- Admission for Three Years Degree course BScHS to the Institute at Institute Level on merit basis.
- This process ensures complete transparency in admission process.
- Institute is following the DTE norms for BHMCT and UGC norms for BScHS admission procedure.

- Government Reservation policy is strictly followed.
- Admission promotion Team conduct promotion camps in and outside the state to make students aware about entrance exam and admission procedure.
- The Institute Website, handbook and prospectus contain information about the Institution and the programmes offered.

6.4 Welfare schemes for

Teaching	Staff quarters, provident Fund, Maternity Leave, Insurance, Increments, Promotions, Bus facility for commuting
Non Teaching	Staff quarters, provident Fund, Maternity leave, Increments, Promotions,
Students	Freeship Scholarship, Medical Insurance, hostel allowances, fee waiver scheme.

6.5 Total Corpus fund generated   Rs.4567893/-

6.6 Whether annual financial audit has been done   Yes

6.7 Whether Academic and Administrative Audit (AAA) have been done?

Audit Type	External		Internal	
	Yes/No	Agency	Yes/No	Authority
Academic	No	---	Yes	IQAC
Administrative	No	---	Yes	CDC

6.8 Does the University / Autonomous Colleges declare results within 30 days?

For UG Programme	Yes
For UG Programme	N A

6.9 What efforts are made by the University/ Autonomous College for Examination Reforms?

- The Exam Committee of the Institute comprising of the Principal, Chief Exam Officer(CEO) And Two Faculty Members
- Examination Schedule and calendar of Savitribai Phule Pune University is being followed strictly.
- FYBScHS Annual Pattern Exam Evaluation is done in the Institute and result is declared by the Institute.

6.10 What Efforts are made by the University to promote autonomy in the affiliated/ constituent colleges:

On 19th April 2018 Savitribai Phule Pune University has conducted meeting with accredited institutes and explained them that they can apply for autonomous status and highlighted the benefits & procedures.

6.11 Activities and support from the Alumni Association

- Every year Institute conducts Alumni Meet.
- Alumni interaction in terms of sharing industry experience.
- *Guest lectures are taken by the alumni. Also invited for competitions and orientation programme.
- Involvement of alumni in the IQAC Committee.

6.12 Activities and support from Parent Teacher Association

- One Parent – Teacher meeting per semester is conducted.
- Suggestions are taken from the parents and implemented.
- Feedback from parents is taken and analyzed.

6.13 Development Programme for Support staff

- Training programmes conducted for use of new administrative software (ERP) to accounts & establishment staff.
- Administrative staff deputed for various workshops conducted by DTE and University of Pune and understand various schemes available for students, knowledge about university eligibility procedures examination reforms etc.

6.14 Initiatives taken by the Institution to make the campus Eco- friendly

The Institute promotes sound Institutional practices, which balance environmental concern to conserve energy and resources.

- Tree Plantation.
- No smoking campus.
- Green campus.
- Water harvesting.
- Sewage water treatment plant.
- Solar system installed in the hostel.

CRIETERIA – VII

7. Innovation and Best Practices

7.1 Innovation introduced during this academic year which have created a positive impact on the functioning of the Institute. Give details

a) Academic:
i) Weekend workshop in operational subjects is organized for covering the contents beyond syllabus and introducing new tools and techniques. These workshops are conducted by senior students under supervision of subject faculty with complete autonomy for content design and conduct of workshop.
ii) Encouragement to entrepreneurship through selling the food products and beverages of specific practical. This is aimed at improving the production of saleable products and ideas and encouraging the F&B marketing skills of students.

b) Administration:
i) Introduction of various modes of digital receipts and payments for improving ease and transparency.
ii) Facilitation of all certificates and recommendation letters to students through streamlined administrative procedures.

c) Students & Faculty Development:
i) Active Academic & Research Coordinator for encouragement of lab innovation and research. The research cell conducted lectures on research methodology for students.
ii) Faculty development programs are planned for exposure of latest industry practices and interaction with experts. The institute has allocated sufficient funds for research and innovation.

7.2 Provide the Action Taken Report (ATR) based on the plan of action decided upon at the beginning of the year.

Following plans have been made at the beginning of the year and action taken is listed as below.

Sr. No.	Plan	Action Taken
1	Quality Improvement in academics	- PEO's & PO's modified and implemented. - Continuous evaluation of performance in practical.
2	Faculty Empowerment	- One Faculty with Ph.D degree given additional three increments and higher grade pay. - One faculty with Ph.D degree would be given additional increment and higher grade pay; proposal under consideration. - One faculty member sent for industrial training in Five Star Hotel and given one month duty leave.
3	Research & Consultancy	- Faculty members have published research papers in reputed journals. - Three faculties have been awarded Ph.D.

		• Two faculties have enrolled for Ph.D. • One faculty has applied for university Funded Research Project
4	Exploring External Partnership	• Senior Chefs and hoteliers are invited for guest lectures • Senior Chefs and industry professionals are appointed as external examiners for evaluation of practical examinations. • Industry experts conducted workshop
5	Growth & Resources	• The institute has spent over '' lakh for addition and improvement of resources
6	Efficient administration	• Additional manpower recruited for administration of the institute. • Additional computers and printers provided for smooth flow of work. • Admin staff sent for workshop & training.

7.3 Give two Best Practices of the institution *(please see the format in the NAAC Self-study Manuals)*

i. Paralleling with Industry
ii. Paperless governance with GEMS
iii. Women Empowerment

*Provide the details in annexure (annexure need to be numbered as i, ii,iii)

7.4 Contribution to environmental awareness / protection

- Tree Plantation
- Herb Garden at the Institute
- Participation in Swacch Bharat Abhiyan
- Winter Camp for developing awareness about environmental issues.

Improving the Green cover and Conservation of energy:

Our institutional Campus is located at a picturesque location and surrounded with hills and forest. The institute has taken initiative in preserving the natural flora around the campus. Special efforts have been taken in increasing the green cover by planting large number of tress and its maintenance is undertaken with professional help. Every effort is taken to imbibe the green practices amongst staff and students.

In the larger and national interest, the institute has volunteered itself in the cause of energy conservation. The building architecture and landscaping is planned with focus on utilizing natural resources and minimum dependence on electricity and fuels. Well ventilated and well lit classrooms, laboratories and other instructional areas as well as all administrative and amenities

areas reduce consumption. The conventional lighting has been changed to energy saving LED lighting, the CRT monitors have been replaced by LCD monitors and use of solid state regulators has helped save lots of energy. Natural resource like solar energy is tapped to produce energy by establishing Solar panels.

Major initiatives of the institute are-

A. Water Harvesting: Abundant rainfall in the place like Lonavala has been effectively used to recharge the ground water level through rainwater harvesting.
B. Water Recycling: State of the art STP plant recycles waste water that is used for gardening and greening the landscape.
C. Renewable Energy: Photovoltaic generation project is undertaken and Solar panels are installed to create thermal energy systems extensively throughout the campus.
D. Waste Management: Effective waste management system is utilized by proper segregation of dry and wet waste and appropriate disposal of it. The e-waste is also disposed through scientific methods.
E. Reducing Carbon Footprint: Extensive use of ERP software, paperless governance, reduction of waste, recycling of waste, compost plant at the campus, use of particle board for furniture etc., are significant measures adopted by institute. The use of good quality and energy saving kitchen equipments, Ovens, Mixers, Grinders, Exhaust systems, air conditioners, refrigerators, water coolers, diesel generators fitted with catalytic convertor reduces Carbon emission. Public transport and mass transport is promoted by campus that has significantly reduced carbon emissions.
F. Greening the Campus: Large amount of plantation and reserving the natural flora in and around the campus, almost fifty percent of total area having landscaping has contributed in greening the campus.

7.5 Whether environmental audit was conducted? | Yes |

7.6 Any other relevant information the institution wishes to add. (For example SWOT Analysis)

STRENGTHS
• Situated in the lap of nature and at tourist place helping quality learning.
• Fully residential campus with multi-cultural atmosphere.
• Modern infrastructure with fully operational laboratories, library and other facilities like the sports complex, auditorium & gym.
• Competent faculty and excellent retention ratio.
• Transparent, collaborative and conducive work culture.
• Availability of research center on campus to encourage research in hospitality.
• Use of advanced aids in teaching-learning using LCD, videos and software.

- Faculty development for the enhancement of the teaching quality.
- Students' academic enhancement through varied co curricular and extracurricular activities.
- Consistent ranking of students in the University toppers list.
- Strong Industry and institute Linkages and excellent placement record giving due promotion to entrepreneur encouragement & guidance.
- Qualitative internship in leading group of hotels and exposure to foreign training.

WEAKNESS
- Connectivity of campus with major cities causes a little dis-comfort.
- Limited research in the field of hospitality and lesser publication.
- Restricted avenues for faculty to pursue Ph. D, take up research work.
- Meager scope of funding for research.
- Communication skills in foreign languages for students.

OPPORTUNITIES
- Collaboration with international faculty and student exchange program.
- Scope for collaborative and inter-disciplinary research.
- Short courses &certificate courses in Hospitality and Tourism.
- Promote entrepreneurial avenues.

CHALLENGES
- Students from other states have limited access owing to less awareness about mandatory CET
- Attracting and enrolling meritorious students.
- Screening of students is not possible due to CAP process for BHMCT
- Institute fee is decided by Fee Fixation Committee of State Government and it has effect on finances of institute.

8. Plans of Institution for Next Year
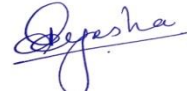
Future Plans:
- Increase in intake of the courses to absorb demand pool of the interested candidates in the vicinity and the state.
- Strengthening the Stakeholder participation for growth and development.
- Inculcating the future demands of industry in curriculum planning and implementation.
- Talent development, allotment of resources for research, increased research publication and projects, exposure to hospitality assignments and consultancy, and encouragement for higher education of faculty through enrollment to M.Phil, Ph.D.
- Adoption of student centric practices in curriculum and introducing new course as well as PG course in hospitality.
- Effective utilization of resources and creation of avenues for additional revenue.

Name: Prof.Ranjana Diwate   Name: Dr.Ayesha Siddiqui

Signature of Coordinator, IQAC Signature of Chairperson, IQAC

ANNEXURE-I

1. ACADEMIC CALENDER

SINHGAD INSTITUTE OF HOTEL MANGEMENT & CATERING TECHNOLOGY, LONAVALA

Sinhgad Technical Education Society's

ACADEMIC CALENDER JUNE 18-DEC-18

ACADEMIC CALENDER JAN 19-MAY-19

DR.AYESHA SIDDIQUI
PRINCIPAL

IQAC

DR.AYESHA SIDDIQUI
PRINCIPAL

SAVITRIBAI PHULE PUNE UNIVERSITY
Revised Syllabus
Bachelor of Hotel Management and Catering Technology
(BHMCT)
Choice Based Credit System and Grading System
FOUR YEAR FULL TIME EIGHT SEMESTER GRADUATE DEGREE
PROGRAMME

BHMCT Year 1 Curriculum applicable with effect from Academic Year
2016 -2017

1. THE CURRICULUM

i. The curriculum is presented in the accompanying chart along with the Appendices containing a list of courses and their detailed outline.

ii. While care and attention is given to the basic objective of the curriculum, and its academic rigor, attempt is made to align the courses, in a manner that will ensure its effective implementation.

iii. Choice Based Credit System has been introduced and the total number of credits required for the award of BHMCT degree is 200 credits.

COURSE CONTENT FOR BHMCT PROGRAMME										
Seme ster	Subj ect Cod e	Subjec t Name	Choice	Teaching Load per week				Subject Credits	Semester Credits	Total Marks offerred per subject	Total Marks offerred per semester
				Theo ry	Practi cals	Total					
I	C 101	Food Production - I	Compul sory	3	8	11		7		150	
	C 102	F & B Service - I	Compul sory	3	3	6		5		150	
	C 103	Basic Room s Division - I	Compul sory	3	3	6		5		150	
	AE 104	Commoditi es		4	-			4			
	AE 105	Basic Accounting	Any 2	4	-	8	35	4	29	200	750

Sem	Code	Title	Type							Marks	Total
	AE 106	Tourism Operations		4	-			4			
	SE 107	Communication Skills (English) - I	Any 1	2	2	4		4		100	
	SE 108	French - I		2	2			4			
II	C 201	Food Production - II	Compulsory	3	8	11		7		150	
	C 202	F & B Service - II	Compulsory	3	3	6		5		150	
	C 203	Basic Rooms Division - II	Compulsory	3	3	6		5		150	
	AE 204	Food Science	Any 1	4	-	4	35	4	29	100	750
	AE 205	Hospitality Sales		4	-			4			
	SE 206	Communication Skills (English) - II	Any 2	2	2			4			
	SE 207	French - II		2	2	8		4		200	
	SE 208	Computer Fundamental		2	2			4			
III	C 301	Bakery & Confectionary	Compulsory	3	8	11		7		150	
	C 302	F & B Service - III	Compulsory	3	3	6	35	5	29	150	750
	C 303	Accommodation Operations - I	Compulsory	3	3	6		5		150	
	AE 304	Hotel Accounting	Any 2	4	-	8		4		200	

| | | | | COURSE CONTENT FOR BHMCT PROGRAMME | | | | | | |

Semester	Subject Code	Subject Name	Choice	Teaching Load per week			Subject Credits	Semester Credits	Total Marks offerred per subject	Total Marks offerred per semester
				Theory	Practicals	Total				
	AE 305	Environment Science		4	-		4			
	AE 306	Hotel Law		4	-		4			
	SE 307	Soft Skills Mgmt.	Any 1	2	2	4	4		100	
	SE 308	Ticketing		4	-		4			
IV	C 401	Quantity Food Production	Compulsory	3	8	11	7	29	150	750
	C 402	F & B Service - IV	Compulsory	3	3	6	5		150	
	C 403	Accommodation Operations - II	Compulsory	3	3	6	5		150	
	AE 404	F & B Control	Any 1	4	-	4	4		100	
	AE 405	Principles of Mgmt.		4	-		4			
	SE 406	Advanced Baking	Any 2	4		4	4		200	
	SE 407	Bar Tending		2	2		4			
	SE 408	Housekeeping in allied Sectors		4	-		4			
	SE 409	Entrepreneurship Development		4	-	4	4			
V	CIT 501	Industrial Training	Compulsory	20 weeks			15	15	350	350
VI	CE A 601	Sp. in Food Production Mgmt.- I	Compulsory Elective (Any 1)	4	8		8	24	200	600
	CE B 601	Sp. In F & B Service Mgmt. - I		4	8	12	8			
	CE C 601	Sp. Housekeeping Mgmt. - I		4	8	30	8			

Note: Sem IV Total teaching load = 35.

	CE D 601	Sp. In Front Office Mgmt. – I		4	8		8			
	C 602	Introductio n to Cyber security & Information security	Compul sory	4	-	4	4		100	

COURSE CONTENT FOR BHMCT PROGRAMME

Seme ster	Subj ect Code	Subject Name	Choice	Teaching Load per week			Subject Credits	Semester Credits	Total Marks offerred per subject	Total Marks offered per semester
				Theo ry	Practi cals	Total				
	AE 603	Human Resource Mgmt.	Any 1	4	-	4	4		100	
	AE 604	Services Mktg.		4	-		4			
	SE 605	Event Mgmt.	Any 2	3	2	10	4		200	
	SE 606	Hotel Information System		2	3		4			
	SE 607	National Service Scheme		1	4		4			
VII	CE A 701	Sp. in Food Production Mgmt.- II	Compul sory Elective (Any 1)	4	8	12	8	24	200	600
	CE B 701	Sp. In F & B Service Mgmt. - II		4	8		8			
	CE C 701	Sp. Housekeepi ng Mgmt. - II		4	8		8			
	CE D 701	Sp. In Front Office Mgmt. - II		4	8		8			
	AE 702	Food Safety Mgmt. Systems	Any 1	4	-	4	4	30	100	
	AE 703	Total Quality Mgmt.		4	-		4			
	SE 704	MICE		3	2		4			

Semester	Subject Code	Subject Name	Choice	Theory	Practicals	Total		Subject Credits	Semester Credits	Total Marks offered per subject	Total Marks offered per semester
	SE 705	Customer Relationship Mgmt. in Hospitality	Any 2	3	2	10		4		200	
	SE 706	Facility Planning		3	2			4			
	SE707	Small Business Mgmt.	Any 1	4	-	4		4		100	
	SE 708	Hotel Maintenance		4	-			4			
VIII	CEA 801	Sp. in Food Production Mgmt.- III	Compulsory Elective (Any 1)	4	8	12	28	8	21	200	450
	CEB 801	Sp. In F & B Service		4	8			8			

			COURSE CONTENT FOR BHMCT PROGRAMME								

Semester	Subject Code	Subject Name	Choice	Teaching Load per week				Subject Credits	Semester Credits	Total Marks offerred per subject	Total Marks offerred per semester
				Theory	Practicals	Total					
		Mgmt. - III									
	CEC 801	Sp. Housekeeping Mgmt. - III		4	8			8			
	CED 801	Sp. In Front Office Mgmt. - III		4	8			8			
	CP 802	Project Report	Compulsory	2	10	12		9		150	
	AE 803	Organization Behavior	Any 1	4	-	4		4		100	
	AE 804	Managerial Economics		4	-			4			
TOTAL CREDITS FOR THE COURSE								**200**		-	-
TOTAL SUBJECTS OFFERED								**62**		-	-
MINIMUM SUBJECTS TO BE APPEARED BY THE STUDENTS								**38**		-	-
MAXIMUM MARKS OFFERED FOR THE PROGRAMME										**5000**	**5000**

I).1.Title of the Practice: Paralleling with Industry
Aim: The institute has planned the practice 'Paralleling with industry' with an aim to excel in the field of hospitality education by molding and enhancing the skill to meet the challenges of the dynamic business environment.

2. Goal:
- To work parallel with Industry to provide real time learning of the students.
- To create a platform for the students and faculty to get industry exposure.
- To Bridge the gap between academics and industry.
- To be the most preferred hospitality education institute among the aspirants

3. The context: The institute recognizes the need to expose the students to industry work culture through continuous interaction and hand on training during the course. The exposure to real time situations and environment gives them the sense of being a professional. Practice, use of equipments and adaptability of newer technology is possible through industrial exposure. Being a global industry, it is necessary to make students ready for international career and adapt to multicultural work environment. While researching on the educational gap challenge, it was realized that the biggest gap lies in the fact that the curriculum has limitations in instilling the confidence amongst the students. It is also imperative to go hand in hand with industry; faculty members are also encouraged to improve understanding of latest trends, techniques and procedure. This is inculcated in the institute activities. Interaction with industry also helps the institute in enriching and complimenting the curriculum.

4. Practice:
Professional Training Program: Students are sent for Industrial training and are also encouraged to take up training in vacation period at best brands of hospitality industry. They are trained various operational departments at different working levels.
Diversifying Training: Students are encouraged to take training in hotels, restaurants, professional catering in India and abroad.
Hands on Training: Efforts are taken to give maximum exposure through hands on training at evening and on weekends in Lonavala hotels for various catering events. Students have been sent to Saudi Arabia also for Royal Catering and are sent to Rann of Kutch festival for ODC.
Food Festival: Institutes organizes food festival / carnival for professional exposure to students, inculcating leadership, team work, sales skills, interpersonal skills, sharpening the technical skills.
Membership of professional body: The institute is member of HRAWI which is helpful in improving interaction and exchange of idea. Faculty is also member of various professional bodies.
Seminar/ Workshops: Institute has successfully organized seminar/workshops, invited industry experts for guest lecturers; students and faculty have attended seminars at other locations as well.

FDP/Industrial training for Faculty: Faculty members have attended FDP and industrial training in recent years.

Empanelling industry in academics: The institute has empanelled industry experts and appreciates their contribution of industry experts in academic planning and academic auditing

5. Evidence of Success: Students have successfully acquainted with global practices in hospitality industry. They have adopted the professional work culture with improved technical and interpersonal skills. They have become confident and more adaptive to latest hospitality practices and shown ease of working in different situations. The placements in best hotel brands in India and abroad is witnessed in recent years. Workshops and seminar have helped in improving the curriculum & knowledge base. This has positive effect on the enrollment in our institute.

6. Problems Encountered and Resources Required
However, the challenges faced by the institute to create real life industry situations / ambience are as follows:

Budget constraints: The institute has to make optimal use of budgeted resources for events organized every year. It is a challenge to work with in the budget with fluctuation due to inflation.

Time management: It is challenging to take time out for the preparation of events in the midst of academics. Faculty and the students have to work beyond the academic time to prepare for the event.

Resource person: Hospitality industry being a very demanding industry, it is challenging to get industry experts to the institute. Quiet often, confirmations for participating in institute activities are cancelled due to professional commitments and the institute has to look for a suitable replacement at the last minute.

Infrastructure: With limited manpower, maintenance of infrastructure to the desired level is a challenge during the hectic schedule of the event. Additional manpower is required to increase the frequency of cleanliness which is not always available.

II) 1.Title of the Practice: Paperless governance on ERP package
Aim: To promote the green practices and reduce use of paper, for ease of communication and record keeping, institute has adopted ERP package- GEMS, Zoom, Zenon for administration and governance.

2. Goal:
* Reduction of waste and saving paper.
* Ease of access, communication and record keeping
* Transparency in governance.
* Standardization of the academic processes of Institute.

3. The Context: Adapting to modern techniques and technology in administration of an institute is need of hour. It is also necessary to reduce the paper work in governance and bring transparency in all aspects. Easy access and effective communication through technology is possible with the help of a standard ERP package.

The ERP is made available which provides ease of creating and maintaining records round the clock from any location.

4. The Practice: Faculty and staff have an individual login ID on GEMS. The processes like faculty leave management, faculty appraisal, student feedback, academic planning & implementation and placement activities are brought on this platform. Attendance is recorded on biometric system with Zenon package. Zoom-edusmart is used for student database and generation of other records.

- Leave Management: Application for leaves of all types is available only through GEMS. It is checked and forwarded by Leave Admin, approved by Principal and forwarded for final approval by Management.
- Faculty appraisal: Faculty is required to fill in self appraisal on GEMS, verified by Principal and forwarded to management for further process.
- Student feedbacks: Faculty feedback is taken from students with help of Feedback software package; it maintains the privacy and prepares reports on academic performance of faculty.
- Staff attendance: Staff members are enrolled on Biometric system for daily attendance along with timings. It is required to punch in and out daily for recording attendance. This helps in easy and real time report generation.
- Academics: Academic admin uploads academic calendar, subject allocation, time table on etc and faculty members upload teaching plan of the subject, notes, schedules of examinations, attendance, etc.

5. Evidence of success: All relevant and real time data of administration and academic is available online. Report generation has become easy and accurate. There is improved transparency in governance and ease of record keeping. It has significantly reduced the use of paper for internal communication. There is improved standardization of the processes, the students' data is maintained easily and receipts are recorded accurately.

6. A Problem encountered and resources required: All ERP packages andsystems run on a computer hardware and network using a database as an information repository. Installing the system with necessary application and integration of resources is difficult on various configurations of PCs. It is also cumbersome and critical to convert the existing system into software system, also witnessed resistance from different section of staff. The institute has implemented the system step by step and all at one time

ANNEXURE IV: ANALYSIS OF FEEDBACK

1. Analysis of Alumni Feedback

SR NO	Parameters	EXCELLENT	VERY GOOD	GOOD	AVERAGE
01	Overall Development of students	76%	14%	9%	1%
02	Handling of Grievance	82%	12%	6%	---
03	Infrastructure	90%	6%	4%	---
04	Quality of Teaching and learning	92%	8%	---	----

All Alumni feel proud that they are the students of this Institute.

They are thankful to the Institute for providing quality Education.

They appreciate the dedicated, friendly and co-operative attitude of the teaching and admin staff.

They admit that the Institute played crucial role in shaping their professional, ethical and personal life.

Suggestions

More Alumni involvement in the events.

Action Taken

The Institute has taken sets to enhance participation of alumni in

2.Analysis Of Parent Feedback

SR NO	Parameters	EXCELLENT	VERY GOOD	GOOD	AVERAGE
01	Overall Development of students	80%	10%	6%	4%
02	Handling of Grievance	82%	12%	6%	---
03	Infrastructure	90%	6%	4%	---
04	Quality of Teaching and learning	98%	2%	---	----

All Parents feel proud that their wards are the students of this Institute.

They are thankful to the Institute for providing quality Education to their ward.

They appreciate the dedicated, friendly and co-operative attitude of the teaching and admin staff.

They admit that the Institute played crucial role in shaping future professional, ethical and personal life.

Suggestions

Conduct events and call parents to involve in college events.

Action Taken

The Institute has assured in coming year conduct events in which parents also participate.

3. Analysis of Employer Feedback

SR NO	Parameters	EXCELLENT	VERY GOOD	GOOD	AVERAGE
01	Communication	70%	16%	9%	5%
02	Attitude/Work Habits	90%	7%	3%	---
03	Performance	85%	6%	9%	---
04	Knowledge Content	90%	7%	3%	----

They are thankful to the Institute for providing quality students for their organisation.

They appreciate the dedicated, co-operative atmosphere of the teaching to develop the future professional for industry. They admit that the Institute played crucial role in shaping professional.

Suggestions

1. Conduct workshop in collaboration of industry to make student aware what industry actually demanding.

Action Taken

Students were sending on weekends to various organisations for upgrading their skill set.

4. Analysis Of Student Feedback

STUDENT FEEDBACK AND ACTION TAKEN				
Inputs received from Feedback		**Action Plan**		
Faculty Name	**Finding**	**Action Suggested**	**Action Taken**	**Remarks**
R.Gade	F&BS -60% No problem Marketing-54% No problem	Improvement in Communication More Preparation of Subjects	Briefed by HoD and Principal Given additional preparation time	Considerable Improvement
S.A.Godase	H.Law-66% No Problem	Improvement in Communication Improvement in Pronunciation	Briefed by HoD and Principal Given additional preparation time	Observed Improvement
A.Diwikar	FP-40% No Problem	More Preparation of Subjects Additional inputs required	Briefed by HoD and Principal Given additional preparation time and resources	Faculty has left the institute

Students Feedback is taken on Computer Based ERP package with complete freedom to students for their inputs. The data collected is analyzed for further improvements in the teaching learning process. The action is suggested to the faculty and peer observation is received about performance.