



Yearly Status Report - 2019-2020

Part A

Data of the Institution

1. Name of the Institution	ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Name of the head of the Institution	P SEN THAMIZHAN
Designation	Principal
Does the Institution function from own campus	Yes
Phone no/Alternate Phone no.	080-8123765777
Mobile no.	9341810326
Registered Email	principal@aihmctbangalore.edu.in
Alternate Email	principal@aihmctbangalore.com
Address	Survey No 13, Nagareshwara Nagenahalli, Kothanur Post
City/Town	Bengaluru
State/UT	Karnataka
Pincode	560077

2. Institutional Status	
Affiliated / Constituent	Affiliated
Type of Institution	Co-education
Location	Urban
Financial Status	Self financed
Name of the IQAC co-ordinator/Director	JANAK SUBRAMANYAM
Phone no/Alternate Phone no.	+918147025865
Mobile no.	9845679443
Registered Email	janak.subramaniam@aihmc Bangalore.edu.in
Alternate Email	janak.subramaniam@aihmc Bangalore.com

3. Website Address

Web-link of the AQAR: (Previous Academic Year)	http://aihmc Bangalore.edu.in/naac/aqar-2018-19/index.html
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4. Whether Academic Calendar prepared during the year	Yes
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if yes,whether it is uploaded in the institutional website: Weblink :	http://aihmc Bangalore.edu.in/programmes/bhm/index.html
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5. Accrediation Details

Cycle	Grade	CGPA	Year of Accrediation	Validity	
				Period From	Period To
1	B	2.22	2015	01-May-2015	31-May-2020

6. Date of Establishment of IQAC	09-May-2014
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7. Internal Quality Assurance System

Quality initiatives by IQAC during the year for promoting quality culture		
Item /Title of the quality initiative by IQAC	Date & Duration	Number of participants/ beneficiaries

AQAR	17-Oct-2020 1	55
Collaboration With IHG	16-May-2016 1	175
Collaboration with HOSCO	18-Aug-2017 1	180
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8. Provide the list of funds by Central/ State Government- UGC/CSIR/DST/DBT/ICMR/TEQIP/World Bank/CPE of UGC etc.

Institution/Department/Faculty	Scheme	Funding Agency	Year of award with duration	Amount
Nil	Nil	Nil	2020 0	0
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9. Whether composition of IQAC as per latest NAAC guidelines:

Yes

Upload latest notification of formation of IQAC

[View File](#)

10. Number of IQAC meetings held during the year :

2

The minutes of IQAC meeting and compliances to the decisions have been uploaded on the institutional website

Yes

Upload the minutes of meeting and action taken report

[View File](#)

11. Whether IQAC received funding from any of the funding agency to support its activities during the year?

No

12. Significant contributions made by IQAC during the current year(maximum five bullets)

• MoU with IHG for Skill Enhancement/Placements/Internships India Abroad. Tieup with HOSCO for better placements, SKAL for connecting with Travel and Tourism Professionals all around the World, FHRAI for the interface between the Hospitality Industry, • Enrolled to SICA for the fraternity of Culinary Professional All projects are deliberated upon by the members. Progress of the projects is discussed. • Organized sessions on Scope, Glimpses of Hospitality Industry, Importance of Skills, Attitude and Commitment towards career etc., by industry experts • Deputed Lecturers to participate in International/National level Conferences, Workshops, FDPs. Deputed Students to participate in Symposiums, International Level Conferences, Seminars and Interactive Sessions • Conducted Job oriented and Placement Assistance Programmes, Career Guidance, Personality Development and Counselling Classes • Conducted sessions on Cost Control in FB Dept, Tourism and the Digital Transformation, A career in

Housekeeping each day a new challenge A Housekeepers Life • Deputed students to participate in National /Intercollegiate level competitions. • IQAC has contributed in the maintenance of quality education • Various steps considered by IQAC are: Convening Order is issued. •Quotations and tenders are called from minimum three vendors. • Price Negotiation Committee is constituted which selects the vendor with the lowest quotation for the task. • Project Monitoring Committee constantly monitors the quality of the products and services being provided by the vendor

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13. Plan of action chalked out by the IQAC in the beginning of the academic year towards Quality Enhancement and outcome achieved by the end of the academic year

Plan of Action	Achivements/Outcomes
Enhancement of job skills and Placements	Conducted Job oriented and Placement Assistance Programmes, Career Guidance, Personality Development and Counselling classes
Teaching Learning Process	Deputed Lecturers to participate in International/National level Conferences, Workshops, FDPs. Deputed Students to participate in Symposiums, International Level Conferences, Seminars and Interactive Sessions
Extension Activities	Organised International Yoga day in association with Sahaj Yoga Trust (regd) and Awareness of Eco Friendly Campus in House Initiative with PRAYAAS
Cocurriculum Enrichment	Deputed students to participate in National /Inter collegiate level competitions
E-learning Resources	Study Materials, Soft copy of PPT slides/PDF files are shared with students. Accession to E-Journals
Interactive Sessions for I, II, III and IV Yr students	Conducted sessions on Cost Control in F&B Dept, Tourism and the Digital Transformation, A career in Housekeeping- each day a new challenge A Housekeepers Life
Orientation Programme for I yr students	Organised sessions on Scope, Glimpses of Hospitality Industry, Importance of Skills, Attitude and Commitment towards career etc., by industry experts
Strategy Development & Deployment	MoU with IHG for Skill Enhancement/Placements/Internships India Abroad. Tieup with HOSCO for better placements, SKAL for connecting with Travel and Tourism Professionals all around the World, FHRAI for interface between the Hospitality Industry, Enrolled to SICA for

14. Whether AQAR was placed before statutory body ?	No
15. Whether NAAC/or any other accredited body(s) visited IQAC or interacted with it to assess the functioning ?	Yes
Date of Visit	18-Apr-2015
16. Whether institutional data submitted to AISHE:	Yes
Year of Submission	2019
Date of Submission	14-Feb-2019
17. Does the Institution have Management Information System ?	Yes
If yes, give a brief description and a list of modules currently operational (maximum 500 words)	<ul style="list-style-type: none"> • Using Software for the conduct of Online Admission test (OAT) • Biometric Equipment for taking Employees and Students attendance • Language Laboratory and software for learning languages and Soft Skills • IDS Fortune NEXT 6.5 Highly integrated Hotel PMS Software helps users streamline and automate the entire operations at large hospitality properties. • Academic Records, Timetable, Academic Calendar, Students Enrollment, Results, Attendance etc., • Interactive Display Boards, Webcamera for online classes. • Easylib 4.4.1 and bar code system is used in Library • Tally ERP9 for maintaining financial aspects

Part B

CRITERION I – CURRICULAR ASPECTS**1.1 – Curriculum Planning and Implementation**

1.1.1 – Institution has the mechanism for well planned curriculum delivery and documentation. Explain in 500 words

The syllabi, Examination Management System and degree of the college is determined by Bangalore North University. The course is structured to provide a high level of professional training to meet the latest standards and trends in the global Hospitality industry. Academic Calendar and time table are being displayed on the notice boards. The Course plan is established for each subject

before the commencement of each semester along with relevant study material which are circulated to the students. Teachers' study materials including PPTs and notes are shared with students. Seminars, conferences and workshops are organized and guest lectures are conducted on recent trends and developments.

Faculty are sent to the industry to update themselves in order to impart contemporary knowledge. Students counselling and internal tests are being conducted to monitor the performance of students. Career Guidance is offered as well training in personality development. Extension activities are carried out for the overall development of the students. All class rooms are equipped with latest audio visual aids and faculty are using ICT to teach. The emphasis is on holistic development and all efforts are made to ensure that students become better citizens in the days to come. Out of the box thinking is encouraged to offer solutions to problems. Students are also sent to the hotels as and when called for in order to enhance their hands on skill. Emphasis on life skills form an important part of the training programme and the institute strives to impart quality education, as per its vision.

1.1.2 – Certificate/ Diploma Courses introduced during the academic year

Certificate	Diploma Courses	Dates of Introduction	Duration	Focus on employ ability/entrepreneurship	Skill Development
NIL	NIL	16/07/2020	0	NIL	NIL

1.2 – Academic Flexibility

1.2.1 – New programmes/courses introduced during the academic year

Programme/Course	Programme Specialization	Dates of Introduction
BHM	NIL	18/07/2019
No file uploaded.		

1.2.2 – Programmes in which Choice Based Credit System (CBCS)/Elective course system implemented at the affiliated Colleges (if applicable) during the academic year.

Name of programmes adopting CBCS	Programme Specialization	Date of implementation of CBCS/Elective Course System
BHM	Nil	01/06/2018

1.2.3 – Students enrolled in Certificate/ Diploma Courses introduced during the year

	Certificate	Diploma Course
Number of Students	Nil	Nil

1.3 – Curriculum Enrichment

1.3.1 – Value-added courses imparting transferable and life skills offered during the year

Value Added Courses	Date of Introduction	Number of Students Enrolled
Personality Development	11/07/2019	59
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1.3.2 – Field Projects / Internships undertaken during the year

Project/Programme Title	Programme Specialization	No. of students enrolled for Field Projects / Internships
BHM	Four Years Bachelor's Degree in Hotel Management	59
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1.4 – Feedback System

1.4.1 – Whether structured feedback received from all the stakeholders.

Students	Yes
Teachers	Yes
Employers	Yes
Alumni	Yes
Parents	Yes

1.4.2 – How the feedback obtained is being analyzed and utilized for overall development of the institution?
(maximum 500 words)

Feedback Obtained

Feedback is obtained from the students and the flaws are discussed by the Principal in meetings with faculty, for appropriate redressal. Feedback from the outgoing students is taken to improve the shortcomings in the institution. Parents feedback is obtained on the performance of their wards. Feedback from faculty for improvements is taken. The students are addressed in the Assembly where the necessary information is shared with them. Faculty mentors have sessions with their group of students where the students are given the freedom to express issues. These issues are handled confidentially and put up to the higher authorities if required. All activities are process driven and they are systematic and hence there is a healthy atmosphere for exchange of ideas. Moreover a number of external facilitators too are invited from the Industry, to give share their perspectives. There is a strong administrative system in order to ensure the wellbeing of stakeholders.

CRITERION II – TEACHING- LEARNING AND EVALUATION

2.1 – Student Enrolment and Profile

2.1.1 – Demand Ratio during the year

Name of the Programme	Programme Specialization	Number of seats available	Number of Application received	Students Enrolled
BHM	Four Years degree in Hotel Mngement	60	318	60
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2.2 – Catering to Student Diversity

2.2.1 – Student - Full time teacher ratio (current year data)

Year	Number of students enrolled in the institution (UG)	Number of students enrolled in the institution (PG)	Number of fulltime teachers available in the institution teaching only UG courses	Number of fulltime teachers available in the institution teaching only PG courses	Number of teachers teaching both UG and PG courses
2019	60	Nil	12	Nil	12

2.3 – Teaching - Learning Process

2.3.1 – Percentage of teachers using ICT for effective teaching with Learning Management Systems (LMS), E-learning resources etc. (current year data)

Number of Teachers on Roll	Number of teachers using ICT (LMS, e-	ICT Tools and resources available	Number of ICT enabled Classrooms	Numberof smart classrooms	E-resources and techniques used
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	Resources)				
12	12	6	4	4	4
View File of ICT Tools and resources					
View File of E-resources and techniques used					

2.3.2 – Students mentoring system available in the institution? Give details. (maximum 500 words)

There is a student mentoring system in place in the institution. 20 students are allotted for microlevel tutoring and evaluation. Each faculty interacts with their mentees at regular intervals. They give a patient hearing to students issues and guide them in overcoming their problems. They counsel them and help them tackle issues.

Number of students enrolled in the institution	Number of fulltime teachers	Mentor : Mentee Ratio
60	12	1:5

2.4 – Teacher Profile and Quality

2.4.1 – Number of full time teachers appointed during the year

No. of sanctioned positions	No. of filled positions	Vacant positions	Positions filled during the current year	No. of faculty with Ph.D
16	12	Nil	2	2

2.4.2 – Honours and recognition received by teachers (received awards, recognition, fellowships at State, National, International level from Government, recognised bodies during the year)

Year of Award	Name of full time teachers receiving awards from state level, national level, international level	Designation	Name of the award, fellowship, received from Government or recognized bodies
2019	Thomas Mathew	Professor	Chairman, BOE, BNU
2020	Thomas Mathew	Professor	Member BOS, BNU
2020	P Sen Thamizhan	Principal	Member BOS, BNU
2020	P Sen Thamizhan	Principal	Member BOE, BNU

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2.5 – Evaluation Process and Reforms

2.5.1 – Number of days from the date of semester-end/ year- end examination till the declaration of results during the year

Programme Name	Programme Code	Semester/ year	Last date of the last semester-end/ year-end examination	Date of declaration of results of semester-end/ year- end examination
BHM	H	Semester	09/09/2020	30/10/2020

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2.5.2 – Reforms initiated on Continuous Internal Evaluation(CIE) system at the institutional level (250 words)

Continuous evaluation is carried out through tests, assignments, projects and quiz. Evaluation of students performance during Practical classes is carried out . Mock presentations in Front Office, Food Beverage Service and Housekeeping is carried out to help students understand real life situations. Interactions beyond classrooms ensure that students are provided with a conducive atmosphere for learning.

2.5.3 – Academic calendar prepared and adhered for conduct of Examination and other related matters (250 words)

The institution adheres to the UG calendar of events prepared by Bangalore North University. The institution prepares its own schedule of events and activities including Internal assessment examinations, co curricular and extra curricular activities.

2.6 – Student Performance and Learning Outcomes

2.6.1 – Program outcomes, program specific outcomes and course outcomes for all programs offered by the institution are stated and displayed in website of the institution (to provide the weblink)

[Program Outcomes, Program Specific Outcomes and Course Outcomes offered by the Institution are stated and displayed on the website.](#)

2.6.2 – Pass percentage of students

Programme Code	Programme Name	Programme Specialization	Number of students appeared in the final year examination	Number of students passed in final year examination	Pass Percentage
H	BHM	Four Year Bachelor's degree in Hotel Management	58	55	94.83

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2.7 – Student Satisfaction Survey

2.7.1 – Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as weblink)

<http://www.aihmctbangalore.edu.in/naac/igac%20cell/index.html>

CRITERION III – RESEARCH, INNOVATIONS AND EXTENSION

3.1 – Resource Mobilization for Research

3.1.1 – Research funds sanctioned and received from various agencies, industry and other organisations

Nature of the Project	Duration	Name of the funding agency	Total grant sanctioned	Amount received during the year
Any Other (Specify)	0	NIL	0	0

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3.2 – Innovation Ecosystem

3.2.1 – Workshops/Seminars Conducted on Intellectual Property Rights (IPR) and Industry-Academia Innovative practices during the year

Title of workshop/seminar	Name of the Dept.	Date
Interactive Session on Env. Science and Public Health	BHM	02/04/2019
Interactive Session on Financial Aspects	BHM	28/02/2019
Personality Development Programme	BHM	11/11/2019

Interactive Session on Eradicate Corruption- Build a New India	BHM	30/10/2018
Master Chef Class Sessions	BHM	15/09/2018

3.2.2 – Awards for Innovation won by Institution/Teachers/Research scholars/Students during the year

Title of the innovation	Name of Awardee	Awarding Agency	Date of award	Category
Nil	Nil	Nil	13/11/2020	Nil
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3.2.3 – No. of Incubation centre created, start-ups incubated on campus during the year

Incubation Center	Name	Sponsored By	Name of the Start-up	Nature of Start-up	Date of Commencement
Nil	Nil	Nil	Nil	Nil	16/07/2020
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3.3 – Research Publications and Awards

3.3.1 – Incentive to the teachers who receive recognition/awards

State	National	International
0	0	0

3.3.2 – Ph. Ds awarded during the year (applicable for PG College, Research Center)

Name of the Department	Number of PhD's Awarded
NA	Nil

3.3.3 – Research Publications in the Journals notified on UGC website during the year

Type	Department	Number of Publication	Average Impact Factor (if any)
National	BHM	Nil	0
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3.3.4 – Books and Chapters in edited Volumes / Books published, and papers in National/International Conference Proceedings per Teacher during the year

Department	Number of Publication
BHM	Nil
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3.3.5 – Bibliometrics of the publications during the last Academic year based on average citation index in Scopus/ Web of Science or PubMed/ Indian Citation Index

Title of the Paper	Name of Author	Title of journal	Year of publication	Citation Index	Institutional affiliation as mentioned in the publication	Number of citations excluding self citation
Impact of Organizational Trust on Employees' Personal	Thomas Mathew	Tathapi	2020	0	AIHMCT	Nil

and Social Life: An Empirical Investigation in the Hospitality Sector in and around Bangalore						
Effect of perceived organizational Support on Employees	Thomas Mathew	Tourism and Jobs: A Better Future for all	2019	0	AIHMCT	Nil
Development of Rural tourism through Entrepreneurship- A study on Sadeibereni in Odisha	Nishi Priya	Ripple journal	2019	0	AIHMCT	Nil
Influence of Ethnic foods on Culture	Nishi Priya	International Journal of Advance Research, Ideas and Innovations in technology	2019	0	AIHMCT	Nil

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3.3.6 – h-Index of the Institutional Publications during the year. (based on Scopus/ Web of science)

Title of the Paper	Name of Author	Title of journal	Year of publication	h-index	Number of citations excluding self citation	Institutional affiliation as mentioned in the publication
NA	NA	NA	2019	Nil	Nil	AIHMCT

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3.3.7 – Faculty participation in Seminars/Conferences and Symposia during the year :

Number of Faculty	International	National	State	Local
Attended/Seminars/Workshops	2	5	2	2
Presented papers	2	2	1	Nil
Resource persons	Nil	2	5	6

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3.4 – Extension Activities

3.4.1 – Number of extension and outreach programmes conducted in collaboration with industry, community and Non- Government Organisations through NSS/NCC/Red cross/Youth Red Cross (YRC) etc., during the year

Title of the activities	Organising unit/agency/ collaborating agency	Number of teachers participated in such activities	Number of students participated in such activities
International Yoga Day	Sahaj Yoga Trust (Regd)	12	63
Meditation	Sahaj Yoga Trust (Regd) 11	11	56
Design your future/ Train Yourslf	NGO	5	59

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3.4.2 – Awards and recognition received for extension activities from Government and other recognized bodies during the year

Name of the activity	Award/Recognition	Awarding Bodies	Number of students Benefited
Nil	Nil	Nil	Nil
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3.4.3 – Students participating in extension activities with Government Organisations, Non-Government Organisations and programmes such as Swachh Bharat, Aids Awareness, Gender Issue, etc. during the year

Name of the scheme	Organising unit/Agen cy/collaborating agency	Name of the activity	Number of teachers participated in such activites	Number of students participated in such activites
Awareness Programme	NGO	Design your future/ Train Yourslf	5	59
Sahaj Yogaation	Sahaj Yoga Trust Regd)	Meditation	11	56

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3.5 – Collaborations

3.5.1 – Number of Collaborative activities for research, faculty exchange, student exchange during the year

Nature of activity	Participant	Source of financial support	Duration
Internship	Fifth year Students	Self	8
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3.5.2 – Linkages with institutions/industries for internship, on-the- job training, project work, sharing of research facilities etc. during the year

Nature of linkage	Title of the linkage	Name of the partnering institution/ industry /research lab with contact details	Duration From	Duration To	Participant
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Collaboration	Internship	Taj, Coorg	16/12/2019	30/04/2020	Abhishek Kumar Jasbir Singh Rathi Vishal Rathore
Collaboration	Internship	Leela Palace, Goa	16/12/2019	30/04/2020	Chandra Kant Upadhyay Gaurav Baghel Hemant Bohra
Collaboration	Internship	Mahindra Resort, Coorg	16/12/2019	30/04/2020	Abhinav Ajit Kumar Akash Joshi Aman Singh Apurba Mandal Deepak Singh Gurpreet Kaur Harshit Joshi Krishna Saxena Leena Kipgen Neha Kumari Rajlaxme R Saleena Rai Sanjeev Kumar Giri Satwik Yadav Shakshi
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3.5.3 – MoUs signed with institutions of national, international importance, other universities, industries, corporate houses etc. during the year

Organisation	Date of MoU signed	Purpose/Activities	Number of students/teachers participated under MoUs
Tie up with HOSCO	18/08/2018	Placements	59
MoU with IHG	16/05/2016	Placements and dynamic industry interface	59
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CRITERION IV – INFRASTRUCTURE AND LEARNING RESOURCES

4.1 – Physical Facilities

4.1.1 – Budget allocation, excluding salary for infrastructure augmentation during the year

Budget allocated for infrastructure augmentation	Budget utilized for infrastructure development
219.56	133.39

4.1.2 – Details of augmentation in infrastructure facilities during the year

Facilities	Existing or Newly Added

Number of important equipments purchased (Greater than 1-0 lakh) during the current year	Nil
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4.2 – Library as a Learning Resource

4.2.1 – Library is automated {Integrated Library Management System (ILMS)}

Name of the ILMS software	Nature of automation (fully or partially)	Version	Year of automation
easylib	Fully	4.4.1	2007

4.2.2 – Library Services

Library Service Type	Existing		Newly Added		Total	
Text Books	3954	1564060	2447	556092	6401	2120152
e-Journals	Nil	Nil	2189	147114	2189	147114
Journals	Nil	Nil	8	17500	8	17500
e-Books	Nil	Nil	508	29500	508	29500
Digital Database	1	147114	Nil	Nil	1	147114
Library Automation	1	78750	Nil	Nil	1	78750
Others (specify)	1	48530	Nil	Nil	1	48530
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4.2.3 – E-content developed by teachers such as: e-PG- Pathshala, CEC (under e-PG- Pathshala CEC (Under Graduate) SWAYAM other MOOCs platform NPTEL/NMEICT/any other Government initiatives & institutional (Learning Management System (LMS) etc

Name of the Teacher	Name of the Module	Platform on which module is developed	Date of launching e-content
NA	NA	NA	15/07/2019
No file uploaded.			

4.3 – IT Infrastructure

4.3.1 – Technology Upgradation (overall)

Type	Total Computers	Computer Lab	Internet	Browsing centers	Computer Centers	Office	Departments	Available Bandwidth (MBPS/GBPS)	Others
Existing	68	35	75	12	6	0	0	75	8
Added	0	0	0	0	0	0	0	0	0
Total	68	35	75	12	6	0	0	75	8

4.3.2 – Bandwidth available of internet connection in the Institution (Leased line)

75 MBPS/ GBPS

4.3.3 – Facility for e-content

Name of the e-content development facility	Provide the link of the videos and media centre and recording facility
NA	NA

4.4 – Maintenance of Campus Infrastructure

4.4.1 – Expenditure incurred on maintenance of physical facilities and academic support facilities, excluding salary component, during the year

Assigned Budget on academic facilities	Expenditure incurred on maintenance of academic facilities	Assigned budget on physical facilities	Expenditure incurred on maintenance of physical facilities
26	25.23	25	23.99

4.4.2 – Procedures and policies for maintaining and utilizing physical, academic and support facilities - laboratory, library, sports complex, computers, classrooms etc. (maximum 500 words) (information to be available in institutional Website, provide link)

The Administration is responsible for the upkeep and regular maintenance of physical facilities in the Institution. The concerned faculty are involved in maintaining cleanliness of infrastructure giving importance hygiene and pest control. SOPs are maintained in all labs. Housekeeping staff are employed for routine cleaning. Electrician is employed for maintenance and repairs. Building and equipment are covered under insurance. Need based utilization of outsourced agencies is also resorted to depending on the specific needs.

<http://www.ahmctbangalore.edu.in/programmes/bhm/index.html>

CRITERION V – STUDENT SUPPORT AND PROGRESSION

5.1 – Student Support

5.1.1 – Scholarships and Financial Support

	Name/Title of the scheme	Number of students	Amount in Rupees
Financial Support from institution	erit/ University Ranks/Best in all depts/Overall Performance	18	2.18
Financial Support from Other Sources			
a) National	Nil	Nil	0
b) International	Nil	Nil	0

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5.1.2 – Number of capability enhancement and development schemes such as Soft skill development, Remedial coaching, Language lab, Bridge courses, Yoga, Meditation, Personal Counselling and Mentoring etc.,

Name of the capability enhancement scheme	Date of implementation	Number of students enrolled	Agencies involved
Hospitality Mktg Services	28/02/2020	110	H A Anoop, HR, Double Tree Suites by hilton
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5.1.3 – Students benefited by guidance for competitive examinations and career counselling offered by the institution during the year

Year	Name of the scheme	Number of benefited students for competitive examination	Number of benefited students by career counseling activities	Number of students who have passed in the comp. exam	Number of students placed
2020	NA	Nil	Nil	Nil	Nil
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5.1.4 – Institutional mechanism for transparency, timely redressal of student grievances, Prevention of sexual harassment and ragging cases during the year

Total grievances received	Number of grievances redressed	Avg. number of days for grievance redressal
Nil	Nil	30

5.2 – Student Progression

5.2.1 – Details of campus placement during the year

On campus			Off campus		
Name of organizations visited	Number of students participated	Number of students placed	Name of organizations visited	Number of students participated	Number of students placed
TATA Starbucks Pvt, Hilton Crown Plaza, PUMA, Taj Gp, Intercontinental, Chennai Mahabalipuram Resort, VKC Nuts, Shangri La Hotel, Taj Gp, ITC, VKC Nuts, VKC Nuts, ITC, VKC Nuts, Accor PUMA, ICT, VKC Nuts, Shangri La Hotel, PUMA Hilton	58	20	Nil	Nil	Nil
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5.2.2 – Student progression to higher education in percentage during the year

Year	Number of students enrolling into higher education	Programme graduated from	Department graduated from	Name of institution joined	Name of programme admitted to
2020	Nil	Nil	BHM	Nil	Nil
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5.2.3 – Students qualifying in state/ national/ international level examinations during the year

(eg:NET/SET/SLET/GATE/GMAT/CAT/GRE/TOFEL/Civil Services/State Government Services)

Items	Number of students selected/ qualifying
Any Other	Nil
No file uploaded.	

5.2.4 – Sports and cultural activities / competitions organised at the institution level during the year

Activity	Level	Number of Participants
Inter batch Sports Meet	Institutional Level	26
Run for Unity	Institutional Level	89
Freshers day 2019	Institutional Level	60
Cultural Event	Institutional Level	60
Catefete 2020	National Level	75
Alumni Meet	Institutional Level	54
Graduation Day cum Annual Day	Institutional Level	58
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5.3 – Student Participation and Activities

5.3.1 – Number of awards/medals for outstanding performance in sports/cultural activities at national/international level (award for a team event should be counted as one)

Year	Name of the award/medal	National/ Internaional	Number of awards for Sports	Number of awards for Cultural	Student ID number	Name of the student
2020	Gold	National	Nil	1	16UMC27056	Soumen Nandi
Nil	Gold	National	Nil	1	16UMC27009	Anuradha Moga
Nil	Bronze	National	Nil	1	16UMC27012	Atul Kumar Dwivedi T
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5.3.2 – Activity of Student Council & representation of students on academic & administrative bodies/committees of the institution (maximum 500 words)

The Students Council is made up of different groups of students whose role is to coordinate various activities . They are actively engaged in organizing events like seminars, workshops, awareness programs , competitions etc.

5.4 – Alumni Engagement

5.4.1 – Whether the institution has registered Alumni Association?

No

5.4.2 – No. of enrolled Alumni:

0

5.4.3 – Alumni contribution during the year (in Rupees) :

0

5.4.4 – Meetings/activities organized by Alumni Association :

Nil

CRITERION VI – GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.1 – Institutional Vision and Leadership

6.1.1 – Mention two practices of decentralization and participative management during the last year (maximum 500 words)

1. The institute is run by the Army Welfare Education Society which conducts an annual meet of heads of institutions to monitor performance and share practices. All policy matters are communicated regularly for effective functioning. The institute draws its calendar of events based on the University calendar. The Principal assigns subjects to the concerned faculty who are asked to prepare a comprehensive lesson plan to manage academics. Students are continuously monitored through internal evaluation mechanisms. 2. The institute follows modern methods of academic administration, for the efficient and effective functioning of the system. The direction of the leadership is visible in various institutional practices. The Faculty and Staff play a critical role in the day-to-day functioning of the institution. The views of the team are considered during the decision-making process. Faculty are given the freedom to choose their methodology in classroom management.

6.1.2 – Does the institution have a Management Information System (MIS)?

Yes

6.2 – Strategy Development and Deployment

6.2.1 – Quality improvement strategies adopted by the institution for each of the following (with in 100 words each):

Strategy Type	Details
Admission of Students	<ul style="list-style-type: none">• Admission for wards of Army Personnel serving and retired• Wards have to register for the admission by filling the online application form• The admissions are carried out strictly on merit basis
Research and Development	<ul style="list-style-type: none">• Encouraging students to involve in Project work• Teachers guide them in their area of interest related to Food and Beverages and Hospitality operations as a part of the research project in the VIII Semester• College provide paid leave on duty (OOD) for Faculty members involved in research work
Industry Interaction / Collaboration	<ul style="list-style-type: none">• Field visits, Industrial visits at State, National levels• Collaboration with industries to organize seminars, workshops and value added courses
Human Resource Management	<ul style="list-style-type: none">• Salary Structure prescribed by AICTE• Personality Development Programs• Human Resource development programs• Staff are given medical facilities as per policy
Curriculum Development	<ul style="list-style-type: none">• Two Faculty members are active members in BOS Bangalore university out

of which 1 faculty member is nominated as Board of Studies Chairman for BHM programme in Bangalore University. • Teacher's study materials [Soft copy of PPT slides/PDF presentation], Notes, Question bank, Model question paper, Lab manuals are made available for students. • Organizing conferences, seminars, workshops and guest lectures on recent trends and developments in respective subjects • Deputation of students and faculty for conferences, seminars and workshops • Remedial classes, student counseling and internal tests are conducted on a routine basis. • Career guidance classes, Organizing campus recruitment fairs and Training in soft skills

Teaching and Learning

- Promoting teachers to participate in Faculty Development Programmes. • Motivating teachers to participate in research and extension activities to enhance the quality of teaching and learning. •Opportunities for teachers to attend orientation and refresher courses in order to improvise teaching quality. •Regularly organizing Workshops, Tutorial Classes, Competitive exam coaching •Group discussions, Peer- team teaching, Demonstration classes •ICT enabled teaching methods using Wi-Fi broadband internet •Interactive learning through field work, study tours, industrial visits, group discussions, quizzes, workshops, and academic seminars
- Remedial Classes for slow learners
- Implementation of the orientation Course for freshers. •Mock Presentation of situation handling of Front office, Food and Beverage Service, Housekeeping

Examination and Evaluation

- Deputation of faculty for evaluation of answer scripts.
- Continuous evaluation by MCQs
- Assignments and Projects •Internal evaluation process

Library, ICT and Physical Infrastructure / Instrumentation

- Library is well furnished with digital library, barcode system, reading room with Internet browsing facility. • Subscribed to online journals • Labs are equipped with state of-the art facilities and software • Language Lab • Seminar Hall with AV facility • Students locker rooms, Water purifiers, Fire extinguisher, AV room • Health center

6.2.2 – Implementation of e-governance in areas of operations:

E-governance area	Details
Planning and Development	<ul style="list-style-type: none"> To use ICT in the process of planning college-events and activities, institute uses personal emails Important notices and reports are also circulated via e-mails. E-governance is the integration of Information and Communication Technology in all the working processes of the system. It aims to minimize the manual efforts and improve the communication, create transparent system, and to be cost and time effective.
Administration	<p>All-important administrative information including notices is regularly published on the website.</p> <ul style="list-style-type: none"> Biometric attendance for all staff and students The college campus is equipped with CCTV Cameras installed at various places of need. ICT has been introduced in the Administrative work. Staff WhatsApp Group created to circulate the brief notice of any event
Finance and Accounts	All the accounts of the college are maintained through computerized licensed Tally software.
Student Admission and Support	<ul style="list-style-type: none"> Admission to the course through WAT. The WAT examination fee can be paid online and forms are available on the Institute website. Selected students are called in for counselling and verification of documents and payment of fee takes place on the spot after which the eligible students report to the Institute.
Examination	Examination notifications intimated to students by University website, college email, whatsapp

6.3 – Faculty Empowerment Strategies

6.3.1 – Teachers provided with financial support to attend conferences / workshops and towards membership fee of professional bodies during the year

Year	Name of Teacher	Name of conference/ workshop attended for which financial support provided	Name of the professional body for which membership fee is provided	Amount of support
2020	Nishipriya	FICCI Future -X Professional Development Programme	NA	1250
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6.3.2 – Number of professional development / administrative training programmes organized by the College for

teaching and non teaching staff during the year

Year	Title of the professional development programme organised for teaching staff	Title of the administrative training programme organised for non-teaching staff	From date	To Date	Number of participants (Teaching staff)	Number of participants (non-teaching staff)
2020	Skill Development Programme	Skill Development Programme	05/03/2020	05/03/2020	5	9
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6.3.3 – No. of teachers attending professional development programmes, viz., Orientation Programme, Refresher Course, Short Term Course, Faculty Development Programmes during the year

Title of the professional development programme	Number of teachers who attended	From Date	To date	Duration
Role of Teachers in Quality Enhancement Accreditation	1	05/07/2020	Nil	5
Rethinking Hospitality Education: Industry -Academia Interface	1	06/06/2020	07/06/2020	6
Risk Management using Derivations1	1	26/05/2020	02/06/2020	5
Data Analysis using Spreadsheet	1	19/05/2020	22/05/2020	7
Global Pandemic: COVID 19- Challenges and Opportunities for India	1	16/05/2020	17/05/2020	7
Learning to Learn, Unlearn and Relearn: Flourishing in the age of Disruptions and Innovations1	1	03/01/2020	04/01/2020	6
FDP cum Workshop on Research Methodologies	2	11/11/2019	19/11/2019	6

Data Analysis using SPSS AMOS

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6.3.4 – Faculty and Staff recruitment (no. for permanent recruitment):

Teaching		Non-teaching	
Permanent	Full Time	Permanent	Full Time
5	7	11	7

6.3.5 – Welfare schemes for

Teaching	Non-teaching	Students
Free Accommodation with Maintenance charges	Free Accommodation with Maintenance charges	Medical Insuranc

6.4 – Financial Management and Resource Mobilization

6.4.1 – Institution conducts internal and external financial audits regularly (with in 100 words each)

Internal audit is conducted by Management . External audit conducted by Chartered Accountant.

6.4.2 – Funds / Grants received from management, non-government bodies, individuals, philanthropies during the year(not covered in Criterion III)

Name of the non government funding agencies /individuals	Funds/ Grnats received in Rs.	Purpose
Nil	0	NA
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6.4.3 – Total corpus fund generated

0

6.5 – Internal Quality Assurance System

6.5.1 – Whether Academic and Administrative Audit (AAA) has been done?

Audit Type	External		Internal	
	Yes/No	Agency	Yes/No	Authority
Academic	Yes	Chartered Accountant	Yes	Management
Administrative	Yes	Chartered Accountant	Yes	Management

6.5.2 – Activities and support from the Parent – Teacher Association (at least three)

• Academic progress, attendance status, results of wards are informed to parents. • One Parent-Teachers' Meeting per Semester conducted. • Suggestions from parents incorporated by day to day suggestions.

6.5.3 – Development programmes for support staff (at least three)

1. Fire Safety Demo and Training 2. Personality Development 3. Skill updradation

6.5.4 – Post Accreditation initiative(s) (mention at least three)

MoU Signed with IHG academy for dynamic industry interface. • Tied up with HOSCO for placement activities. • Promoting teachers to participate in Faculty Development. Programmes, research and extension activities to enhance the

quality of teaching and learning • Cocktail Workshop • Guest Lectures • Industrial Visits, Chocolate Factory Industrial Visit • Wine tour • Flower arrangement Demonstration • Swachh Bharath – On Off Campus, Orphanage Visit • Sports Co-curricular Activities • Job oriented and placement assistance programmes were conducted. • Digitalization of administration and Library • Functioning of Anti-ragging committee and maintenance of campus discipline

6.5.5 – Internal Quality Assurance System Details

a) Submission of Data for AISHE portal	Yes
b) Participation in NIRF	No
c) ISO certification	No
d) NBA or any other quality audit	No

6.5.6 – Number of Quality Initiatives undertaken during the year

Year	Name of quality initiative by IQAC	Date of conducting IQAC	Duration From	Duration To	Number of participants
2019	Design Your Future/Train yourself	19/10/2019	19/10/2019	19/10/2020	60
2020	Catefete 2020	19/02/2020	02/02/2020	20/02/2020	256
2020	Two day wine Workshop	24/02/2021	24/02/2020	25/02/2020	115
2020	Quality Auditing	30/03/2020	30/03/2020	31/03/2020	5
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CRITERION VII – INSTITUTIONAL VALUES AND BEST PRACTICES

7.1 – Institutional Values and Social Responsibilities

7.1.1 – Gender Equity (Number of gender equity promotion programmes organized by the institution during the year)

Title of the programme	Period from	Period To	Number of Participants	
			Female	Male
Catefete 2020	19/02/2020	20/02/2020	36	215

7.1.2 – Environmental Consciousness and Sustainability/Alternate Energy initiatives such as:

Percentage of power requirement of the University met by the renewable energy sources
1. More than 60 Trees in the campus. 2. Green campus with grass lawns and flower plants. 3. 55 kWp capacity Roof Top Solar Plant installed to save electricity consumption. 4. Rain water harvesting implemented. 5. Sewage Treatment plant to retreat the waste water and reusing it for watering the plants. 6. Energy saving LED bulbs and tubelights are used in the college. 7. Regularly organizes environmental awareness programmes. 8. Water conservation posters painted by students are displayed in college campus. 9. Ecorrespondence is used to minimize the use of papers. 10. Dust Bins are kept in strategic places. 11. Campus cleaned periodically.

7.1.3 – Differently abled (Divyangjan) friendliness

Item facilities	Yes/No	Number of beneficiaries
Physical facilities	Yes	2
Provision for lift	No	Nil
Ramp/Rails	Yes	2
Braille Software/facilities	No	Nil
Rest Rooms	Yes	2
Scribes for examination	No	Nil
Special skill development for differently abled students	No	Nil

7.1.4 – Inclusion and Situatedness

Year	Number of initiatives to address locational advantages and disadvantages	Number of initiatives taken to engage with and contribute to local community	Date	Duration	Name of initiative	Issues addressed	Number of participating students and staff
2019	1	1	06/11/2021	3	Meditation	Health and Stress Management	168
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7.1.5 – Human Values and Professional Ethics Code of conduct (handbooks) for various stakeholders

Title	Date of publication	Follow up(max 100 words)
Hand book	15/06/2020	<p>(a) Boys and girls are expected to conduct themselves with dignity and maturity in their dress code, sense of discipline and in their personal relationships.</p> <p>(b) Students must greet the staff members the time of the day within the premises of the Institute. (c) Students shall not deface the walls and furniture (d) There will be periodical evaluation of the students' progress in each subject, along with the attendance report in the particular subject. The report will be communicated to the parents via Email. (e)</p>

Smoking, alcoholism and substance abuse are punishable offences. (f) Assignments can be completed in the library and the computer lab, where all the facilities are provided including browsing and access to internet. (g) Students should carry subject note books to class. (h) Students are encouraged to involve in events and activities proactively to promote Ethics and Values.

7.1.6 – Activities conducted for promotion of universal Values and Ethics

Activity	Duration From	Duration To	Number of participants
Run for Unity	26/01/2021	Nil	75
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7.1.7 – Initiatives taken by the institution to make the campus eco-friendly (at least five)

1. Tree Plantation. 2. 55 kWp capacity Roof Top Solar Plant installed for the reduction in the consumption of electricity. 3. Rain Water Harvesting implemented. 4. Sewage Treatment Plant to retreat the waste water and reusing it for watering the plants. 5. Energy saving LED bulbs and Tubelights are using in the college.

7.2 – Best Practices

7.2.1 – Describe at least two institutional best practices

1. Internship Pan India/Overseas (i) Internship is an integral part of the University curriculum (Bangalore University) and require to be given adequate attention to ensure that the students learn and hone the finer aspects of hotel management studies. (ii) The students are assigned to carry out various responsibilities and assignments to be accomplished during the course of their training that would provide impetus to understand the pros and cons of managerial traits. (iii) Students who processed overseas will definitely have the advantage of quality exposure and can experience cross cultural environment

2. Placements (i) Detailed preparation from II year onwards The Institution prepares its students from I year onwards. (ii) Interaction with identified top brand hoteliers The city has top Brand hoteliers and hence the students get a wider reach (iii) Preparation period 1. Back to Basics 2. Acquaintance to Trending Events 3. Honing skills Page 63/79 07-06-2021 10:44:40 Self Study Report of ARMY INSTITUTE OF HOTEL MANAGMENT AND CATERING TECHNOLOGY 4. Mock Interviews by Experts Panel, Alumni Panel 7. Leadership Skills 8. Group Discussion 9. Handling Group Tasks 10. Analytical Critical Thinking, Assessments and Recommendations to given problems (iv) Measures to improve placement Feedback obtained from the industry/segments are incorporated for further course. Increase visibility of the Institution to the Industry. Showcasing of Institute at various Fest within the city/ region. Participation at National/ International Events. Honing skills. Explore allied industries such as Wineries, Airlines, Cruise lines and so on. Start placement trg in 2nd yr itself to help weak Students. Inculcate professionalism from 1st yr onwards by strictly adhering to rules and regulations. Organize adequate and relevant

Mock Interviews. (v) Corporate etiquette Personality development pgmes are conducted to know the basic etiquette/ communication language, case studies and industry interface. (vi) Interviews The Hotel segments conduct the interview on the date (Brand introduction, Skill Test, group discussion, Personal interview, Psychometric Test, General Manager Interview and Placements) (vii) Dossier The students profile are created as dossier with their positive and academic outcome

Upload details of two best practices successfully implemented by the institution as per NAAC format in your institution website, provide the link

<http://www.aihmctbangalore.edu.in/students-alumni/placement-cell/index.html>

7.3 – Institutional Distinctiveness

7.3.1 – Provide the details of the performance of the institution in one area distinctive to its vision, priority and thrust in not more than 500 words

Army Institute of Hotel Management Catering Technology, Bangalore was established in Aug 1996, under the aegis of Army Welfare Education Society, New Delhi, to impart quality education in Hotel Management, to the wards of Army personnel (both serving and retired). The institution offers four year Bachelor in Hotel Management (BHM) degree and is affiliated to Bangalore University and Bangalore North University and is approved by All India Council for Technical Education. Over a period of time, the Institution has carved a niche for itself, in the field of Hospitality education. The students are from a disciplined background and with the administrative backing of the Indian Army, coupled with the efforts of the dedicated staff, the Institution has been ranked continuously among the best institutions in Hotel Management, in the country, in surveys conducted by leading magazines like The Week and India Today. The selection of students is done through a Written Admission Test (WAT), which was conducted online, this year owing to the pandemic. The merit list is drawn based on the performance of the students, who are subsequently intimated to join the institute. There is an Orientation programme, in which Industry representatives are invited to motivate the students about the opportunities in the industry. The Institute follows the stipulated curriculum and enables them to develop their personality in order to harness them to face the challenges of the future. The Institution takes pride of state of the art infrastructure with training kitchens, training restaurants, Front Office Lab, Housekeeping Lab, Language Lab, Computer Lab and Library, giving the students an ideal platform for learning. The Institute has an efficient placement cell, which communicates and interacts with prospective employers, who are invited to conduct on campus interviews. The range of employers include Hospitality Industry, Travel Industry, Facility Management companies, Retail sector to incl, FMCGs. In addition, several students have also joined the Indian Armed forces, due to their intrinsic abilities. The institution takes pride of a 100 placement record. The Institute also interacts with Industry leaders and Academia, in order to keep abreast with the latest developments in the Industry, with Academic Advisory Council meetings. This helps in monitoring the performance of the institute in a multifaceted dynamic environment. The faculty are having hands on experience, in order to impart knowledge and skills in the core competency areas. The students undergo Personality Development, abinitio, in order to prepare them for placements, including activities like group discussions, debates, extempore speaking and psychometric tests, in order to enhance their employability potential. The students are also encouraged to be a part of different clubs, based on their interests, in order to mould their overall personality. The students participate in various intercollegiate as well as intra-collegiate events and bring laurels to themselves and the institution.

Provide the weblink of the institution

<http://www.aihmctbangalore.edu.in/index.html>

8.Future Plans of Actions for Next Academic Year

The Institute which is affiliated to Bangalore North University is keen on starting new courses with the approval of the competent authority. The Institute is committed to remaining a centre of excellence in imparting quality education. Emphasis on research will be encouraged and it will be our endeavor to publish articles in journals and magazines. Will continue to collaborate with industry to ensure that latest practices are being shared with students. Identify projects for consultancy in order to gain the require cutting edge.

Name JANAK SUBRAMANYAN

Name P. Sen Thamizhan.


Signature of the Coordinator, IQAC .


Signature of the Chairperson, IQAC
P SEN THAMIZHAN
प्रधान अध्यापक / Principal
AIHM & CT, Bangalore-560 077
