



SELF STUDY REPORT

FOR

2nd CYCLE OF ACCREDITATION

ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

**ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
SURVEY NO 13, NAGARESHWARA NAGENAHALLI KOTHANUR POST**

BENGALURU -560077

560077

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Submitted To

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

BANGALORE

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1. EXECUTIVE SUMMARY

1.1 INTRODUCTION

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 AICTE.

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 surveys conducted by The Week and India Today.

The selection of students is done through an Online Admission Test (OAT), 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 gear them to face the challenges of the future.

The institute has an efficient placement cell, which communicates with prospective employers, who are invited to conduct campus interviews. The range of employers include Hospitality industry, travel industry, facility management companies, retail sector, FMCGs. In addition, several students have also joined the Indian Armed forces, due to their intrinsic abilities. The institution boasts 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,

The students undergo Personality Development, from the word go, in order to prepare them for placements, including activities like group discussions, debates, extempore speaking and psychometric tests, in order to increase 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.

Vision

To consistently provide hospitality skills development, operational exposure, managerial competence and high employability skills to all students, with quality education at affordable cost.

Mission

- **To impart dynamic and nationally benchmarked hospitality education “in pursuit of excellence”**
- **To engage student’s capabilities in context of the hospitality and interdisciplinary segments**
- **To provide opportunity for building capacities and enhanced employability skills acceptable worldwide**

1.2 Strength, Weakness, Opportunity and Challenges(SWOC)

Institutional Strength

- Adequate infrastructure and ICT enabled learning environment with job oriented degree, and it has ample space for future development
- Members of the Managing Board include eminent and experienced academicians and administrators who put in pertinent suggestions for quality improvement.
- Though the Institution is a part of the Army Welfare Education Society (AWES), it has complete autonomy in financial matters. The income generated internally is fully utilized for the improvement of services/facilities for the students.
- The Institution maintains an atmosphere of discipline, conducive to learning, and free from external party politics.
- The College has dedicated faculty who spend extra time outside the regular class hours in engaging value education sessions, tutorial hours, and mentoring.
- The College provides opportunity for skill development through short term enrichment modules, soft skills training and psycho-social guidance through the Counseling Cell.
- Eco-friendly living and socially responsible citizenship is inculcated in students through the routine activities of the social organization ‘PRAYAS’, a social organization comprising of students and members of faculty and also the different departments and clubs

Institutional Weakness

<p>The Institute is situated away from the main business hub of the city where all the major hotels are situated. This makes it difficult for the students to travel for ODC’s (outdoor catering) to various hotels, as well take up part-time jobs in the evenings.</p>	
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Institutional Opportunity

- The Institution enjoys a good reputation because of the performance of the students in the Academics and after having been offered jobs, get better opportunities during placement and internship in premier hotels and retail sector, etc.
- The Institute uses internal resources to provide scholarships and other welfare schemes, thus offering them the opportunity to finance their studies and bring in a healthy competition among themselves.
- The Institute is free from party politics and has a tradition of discipline. There is no disruption of classes due to strikes etc. Therefore, it is possible to adhere to the Academic calendar drawn up at the beginning of the year.

Institutional Challenge

- Altering the vernacular accent of the students coming from different regions of India, training them to overcome the same as well as imparting soft skills to be able to succeed in the hospitality industry.

1.3 CRITERIA WISE SUMMARY

Curricular Aspects

The institute follows a strong curriculum as designed by the Bangalore University and Bangalore North University. The students are given hands on exposure in the core areas of Hospitality, in order to enhance their employability skills. The institution enjoys a good rapport with the industry and senior executives are invited to be a part of the Academic Advisory Committee meetings, wherein they share their views on curriculum enrichment. The institute strives hard to impart quality education and faculty are encouraged to adopt appropriate teaching styles, based on the needs of the topic. The classrooms are equipped with LCD projectors and speakers, to facilitate ICT and they are used extensively in imparting knowledge. In addition there are interactive smart classrooms, for enhancing the learning experience of students, in a dynamic scenario. Students are given assignments and are encouraged to offer out of the box ideas, which is extremely important for the Hospitality industry. The students are assessed continuously in order to monitor their performance. The students are also sent to the Hotels selectively, in order to enable them to get hands on exposure of their prospective workplace. The emphasis is on holistic education and their overall development is addressed, to give them the much needed cutting edge in a highly competitive academic environment. Emphasis on life skills form an important part of their learning and the institute has an effective feedback system, in order to focus on the requirements of the students.

Teaching-learning and Evaluation

Teaching – Learning is the key aspect to measure the quality of Higher Education. Towards this end, the

Institution was established with the very objective of becoming a centre of excellence in Hospitality education. Students are selected on the basis of a Written Admission Test (WAT), which is conducted online, coupled with their marks obtained in Class XII or equivalent examination. A merit list is drawn to invite the top sixty qualifying students. The students by virtue of their background are a disciplined lot and are guided by the values instilled in them. Once they are admitted, there is a structured programme in place to address their learning needs. The process starts with an orientation programme, in which industry leaders enlighten them about the industry. The faculty are also selected through a structured process, in order to deliver quality education, which is the motto of the institution. The Faculty are drawn from with adequate experience in the industry as well as teaching, as practical exposure plays a key role in moulding the students for a career. The students are monitored through regular tests and there is a well defined mentoring system in place, in order to address issues faced by the students. The students are engaged in personality development sessions, in order to enable them through their academic pursuits. Teaching faculty are part of the University examination system and contribute towards curriculum development and evaluation. The entire institution is under the administrative control of the Indian Army, which in itself is unique to the institution.

Research, Innovations and Extension

Research Innovation & Extension are key performance indicators. However, Hospitality education is typically customized to focus on customer service experience. The students are given opportunities in abundance to experiment in the areas of international cuisines, in a state-of-the-art Laboratory. The faculty and students are constantly interacting with industry professionals, in an effort to understand the pulse of the industry. Thus students are given a free hand in selecting ingredients to try out new dishes and they exhibit their creativity in forums like Inter Collegiate competitions, which are evaluated by an external jury. The students have brought accolades for themselves and the institution. Likewise, they explore options in Flair Bartending, which is gaining popularity in recent times. Faculty and students participate in seminars and workshops in order to keep abreast with the latest developments. Students are also exposed to organizing events from conceptualization to execution, which gives them the much needed experience. Faculty are encouraged to publish papers and books, in their quest for acquiring knowledge. Entrepreneurship is gaining importance as the younger generation is exploring new avenues like Cloud Kitchens which are gaining importance in recent times.

Infrastructure and Learning Resources

This is crucial to the very purpose of the Institution's existence. Towards this end the Institution has left no stones unturned, to ensure a state-of-the-art facility. The institute takes pride of all training labs essential in imparting quality Hospitality education to the students. The faculty pay periodical visits to Hotels to keep abreast with the latest developments in the industry, which are discussed with students. Students are having access to a library, with computers as well as subscribed e-journals/e-books in addition to the innumerable open sources. ICT is being used extensively to ensure that students are having access to knowledge, in the current scenario. Students undergo industrial training as part of the curriculum and many of them have had International exposure, giving them the self-confidence to face the challenges that they will be faced with in the corporate world. The students are encouraged to experiment with cuisines, cocktails and also taught to deal with interpersonal relationships, which are a huge challenge in today's scenario. Students are taught through role play, case studies and they are encouraged to think out-of-the-box, in order to hone critical thinking, which is imperative to career growth. Students are put through continuous assessment through tests, projects and assignments, to keep them in a state of readiness to face campus interviews. They are also subjected to group

discussions, extempore speaking and mock interviews. The emphasis is on overall development, towards creating better citizens of the future.

Student Support and Progression

The Institute is driven by its motto - "*in pursuit of excellence*". The administration strives to ensure that quality education is available to the students. The students are handpicked through a stringent selection process, which aims at nurturing talent and honing the skills of students in their quest for knowledge. The institution enjoys a strong interface with the Industry, a relationship which has been built over the years. Hence, Industry leaders are a part of the orientation process, where in they are called to interact with students to give them a bird's eye view of the industry. Students who join are gradually inducted to the system and mentoring them and understanding their needs has been built in to the process. The faculty mentors have regular sessions with students in order to break the ice and address issues faced by students. Students by virtue of their background are able to adapt and hence a harmonious relationship exists on campus, which is a great unifying factor. Students are encouraged to participate in co-curricular and extra-curricular activities and they have brought laurels to themselves as well as to the institution. The students participate in debates, discussions, extempore speaking and so on to develop confidence, which is instrumental in enabling them to face. Campus interviews. Students undergo internship in hotels pan India and overseas and they have a good understanding of cross-cultural environment. They are part of various in house clubs based on their passion and interests, enabling their overall development. Placements are the litmus test of good institutions and the Institution takes pride of a 100% track record in campus placements, over the years. The institution invites potential recruiters from the hospitality industry, retail industry, facility management companies and FMCGs, in order to give students ample employment opportunities across verticals, as the students are well trained to take up jobs in service industry.

Governance, Leadership and Management

These values are vital to the success of the Institution. The institute is governed by the rules and regulations of Army Welfare Education Society (AWES), which has created guidelines and SOPs for running the Institution. The Management has a well-defined hierarchy, of administration who are constantly monitoring the activities of the Institute. The Institute has a motto of imparting quality education at affordable cost. The Institute is headed by a Principal, who takes care of the Academics, as well as a Registrar and Head of Administration (HOA), who handles the administrative support. The faculty are selected through a time-tested process and are inducted to the system, with the core values of the organization. The leadership is constantly exploring ways and means of enhancing the effective delivery of knowledge. Faculty are encouraged to participate in FDPs and are sent to the industry to come to terms with the latest trends, in order to upgrade their understanding, which is crucial in today's dynamic scenario. The Institute Management Committee which comprises the Chairman, Principal, Academicians and other members meet at periodic intervals to discuss issues of importance, which are meticulously documented, for relevant action as deemed necessary. The institute also conducts Academic Advisory Committee Meetings, in which senior representatives from the Industry are invited, to offer suggestions to bridge the gaps.

Institutional Values and Best Practices

The Institution is managed by Army Welfare Education Society. The facility is exclusively for children of

Army personnel (both serving and retired). The institute conducts a written admission test, based on the results of which, a merit list of sixty students is drawn. Hence, the students are selected through a stringent process.. The admission process is systematic and each student has a one on one interaction with the Principal and Registrar. The day commences with an Assembly, in which the students are engaged in value-based issues. The institute has state of the art facilities in order to create a conducive learning environment. The students are assigned to a Faculty Mentor who take care of twenty students. Students are at liberty to address issues. The parents are intimated regarding the progress of their wards and they are encouraged to communicate with the mentors, to ascertain the progress of their wards. The students are encouraged to participate in co-curricular and extracurricular activities and many of them have won accolades. The students are put through structured Personality Development programmes, stretched over the duration of the course, in order to ensure that their employability skills are enhanced. The institute makes all efforts in order to address the stake holders, which has led to 100% job placements until 2019.

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2. PROFILE

2.1 BASIC INFORMATION

Name and Address of the College	
Name	ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Address	Army Institute of Hotel Management and Catering Technology Survey No 13, Nagareshwara Nagenahalli Kothanur Post Bengaluru -560077
City	Bengaluru
State	Karnataka
Pin	560077
Website	www.aihmctbangalore.edu.in

Contacts for Communication					
Designation	Name	Telephone with STD Code	Mobile	Fax	Email
Principal	P Sen Thamizhan	080-8123765777	9845679443	080-	principal@aihmctbangalore.edu.in
IQAC / CIQA coordinator	Janak Subramanyam	080-8147025865	9845679443	080-	janak.subramaniam@aihmctbangalore.edu.in

Status of the Institution	
Institution Status	Private

Type of Institution	
By Gender	Co-education
By Shift	Regular

Recognized Minority institution	
If it is a recognized minority institution	No

Establishment Details

Date of establishment of the college	05-08-1996
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University to which the college is affiliated/ or which governs the college (if it is a constituent college)

State	University name	Document
Karnataka	Bengaluru North University	View Document
Karnataka	Bangalore University	View Document

Details of UGC recognition

Under Section	Date	View Document
2f of UGC		
12B of UGC		

Details of recognition/approval by stationary/regulatory bodies like AICTE,NCTE,MCI,DCI,PCI,RCI etc(other than UGC)

Statutory Regulatory Authority	Recognition/Approval details Institution/Department programme	Day,Month and year(dd-mm-yyyy)	Validity in months	Remarks
AICTE	View Document	11-02-2021	12	

Details of autonomy

Does the affiliating university Act provide for conferment of autonomy (as recognized by the UGC), on its affiliated colleges?	No
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Recognitions

Is the College recognized by UGC as a College with Potential for Excellence(CPE)?	No
Is the College recognized for its performance by any other governmental agency?	No

Location and Area of Campus				
Campus Type	Address	Location*	Campus Area in Acres	Built up Area in sq.mts.
Main campus area	Army Institute of Hotel Management and Catering Technology Survey No 13, Nagareshwara Nagenahalli Kothanur Post Bengaluru -560077	Urban	12	32904.83

2.2 ACADEMIC INFORMATION

Details of Programmes Offered by the College (Give Data for Current Academic year)						
Programme Level	Name of Programme/ Course	Duration in Months	Entry Qualification	Medium of Instruction	Sanctioned Strength	No.of Students Admitted
UG	BHM,Bhm	48	II PUC	English	60	60

Position Details of Faculty & Staff in the College

Teaching Faculty												
	Professor				Associate Professor				Assistant Professor			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Sanctioned by the UGC /University State Government	0				0				0			
Recruited	0	0	0	0	0	0	0	0	0	0	0	0
Yet to Recruit	0				0				0			
Sanctioned by the Management/Society or Other Authorized Bodies	2				2				12			
Recruited	1	0	0	1	2	0	0	2	6	3	0	9
Yet to Recruit	1				0				3			

Non-Teaching Staff				
	Male	Female	Others	Total
Sanctioned by the UGC /University State Government				0
Recruited	0	0	0	0
Yet to Recruit				0
Sanctioned by the Management/Society or Other Authorized Bodies				24
Recruited	4	3	17	24
Yet to Recruit				0

Technical Staff				
	Male	Female	Others	Total
Sanctioned by the UGC /University State Government				0
Recruited	0	0	0	0
Yet to Recruit				0
Sanctioned by the Management/Society or Other Authorized Bodies				10
Recruited	7	1	0	8
Yet to Recruit				2

Qualification Details of the Teaching Staff

Permanent Teachers										
Highest Qualification	Professor			Associate Professor			Assistant Professor			Total
	Male	Female	Others	Male	Female	Others	Male	Female	Others	
D.sc/D.Litt.	0	0	0	0	0	0	0	0	0	0
Ph.D.	0	1	1	2	0	0	0	0	0	4
M.Phil.	0	0	0	0	0	0	0	0	0	0
PG	0	0	0	0	0	0	6	3	0	9

Temporary Teachers										
Highest Qualification	Professor			Associate Professor			Assistant Professor			Total
	Male	Female	Others	Male	Female	Others	Male	Female	Others	
D.sc/D.Litt.	0	0	0	0	0	0	0	0	0	0
Ph.D.	0	0	0	0	0	0	0	0	0	0
M.Phil.	0	0	0	0	0	0	0	0	0	0
PG	0	0	0	0	0	0	1	1	0	2

Part Time Teachers										
Highest Qualification	Professor			Associate Professor			Assistant Professor			Total
	Male	Female	Others	Male	Female	Others	Male	Female	Others	
D.sc/D.Litt.	0	0	0	0	0	0	0	0	0	0
Ph.D.	0	0	0	0	0	0	0	0	0	0
M.Phil.	0	0	0	0	0	0	0	0	0	0
PG	0	0	0	0	0	0	0	0	0	0

Details of Visting/Guest Faculties				
Number of Visiting/Guest Faculty engaged with the college?	Male	Female	Others	Total
		1	3	0

Provide the Following Details of Students Enrolled in the College During the Current Academic Year

Programme		From the State Where College is Located	From Other States of India	NRI Students	Foreign Students	Total
UG	Male	1	166	0	0	167
	Female	1	65	0	1	67
	Others	0	0	0	0	0

Provide the Following Details of Students admitted to the College During the last four Academic Years

Programme		Year 1	Year 2	Year 3	Year 4
SC	Male	2	1	0	0
	Female	0	1	0	0
	Others	0	0	0	0
ST	Male	0	1	1	0
	Female	0	1	0	1
	Others	0	0	0	0
OBC	Male	0	0	6	5
	Female	0	0	5	6
	Others	0	0	0	0
General	Male	44	42	38	33
	Female	14	14	11	16
	Others	0	0	0	0
Others	Male	0	0	0	0
	Female	0	0	0	0
	Others	0	0	0	0
Total		60	60	61	61

Extended Profile

1 Program

1.1

Number of courses offered by the Institution across all programs during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
52	52	52	52	52

File Description	Document
Institutional data in prescribed format	View Document

1.2

Number of programs offered year-wise for last five years

2019-20	2018-19	2017-18	2016-17	2015-16
1	1	1	1	1

2 Students

2.1

Number of students year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
234	234	236	232	230

File Description	Document
Institutional data in prescribed format	View Document

2.2

Number of seats earmarked for reserved category as per GOI/State Govt rule year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
2	4	1	1	1

File Description	Document
Institutional data in prescribed format	View Document

2.3

Number of outgoing / final year students year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
58	58	59	57	54

File Description	Document
Institutional data in prescribed format	View Document

3 Teachers

3.1

Number of full time teachers year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
11	11	12	11	11

File Description	Document
Institutional data in prescribed format	View Document

3.2

Number of sanctioned posts year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
16	16	16	16	16

File Description	Document
Institutional data in prescribed format	View Document

4 Institution

4.1

Total number of classrooms and seminar halls

Response: 05

4.2

Total Expenditure excluding salary year-wise during last five years (INR in Lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
268	512	297	395	189

4.3

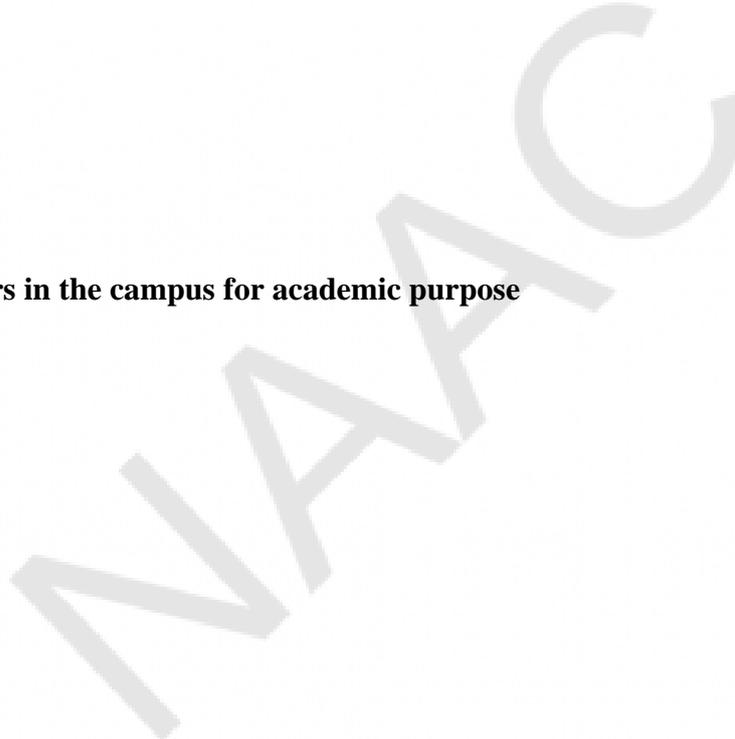
Number of Computers

Response: 63

4.4

Total number of computers in the campus for academic purpose

Response: 53



4. Quality Indicator Framework(QIF)

Criterion 1 - Curricular Aspects

1.1 Curricular Planning and Implementation

1.1.1 The Institution ensures effective curriculum delivery through a well planned and documented process

Response:

The Institution is affiliated to Bangalore University and Bangalore North University. The Hotel Management syllabi s is decided by the Commerce department which circulates it to the Institute. After assessing the syllabi the subject allocation is done to concerned Faculty, based on the university calendar of events. The Institute also prepares its own calendar of events for smooth functioning. The faculty prepares lesson plans based on the syllabi and the same is ratified by the Principal. The timetable is planned to keeping in mind the number of hours as stipulated in the syllabus. Theory and Practical classes are conducted accordingly and the concerned subject faculty takes the responsibility of using appropriate tools in order to deliver the lessons effectively. Experiential learning is an integral part of hotel management. Students need to learn in training Kitchens, Restaurant, Housekeeping and Front Office Laboratories in order to enhance their employability skills at the time of completion of the course. Hence the institute has constantly strived to improve the lab infrastructure to benefit the student community. Additionally, students are put through soft skills training to improve their communication skills, build their confidence and face the challenges of the corporate world. Industry experts are invited to share their experiences with students for getting an insight on current trends. Industry Experts and Academia are also part of meetings in order to revamp the syllabi and bridge the gaps between the institution and the industry. Students and Faculty are also encouraged to participate in events like Seminars and Workshops to reap the benefits in this dynamic scenario. Over the years, students have been securing top ranks in the university.

File Description	Document
Upload Additional information	View Document
Link for Additional information	View Document

1.1.2 The institution adheres to the academic calendar including for the conduct of CIE

Response:

The Academic Calendar is prepared based on the university calendar of events. The institute believes in overall development of the students. Towards this end faculty are engaged in continuously evaluating students and guiding them in their quest for learning. Internal assessment tests are conducted and the students are briefed about their strengths and short coming. There is an effective mentoring system in place which enables students to seek clarification from their mentors as and when necessary. Being a residential campus student are able to access information from various sources including peer groups and seniors in order to reap the benefits. The internal assessment is carried out based on the criteria stipulated

by the university. Attendance is monitored and daily assembly is a ritual being followed by the institute. Assignments are given to the students in order to assess their critical thinking skills and enable them to come up without the box ideas.

File Description	Document
Upload Additional information	View Document
Link for Additional information	View Document

1.1.3 Teachers of the Institution participate in following activities related to curriculum development and assessment of the affiliating University and/are represented on the following academic bodies during the last five years

1. Academic council/BoS of Affiliating university
2. Setting of question papers for UG/PG programs
3. Design and Development of Curriculum for Add on/ certificate/ Diploma Courses
4. Assessment /evaluation process of the affiliating University

Response: B. Any 3 of the above

File Description	Document
Institutional data in prescribed format	View Document
Details of participation of teachers in various bodies/activities provided as a response to the metric	View Document

1.2 Academic Flexibility

1.2.1 Percentage of Programmes in which Choice Based Credit System (CBCS)/ elective course system has been implemented

Response: 100

1.2.1.1 Number of Programmes in which CBCS/ Elective course system implemented.

Response: 1

File Description	Document
Minutes of relevant Academic Council/ BOS meetings	View Document
Institutional data in prescribed format	View Document
Any additional information	View Document

1.2.2 Number of Add on /Certificate programs offered during the last five years

Response: 3

1.2.2.1 How many Add on /Certificate programs are offered within the last 5 years.

2019-20	2018-19	2017-18	2016-17	2015-16
0	1	0	1	1

File Description	Document
Institutional data in prescribed format	View Document
Brochure or any other document relating to Add on /Certificate programs	View Document

1.2.3 Average percentage of students enrolled in Certificate/ Add-on programs as against the total number of students during the last five years

Response: 11.71

1.2.3.1 Number of students enrolled in subject related Certificate or Add-on programs year wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	49	0	56	31

1.3 Curriculum Enrichment

1.3.1 Institution integrates crosscutting issues relevant to Professional Ethics ,Gender, Human Values ,Environment and Sustainability into the Curriculum

Response:

AIHMCT has integrated the cross-cutting issues in the curriculum either through introduction of specific courses which enhance professional competencies or through the conduct of various programmes addressing social issues and human rights. These activities enhance professional competencies and inculcate social & ethical values, human values, environment sensitivity etc., thereby leading to the holistic development of students.

1. Professional Ethics: Constitution of India & Human Rights has been incorporated in the course to give awareness about Integrity. trustworthiness Respect for others. & Accountability.

2. Gender Sensitivity: It is accomplished through the interace of theory and practical. Various platforms like field work, community outreach, seminars, conferences, guest lectures, etc are provided to encourage the intermingling of students and to enhance Gender sensitivity, respect and tolerance among them.

3. Human Values :

- 'Prayas' an in-house group engages in green campus activities like planting saplings.
- Swatch Bharath activities are carried out in order to ensure cleanliness.
- Hygiene, sanitation and cleanliness are accorded due importance and the campus has dustbins placed at strategic locations to ensure that it is litter free.
- International Yoga Day is celebrated wherein trainers from external agencies are invited to deliver lectures and conduct Yoga sessions.
- Hailing from an Army background, students are inclined towards sports and cultural activities and the institution takes care to address these needs. The Institute conducts CATEFETE – an inter-collegiate competition in Hospitality where students from colleges pan India participate to showcase their talents in front of an eminent jury from the industry.

4. Environment and Sustainability: Environmental & Public Health has been incorporated as a course to increase awareness about the environmental issues and their possible solutions. Various activities such as guest lectures, industrial visits etc., are organized to sensitize the students about environmental issues.

File Description	Document
Upload the list and description of courses which address the Professional Ethics, Gender, Human Values, Environment and Sustainability into the Curriculum.	View Document

1.3.2 Average percentage of courses that include experiential learning through project work/field work/internship during last five years

Response: 100

1.3.2.1 Number of courses that include experiential learning through project work/field work/internship year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
1	1	1	1	1

File Description	Document
Programme / Curriculum/ Syllabus of the courses	View Document
MoU's with relevant organizations for these courses, if any	View Document
Institutional data in prescribed format	View Document

1.3.3 Percentage of students undertaking project work/field work/ internships (Data for the latest completed academic year)

Response: 100

1.3.3.1 Number of students undertaking project work/field work / internships

Response: 234

File Description	Document
Institutional data in prescribed format	View Document
Any additional information	View Document

1.4 Feedback System

1.4.1 Institution obtains feedback on the syllabus and its transaction at the institution from the following stakeholders 1) Students 2)Teachers 3)Employers 4)Alumni

Response: E. None of the above

File Description	Document
Any additional information (Upload)	View Document
URL for stakeholder feedback report	View Document

1.4.2 Feedback process of the Institution may be classified as follows: Options:

1. Feedback collected, analysed and action taken and feedback available on website
2. Feedback collected, analysed and action has been taken
3. Feedback collected and analysed
4. Feedback collected

5. Feedback not collected**Response:** E. Feedback not collected

File Description	Document
Upload any additional information	View Document
URL for feedback report	View Document

NAAC

Criterion 2 - Teaching-learning and Evaluation

2.1 Student Enrollment and Profile

2.1.1 Average Enrolment percentage (Average of last five years)

Response: 100

2.1.1.1 Number of students admitted year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
60	60	60	60	60

2.1.1.2 Number of sanctioned seats year wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
60	60	60	60	60

File Description

Institutional data in prescribed format

Document

[View Document](#)

2.1.2 Average percentage of seats filled against reserved categories (SC, ST, OBC, Divyangjan, etc. as per applicable reservation policy) during the last five years (exclusive of supernumerary seats)

Response: 40

2.1.2.1 Number of actual students admitted from the reserved categories year wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
2	4	0	0	0

File Description

Institutional data in prescribed format

Document

[View Document](#)

2.2 Catering to Student Diversity

2.2.1 The institution assesses the learning levels of the students and organises special Programmes for advanced learners and slow learners

Response:

The Institution is evaluating the learning levels of the students abinitio. The students undergoing the program have to clear a written admission test, which is conducted at centres across India. A merit list is drawn up, based on which 60 students are called for counselling to take up admission in the Institute. In case, the shortlisted students are not keen on taking up admission, then the waitlisted students are instructed to proceed for admission. The students are subjected to a rigorous round of counselling, in which they are assessed by the Principal and Registrar. Subsequently, students start attending classes as per the time table. Students are evaluated by the Faculty to understand their learning ability. They are encouraged to clarify doubts in the classroom or in any area where the students are comfortable. Students are not classified to be slow learners as the institute believes in providing equal opportunities for all students. However, the faculty are briefed to have an eye on students who are at different levels and offer customised solutions. Being a residential campus, the atmosphere in the campus is different and enables students to interact with faculty at all times. Students are also assigned to faculty mentors, where in they discuss their problems in confidence. Students enjoy a harmonious relationship with the staff and efforts are made to ensure that all students are able to achieve their academic pursuits. Students who are advanced learners are encouraged to foster their skills to their peer. This is a win-to-win situation for both category of students. The students are constantly interacting with senior students, who too play 'role model', which is unique to the nature of the Institution. In case the faculty feels the need, remedial classes are offered to students to ensure that the students are able to cope up with their immediate need to clear their examinations. Students are encouraged to engage with the faculty in areas beyond the classroom, where in they feel free to clarify their doubts. Being a residential campus, faculty also take care of hostels, giving students an opportunity to interact with them. Students are given ample space to pursue their passion, by participating in sports and extra- curricular activities. Those who are ahead of other are encouraged to participate in intercollegiate events and competitions, where in they bring accolades. The emphasis is on making students comfortable, so as to enable them to overcome their short comings and strive to succeed. The bonding which exists in the community is a balancing factor in bridging the gaps between students with different learning abilities.

File Description	Document
Upload any additional information	View Document

2.2.2 Student- Full time teacher ratio (Data for the latest completed academic year)

Response: 20:1

File Description	Document
Any additional information	View Document

2.3 Teaching- Learning Process

2.3.1 Student centric methods, such as experiential learning, participative learning and problem solving methodologies are used for enhancing learning experiences

Response:

Student centric methods are used extensively, in order to make learning effective. Hotel Management requires hands on learning. Hence, the students are taught using different methodologies like role play, case studies and so on on the class rooms. Students are encouraged to discuss, debate and flip learning is also adopted, where students prepare and present PPTs after getting the necessary inputs from the faculty. There are well equipped labs where the students get to learn experientially, which is extremely essential, as skill centric learning is critical to understand the practical aspects of Hotel Management. In the Training Kitchens, students prepare food with the help of instructions from the faculty. In the process, students get to come to terms with their mistakes as well as the correct procedures being followed. Hence, students are given adequate practical knowledge in the core subjects, which enables them to understand the operational aspects of a Hotel. This will ultimately give them the much-needed cutting edge at the time of Campus placements. Focussing on the enhancing the employability skill of the students is a critical aspect of the curriculum and the institute walks the extra mile by, laying emphasis on student centric learning methodology. Students' interests are identified in order to encourage them to focus on their passion. Students are also exposed to sessions by experts from the industry, where the students get a different perspective, which also stimulates their critical thinking. Students are given assignments, which helps them to learn on their own and open up their minds to explore. They go through Personality Development sessions which has been integrated in to the curriculum, enabling and empowering students to learn aspects such as leadership, time management, decision making, negotiation skills and so on, which provides them holistic development. Students are extremely creative and they are encouraged to be brand ambassadors of the institution.

File Description	Document
Upload any additional information	View Document

2.3.2 Teachers use ICT enabled tools for effective teaching-learning process.

Response:

Internet Communication Technology (ICT) is the order of the day. This has revolutionized all aspects of life and teaching is no exception. The institute has geared up to this game changer and teachers are using ICT for efficient teaching and learning. All classrooms are equipped with LCD Projectors and audio-visual equipment to support this method. Keeping the current trends in mind, faculty have been encouraged to adapt to ICT to the extent possible in order to make the delivery effective. The faculty prepare powerpoint presentations and download videos for better understanding. Smart classrooms have been established with interactive televisions to facilitate teaching. Students are encouraged to prepare powerpoint presentations in an effort to boost their confidence and enhance their communication skills in the digital era. There is a customized software with a property management system in the computer lab to train students on the specific needs of the industry. Students get to learn about hospitality-related operating tools which is important when they enter the industry. Feedback from industry has also revealed that students are required to prepare reports using excel sheets and other tools as desired by the management.

In the training kitchens, ICT has been used effectively for demonstration by celebrity Chefs on recipes. Students have access to YouTube videos to learn about abstract topics like wine manufacture, cocktail making, mixology and so on. Similarly, aspects like bed making and room cleaning can be taught to the students with the help of videos.

ICT increases the motivation of the students and they show more interest and become more involved in the academic process. There are computers in the library which enables students to work on assignments and enhance their tech savvy capabilities which is the need of the hour. The use of this technology has also led to improved interaction between students and teachers as they are able to comprehend topics in a better manner. This has enhanced creativity in areas like interior decoration and visual merchandising. ICT also prepares them to enables students to understand concepts like digital marketing, artificial intelligence, and machine learning which are acquiring immense importance in a global evolving scenario.

The teaching faculty have started giving assignments through google classroom and students are able to respond with their hand-held devices. The teachers are also learning about concepts like proctored examinations and how it is supervised online. Various platforms like MS Teams and Google meet have acquired immense importance especially in recent times. Teachers have been encouraged to use these platforms as and when required in order to enhance the learning experience.

File Description	Document
Upload any additional information	View Document
Provide link for webpage describing the ICT enabled tools for effective teaching-learning process.	View Document

2.3.3 Ratio of students to mentor for academic and other related issues (Data for the latest completed academic year)

Response: 21:1

2.3.3.1 Number of mentors

Response: 11

File Description	Document
Upload year wise, number of students enrolled and full time teachers on roll.	View Document
Mentor/mentee ratio	View Document

2.4 Teacher Profile and Quality

2.4.1 Average percentage of full time teachers against sanctioned posts during the last five years

Response: 76.25

File Description	Document
List of the faculty members authenticated by the Head of HEI	View Document
Institutional data in prescribed format	View Document

2.4.2 Average percentage of full time teachers with Ph. D. / D.M. / M.Ch. / D.N.B Superspeciality / D.Sc. / D.Litt. during the last five years (consider only highest degree for count)**Response:** 19.74**2.4.2.1 Number of full time teachers with Ph. D. / D.M. / M.Ch. / D.N.B Superspeciality / D.Sc. / D.Litt. year wise during the last five years**

2019-20	2018-19	2017-18	2016-17	2015-16
3	3	2	2	2

File Description	Document
Institutional data in prescribed format	View Document

2.4.3 Average teaching experience of full time teachers in the same institution (Data for the latest completed academic year in number of years)**Response:** 10.73**2.4.3.1 Total experience of full-time teachers**

Response: 118

File Description	Document
Institutional data in prescribed format	View Document

2.5 Evaluation Process and Reforms**2.5.1 Mechanism of internal assessment is transparent and robust in terms of frequency and mode****Response:**

Continuous internal evaluation is being followed as per the norms of the affiliated University. The institute has an academic calendar that is in alignment to the university calendar of events. Students are issued a handbook with appropriate joining instructions and modalities of academics in order to educate them of the

in-house rules and regulations which gives them a clear understanding of the process being adopted. Internal tests are conducted based on the timetable which is communicated to the students ahead of time. Emphasis on overall student learning. The internal marks awarded to students is based on attendance, assignments and class tests as per university norms. The answer scripts are evaluated by the concerned faculty and are returned to the students to enable them to understand their shortcomings as well as positive learning experiences. The evolution in practical is based on tasks carried out in individual laboratories as per the guidelines stipulated in the syllabi. Student's performance in the internal assessment is used to identify their learning ability, to address remedial action as deemed necessary. Counseling sessions are used to help students resolve conflicts. The faculty may adopt innovative methods by conducting quiz, and having group discussions in order to enhance the learning experience. The faculty under the guidance of the Head of the Institution are involved in the process of conduct of examinations which is carried out meticulously. Timetables are prepared and put up on the notice board. Students have the liberty to express their grievances which are escalated if required in order to offer solutions.

The Principal in meeting with Faculty directs them to ensure a fair evaluation process. Personal guidance is offered where necessary for the benefit of differently-abled students (Language barriers, learning difficulty). Internal assessment helps teachers to get to know the individual abilities of students which need to be addressed appropriately. The marks obtained by the students are uploaded in the University web portal as per stipulated timelines.

2.5.2 Mechanism to deal with internal examination related grievances is transparent, time- bound and efficient

Response:

Transparency has always been accorded highest importance by the institution. Internal examinations are conducted by the faculty as per guidelines. Once the evaluation process is carried out, the students are handed over their test papers in order to help them understand their strengths and shortcomings. They also check with the faculty for any perceived discrepancies which they may encounter. In most cases, the issues are resolved by faculty. In case required, the same may be escalated to the Principal. Being a residential campus, students enjoy a harmonious relationship with faculty member and they are at liberty to clarify doubts beyond classrooms. Faculty are trained to give a patient hearing to student's grievances and ensure timely and appropriate redressal. There has been no instance of examination related issues.

Students are instructed to maintain decorum and respect the sanctity of the examination process. They are not to copy and are aware that copying could lead to strict disciplinary action as deemed necessary. Due to these in-built processes, internal examinations are carried out without errors.

2.6 Student Performance and Learning Outcomes

2.6.1 Teachers and students are aware of the stated Programme and course outcomes of the Programmes offered by the institution.

Response:

The learning outcomes of the course is clearly spelt out at the beginning of the academic year. Faculties are briefed in meetings and they also attend faculty development programs in order to enhance their teaching skills in the ever-changing dynamic scenario. Subject allocation is done based on which faculty prepare their lesson plans and submit it to the Principal for perusal and suggestions. The modules are clearly demarcated and faculty plan methodology, tools and outcome for each of them. Faculty explain the topics to the students with an introduction and conclusion after which students are encouraged to post questions and clarify doubts. They are also given opportunities to research areas using google and other sites and come up with out of the box solutions. Emphasis on customer orientation and the need to strive towards giving guests a satisfying experience is integrated into the curriculum by way of situation handling and case studies. This helps the students to understand the specific requirements of the hotel management program. Each subject has specific outcomes which are discussed and deliberated by the faculty with the students. The learning outcomes include cognitive, and affective outcomes. Teachers and students use different tools depending on the requirements of the modules for effective comprehension. Learning activities are planned and attainment of program outcomes and course outcomes are evaluated by the institution. The course learning objectives define the level of achievement of each course. The modules are broken into smaller units for easier comprehension. Faculty use assignments or practical tasks to evaluate and analyse student performance. Generating skilled resource including practical competencies in an essential feature of the hospitality industry. Inculcating the right mix of values and skills are emphasised for a successful and sustainable career outcome. Learning is continuous and blended with creativity and innovation in a fast-changing scenario. Students have to undergo internship which is an integral part of the curriculum and enables them to understand work culture and ethics. During the placement exercise, students come to terms with their area of interest based on their experience and potential.

File Description	Document
Upload COs for all courses (examples from Glossary)	View Document
Paste link for Additional information	View Document

2.6.2 Attainment of programme outcomes and course outcomes are evaluated by the institution.

Response:

The Institution is governed by the syllabi provided by the Bengaluru North University. Students are awarded BHM Degree of 4-year duration as the institution is approved by All India Council for Technical Education. Students undergoing the BHM program are expected to understand the operational and managerial aspects of hotels. Running a hotel is a complex task involving various competencies including planning, organizing, staffing, time management, human resource management and so on. Students are geared up to understand all aspects required to manage a large property. They undergo internship in the 5th Semester which enables them to comprehend various aspects of hotel operations. Thus, students on completion of the program should be in a position to assume managerial responsibilities in their areas of interest. They are expected to apply theoretical knowledge in solving practical issues. The curriculum is designed to broaden their perspective and make them a wholesome personality. Experiential learning is a critical component in understanding hotel management and the institute has provided top class

infrastructure which is constantly upgraded to enable students in their quest to learn. The program also touches on holistic development which is extremely important in today's scenario. The institute has been providing 100% placement which goes a long way in proving that the program outcomes are in order. The institution analysis the program outcomes Academic Advisory committee meetings are held with industry leaders and academicians for enhancing content in a scenario.

2.6.3 Average pass percentage of Students during last five years

Response: 93.02

2.6.3.1 Total number of final year students who passed the university examination year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
55	56	57	45	53

2.6.3.2 Total number of final year students who appeared for the university examination year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
58	58	59	57	54

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format	View Document

2.7 Student Satisfaction Survey

2.7.1 Online student satisfaction survey regarding teaching learning process

Response: 3.27

File Description	Document
Upload database of all currently enrolled students (Data Template)	View Document

Criterion 3 - Research, Innovations and Extension

3.1 Resource Mobilization for Research

3.1.1 Grants received from Government and non-governmental agencies for research projects / endowments in the institution during the last five years (INR in Lakhs)

Response: 0

3.1.1.1 Total Grants from Government and non-governmental agencies for research projects / endowments in the institution during the last five years (INR in Lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description

Institutional data in prescribed format

Document

[View Document](#)

3.1.2 Percentage of departments having Research projects funded by government and non government agencies during the last five years

Response: 0

3.1.2.1 Number of departments having Research projects funded by government and non-government agencies during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

3.1.2.2 Number of departments offering academic programmes

2019-20	2018-19	2017-18	2016-17	2015-16
1	1	1	1	1

File Description

Institutional data in prescribed format

Document

[View Document](#)

3.1.3 Number of Seminars/conferences/workshops conducted by the institution during the last five years**Response: 5****3.1.3.1 Total number of Seminars/conferences/workshops conducted by the institution year-wise during last five years**

2019-20	2018-19	2017-18	2016-17	2015-16
1	2	1	1	0

File Description	Document
Report of the event	View Document
Institutional data in prescribed format	View Document
Any additional information	View Document

3.2 Research Publications and Awards**3.2.1 Number of papers published per teacher in the Journals notified on UGC website during the last five years****Response: 0.08****3.2.1.1 Number of research papers in the Journals notified on UGC website during the last five years.**

2019-20	2018-19	2017-18	2016-17	2015-16
1	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

3.2.2 Number of books and chapters in edited volumes/books published and papers published in national/ international conference proceedings per teacher during last five years**Response: 0****3.2.2.1 Total number of books and chapters in edited volumes/books published and papers in**

national/ international conference proceedings year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

3.3 Extension Activities**3.3.1 Extension activities are carried out in the neighborhood community, sensitizing students to social issues, for their holistic development, and impact thereof during the last five years.****Response:**

PRAYAAS - a social organization comprising of students and staff are involved in the services to the under-privileged. Some of the activities by the organization are:-

- Regular blood donation camp is organized, wherein the students and staff donate blood, as a gesture of their responsibility towards saving precious lives.
- Health and dental check up camps are organized for the students. Also as a part of social responsibility, food and gifts such as notebooks, pencils, erasers to the local Government school children are distributed. Visits to leprosy centers, homes for orphanages and old age homes, health checkup camps are conducted for them.
- Demonstration on Fire safety Methods has been organized every year.

File Description	Document
Upload any additional information	View Document
Paste link for additional information	View Document

3.3.2 Number of awards and recognitions received for extension activities from government/ government recognised bodies during the last five years**Response: 0****3.3.2.1 Total number of awards and recognition received for extension activities from Government/ Government recognised bodies year-wise during the last five years.**

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

3.3.3 Number of extension and outreach programs conducted by the institution through NSS/NCC/Red cross/YRC etc., during the last five years (including Government initiated programs such as Swachh Bharat, Aids Awareness, Gender Issue, etc. and those organised in collaboration with industry, community and NGOs)

Response: 15

3.3.3.1 Number of extension and outreach Programs conducted in collaboration with industry, community and Non- Government Organizations through NSS/ NCC/ Red Cross/ YRC etc., year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
4	2	4	4	1

File Description	Document
Institutional data in prescribed format	View Document

3.3.4 Average percentage of students participating in extension activities at 3.3.3. above during last five years

Response: 76.51

3.3.4.1 Total number of Students participating in extension activities conducted in collaboration with industry, community and Non- Government Organizations through NSS/ NCC/ Red Cross/ YRC etc., year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
233	135	232	232	62

File Description	Document
Report of the event	View Document
Institutional data in prescribed format	View Document

3.4 Collaboration

3.4.1 The Institution has several collaborations/linkages for Faculty exchange, Student exchange, Internship, Field trip, On-job training, research etc during the last five years

Response: 100

3.4.1.1 Number of linkages for faculty exchange, student exchange, internship, field trip, on-job training, research etc year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
20	20	20	20	20

File Description	Document
Institutional data in prescribed format	View Document
e-copies of linkage related Document	View Document
Any additional information	View Document

3.4.2 Number of functional MoUs with national and international institutions, universities, industries, corporate houses etc. during the last five years

Response: 20

3.4.2.1 Number of functional MoUs with Institutions of national, international importance, other universities, industries, corporate houses etc. year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
4	4	4	4	4

File Description	Document
Institutional data in prescribed format(Data template)	View Document

Criterion 4 - Infrastructure and Learning Resources

4.1 Physical Facilities

4.1.1 The Institution has adequate infrastructure and physical facilities for teaching- learning. viz., classrooms, laboratories, computing equipment etc.

Response:

Army Institute of Hotel Management has excellent infrastructure to foster learning. The institute which is fully residential in nature is located in a twelve-acre campus. Class rooms are equipped with LCD projectors and audio-visual equipment to enable Information Communication Technology (ICT). Power point presentations and videos are used extensively keeping in mind the learning environment of the day. Hotel management is a hands-on course. Hence, the institute has practical laboratories to train students in the core areas of hotels effectively. There are 3 kitchens namely, Basic training kitchen, Advance training kitchen and Quantity training kitchen in addition to a training Bakery and Confectionery, to give the students an insight into this fine art. These labs are equipped with small, medium and heavy equipment including utensils, microwave ovens, ranges and so on to offer students experiential learning. Students are trained from the basics and motivated to take up this field, as it has immense potential in the industry. Experts from the industry are invited to interact with students and share their experiences. Chefs are creating waves in today's scenario.

There are two training restaurants, one of which has a training bar attached. Students get to learn food service in addition to the art of mixology which is gaining importance in recent times. Experts from the Industry are invited to deliver sessions on cocktail and mocktail making for the benefit of students. The department is equipped with excellent cutlery, crockery, flatware and linen to match the standards of high-quality service. There is a Front Office lab with an interactive television in order to give the students inputs to learn about Front Office operations in today's tech savvy scenario. Role plays, group discussions and so on are carried out to enable students to complete the subjects. There is a Housekeeping Lab with Laundry and bed-making room to give the students the desired training in bed making, flower arrangements, towel art, interior decoration and so on. There is a computer lab with IDS Fortune 6.5 software in order to train the students in Property Management Systems as per the curriculum. Students also get to prepare reports giving them the much-needed skills in information technology. The Institute has a well-stocked library with books, magazines, e-journals and computers. The array of books ranges from cookery books to cocktails to fiction, giving students ample opportunities to read. There is a Language Laboratory in which the students get to hone their communication skills, which is given ample importance. There is a mini auditorium with a seating capacity of 240, in order to host events and guest lectures. The auditorium is equipped with state-of-the-art audio-visual equipment. There is an examination hall used exclusively to conduct examinations as per the desired standards. The Institute continuously strives to improve teaching-learning by adapting to the ever-changing scenario and enabling students and faculty to come to terms with the latest trends

File Description	Document
Upload any additional information	View Document
Paste link for additional information	View Document

4.1.2 The Institution has adequate facilities for cultural activities, sports, games (indoor, outdoor), gymnasium, yoga centre etc.

Response:

The Institute has adequate facilities for sports, games, and cultural activities. Importance is given to the holistic overall development of students to bring out the best in them. There is a playground in which students can play football and cricket. In addition, there is a volleyball, basketball and badminton court for outdoor games. There is a gymnasium which is continuously upgraded for the benefit of fitness enthusiasts. Indoor sports include table tennis, carrom and chess which are provided in the hostel. Television with cable connection is provided in the lounges for the recreation of the students. An Indoor Auditorium well furnished with audiovisual & AC facility is available for conducting cultural and other events. Interactive learning sessions, rehearsal sessions are held in the AV room.

There is a student cultural committee which organizes various festivals including Janmashtami, Eid, Holi, Dussehra and Deepavali keeping up to the core values of the institution, which is managed by the India Army. Republic Day and Independence Day is celebrated with fervour by the students. Students also organize fresher's day and ethnic day as part of the cultural activities which are programmed in the calendar of events. Students are encouraged to participate in intercollegiate sporting activities in which they have won accolades for themselves and for the institution. Intra-batch sports match are also organized by the sports committee in order to foster the spirit of sportsmanship. There is an in-house group called 'Prayas' which engages in green campus activities like planting saplings.

Swatch Bharath activities are carried out in order to ensure cleanliness. Hygiene, sanitation and cleanliness are accorded due importance and the campus has dustbins placed at strategic locations to ensure that it is litter-free. International Yoga Day is celebrated wherein trainers from external agencies are invited to deliver lectures and conduct Yoga sessions. Hailing from an Army background, students are inclined towards sports and cultural activities and the institution takes care to address these needs.

The Institute conducts CATEFETE – an inter-collegiate competition in Hospitality where students from colleges pan India participate to showcase their talents in front of an eminent jury from the industry. Students play an active role in conceptualizing the theme and competitions for conducting this mega event which has been growing in stature over the years.

File Description	Document
Upload any additional information	View Document
Paste link for additional information	View Document

4.1.3 Percentage of classrooms and seminar halls with ICT- enabled facilities such as smart class, LMS, etc. (Data for the latest completed academic year)

Response: 100

4.1.3.1 Number of classrooms and seminar halls with ICT facilities

Response: 5

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format(Data template)	View Document
Paste link for additional information	View Document

4.1.4 Average percentage of expenditure, excluding salary for infrastructure augmentation during last five years(INR in Lakhs)

Response: 0

4.1.4.1 Expenditure for infrastructure augmentation, excluding salary year-wise during last five years (INR in lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Upload audited utilization statements	View Document
Institutional data in prescribed format(Data template)	View Document

4.2 Library as a Learning Resource**4.2.1 Library is automated using Integrated Library Management System (ILMS)**

Response:

Name of ILMS software :Easylib,
 Nature of automation : Fully
 Version : 4.4.1
 Year of Automation : 2007

Specialized services provided by the library:

- Electronic Resource Management, Package for e-journals, in-house/remote access to e-publications, Computers & Printers for access, Internet with Wi-Fi facility.
- The Institute library is well equipped with the required books recommended by the Bangalore

University/Bangalore North University syllabi of BHM course and AICTE. Along with the recommended books are the reference books for the students to work on their assignments and projects.

- Popular magazines related to the hotel industry are subscribed for the benefit of the students, to update their knowledge and keep abreast with the latest in the hospitality sector.
- Borrower's cards for 2 books is issued to every student after joining in the first year of the course, which is used by the students all through till the completion of the course.
- Internet facilities are available to complete their assignment and projects.
- The library timings during days of regular class is from 9:00 A.M to 4:00 P.M and on Saturdays from 9:00 A.M to 1:00 P.M.
- The students are kept abreast of the latest addition to the library, by displaying the list on the notice boards.

File Description	Document
Upload any additional information	View Document
Paste link for Additional Information	View Document

4.2.2 The institution has subscription for the following e-resources

- 1.e-journals
- 2.e-ShodhSindhu
- 3.Shodhganga Membership
- 4.e-books
- 5.Databases
- 6.Remote access to e-resources

Response: A. Any 4 or more of the above

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format(Data template)	View Document

4.2.3 Average annual expenditure for purchase of books/e-books and subscription to journals/e-journals during the last five years (INR in Lakhs)

Response: 0.9

4.2.3.1 Annual expenditure of purchase of books/e-books and subscription to journals/e-journals year wise during last five years (INR in Lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
4.52	0	0	0	0

File Description	Document
Institutional data in prescribed format(Data template)	View Document
Audited statements of accounts	View Document

4.2.4 Percentage per day usage of library by teachers and students (foot falls and login data for online access) during the last completed academic year

Response: 12.2

4.2.4.1 Number of teachers and students using library per day over last one year

Response: 30

File Description	Document
Details of library usage by teachers and students	View Document
Any additional information	View Document

4.3 IT Infrastructure

4.3.1 Institution frequently updates its IT facilities including Wi-Fi

Response:

- IT facilities include up-gradation of all software including the ones required by the syllabi and curriculum
- ICT infrastructure is extended and upgraded with the latest version of hardware and software based on the needs of the newly introduced programs and courses
- IDS software is used for III & VII Sem Students to impart training to students and faculty members on Hotel Property Management
- All study materials and paper presentation materials are prepared on IT platform and used to impart training in the classroom as well as practicals
- Basic knowledge of training on 'MS-Office' is provided to all staff and students
- The institution is Wi-Fi enabled resulting in extensive use of internet facilities both on and off the classroom
- Students are assigned projects that require them to use the ICT facilities in their academics as well as curriculum

File Description	Document
Upload any additional information	View Document
Paste link for additional information	View Document

4.3.2 Student - Computer ratio (Data for the latest completed academic year)

Response: 4:1

File Description	Document
Upload any additional information	View Document
Student – computer ratio	View Document

4.3.3 Bandwidth of internet connection in the Institution

Response: A. 750 MBPS

File Description	Document
Upload any additional Information	View Document
Details of available bandwidth of internet connection in the Institution	View Document

4.4 Maintenance of Campus Infrastructure

4.4.1 Average percentage of expenditure incurred on maintenance of infrastructure (physical and academic support facilities) excluding salary component during the last five years(INR in Lakhs)

Response: 1.79

4.4.1.1 Expenditure incurred on maintenance of infrastructure (physical facilities and academic support facilities) excluding salary component year-wise during the last five years (INR in lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
23.99	0	0	0	0

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format(Data template)	View Document

4.4.2 There are established systems and procedures for maintaining and utilizing physical, academic and support facilities - laboratory, library, sports complex, computers, classrooms etc.

Response:

- The Administration is responsible for the upkeep and regular maintenance of the physical facilities of the Institute
- The head of the departments are involved meticulously to maintain the cleanliness of infrastructure while giving utmost importance to the hygiene and pest control conducted on a regular basi
- SOPs are maintained in all labs
- A purchase committee is formed to look after the procurement and purchasing of required items
- Housekeeping staff is employed for regular cleaning of classrooms, labs, corridor area, playground and garden
- An annual audit is conducted and the document is submitted to head office
- Electronic equipment is covered with insurance
- The college employed an electrician to look after the electric, plumbing and repair work
- Stock register is maintained in all the labs and departments. Annual Stock verification is conducted
- Periodical service and maintenance of equipment are done and records are maintained
- Classrooms furnished with ICT facilities
- Labs are equipped with state-of-the-art facilities and software
- Annually library books are updated, barcodes for the books, enabled with a digital facility

File Description	Document
Upload any additional information	View Document

Criterion 5 - Student Support and Progression

5.1 Student Support

5.1.1 Average percentage of students benefited by scholarships and freeships provided by the Government during last five years

Response: 0

5.1.1.1 Number of students benefited by scholarships and freeships provided by the Government year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description

Institutional data in prescribed format

Document

[View Document](#)

5.1.2 Average percentage of students benefitted by scholarships, freeships etc. provided by the institution / non- government agencies during the last five years

Response: 27.08

5.1.2.1 Total number of students benefited by scholarships, freeships, etc provided by the institution / non- government agencies year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
17	80	78	70	70

File Description

Upload any additional information

Institutional data in prescribed format

Document

[View Document](#)

[View Document](#)

5.1.3 Capacity building and skills enhancement initiatives taken by the institution include the following

1. Soft skills
2. Language and communication skills
3. Life skills (Yoga, physical fitness, health and hygiene)
4. ICT/computing skills

Response: D. 1 of the above

File Description	Document
Institutional data in prescribed format	View Document
Any additional information	View Document
Link to Institutional website	View Document

5.1.4 Average percentage of students benefitted by guidance for competitive examinations and career counselling offered by the Institution during the last five years

Response: 0

5.1.4.1 Number of students benefitted by guidance for competitive examinations and career counselling offered by the institution year wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

5.1.5 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

Response: A. All of the above

File Description	Document
Details of student grievances including sexual harassment and ragging cases	View Document

5.2 Student Progression

5.2.1 Average percentage of placement of outgoing students during the last five years

Response: 84.47**5.2.1.1 Number of outgoing students placed year - wise during the last five years.**

2019-20	2018-19	2017-18	2016-17	2015-16
21	58	57	54	55

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format	View Document

5.2.2 Average percentage of students progressing to higher education during the last five years**Response:** 0**5.2.2.1 Number of outgoing student progressing to higher education.**

File Description	Document
Institutional data in prescribed format	View Document

5.2.3 Average percentage of students qualifying in state/national/ international level examinations during the last five years (eg: JAM/CLAT/GATE/ GMAT/CAT/GRE/ TOEFL/ Civil Services/State government examinations)**Response:** 0**5.2.3.1 Number of students qualifying in state/ national/ international level examinations (eg: JAM/CLAT/NET/ SLET/ GATE/ GMAT/CAT/GRE/ TOEFL/ Civil Services/ State government examinations) year wise during last five years**

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

5.2.3.2 Number of students appearing in state/ national/ international level examinations (eg: JAM/CLAT/NET/ SLET/ GATE/ GMAT/CAT,GRE/ TOFEL/ Civil Services/ State government examinations) year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

5.3 Student Participation and Activities

5.3.1 Number of awards/medals won by students for outstanding performance in sports/cultural activities at inter-university/state/national / international level (award for a team event should be counted as one) during the last five years.

Response: 10

5.3.1.1 Number of awards/medals for outstanding performance in sports/cultural activities at university/state/national / international level (award for a team event should be counted as one) year-wise during the last five years.

2019-20	2018-19	2017-18	2016-17	2015-16
1	2	5	2	0

File Description	Document
Institutional data in prescribed format	View Document
e-copies of award letters and certificates	View Document
Any additional information	View Document

5.3.2 Institution facilitates students' representation and engagement in various administrative, co-curricular and extracurricular activities (student council/ students representation on various bodies as per established processes and norms)

Response:

The Institute is driven by its motto – "*in pursuit of excellence*". Towards this end, the administration strives to ensure that quality education is available to the students. The students are handpicked from a stringent selection process, which aims at nurturing talent and honing the skills of students in their quest for knowledge. The institution enjoys a strong interface with the industry, a relationship which has been built over the years. Hence industry leaders are a part of the orientation process, where in they are called to interact with students to give them a bird's eye view of the industry. Students who join are gradually inducted to the system and mentoring them and understanding their needs has been built in to the process. The faculty mentors have regular sessions with students in order to break the ice and address issues faced by students. Students by virtue of their background are able to adapt easily and hence a harmonious relationship exists on Campus, which is a great unifying factor. Students are encouraged to participate in

co-curricular and extra-curricular activities and they have brought laurels to themselves as well as to the institution. The students are encouraged to be part of debates, discussions, extempore speaking and so on to develop confidence, which will be instrumental in enabling them to place Campus interviews. Students undergo internship in hotels in India and abroad and they have a good understanding of cross cultural environment. Students are part of various in house clubs based on their passion and interests, enabling their overall development. Placements are the acid test of good institutions and the Institution boasts of a 100% track record in Campus placements over the years. The institution invites potential recruiters from the Hospitality industry, retail industry, facility management companies and FMCGs, in order to give students ample employment opportunities across verticals, as the students are well trained to take up jobs in service.

File Description	Document
Paste link for additional information	View Document

5.3.3 Average number of sports and cultural events/competitions in which students of the Institution participated during last five years (organised by the institution/other institutions)

Response: 3.8

5.3.3.1 Number of sports and cultural events/competitions in which students of the Institution participated year-wise during last five years

2019-20	2018-19	2017-18	2016-17	2015-16
4	5	4	4	2

File Description	Document
Report of the event	View Document
Institutional data in prescribed format	View Document

5.4 Alumni Engagement

5.4.1 There is a registered Alumni Association that contributes significantly to the development of the institution through financial and/or other support services

Response:

- The College Alumni Association registration is in process.
- The Alumni is in touch with the senior faculty members of the Institute. As in all aspects, the site in Facebook is the common platform for exchange of ideas and news.
- Alumnus visiting the Institute are always asked to interact with the students to tell them about the

prospects in the industry and talk about the latest developments in the industry.

- Every year Alumni meet is conducted where the experiences are shared between the Alumni and the Alma Mater.
- Alumni are invited as members for Academic Peer Meeting and College maintains a good rapport with them, which helps in the placement of their juniors.
- Feedback from them provides their concern to our operational systems and its functioning. Feedback of Alumni serves as a standard to incorporate the measures which need immediate attention/action.

File Description	Document
Paste link for additional information	View Document

5.4.2 Alumni contribution during the last five years (INR in lakhs)

Response: E. <1 Lakhs

File Description	Document
Upload any additional information	View Document

Criterion 6 - Governance, Leadership and Management

6.1 Institutional Vision and Leadership

6.1.1 The governance of the institution is reflective of and in tune with the vision and mission of the institution

Response:

The institution is entering its 25th year of existence and has a clearly defined vision and mission in pursuit of excellence and quality education at affordable cost are sacrosanct. The institution endeavour to create global leaders in the hospitality and service sectors in this dynamic scenario. It has been repeatedly ranked over the years among the best hospitality institution in surveys conducted by leading magazines like The Week, India Today in addition to Global Human Resource Development Centre (GHRDC). The institute constantly innovates to keep abreast of the changing scenario in the industry. Teachers are encouraged to attend faculty development programs and equip themselves to take on the challenges of a globally changing scenario. The institution is managed by the Army Welfare Education Society which has spelt out clear cut guidelines on every aspect of institutional management. The higher military formations constantly check on the performance of the institution through a well-defined reporting system. Teachers are given the liberty to deploy different tools for effective classroom management. They are encouraged to publish research articles and their suggestions are sought for the smooth functioning of the institution. They prepare timetables, lesson plans and are involved in curriculum-related activities at the university level including setting up of question papers and evaluating answer scripts. The institute has perspective plans of starting additional courses and increasing the present capacity of the campus to harness the potential, in times to come. With the guidance of the management and the stakeholders, the institution is looking at reaching greater heights. It enjoys an excellent rapport with the industry and industry leaders are part of the Academic Advisory Committee for bringing about changes to the curriculum to bridge the gap between industry and academia. Industry representatives are also invited during panel discussions on challenges faced by the hospitality industry. They also lend a helping hand by offering guest lectures and being jury members during competitions. The institute enjoys the proactive support of academicians for enhancing the capacity in times to come.

6.1.2 The effective leadership is visible in various institutional practices such as decentralization and participative management

Response:

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. There has been a shift towards ICT which has come to play an important role in academic understanding. 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. The Principal has been getting grant-in-aid from the Army management due to which the institution is blessed with excellent learning resources for hospitality education. With the motivated faculty team, students have been among the top rank holders in the university. The Principal has also worked hard for conceptualizing and organizing CATAFETE which is an annual InterCollegiate competition for hospitality students pan India duly supported by the staff, faculty and students. The team chalks out plans and coordinates logistics identifies jury and executes the entire event. The event has been gaining popularity over the years and has become a benchmark. The Faculty gain leadership skills and adopt other practices like delegation, time management, teamwork and planning which is the hallmark of good leadership.

6.2 Strategy Development and Deployment

6.2.1 The institutional Strategic / Perspective plan is effectively deployed

Response:

The Institute is constantly looking at upgrading the infrastructure and facilities. It aims at offering the best to the community. Plans are put up to the parent body with a request for funds to improve the infrastructure. The grant-in-aid which is received from the Army Welfare Education Society is being effectively utilized to improve the facilities for the student community. The Food Production laboratories which were in a state of fair wear and tear have been refurbished with modern equipment like ovens, kitchen hoods as well small, medium and heavy equipment giving them the much-needed facelift. This is the core area of the hospitality industry and the institute will be able to showcase this area in an effort to create passion in students. Other initiatives including the refurbishing of the computer lab, upgrading the Front Office lab with interactive television, upgrading the housekeeping lab with an ultra-modern suite, creating an auditorium with excellent audio-visual facilities and adding equipment to the gymnasium have been carried out from time to time.

File Description	Document
Strategic Plan and deployment documents on the website	View Document
Paste link for additional information	View Document

6.2.2 The functioning of the institutional bodies is effective and efficient as visible from policies, administrative setup, appointment and service rules, procedures, etc.

Response:

The Institution has a well-defined hierarchy. The management of the institution is carried out by Army Welfare Education Society, which has created well-established policies on institutional Management. The institute is controlled by Army channel of Administration. The Chairman of the Institute is the General Officer Commanding, Karnataka and Kerala Sub Area. The Principal, who is the head of the institution reports to the Chairman, through the Officer in Charge (AWES). The Principal manages all the Academic

activities of the institution. He is assisted by the Registrar and Head of Administration, who is in charge of finance, logistics and other administrative functions. The Faculty includes two heads of department and Assistant Professors for the different subjects. The Administration has an Office Superintendent and staff. The number of staff are in accordance to the management policies as well as apex Academic bodies. The reporting structure is clear and rules and regulations pertaining to employment are adhered to. Staff enjoy Provident fund, accommodation on campus, in addition as perks. All appointments are carried out as per policy after advertising in the newspaper. Staff are appointed after the conduct of interviews by a board of officers as constituted by the Chairman or designated convening authority. Appointment letters are issued with appropriate terms and conditions. Periodic appraisals of staff is done annually and staff are awarded increments.

File Description	Document
Upload any additional information	View Document
Paste link for additional information	View Document

6.2.3 Implementation of e-governance in areas of operation

1. Administration
2. Finance and Accounts
3. Student Admission and Support
4. Examination

Response: C. 2 of the above

File Description	Document
Screen shots of user interfaces	View Document
Institutional data in prescribed format(Data template)	View Document

6.3 Faculty Empowerment Strategies

6.3.1 The institution has effective welfare measures for teaching and non-teaching staff

Response:

The Institute has several welfare schemes for its teaching and non-teaching staff.

The following are the welfare measures for teaching and non teaching staffs:

- Employees Provident Fund as per PF rules: The Institute has policy to pay Provident Fund as per the norms of statutory bodies. All eligible staff are paid the employee provident fund
- Group Health Insurance: All the staff members are provided group health insurance facilities as per the norms.

- Support to economically weaker staff: The economically weaker staff is given full support as per the rules of the University Norms.
- Timely Credit of Salary to bank account of employee: In each month, the employee gets the salary on time through bank accounts only
- Group 'D' staff are given uniforms
- Medical Leave is provided as per the AWES rule book
- Institute has enough transportation facilities of two/four wheeler vehicles for conveyance of students, Staff, faculty for ODC/ Exam/Trg/ Placements/ Hospitals
- Meals is provided on various occasions
- Well ventilated and spacious mess facilities are available in the campus for all the students
- Campus is Wi-Fi enabled and free Wi-Fi facilities are available to all staff members
- There are separate facilities or washrooms for Ladies and Gents Faculty members
- The MI-Room is available in the campus The facility is open for all residents
- The Campus has residential accomodation for teaching and non-teaching staff
- Loan facility is extended to group "D" Employees
- Duty Leave for attending conferences/seminars/Faculty Development Programmes

6.3.2 Average percentage of teachers provided with financial support to attend conferences / workshops and towards membership fee of professional bodies during the last five years.

Response: 0

6.3.2.1 Number of teachers provided with financial support to attend conferences/workshops and towards membership fee of professional bodies year wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format(Data template)	View Document

6.3.3 Average number of professional development /administrative training programs organized by the institution for teaching and non teaching staff during the last five years

Response: 0

6.3.3.1 Total number of professional development /administrative training Programmes organized by the institution for teaching and non teaching staff year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Reports of Academic Staff College or similar centers	View Document
Institutional data in prescribed format(Data template)	View Document

6.3.4 Average percentage of teachers undergoing online/ face-to-face Faculty Development Programmes (FDP)during the last five years (Professional Development Programmes, Orientation / Induction Programmes, Refresher Course, Short Term Course).

Response: 12.58

6.3.4.1 Total number of teachers attending professional development Programmes viz., Orientation / Induction Programme, Refresher Course, Short Term Course year-wise during the last five years

2019-20	2018-19	2017-18	2016-17	2015-16
5	1	1	0	0

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format(Data template)	View Document

6.3.5 Institutions Performance Appraisal System for teaching and non-teaching staff

Response:

The institute has an effective system for performance appraisal of the staff. Performance Appraisal of the Faculty - At the end of every academic session, the Annual Confidential Report duly filled by the Faculty is submitted to the Principal who is the Initiating Officer. Then ACR are forwarded to the Chairman who is the Reviewing Officer. Performance Appraisal of the non- teaching staff - the Annual Confidential Report duly filled by the non teaching staff is submitted to the Registrar who is the Initiating Officer. Then ACR are forwarded to the Principal who is Reviewing Officer.

6.4 Financial Management and Resource Mobilization

6.4.1 Institution conducts internal and external financial audits regularly

Response:

Internal Audit: Quarterly Internal audit is carried out by the Board of Officers detailed by HQ K & K Sub Area, Bangalore

External Audit: Annual External statutory audit is carried out by the Chartered Accountant firm.

The last Internal audit was carried out on 31st March 2020.

An audit by the chartered Accountant firm was carried out on 31st March 2020.

6.4.2 Funds / Grants received from non-government bodies, individuals, philanthropers during the last five years (not covered in Criterion III)

Response: 0

6.4.2.1 Total Grants received from non-government bodies, individuals, Philanthropers year-wise during the last five years (INR in Lakhs)

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

File Description	Document
Institutional data in prescribed format(Data template)	View Document

6.4.3 Institutional strategies for mobilisation of funds and the optimal utilisation of resources

Response:

Army Institute of Hotel Management and Catering Technology is a self-financing institution. The funds are generated through the fees collected through the students. There is a Yellow Book for the utilization of Funds. Budget is made for a financial year and approved in the IMC. All major expenditures are budgeted and are spent as per the rules and Standard Operating Procedures (SOP's). A separate budget is allocated in every financial year for the participation of the students at the national and international level competitions. A considerable proportion of the budget is allocated for library up-gradation, purchasing sports equipment and upkeep of the sports complex. Whatever funds are saved are invested in the

Nationalised Banks as per the rules.

MAINTENANCE OF ACCOUNTS:-

1. All expenditure as per Financial Regulations issued by HQ AWES
2. All expenditure is approved on file by Chairman, AIHMCT.
3. Sanction book is being maintained.
4. Quarterly Audit Board carried out at the command level.
5. Yearly Audit done by Chartered Accountant.
6. In the Institute Tally package is being used for accounts.
7. SOPs updated regularly.

6.5 Internal Quality Assurance System

6.5.1 Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and processes

Response:

- MoU with IHG for Skill Enhancement/Placements/Internships India & Abroad. Tie-up 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 F&B 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 certainly contributed in the maintenance of quality and utilization of funds.
- 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.

6.5.2 The institution reviews its teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals through IQAC set up as per norms and recorded the incremental improvement in various activities (For first cycle - Incremental improvements made for the preceding five years with regard to quality For second and subsequent cycles - Incremental

improvements made for the preceding five years with regard to quality and post accreditation quality initiatives)**Response:**

Syllabus up-gradation: The syllabus is discussed at the University level at the meetings of the Board of Studies and within the institute in the Academic Advisory Council meetings.

Additions of E-resources: The institute is constantly upgrading the e-resources which help in the research and knowledge enhancement of the students.

For meeting the industry requirements, there have been special grooming sessions organized by the college and a series of lectures have been conducted to enhance their capabilities to face the interview at national and international levels.

Deputed Lecturers to participate in International/National level Conferences, Workshops, FDPs. Deputed Students to participate in Symposiums, International Level Conferences, Seminars and Interactive Sessions

6.5.3 Quality assurance initiatives of the institution include:

- 1.Regular meeting of Internal Quality Assurance Cell (IQAC); Feedback collected, analysed and used for improvements**
- 2.Collaborative quality intitatives with other institution(s)**
- 3.Participation in NIRF**
- 4.any other quality audit recognized by state, national or international agencies (ISO Certification, NBA)**

Response: E. None of the above

File Description	Document
Institutional data in prescribed format(Data template)	View Document
Paste web link of Annual reports of Institution	View Document

Criterion 7 - Institutional Values and Best Practices

7.1 Institutional Values and Social Responsibilities

7.1.1 Measures initiated by the Institution for the promotion of gender equity during the last five years.

Response:

Gender equality is practiced in the institution. Admission to the program is through a transparent process which includes Written Admission Test based on which the merit list is drawn. Students irrespective of gender are offered admission to the program based on the criteria and marks obtained. During the orientation process, students are briefed about gender equality and there is absolutely no differentiation or bias. Practical aspects of training are quite demanding physically, despite which Boys and Girls are assigned identical tasks. There are various committees with a mix of students based on their interests. The institute also has a social group called "Prayaas" which actively carries out campus initiatives 'Swatch Bharat Abhyan' and plantation drives. In addition, the syllabus too has subjects like Indian Constitution and Human Rights as well as Science and Society to instil the right values in the community. There are separate hostels for boys and girls and students are absolutely safe and secure. There is a mentoring system to address any issues which students are faced with. There are clear-cut guidelines for entry into the hostels to ensure that students are safe. They have access to Faculty Warden, Faculty, Registrar and Principal to address issues round the clock if required.

File Description	Document
Specific facilities provided for women in terms of: a. Safety and security b. Counselling c. Common Rooms d. Day care center for young children e. Any other relevant information	View Document
Annual gender sensitization action plan	View Document

7.1.2 The Institution has facilities for alternate sources of energy and energy conservation measures

- 1.Solar energy
- 2.Biogas plant
- 3.Wheeling to the Grid
- 4.Sensor-based energy conservation
- 5.Use of LED bulbs/ power efficient equipment

Response: C. 2 of the above

File Description	Document
Geotagged Photographs	View Document
Any other relevant information	View Document

7.1.3 Describe the facilities in the Institution for the management of the following types of degradable and non-degradable waste (within 500 words)

- **Solid waste management**
- **Liquid waste management**
- **Biomedical waste management**
- **E-waste management**
- **Waste recycling system**
- **Hazardous chemicals and radioactive waste management**

Response:

Waste generated and managed in the campus is segregated into following types:

Solid Waste Management:

For the collection of regular solid waste, garbage bins are kept at different places on the campus. The Institution has a waste management dump, all the waste is collected from garbage bins and dumped in that place. The waste is separated as biodegradable and plastics. . The students are instructed and informed of the need to keep the campus clean and not litter in the campus.

Liquid Waste Management:

Liquid waste from sanitation is let into the appropriate drainage system provided. This wastewater is pumped into the sewage treatment plant. This wastewater is recycled and collected in the reservoir and used for plantation. Institute also educates the students regarding rainwater harvesting and takes up activities like save water campaign. Trees and lawns are maintained with water sprinklers to avoid water wastage. Constant reminders are sent to students to strictly practice restraint in wasting resources. The institution is having two rainwater harvesting points.

E-Waste Management:

E-waste is very minimal as the students are not encouraged to use CDs and other temporary resources. Most of the information is shared through email and hence the e-waste is very negligible to manage. There has been a critical endeavour towards E-waste management ensuring that no discarded computers or printers are lying idle in the office premises. .The unserviceable electronic waste and computer accessories are auctioned to licensed purchasers for recycling. All hard disks are destroyed before auctioning and then scrap is handed over for disposal. Students are also educated by lectures on edisposal.

File Description	Document
Geotagged photographs of the facilities	View Document

7.1.4 Water conservation facilities available in the Institution:

1. Rain water harvesting
2. Borewell /Open well recharge
3. Construction of tanks and bunds
4. Waste water recycling
5. Maintenance of water bodies and distribution system in the campus

Response: A. Any 4 or all of the above

File Description	Document
Geotagged photographs / videos of the facilities	View Document
Any other relevant information	View Document

7.1.5 Green campus initiatives include:

1. Restricted entry of automobiles
2. Use of Bicycles/ Battery powered vehicles
3. Pedestrian Friendly pathways
4. Ban on use of Plastic
5. Landscaping with trees and plants

Response: D. 1 of the above

File Description	Document
Geotagged photos / videos of the facilities	View Document

7.1.6 Quality audits on environment and energy regularly undertaken by the Institution and any awards received for such green campus initiatives:

1. Green audit
2. Energy audit
3. Environment audit
4. Clean and green campus recognitions / awards
5. Beyond the campus environmental promotion activities

Response: E. None of the above

File Description	Document
Reports on environment and energy audits submitted by the auditing agency	View Document

7.1.7 The Institution has disabled-friendly, barrier free environment

1. Built environment with ramps/lifts for easy access to classrooms.
2. Disabled-friendly washrooms

3. Signage including tactile path, lights, display boards and signposts
4. Assistive technology and facilities for persons with disabilities (Divyangjan) accessible website, screen-reading software, mechanized equipment
5. Provision for enquiry and information : Human assistance, reader, scribe, soft copies of reading material, screen reading

Response: C. 2 of the above

File Description	Document
Policy documents and information brochures on the support to be provided	View Document
Geotagged photographs / videos of the facilities	View Document

7.1.8 Describe the Institutional efforts/initiatives in providing an inclusive environment i.e., tolerance and harmony towards cultural, regional, linguistic, communal socioeconomic and other diversities (within 500 words).

Response:

The Institute is an Army run institution. Hence there is absolutely no scope for division on caste, creed, religion or language. All students write a Written Admission Test (WAT) and the merit list of students is drawn based on the scores obtained in the WAT. Subsequently, the students are called to join the institute. During the admission process pertinent information is shared with the students. Students who come from different backgrounds blend with one another and ensure a harmonious relationship on Campus. The values of the institution are accorded top priority and students are mentored to understand this facet. Students and faculty enjoy a good rapport and partake in all cultural events organized in the institution. The core values of universal brotherhood is followed in letter and spirit and there is a sense of camaraderie in the community. The institution believes in upholding these values and strives to foster responsible citizens of tomorrow.

File Description	Document
Supporting documents on the information provided (as reflected in the administrative and academic activities of the Institution)	View Document

7.1.9 Sensitization of students and employees of the Institution to the constitutional obligations: values, rights, duties and responsibilities of citizens (within 500 words).

Response:

The Institute has organized lectures on Constitution day, where the importance of Indian constitution was explained to all students and staff. It was also explained that the Indian Constitution provides some fundamental rights to all citizens but each citizen has duties and responsibilities towards nation-building.

To generate effective values amongst the students and employees of the Institution towards constitutional obligations: values, rights, duties and responsibilities of citizens. AIHMCT also organizes national functions like Republic Day and Independence Day during which lectures, drama, street plays etc., are organized. There are separate codes of conduct for the students and the staff.

Students' Hand Book: The focus of this handbook is to streamline the process of learning and to inculcate discipline in the campus which prepares the students not only to be good citizens of the nation but also for successful induction into the corporate environment. This handbook signifies that self-awareness and self-discipline are the most important steps to Effective Leadership and also enlisted in the code of conduct of various committees. The focus of this handbook is to streamline the process of learning and to inculcate such discipline in the campus which prepares the students for successful induction in the corporate environment.

Army Welfare Education Society (AWES) Rules and Regulations Vol -II for Professional Colleges: This book depicts the rules, regulations, and code of conduct to be followed by the Director/Principal/ Registrar, Faculty and Staff of the Professional Colleges under Army Welfare Education Society (AWES).

File Description	Document
Details of activities that inculcate values; necessary to render students in to responsible citizens	View Document

7.1.10 The Institution has a prescribed code of conduct for students, teachers, administrators and other staff and conducts periodic programmes in this regard.

- 1. The Code of Conduct is displayed on the website**
- 2. There is a committee to monitor adherence to the Code of Conduct**
- 3. Institution organizes professional ethics programmes for students, teachers, administrators and other staff**
- 4. Annual awareness programmes on Code of Conduct are organized**

Response: D. 1 of the above

File Description	Document
Details of the monitoring committee composition and minutes of the committee meeting, number of programmes organized, reports on the various programs etc., in support of the claims.	View Document
Code of ethics policy document	View Document

7.1.11 Institution celebrates / organizes national and international commemorative days, events and festivals (within 500 words).**Response:**

The Institution organizes all National Festivals, irrespective of religion bias with enthusiasm. Our students are on a mission towards better India by breaking the boundaries of religion and caste. Thoughts of great Indian personalities sowed into the young minds through the exhibitions and programs conducted on these days. The institution practices pluralist approach towards all religious functions and encourages the students and faculty to showcase the same. Every year our institute organizes the national festivals. Staff and students get to know the importance of national integrity in the country in general and their role.

1. Republic Day (26th January)

Republic Day is celebrated on January 26 to commemorate the adoption of constitution with great enthusiasm and patriotism. On this day, various formal events including Flag-hoisting and cultural Programmes are organized and which are followed by “Constitution awareness program” in which students and staff members are sensitized of their duties towards our nation and rights given to them by our constitution.

2. Independence Day (15th August)

It is celebrated each year to mark the beginning of an era of deliverance from the clutches of British Colonialism. It is a grand event marked with the flag hoisting and various cultural programmes which includes dance, poem recitations and street plays.

3. Festivals like Eid, Christmas, Diwali, Lohri, Ambedkar Jayanti etc.

Apart from this, the students and staff are given freedom and responsibility to observe, celebrate any other days of importance, be it leaders, events, religious festivals, or other ideologies that inspired present or past without any fear or favor. The Institute is also nurturing ground for future leaders and entrepreneurs to make difference to the future generations. Street plays are performed on those days citing their ideologies and ideas. Various cultural events are also held in the Institute. Students are encouraged to participate in debates, quizzes and other competitions.

File Description	Document
Annual report of the celebrations and commemorative events for the last five years	View Document

7.2 Best Practices**7.2.1 Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual.****Response:**

Best Practices followed by the Institute are:

1. Fresh Intake - Detailed scrutiny

The new application forms for written admission test for admission is scrutinized by a Board of members convened by the Institute. On completion of scrutiny of application forms, the admit cards are permitted to be downloaded by the candidates. The Merit list is displayed in the College Website. The procedure is followed as per the SOP. With the introduction of online admission test it is certainly going to enhance transparency.

2. Set Induction/ Orientation programme for two weeks.

The selected candidates on arrival for admission are inducted to the Institute with Industry expertise from hospitality segments to conduct the induction orientation program visiting dignitaries, Parents for two weeks. The orientation program conducted in Jul 2019 was well appreciated by the Senior Management and the students as well.

3. 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

4. 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

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 outcomes

5. Alumni Interaction

The alumni are invited for inputs on hotel industry.

- Alumni Database of the Institution.
- Placement Cell interaction with Alumni for support and referrals.
- Alumni with 3rd & 4th Yr Students interaction to resolve individual grey areas.
- Inputs on Contemporary trends
- Introduction of New Avenues

Academics

1. Quantifiable Targets

The Institute strives to position itself as one of the premier Hotel Management Institutions in the Country for providing quality hospitality management education through

- 70% of students to pass with FCD and no student below 60%
- Maintain University ranks top 1 to 5
- 50% and above students to qualify for Management Training Pgme
- 12 to 18 months orientation placed as Assistant Manager with Scale pay + Fringe benefits
- Conduct of short term certificate courses
- Student team presentations on new trends, Other developments in hospitality
- (As done for Tourism week)
- Internal Competitions in Core departments like Culinary Arts, Food & Beverage Services, Frontline management and Accommodation Management
- Conduct Academic Advisory Council Meet
- Industry Expertise
- Invite Academia from WGSMA Manipal, IHM Aurangabad, IHM Institutions
- (NCHMCT), Tour travel/Placement Agency & Entrepreneurs
- New stream will be effective from 2020, is in progress

2. Faculty Empowerment.

- Faculty participation/interaction in academic activities in the city/outstations
- Conduct of events on campus at National Level and regional level
- Access to maximum Faculty Development Programmes -online/ on site
- Faculty Awareness program through industrial visit/seminar/ discussion at external location
- Pedagogy improvement workshop during semester break in industry in exotic campuses
- Research Papers and presentations to National/International journals
- Conduct of workshop/seminar/panel discussion on Campus with active participation of students

3. Human Resource Management

- Due diligence prior to selection
- Due regard to the management of the staff

4. Social and emotional quotients

Vetting of requirement to address Emotional Quotient and Spiritual Quotient of the students by :

- Employing suitable counsellors and yoga teachers who educate the students of the latest practices in vogue
- Propose budgeted plans and approved at the IMC
- Carryout market survey of latest trends to be incorporated in the trg curriculum

5. Infrastructure and Facilities

- State of the Art.
- Adequate to the environment.

File Description	Document
Any other relevant information	View Document
Best practices in the Institutional web site	View Document

7.3 Institutional Distinctiveness

7.3.1 Portray the performance of the Institution in one area distinctive to its priority and thrust within 1000 words

Response:

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.

NAAC

5. CONCLUSION

Additional Information :

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 fieldwork, 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.

Concluding Remarks :

<ul style="list-style-type: none"> • Ranked 2nd to 12th Pan India • Attained 28 University Ranks till date • 100% placement every year • Every year results > 95 percentage • Top Class infrastructure facilities • Updated Library books. • Rolling shields, Merit scholarships, Cash prizes, Best student award in Culinary Arts/FB services/Front Mgmt/ Bakery Confectionery • Cash award for University rank holders. 	

6.ANNEXURE

1.Metrics Level Deviations

Metric ID	Sub Questions and Answers before and after DVV Verification																				
1.2.2	<p>Number of Add on /Certificate programs offered during the last five years</p> <p>1.2.2.1. How many Add on /Certificate programs are offered within the last 5 years.</p> <p>Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>2</td> <td>2</td> <td>2</td> <td>2</td> </tr> </tbody> </table> <p>Answer After DVV Verification :</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>1</td> <td>0</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <p>Remark : DVV has made the changes as per shared certificate of Add on /Certificate programs by HEI.</p>	2019-20	2018-19	2017-18	2016-17	2015-16	2	2	2	2	2	2019-20	2018-19	2017-18	2016-17	2015-16	0	1	0	1	1
2019-20	2018-19	2017-18	2016-17	2015-16																	
2	2	2	2	2																	
2019-20	2018-19	2017-18	2016-17	2015-16																	
0	1	0	1	1																	
1.2.3	<p>Average percentage of students enrolled in Certificate/ Add-on programs as against the total number of students during the last five years</p> <p>1.2.3.1. Number of students enrolled in subject related Certificate or Add-on programs year wise during last five years</p> <p>Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>120</td> <td>120</td> <td>120</td> <td>120</td> <td>120</td> </tr> </tbody> </table> <p>Answer After DVV Verification :</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>49</td> <td>0</td> <td>56</td> <td>31</td> </tr> </tbody> </table> <p>Remark : DVV has made the changes as per shared certificates of students by HEI.</p>	2019-20	2018-19	2017-18	2016-17	2015-16	120	120	120	120	120	2019-20	2018-19	2017-18	2016-17	2015-16	0	49	0	56	31
2019-20	2018-19	2017-18	2016-17	2015-16																	
120	120	120	120	120																	
2019-20	2018-19	2017-18	2016-17	2015-16																	
0	49	0	56	31																	
1.4.1	<p><i>Institution obtains feedback on the syllabus and its transaction at the institution from the following stakeholders</i></p> <p><i>1) Students</i></p> <p><i>2)Teachers</i></p> <p><i>3)Employers</i></p>																				

4) Alumni

Answer before DVV Verification : C. Any 2 of the above

Answer After DVV Verification: E. None of the above

Remark : DVV has select E. None of the above because provided feedback form are not related to curriculum.

1.4.2 Feedback process of the Institution may be classified as follows:**Options:**

1. **Feedback collected, analysed and action taken and feedback available on website**
2. **Feedback collected, analysed and action has been taken**
3. **Feedback collected and analysed**
4. **Feedback collected**
5. **Feedback not collected**

Answer before DVV Verification : C. Feedback collected and analysed

Answer After DVV Verification: E. Feedback not collected

Remark : DVV has select E. NE. Feedback not collected because provided feedback form are not related to curriculum.

2.3.3 Ratio of students to mentor for academic and other related issues (Data for the latest completed academic year)**2.3.3.1. Number of mentors**

Answer before DVV Verification : 12

Answer after DVV Verification: 11

Remark : DVV has made the changes as per shared mentor-mentee list by HEI.

2.4.3 Average teaching experience of full time teachers in the same institution (Data for the latest completed academic year in number of years)**2.4.3.1. Total experience of full-time teachers**

Answer before DVV Verification : 142

Answer after DVV Verification: 118

2.6.3 Average pass percentage of Students during last five years**2.6.3.1. Total number of final year students who passed the university examination year-wise during the last five years**

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
55	56	59	57	54

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
55	56	57	45	53

2.6.3.2. Total number of final year students who appeared for the university examination year-wise during the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
58	58	59	57	54

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
58	58	59	57	54

Remark : DVV has made the changes as per shared report of appeared and passed students by HEI.

3.1.3 Number of Seminars/conferences/workshops conducted by the institution during the last five years

3.1.3.1. Total number of Seminars/conferences/workshops conducted by the institution year-wise during last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
8	23	16	15	12

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
1	2	1	1	0

3.2.2 Number of books and chapters in edited volumes/books published and papers published in national/ international conference proceedings per teacher during last five years

3.2.2.1. Total number of books and chapters in edited volumes/books published and papers in national/ international conference proceedings year-wise during last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
4	2	1	2	0

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16

0	0	0	0	0
---	---	---	---	---

Remark : DVV has not considered journals on this metric.

3.3.3 Number of extension and outreach programs conducted by the institution through NSS/NCC/Red cross/YRC etc., during the last five years (including Government initiated programs such as Swachh Bharat, Aids Awareness, Gender Issue, etc. and those organised in collaboration with industry, community and NGOs)

3.3.3.1. Number of extension and outreach Programs conducted in collaboration with industry, community and Non- Government Organizations through NSS/ NCC/ Red Cross/ YRC etc., year-wise during the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
5	3	4	5	2

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
4	2	4	4	1

3.3.4 Average percentage of students participating in extension activities at 3.3.3. above during last five years

3.3.4.1. Total number of Students participating in extension activities conducted in collaboration with industry, community and Non- Government Organizations through NSS/ NCC/ Red Cross/ YRC etc., year-wise during last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
233	234	232	232	232

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
233	135	232	232	62

3.4.1 The Institution has several collaborations/linkages for Faculty exchange, Student exchange, Internship, Field trip, On-job training, research etc during the last five years

3.4.1.1. Number of linkages for faculty exchange, student exchange, internship, field trip, on-job training, research etc year-wise during the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16

57	60	60	57	57
----	----	----	----	----

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
20	20	20	20	20

Remark : DVV has made the changes as per pro-rata basis of provided agreement letter and Internship certificates by HEI.

4.1.4 Average percentage of expenditure, excluding salary for infrastructure augmentation during last five years(INR in Lakhs)

4.1.4.1. Expenditure for infrastructure augmentation, excluding salary year-wise during last five years (INR in lakhs)

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
26802045	51241743	29674795	39484215	18899561

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

Remark : Provided statement has signed by principal has not considered by DVV.

4.2.3 Average annual expenditure for purchase of books/e-books and subscription to journals/e-journals during the last five years (INR in Lakhs)

4.2.3.1. Annual expenditure of purchase of books/e-books and subscription to journals/e-journals year wise during last five years (INR in Lakhs)

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
254723	100074	15618	16415	114079

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
4.52	0	0	0	0

Remark : Provided statement has signed by principal has not considered by DVV. DVV has made the changes in 2019-20 as per shared audited statement by HEI.

4.4.1	<p>Average percentage of expenditure incurred on maintenance of infrastructure (physical and academic support facilities) excluding salary component during the last five years(INR in Lakhs)</p> <p>4.4.1.1. Expenditure incurred on maintenance of infrastructure (physical facilities and academic support facilities) excluding salary component year-wise during the last five years (INR in lakhs)</p> <p>Answer before DVV Verification:</p> <table border="1" data-bbox="306 470 1046 604"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>23.99</td> <td>20.67</td> <td>23.34</td> <td>23.41</td> <td>16.43</td> </tr> </tbody> </table> <p>Answer After DVV Verification :</p> <table border="1" data-bbox="306 683 1046 817"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>23.99</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Remark : Audited statement not shared by HEI. DVV has made the changes as per shared repair and maintenance in audited statement shared by HEI in 2019-20.</p>	2019-20	2018-19	2017-18	2016-17	2015-16	23.99	20.67	23.34	23.41	16.43	2019-20	2018-19	2017-18	2016-17	2015-16	23.99	0	0	0	0
2019-20	2018-19	2017-18	2016-17	2015-16																	
23.99	20.67	23.34	23.41	16.43																	
2019-20	2018-19	2017-18	2016-17	2015-16																	
23.99	0	0	0	0																	
5.1.3	<p>Capacity building and skills enhancement initiatives taken by the institution include the following</p> <ol style="list-style-type: none"> 1. Soft skills 2. Language and communication skills 3. Life skills (Yoga, physical fitness, health and hygiene) 4. ICT/computing skills <p>Answer before DVV Verification : A. All of the above Answer After DVV Verification: D. 1 of the above Remark : DVV has select D. 1 of the above as per shared personality development report by HEI.</p>																				
5.2.2	<p>Average percentage of students progressing to higher education during the last five years</p> <p>5.2.2.1. Number of outgoing student progressing to higher education.</p> <p>Answer before DVV Verification : 4 Answer after DVV Verification: 0</p> <p>Remark : Supporting document not provide by HEI.</p>																				
5.3.1	<p>Number of awards/medals won by students for outstanding performance in sports/cultural activities at inter-university/state/national / international level (award for a team event should be counted as one) during the last five years.</p> <p>5.3.1.1. Number of awards/medals for outstanding performance in sports/cultural activities at university/state/national / international level (award for a team event should be counted as one) year-wise during the last five years.</p>																				

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
10	25	15	24	12

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
1	2	5	2	0

Remark : DVV has not considered award received in Inter-college fest.

5.3.3 Average number of sports and cultural events/competitions in which students of the Institution participated during last five years (organised by the institution/other institutions)

5.3.3.1. Number of sports and cultural events/competitions in which students of the Institution participated year-wise during last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
76	115	95	85	65

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
4	5	4	4	2

Remark : Report has not provide by HEI. DVV has made the changes as per shared certificates by HEI.

6.2.3 Implementation of e-governance in areas of operation

1. Administration
2. Finance and Accounts
3. Student Admission and Support
4. Examination

Answer before DVV Verification : B. 3 of the above

Answer After DVV Verification: C. 2 of the above

Remark : DVV has select . 2 of the above as per shared screenshot of Administration and Finance and Accounts by HEI.

6.3.2 Average percentage of teachers provided with financial support to attend conferences / workshops and towards membership fee of professional bodies during the last five years.

6.3.2.1. Number of teachers provided with financial support to attend conferences/workshops and towards membership fee of professional bodies year wise during

the last five years

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
1	2	0	0	1

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

Remark : Financial support letter has not provide by HEI.

6.3.3 Average number of professional development /administrative training programs organized by the institution for teaching and non teaching staff during the last five years**6.3.3.1. Total number of professional development /administrative training Programmes organized by the institution for teaching and non teaching staff year-wise during the last five years**

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
7	9	5	6	7

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16
0	0	0	0	0

Remark : Relevant report not provide by HEI.

6.3.4 Average percentage of teachers undergoing online/ face-to-face Faculty Development Programmes (FDP)during the last five years (Professional Development Programmes, Orientation / Induction Programmes, Refresher Course, Short Term Course).**6.3.4.1. Total number of teachers attending professional development Programmes viz., Orientation / Induction Programme, Refresher Course, Short Term Course year-wise during the last five years**

Answer before DVV Verification:

2019-20	2018-19	2017-18	2016-17	2015-16
8	2	2	1	3

Answer After DVV Verification :

2019-20	2018-19	2017-18	2016-17	2015-16

5	1	1	0	0
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Remark : DVV has made the changes as per shared certificate of teachers by HEI.

6.5.3	<p>Quality assurance initiatives of the institution include:</p> <ol style="list-style-type: none"> 1. Regular meeting of Internal Quality Assurance Cell (IQAC); Feedback collected, analysed and used for improvements 2. Collaborative quality initiatives with other institution(s) 3. Participation in NIRF 4. any other quality audit recognized by state, national or international agencies (ISO Certification, NBA) <p>Answer before DVV Verification : C. 2 of the above Answer After DVV Verification: E. None of the above Remark : DVV has select E. None of the above because provided IQAC report for the year 2020-21 has not considered.</p>
7.1.5	<p>Green campus initiatives include:</p> <ol style="list-style-type: none"> 1. Restricted entry of automobiles 2. Use of Bicycles/ Battery powered vehicles 3. Pedestrian Friendly pathways 4. Ban on use of Plastic 5. landscaping with trees and plants <p>Answer before DVV Verification : Any 4 or All of the above Answer After DVV Verification: D. 1 of the above Remark : DVV has select D. 1 of the above as per shared photo of landscaping with trees and plants in HEI's website.</p>
7.1.6	<p>Quality audits on environment and energy regularly undertaken by the Institution and any awards received for such green campus initiatives:</p> <ol style="list-style-type: none"> 1. Green audit 2. Energy audit 3. Environment audit 4. Clean and green campus recognitions / awards 5. Beyond the campus environmental promotion activities <p>Answer before DVV Verification : A. Any 4 or all of the above Answer After DVV Verification: E. None of the above Remark : DVV has select E. None of the above because provided link has not reflected opted initiatives.</p>
7.1.10	<p>The Institution has a prescribed code of conduct for students, teachers, administrators and other staff and conducts periodic programmes in this regard.</p>

1. **The Code of Conduct is displayed on the website**
2. **There is a committee to monitor adherence to the Code of Conduct**
3. **Institution organizes professional ethics programmes for students, teachers, administrators and other staff**
4. **Annual awareness programmes on Code of Conduct are organized**

Answer before DVV Verification : A. All of the above

Answer After DVV Verification: D. 1 of the above

Remark : DVV has select D. 1 of the above as per shared code of conduct by HEI.

2.Extended Profile Deviations

ID	Extended Questions																				
1.1	<p>Number of courses offered by the Institution across all programs during the last five years</p> <p>Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <p>Answer After DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>52</td> <td>52</td> <td>52</td> <td>52</td> <td>52</td> </tr> </tbody> </table>	2019-20	2018-19	2017-18	2016-17	2015-16	1	1	1	1	1	2019-20	2018-19	2017-18	2016-17	2015-16	52	52	52	52	52
2019-20	2018-19	2017-18	2016-17	2015-16																	
1	1	1	1	1																	
2019-20	2018-19	2017-18	2016-17	2015-16																	
52	52	52	52	52																	
2.1	<p>Number of students year-wise during last five years</p> <p>Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>234</td> <td>234</td> <td>232</td> <td>232</td> <td>232</td> </tr> </tbody> </table> <p>Answer After DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>234</td> <td>234</td> <td>236</td> <td>232</td> <td>230</td> </tr> </tbody> </table>	2019-20	2018-19	2017-18	2016-17	2015-16	234	234	232	232	232	2019-20	2018-19	2017-18	2016-17	2015-16	234	234	236	232	230
2019-20	2018-19	2017-18	2016-17	2015-16																	
234	234	232	232	232																	
2019-20	2018-19	2017-18	2016-17	2015-16																	
234	234	236	232	230																	
2.3	<p>Number of outgoing / final year students year-wise during last five years</p> <p>Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>58</td> <td>59</td> <td>59</td> <td>57</td> <td>57</td> </tr> </tbody> </table> <p>Answer After DVV Verification:</p> <table border="1"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>58</td> <td>58</td> <td>59</td> <td>57</td> <td>54</td> </tr> </tbody> </table>	2019-20	2018-19	2017-18	2016-17	2015-16	58	59	59	57	57	2019-20	2018-19	2017-18	2016-17	2015-16	58	58	59	57	54
2019-20	2018-19	2017-18	2016-17	2015-16																	
58	59	59	57	57																	
2019-20	2018-19	2017-18	2016-17	2015-16																	
58	58	59	57	54																	

<p>3.1</p>	<p>Number of full time teachers year-wise during the last five years</p> <p>Answer before DVV Verification:</p> <table border="1" data-bbox="197 271 986 383"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>12</td> <td>12</td> <td>13</td> <td>12</td> <td>12</td> </tr> </tbody> </table> <p>Answer After DVV Verification:</p> <table border="1" data-bbox="197 465 986 577"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>11</td> <td>12</td> <td>11</td> <td>11</td> </tr> </tbody> </table>	2019-20	2018-19	2017-18	2016-17	2015-16	12	12	13	12	12	2019-20	2018-19	2017-18	2016-17	2015-16	11	11	12	11	11
2019-20	2018-19	2017-18	2016-17	2015-16																	
12	12	13	12	12																	
2019-20	2018-19	2017-18	2016-17	2015-16																	
11	11	12	11	11																	
<p>4.2</p>	<p>Total Expenditure excluding salary year-wise during last five years (INR in Lakhs)</p> <p>Answer before DVV Verification:</p> <table border="1" data-bbox="197 734 986 846"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>26802045</td> <td>51241743</td> <td>29674795</td> <td>39484215</td> <td>18899561</td> </tr> </tbody> </table> <p>Answer After DVV Verification:</p> <table border="1" data-bbox="197 929 986 1041"> <thead> <tr> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> <th>2015-16</th> </tr> </thead> <tbody> <tr> <td>268</td> <td>512</td> <td>297</td> <td>395</td> <td>189</td> </tr> </tbody> </table>	2019-20	2018-19	2017-18	2016-17	2015-16	26802045	51241743	29674795	39484215	18899561	2019-20	2018-19	2017-18	2016-17	2015-16	268	512	297	395	189
2019-20	2018-19	2017-18	2016-17	2015-16																	
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<p>4.3</p>	<p>Number of Computers Answer before DVV Verification : 75 Answer after DVV Verification : 63</p>																				