ALL INDIA SHRI SHIVAJI MEMORIAL SOCIETY'S

COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

University of Pune

ANNUAL QUALITY ASSURANCE REPORT (AQAR) 2015 – 2016

Submitted to

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL
Bangalore

JULY 2016

INDEX

The Annual Quality Assurance Report of the IQAC (AQAR)

The IQAC of AISSMS College of Hotel Management & Catering Technology, Pune presents the annual self-reviewed report for academic year 2015 – 2016.

Part – A

AQAR for the year :

2015 – 2016

1. Details of the Institution

1.1 Name of the Institution

All India Shri Shivaji Memorial Society's College of Hotel management and Catering Technology

1.2 Address Line 1

55-56, Shivajinagar

Address Line 2

Pune

City/Town

Pune

State

Maharashtra

Pin Code

411005

Institution e-mail address

info@aissmschmct.in

Contact Nos.

+91-20-25520488

Name of the Head of the Institution:

Dr. Sonali Jadhav

Tel. No. with STD Code:

+91-20-65002959

Mobile:

+91-9881401482

Name of the IQAC Co-ordinator:

Mr. Sunder Srinivasan

Mobile:

+91-9823370772

IQAC e-mail address:

iqac@aissmschmct.in

1.3 **NAAC Track ID** *(For ex. MHCOGN 18879)*

MHCOGN 19596

OR

1.4 **NAAC Executive Committee No. & Date:**
(For Example EC/32/A&A/143 dated 3-5-2004.
This EC no. is available in the right corner- bottom
of your institution's Accreditation Certificate)

1.5 Website address:

www.aissmschmct.in

Web-link of the AQAR:

For ex. http://www.ladykeanecollege.edu.in/AQAR2012-13.doc

1.6 Accreditation Details –

Sl. No.	Cycle	Grade	CGPA	Year of Accreditation	Validity Period
1	1st Cycle	A	3.15	2015	5 Years
2	2nd Cycle	----	----	----	----
3	3rd Cycle	----	----	----	----
4	4th Cycle	----	----	----	----

1.7 Date of Establishment of IQAC: DD/MM/YYYY   24/07/2014

1.8 Details of the previous year's AQAR submitted to NAAC after the latest Assessment and Accreditation by NAAC ((*for example AQAR 2010-11submitted to NAAC on 12-10-2011*)

This is the first AQAR submission of the first cycle of NAAC accreditation.

   i. AQAR _____ _____ (DD/MM/YYYY)
  ii. AQAR_____ _____ (DD/MM/YYYY)
 iii. AQAR_____ _____ (DD/MM/YYYY)
 iv. AQAR_____ _____ (DD/MM/YYYY)

1.9 Institutional Status

University   State [✓]   Central [ ]   Deemed [ ]   Private [ ]

Affiliated College   Yes [✓]   No [ ]

Constituent College   Yes [ ]   No [✓]

Autonomous college of UGC   Yes [ ]   No [✓]

Regulatory Agency approved Institution   Yes [✓]   No [ ]

(e.g. AICTE, BCI, MCI, PCI, NCI)

Type of Institution   Co-education [✓]   Men [ ]   Women [ ]

                    Urban [✓]   Rural [ ]   Tribal [ ]

Financial Status   Grant-in-aid [ ]   UGC 2(f) [ ]   UGC 12B [ ]

           Grant-in-aid + Self Financing [ ]   Totally Self-financing [✓]

1.10 Type of Faculty/Programme

    Arts [ ]   Science [ ]   Commerce [ ]   Law [ ]   PEI (Phys Edu) [ ]

    TEI (Edu) [ ]   Engineering [ ]   Health Science [ ]   Management [✓]

Others   (Specify)   [.]

1.11 Name of the Affiliating University *(for the Colleges)* | Savitribai Phule Pune University, Pune |

1.12 Special status conferred by Central/ State Government-- UGC/CSIR/DST/DBT/ICMR etc.

Autonomy by State/Central Govt. / University

University with Potential for Excellence   UGC-CPE

DST Star Scheme   UGC-CE

UGC-Special Assistance Programme   DST-FIST

UGC-Innovative PG programmes   Any other (*Specify*)

UGC-COP Programmes

- *None of the above*

2. IQAC Composition and Activities

2.1 No. of Teachers

| 8 |

2.2 No. of Administrative/Technical staff

| 1 |

2.3 No. of students

| 1 |

2.4 No. of Management representatives

| 1 |

2.5 No. of Alumni

| 1 |

2.6 No. of any other stakeholder and

community representatives

| 0 |

2.7 No. of Employers/ Industrialists

| 1 |

2.8 No. of other External Experts

| 1 |

2.9 Total No. of members

| 14 |

2.10 No. of IQAC meetings held

| 03 |

2.11 No. of meetings with various stakeholders: No. | 10 |

Faculty | 05 | Non-Teaching Staff | 02 | Students | 02 | Alumni | 01 | Others | |

2.12 Has IQAC received any funding from UGC during the year?   Yes | | No | √ |

If yes, mention the amount | ----- |

2.13 Seminars and Conferences (only quality related)

(i) No. of Seminars/Conferences/ Workshops/Symposia organized by the IQAC

Total Nos. | 5 | International | | National | | State | 1 | Institution Level | 4 |

(ii) Themes

Seminar (Stale level)	Research in Hospitality – Methodical versus Practical, resource person Mr. Shailendra Kekade (Entrepreneur, Celebrity Chef)
Faculty Development Programme	Teaching Methodology, resource person Ms. Anuradha Khot (Consultant, Training & Development)
Faculty Development Programme	Train the Trainer, resource persons Ms Anuradha Karmarkar (Asst. Professor, AISSMS CHMCT), Mr. Dhananjay Kshirsagar (Asst. Professor, AISSMS CHMCT) and Mr. Parag Punde (Asst. Professor, AISSMS CHMCT)
Seminar (College level)	Yugandhara, resource persons Ms. Sumita Kaul (Area Manager, Lakme Salon), Ms. Renuka Shinde (Lawyer, Asst. Professor, AISSMS CHMCT)
Workshop	Revision of BHMCT syllabus as per choice based credit system under Savitribai Phule Pune University, resource persons Dr. Khedkar, (Dean, Faculty of Management, SPPU), Dr. Nikam (Professor, Dept. of Botany, SPPU) and Mr. Milind Peshave (Asst. Professor, AISSMS CHMCT)

2.14 Significant Activities and contributions made by IQAC

- The IQAC was successful in acquiring the status of 2f & 12b under the UGC Act thereby making the college eligible to receive grants under the provisions of UGC.

- Curriculum Development: The principal and faculty members of the college were actively involved in the formulation of a new syllabus for the BHMCT course under Savitibai Phule Pune University. Principal Dr. Sonali Jadhav was appointed as Chairman and Mr. Milind Peshave was appointed as coordinator of Syllabus Review Committee by Savitibai Phule Pune University and introduction of choice based credit system for the new syllabus to be implemented from academic year 2016 – 2017.

- Academic Audits: Two internal and one external audit of Academic procedure is conducted to ensure continual improvement. The external surveillance audit for ISO 9001:2008 was successfully conducted by an independent certifying body, Vincotte International India Assessment Services Pvt. Ltd.

- Research & publication: 15 research papers have been published in the year 2015 – 2016 by faculty members of the college. The college journal "ATITHYA A

Journal of Hospitality" with ISSN: 2394 – 6644 was published in August 2015 and March 2016.

- Procuring grants from SPPU under various schemes (Quality Improvement Program, Students welfare)

- Implementation and follow-up on activities as per academic calendar.

- The college organized the following:
    - Theme dinners: to inculcate entrepreneurship development amongst the students
    - Soft skill development: important for the service industry and global competence
    - Overseas Internship: provides international exposure & better opportunities.
    - Guest lectures, workshops, field visits, demonstrations & seminars: to update the knowledge of the students to cope with the needs of the hospitality industry.
    - Atithya: A National event comprises of various core & ancillary departmental competitions and exploring various international cuisine during annual food festival (Gala dinner)

- Faculty Development Programmes (FDP): FDP's were organized to upgrade the knowledge of the faculty and also to enhance the teaching learning Process.

- Staff members bonding sessions were conducted in form of games and competition

- Student's Counselling: Counselling of students was carried out to enhance their learning ability & involvement in the course.

- Purchases: Annual purchases were done to upgrade the infrastructure & equipment to ensure optimum quality of infrastructure and resources thereby enabling customer satisfaction.

- Enterprise Resource Planning (ERP) system: An ERP system is being utilized which is used for planning and monitoring of attendance for all the theory and practical subjects, reports of which are generated online.

- Library Information and Management (SLIM): The college library utilizes SLIM21 automation software which covers functionality required for day to day library management.

- Messaging system (SMS): An online messaging system (SMS) is being utilized to send various information to parents and students.

- Social and Environmental awareness:
  - Green audit has been conducted
  - The college has adopted a village Khubavali in Pune District through National Service Scheme Programme (NSS). A week long programme was carried out by the students to emphasise on the importance of cleaning, education, & anti superstition.
  - Garbage segregation is carried out within the laboratories and further wet garbage is taken over by Pune Municipal Corporation and dry garbage by SWACH a private NGO
  - Blood donation: A blood donation drive has been carried out.
  - Yugandhara a special programme for women empowerment was conducted under Vidyarthini Vyaktimatva Vikas a programme sponsored by University of Pune for the development of Girl Student.
  - The college has completely stopped the procurement of polystyrene (thermacol) disposable material.

- Additional revenue has been generated through:
  - Short courses in cookery and bakery were conducted for housewives and other aspirants. (3 batches of each cookery & bakery short courses and 1 batch of advanced bakery conducted in the last year).
  - Provision of consultancy to the industry. A MoU with M/s Vivacity Foods Pvt. Ltd., Pune to develop their business model.

2.15 Plan of Action by IQAC/Outcome

The plan of action chalked out by the IQAC in the beginning of the year towards quality enhancement and the outcome achieved by the end of the year *

Plan of Action	Achievements
Application to UGC for inclusion under section 2f & 12b	The college was included under section 2f & 12b of the UGC Act w.e.f. 25th February 2016
Implementation of syllabus review process of BHMCT course under SPPU	The BHMCT course syllabus was successfully reviewed and the new syllabus would be implemented from the academic year 2016 – 2017
Application for grants from UGC and SPPU	The college received a total of Rs. 2 27,201/- from SPPU, Rs. 54,600/- from industry and has applied to UGC for grant of state level conference.

Facilitating and motivating staff for PhD enrolment	In the academic year 2015 – 2016 a total of 02 number of faculty have enrolled for PhD and 01 faculty have completed their PhD
Publication of two issues of Atithya – A Journal of Hospitality	The 2nd issue of Volume 1 was published in August 2015 and 1st issue of Volume 2 in March 2016.
Increasing the database of faculty research publications	15 research papers have been published in the year 2015 – 2016 by faculty members of the college.
Planning of Academic Calendar	96% compliance of the Academic Calendar
Student's Counselling	A total of 90 students were benefitted through counselling n the academic year 2015 – 2016
Developing ERP software for academic operations in association with an external agency	The ERP software is operational and reports being generated since January 2016
Identifying training needs of faculty and staff	09 faculty underwent refresher training in the academic year 2015 – 2016
Academic audits plans	The academic audit was successfully completed by an external agency and the ISO 9001:2008 certification was extended.
Infrastructure development	A total of Rs. 32,09,135/- was spent towards development of infrastructure
Identifying avenues for additional revenue generation	A total additional revenue of Rs. 3,47,100/- was generated through consultancy & short courses
Participation in "HANSA" survey for institutions conducted by "The Week" Magazine	The college secured 3rd position in Maharashtra and 1st in Pune city.

Academic Calendar 2015 - 2016 – Annexure ii

2.15 Whether the AQAR was placed in statutory body   Yes [√]   No [ ]

Management [√]   Syndicate [ ]   Any other body [ ]

Provide the details of the action taken

> Approved by Local Managing Committee and General Body of AISSM Management on 07th July 2016.

Part – B

Criterion – I

1. Curricular Aspects

1.1 Details about Academic Programmes

Level of the Programme	Number of existing Programmes	Number of programmes added during the year	Number of self-financing programmes	Number of value added / Career Oriented programmes
PhD	---	---	---	---
PG	01	---	---	---
UG	02	---	---	---
PG Diploma	---	---	---	---
Advanced Diploma	---	---	---	---
Diploma	---	---	---	---
Certificate	03	---	---	---
Others	---	---	---	---
Total	06	---	---	---

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

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

Pattern	Number of programmes
Semester	03
Trimester	---
Annual	---

1.3 Feedback from stakeholders*   Alumni [√]   Parents [√]   Employers [√]   Students [√]
   (On all aspects)

   Mode of feedback   :   Online [√]   Manual [√]   Co-operating schools (for PEI) [ ]

* Annexure- iii

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

Revision of BHMCT Course Syllabus: To be implemented from academic year 2016 - 2017

Salient feature: Choice based credit system

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

No

Criterion – II

2. Teaching, Learning and Evaluation

2.1 Total No. of permanent faculty

Total	Asst. Professors	Associate Professors	Professors	Others
17+1	16	--	01	01 Librarian

2.2 No. of permanent faculty with Ph.D.

02

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

Asst. Professors		Associate Professors		Professors		Others		Total	
R	V	R	V	R	V	R	V	R	V
10	-	-	09	-	02	-	-	10	12

2.4 No. of Guest and Visiting faculty and Temporary faculty

Visiting- 03   Temporary - 10

2.5 Faculty participation in conferences and symposia:

No. of Faculty	International level	National level	State level
Attended Seminars / Workshops		02	26
Presented papers	01		
Resource Persons			02

2.6 Innovative processes adopted by the institution in Teaching and Learning:

1. Introduction of ERP for preparing and monitoring teaching plan and student's Attendance
2. Use of Touche software for Food & Beverage service and Wishnet software for Accommodation subjects by the students during the practical training.
3. Use of ICT during lectures, emphasizing on visual impact and learning.
4. Techniques such as peer interaction adopted to enhance student's participation during class room teaching.
5. Workshops, Demonstrations and events are organised for practical exposure and learning.
6. Cross paper setting and moderation for internal theory examinations
7. Cross evaluation for internal practical examination
8. Course monitoring committee monitors the progress of the teaching process every month.
9. Online examinations are conducted for core subjects based on MCQ

2.7 Total No. of actual teaching days
During this academic year

| 181 |

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

> 1. Open Book Tests are conducted for internal evaluation and Retests
> 2. Double evaluation system prevails for Internal examinations
> 3. Online examinations are conducted for core subjects based on MCQ
> 4. Bar Coding and photocopy system is adopted for the External University Examinations

2.9 No. of faculty members involved in curriculum
Restructuring/revision/syllabus development
as member of Board of Study/Faculty/Curriculum Development workshop

| 18 |

2.10 Average percentage of attendance of students

| 87% |

2.11 Course/Programme wise
Distribution of pass percentage:
ODD Semester 2015 - 2016

Title of the Programme	Total no. of students appeared	Division				
		Distinction %	I %	II %	III %//Pass %	
BHMCT	184	27 %	23 %	20 %	07 %	
BSc HS	304	14 %	25 %	23 %	12 %	
MHMCT	8	38 %	50 %	-	12 %	

- Grade system is followed for MHMCT

EVEN Semester 2015 - 2016

Title of the Programme	Total no. of students appeared	Division				
		Distinction %	I %	II %	III %//Pass %	
BHMCT	178	12 %	30 %	30 %	17 %	
BSc HS	311	23 %	21 %	19 %	07 %	
MHMCT	8	50 %	38 %	12 %	-	

- Grade system is followed for MHMCT

2.12 How does IQAC Contribute/Monitor/Evaluate the Teaching & Learning processes:

Effective contribution and monitoring by IQAC aids in improving the quality of Teaching Learning Processes. Following processes are monitored by IQAC-

1. Academic calendar of the college is planned by IQAC at the beginning of the academic year, which is communicated to all the departments and faculty. Regular monitoring of the same is conducted to ensure 100 % compliance of the planned activities.
2. IQAC organises for External departmental audits as a part of ISO and periodic internal audits (Interdepartmental cross audits) are conducted by the faculty who are trained by IQAC to conduct audits.
3. Faculty development Programmes are organised for the faculty to enhance their skills and knowledge.
4. Evaluation of teaching and learning process is carried out through student's feedback, Course monitoring committee feedback and peer evaluation. Action plan is prepared for faculty having less than 75% score and improvement is monitored through follow-up sessions.
5. IQAC also monitors the compliance of the syllabus and lectures conducted by the faculty, as per the syllabus prescribed by the University.
6. Conduct of internal and external examinations and analysis of students' results.
7. Perspective Plan of the college is prepared focussing on Quality improvement, in terms of Infrastructure and Education.

2.13 Initiatives undertaken towards faculty development

Faculty / Staff Development Programmes	*Number of faculty benefitted*
Refresher courses	NIL
UGC – Faculty Improvement Programme	NIL
HRD programmes	NIL
Orientation programmes	30
Faculty exchange programme	NIL
Staff training conducted by the university	18
Staff training conducted by other institutions	13
Summer / Winter schools, Workshops, etc.	30
Research Paper Publication **Further Studies**	15 research papers published during the academic year 02 faculty members have enrolled for PhD and 01 faculty member has enrolled for MHMCT

2.14 Details of Administrative and Technical staff

Category	Number of Permanent Employees	Number of Vacant Positions	Number of permanent positions filled during the Year	Number of positions filled temporarily
Administrative Staff	21+1	NIL	NIL	03+1
Technical Staff	15	NIL	NIL	NIL

Criterion – III

3. Research, Consultancy and Extension

3.1 Initiatives of the IQAC in Sensitizing/Promoting Research Climate in the institution

IQAC in association with the Research Cell of the college have initiated the following activities to promote research climate in the college.

- IQAC was instrumental in introducing a research journal named Atithya – A Reflection of Hospitality (ISSN Number: 2394-6644). In an effort to promote hospitality research, research papers are published free of cost in the journal. The editorial board of the journal also offers the required guidance and support in making the research publications especially, for young researchers.

- IQAC under its initiative to promote research, has recommended that every faculty to publish at least one research paper per semester and the required technical and intellectual support is provided to juvenile researchers to assist them in this area.

- The IQAC successfully completed the application process for including the college under 2f & 12 b of the UGC Act. In the month of February 2016 the UGC has granted the status of 2f and 12 b to the college. As a result of this, the college has become eligible to receive financial grants under various schemes offered by UGC. The IQAC would follow-up on the same and coordinate with UGC to receive maximum grants for research and overall development of faculty and the students.

- The College has initiated a conversation with the local hotel industry with the view of getting sponsored research projects from them.

- College has also appointed an Academic Research Coordinator who interacts with the University of Pune for the liaising of research activity and getting information on various research schemes and funds made available by the University.

- The management of the college has accepted the recommendation of the IQAC to give funding for the faculty to attend Seminars and conferences and to pursue Ph.D. The college has approved a funding up to Rs. 3000/- per faculty per year for attending Seminars and conferences and Leave / financial assistance worth Rs.1 lakh per faculty involved in up-gradation of qualification like Ph.D. and Post-Graduation. In addition it grants on duty leave for faculty attending seminars / workshops / conferences / examinations or research projects etc.

- A special provision in made in the annual budget of the college for research. In case of applied research (practical based activities), the research budget is planned and organized in a way so as to maximize the research output, and funds are allotted in a fair manner with the consultation with department and college head. Faculty and students work out the expenditure involved and make a proposal to the Principal, the management carefully scrutinizes the proposal and grant funds for the various research related activities in the college.

- The final year students are given assignments based on research in various operational departments of the industry. These assignments are critically monitored and evaluated by the faculty and the marks awarded for the same are considered in the internal marks for that subject.
- Students are motivated to conduct product research in order to create innovative and fusion recipes which are further tested at culinary competition and during various college events when meals based on these recipes are served to the guests.
- Guest lectures and demonstrations are organized for the students to understand the latest trends in the industry and to carry out further research on the same.
- Faculty and students are guided on the principles of research methodology based on its suitability and application for their research in order to enhance the quality of their research.

3.2   Details regarding major projects

	Completed	Ongoing	Sanctioned	Submitted
Number	0	0	0	0
Outlay in Rs. Lakhs	0	0	0	0

3.3   Details regarding minor projects

	Completed	Ongoing	Sanctioned	Submitted
Number	0	0	0	0
Outlay in Rs. Lakhs	0	0	0	0

3.4   Details on research publications

	International	National	Others
Peer Review Journals	06	08	
Non-Peer Review Journals			
e-Journals			
Conference proceedings			01

3.5 Details on Impact factor of publications:

Range ☐   Average ✓   h-index ☐   Nos. in SCOPUS ☐

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

Nil

Nature of the Project	Duration Year	Name of the funding Agency	Total grant sanctioned	Received
Major projects				
Minor Projects				
Interdisciplinary Projects				

Industry sponsored				
Projects sponsored by the University/ College				
Students research projects *(other than compulsory by the University)*				
Any other(Specify)				
Total				

3.7 No. of books published   i) With ISBN No.   [0]   Chapters in Edited Books   [0]

ii) Without ISBN No.   [0]

3.8 No. of University Departments receiving funds from

Not Applicable

UGC-SAP [ ]   CAS [ ]   DST-FIST [ ]

DPE [ ]   DBT Scheme/funds [ ]

3.9 For colleges   Autonomy [ ]   CPE [ ]   DBT Star Scheme [ ]

INSPIRE [ ]   CE [ ]

Any Other (specify)

> Funding under schemes of Savitribai Phule Pune University
> • Quality Improvement Programme
> • Students' Welfare Scheme

3.10 Revenue generated through consultancy   [Rs. 17,600]

3.11 No. of conferences organized by the Institution

Level		International	National	State	University	College
Number		-	-	1	-	04 (1*+3)
Sponsoring agencies				Savitribai Phule Pune University		*Savitribai Phule Pune University

3.12 No. of faculty served as experts, chairpersons or resource persons   [17]

3.13 No. of collaborations   International [01]   National [ ]   Any other [ ]

3.14 No. of linkages created during this year   [01]

3.15 Total budget for research for current year in lakhs:

From funding agency [   ]   From Management of University/College [Rs. 3,00,000/-]

Total [   ]

3.16 No. of patents received this year

Type of Patent		Number
National	Applied	0
	Granted	0
International	Applied	0
	Granted	0
Commercialised	Applied	0
	Granted	0

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

Total	International	National	State	University	Dist	College

3.18 No. of faculty from the Institution
      who are Ph. D. Guides   [0]
      and students registered under them   [NA]

3.19 No. of Ph.D. awarded by faculty from the Institution   [NA]

3.20 No. of Research scholars receiving the Fellowships (Newly enrolled + existing ones) - Nil

JRF [   ]   SRF [   ]   Project Fellows [   ]   Any other [   ]

3.21 No. of students Participated in NSS events:

University level [55]   State level [   ]

National level [   ]   International level [   ]

3.22 No. of students participated in NCC events: Not Applicable

University level [   ]   State level [   ]

National level [   ]   International level [   ]

3.23 No. of Awards won in NSS: Nil

University level		State level	
National level		International level	

3.24 No. of Awards won in NCC: Not Applicable

University level		State level	
National level		International level	

3.25 No. of Extension activities organized

University forum		College forum	
NCC		NSS	20	Any other	

3.26 Major Activities during the year in the sphere of extension activities and Institutional Social Responsibility

- Adoption of "Khubavli" village under NSS programme.
- Activities organized during 7 days residential camp at "Khubavli" village.
  - Cleaning of temples in the village.
  - Cleaning of village roads under the concept "Clean India, Green India"
  - Cleaning of primary school in the village.
  - Cleaning of community hall in the village.
  - Lecture on youth empowerment.
  - Lecture on women empowerment.
  - Lecture on principles and implementation of HACCP.
  - Awareness drive on "Andhshraddha Nirmulan"
- Workshop on Meditation techniques to reduce stress.
- Tree plantation drive.
- Lecture on Disaster Management
- Demonstration on Fire fighting.
- Cleaning Drive under "Swach Bharat Abhiyan"
- Blood Donation Camp.
- Lecture on the provision of Indian Constitution on the occasion of "Constitution Day".
- Medical check-up camp for students.
- "Plastic Free Pune" drive.
- Celebration of "Marathi Bhasha Divas"
- "Traffic awareness drive"

Criterion – IV
4. Infrastructure and Learning Resources

4.1 Details of increase in infrastructure facilities:

Facilities	Existing	Newly created	Source of Fund	Total
Campus area	5973sq.m	-	-	5973sq.m
Class rooms	9	-	-	9
Laboratories	18	-	-	18
Seminar Halls	1	-	-	1
No. of important equipment's purchased (1-0 lakh) during the current year.		2	-	2
Value of the equipment purchased during the year (Rs. in Lakhs)	-	32,09135.00	Purchase committee meeting approves the requirements and funds are sanctioned by management for the department purchases.	32,09135.00
Others	-	-	-	-

4.2 Computerization of administration and library

> Computerization of administration = 08 Nos
>
> Computerization of Library= 12 Nos

4.3 Library services:

	Existing (2013-14)		Newly added 2014-2015		Newly added 2015-16		Newly added Total	
	No.	Value			No.	Value	No.	Value
Text & Reference Books	10451	486,909.00	654	533,875.00	767	220,807.00	1421	754,682.00
e-Books	62	--	--	--	--	--	--	--
Journals & e-Journals	6	6964.00	6	28,536.00	6	30,625.00	6	59,161.00
Digital Database	1	233,913.00	1	231,997.00	1	253,974.00	1	485,971.00
CD & Video	206	--	--	--	--	--	--	--

4.4 Technology up gradation (overall)

	Total Computers	Computer Labs	Internet	Browsing Centres	Office	Depart-ments	Others
Existing	68	30	2 Mbps	Lib-10 Comp Lab-30	08	17	5 issue for LCD Class
Added	20 computers 4 laptop	13		02	01	04 laptop for HOD	04
Total	92	43	2 Mbps	12	09	21	05

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

1. **ERP Software Cloud Education Training** – This enables planning and monitoring of attendance for all the theory and practical subjects, reports of which are generated online. This information can also be directly accessed by the principal of the college at all levels.

This ERP system is developed by cloud vision system and solutions Pvt Ltd, Pune and consists of the following modules and reports -

- Time table – Preparation of classroom and teacher timetable.
- Attendance – To monitor monthly student's attendance.
- Performance - To monitor the practical progressive assessment students.
- Examinations – To create questions papers exam attendance and monitor the score
- Employee – Employee details and records.
- Employee leave – Application and approval of leave for faculty members.

The following reports can be generated through ERP system:

Examination report, student's strength report, student's attendance report, certificate report, students report, teaching plan, SMS report, employee strength report, new joined employee report, resigned employee report, timetable report.

2. **Front office& Restaurant Touché software** - Touché operates in Windows based touchscreen hardware, handheld mobile devices or PCs. Optional modules are available for repeat diner profiling in fine dining restaurants, table reservations, stored value cards in food courts, additional promotional displays in QSRs and kitchen displays in fast food outlets. This software is shown to front office and F&B students.

3. **Messaging system** – An online SMS system is used to send college information to parents and students.

4.6 Amount spent on maintenance in lakhs:

 i) ICT   : Rs.181, 431.00
 ii) Campus Infrastructure and facilities   : Rs.107, 350.00
 iii) Equipment's   : Rs.542, 920.00
 iv) Others   : Rs.49, 704.00

4.6 Amount spent on maintenance in lakhs:

   i) ICT

| 1.81 Lakhs |

   ii) Campus Infrastructure and facilities

| 1.07 Lakhs |

   iii) Equipment's

| 5.42 lakhs |

   iv) Others

| 0.47 Lakhs |

Total:

| 8.77 lakhs |

Criterion – V
5. Student Support and Progression

5.1 Contribution of IQAC in enhancing awareness about Student Support Services

The college supports the students in enhancing their knowledge in various administrative, academic and technical fields listed as below:

Administrative:
1. Financial assistance- in availing scholarship

Academic:
1. Access to EBSCO journal
2. ERP- Enterprise Resource Planning
3. Earn and learn schemes under the guidance of Savitribai Phule Pune University
4. Internet and Computer facility
5. Assistance in examination work- Examination Form, Transcript
6. Online exam

Technical
1. Outdoor catering
2. Events
   - Organising National level Intercollegiate competitions
   - Participation in Intercollegiate competitions
   - Under the Entrepreneurship development activity the students organise Theme Dinners, Food Festivals, etc.

5.2 Efforts made by the institution for tracking the progression

Sr. No.	Students Progression	%
1	UG to PG	13
2	PG to M. Phil	0
3	PG to Ph. D	0
4	Employed a) Campus Selection b) Other than Campus Recruitment	14 Nil

5.3 (a) Total Number of students

UG	PG	Ph. D.	Others
501	08	--------	---------

MHMCT – 08, BHMCT – 186, BSc. HS - 315

(b) No. of students outside the state

35

First to Final Year BHMCT + MHMCT + BSc.HS

(c) No. of International students ☐ Nil

Men | No | % | Women | No | %
| 383 | 75 | | 126 | 25

Last Year (2014 – 15)						This Year (2015-16)					
General	SC	ST	OBC	Physically Challenged	Total	General	SC	ST	OBC	Physically Challenged	Total
362	52	04	56	02	474	385	45	03	76	04	509

Demand ratio --   Dropout % BHMCT – 10%, BSc HS – 17%

❖ Physically Challenged –
2015 – 2016: General – 02, SC – 01, OBC – 01 (Included in General, OBC & SC Category)
2014 – 2015: General – 01, OBC – 1 (Included in General & OBC   Category)

5.4 Details of student support mechanism for coaching for competitive examinations (If any)

> To improve students communication skills, English Coaching classes
> are conducted

No. of students beneficiaries ☐ ---

5.5 No. of students qualified in these examinations **N/A**

NET ☐   SET/SLET ☐   GATE ☐   CAT ☐

IAS/IPS etc. ☐   State PSC ☐   UPSC ☐   Others ☐

5.6 Details of student counselling and career guidance

> - Group counselling (For Entire Batch)
> - Individual Counselling (Need Based)
> - Parents Orientation
> - Twice per year for training
> - Once per year for placement
>   - Guest lectures pertaining
>   - ED
>   - Education Abroad
>   - (SBICCO, BHMS, LCB)
>   - Internship abroad
>   (Kareer Krafter, GEM)

No. of students benefitted ☐ 67

5.7 Details of campus placement

On campus			Off Campus
Number of Organizations Visited	Number of Students Participated	Number of Students Placed	Number of Students Placed
23	BHMCT – 13, BSc-26	BHMCT – 13, BSc-25	Nil

5.8 Details of gender sensitization programmes

- Gender championship activity under the guidance of Savitribai Phule Pune University

- Yugandhara – Vidyarthini Vyaktimatwa Vikas under the guidance of Savitribai Phule Pune University

5.9 Students Activities

5.9.1   No. of students participated in Sports, Games and other events

State/ University level | 4 | National level | Nil | International level | Nil |

- Students participated in the University level competitions listed as below:
  1. Archery -1
  2. Boxing- 1
  3. Chess - 2

No. of students participated in cultural events

State/ University level | Nil | National level | Nil | International level | Nil |

5.9.2   No. of medals /awards won by students in Sports, Games and other events

Sports: State/ University level | Nil | National level | Nil | International level | Nil |

Cultural: State/ University level | Nil | National level | Nil | International level | Nil |

5.10 Scholarships and Financial Support

	Number of students	Amount
Financial support from institution	Nil	Nil
Financial support from government	64	58,53,062
Financial support from other sources	Nil	Nil
Number of students who received International/ National recognitions	Nil	Nil

Sr. No.	Dept.	No. of Students	Amount	Received	Pending
1	SDSWO	64	58,53,062	58,53,062	Nil
2	EBC	07	3,89,384	------------	3,89,384
3	ST	02	1,05,510	------------	1,05,510
4	MCM	01	25,000	------------	25,000
	Total	**74**	**63,72,956**	**58,53,062**	**5,19,894**

As on today the scholarship of 64 students have received by the college and the amount is Rs. 58, 53,062/-. There are 10 students whose scholarship amount Rs. 5, 19,894/- is still pending with Samaj Kalyan.

5.11   Student organised / initiatives

Fairs   : State/ University level [1]   National level [1]   International level [Nil]

- National Level competition (Atithya- A Reflection of Hospitality)
- Theme Dinners organised at University level

Exhibition: State/ University level [Nil]   National level [Nil]   International level [Nil]

5.12   No. of social initiatives undertaken by the students [5]

- National Service Scheme Camp conducted under the guidance of Savitribai Phule Pune University
- Tree Plantation
- Swachata Abhiyaan
- Blood Donation Camp
- Road Safety programme

5.13 Major grievances of students (if any) redressed: ____Nil_____

Criterion – VI

6. Governance, Leadership and Management

6.1 State the Vision and Mission of the institution

VISION:
"To achieve excellence in the field of Hospitality Education and Research and be the most preferred recruitment destination"

MISSION:
"AISSMS College of Hotel Management and Catering Technology is committed to Excel in the field of Hospitality Education by empowering the students to meet the challenges of the dynamic business environment and create opportunities in their chosen careers."

The college has a dynamic quality policy, which is reviewed twice a year for any changes if required. Changes in the policy may occur in accordance with changes in the norms of AICTE / DTE / University of Pune and market conditions.

6.2 Does the Institution has a Management Information System?

Yes, Management information system is being used in –

- Enterprise Resource Planning (ERP) system which enables planning and monitoring of attendance for all the theory and practical subjects, reports of which are generated online. This information can also be directly accessed by the principal of the college at all levels.
- This ERP system is developed by Cloud Vision Systems and Solutions Pvt. Ltd, Pune and consists of the following modules and reports:-
    - o Time Table: Preparation of classroom and teacher time tables
    - o Attendance: To monitor monthly student's attendance
    - o Performance: To monitor the practical progressive assessment of students
    - o Examinations: To create question papers, exam attendance and monitor the score
    - o Employee: Employee details and records
    - o Employee Leave: Application and approval of leaves for faculty members
- The following reports can be generated through the ERP system:

Examination Reports	Using this report writer, you can get any kind of report / student performance
Students Strength Reports	Class-wise/overall strength of the College
Student Attendance Reports	Class-wise/Student-wise/Teacher-wise Attendance Reports
Certificate Report	Leaving Certificate Issued Reports
Student Report	Student reports like year down , regular etc. student
Teaching Plan	Teaching Plan Report

Other reports: SMS Reports, Employee Strength Reports, New Joining Employee Report, Resigned Employee Report, Time Table Report, Subject Compliance Report,

- The college library utilizes System for Library Information and Management (SLIM21) automation software which covers functionality required for day to day library management. This software consists of the following modules:
  - Cataloguing: Catalogues any type of material, print as well as non-print. It supports material in digital form and helps to build digital library.
  - Circulation: Monitors issue / return, re-issue of books.
  - Series Control: This system helps achieve an effective utilization of periodicals budget.
  - Acquisition: This supports the entire range of activities from the time someone makes a proposal to acquire an item, until it is finally paid for and accessioned
  - On-line Public Access Catalogue (OPAC): This offers powerful on-line search facilities to search through library catalogues.
- Bio-metric system to monitor attendance of all staff members in the college.

6.3 Quality improvement strategies adopted by the institution for each of the following:

6.3.1 Curriculum Development
- Workshop conducted on curriculum development by Savitibai Phule Pune University.
- Principal Dr. Sonali Jadhav was appointed as Chairman of Syllabus Review Committee under Savitibai Phule Pune University.
- Under her guidance faculty members of the college were involved in the formulation of a new syllabus for the BHMCT course under Savitibai Phule Pune University. Most of the faculty members were deputed as subject chairman and / or members for various subjects in this formulation process.

6.3.2 Teaching and Learning
- Two Internal and One External audit of Academic procedure is conducted to ensure continual improvement. The external audit was conducted by an independent certifying body, Vincotte International India Assessment Services Pvt. Ltd.
- Faculty development programmes, workshops and seminars are conducted to enhance the teaching learning process
- An Enterprise Resource Planning (ERP) is available for the faculty to monitor their teaching plan and student's attendance for their respective subjects
- Adequate facilities in class and laboratories and overhead projectors to conduct presentations.
- Well defined and transparent evaluation system for students
- Additional support and inputs for weaker students
- Additional English speaking and communication skill development classes are conducted for students
- E-learning data base is available in library
- Language lab used for improving communication skills
- CD's & Videos are available for practical exposure.
- The notes are emailed to the students.
- Students possessing passion towards specialized areas are given additional inputs to enhance their skills further.
- Specialized training is given to the students for the participating in various hospitality competitions held at State/ National levels.
- College, through its networking with the industry as their teaching partner, organizes special training programmes for the students possessing special interest & skills in a particular operational department

- The students with good managerial attributes are given responsibilities as heads of various core departments for the events or functions organized by the college. This helps in not only boosting their morale but also giving them hands on experience.
- Field visits are conducted to ensure that students are exposed to actual operations and get hands on experience is gained by them.
- Remedial classes are conducted for weak students at the end of each month.
- Orientation visits are conducted for students to acquaint them with the hotel industry.
- The students learn through group discussions, extempore, and presentations as a part of their curriculum in practical subjects like personality development & business communication.
- Guest lectures are conducted by the industry experts, Alumni & also through participation in various hospitality & other competitions
- Various workshops, Theme Lunches are organized to encourage students to work as a team
- Conducting co-curricular and extracurricular activities for skills development like theme dinners, competitions etc.

6.3.3 Examination and Evaluation

- An internal online test module is available for conducting internal examination of students for the core subjects.
- For the remaining subjects:
  - A set of three question papers are prepared by faculty appointed by the examination department.
  - The appointed faculty does not teach the respective class.
  - Any one of the question paper is selected by the Chief Examination Officer for printing.
  - After paper correction, moderation is carried out to ensure fair practices.
- A re-test is conducted for students failing in the internal examinations.
- Cross evaluation is done for the internal practical examination.
- Internal marks are divided into unit tests, practical marks (continuous evaluation), assignments and attendance as per university guidelines
- Students can approach the exam cell regarding doubts and queries

6.3.4 Research and Development: Refer to Criterion 3.1

6.3.5 Library, ICT and physical infrastructure / instrumentation

- Adequate budgets are provided by the college for purchase of new volumes, titles, national and international journals
- Purchase of books is done as per the recommendations of the subject experts to ensure availability of all required teaching resources.
- Extended library hours for students.
- Subject notes are sent to the students through email by subject faculty.
- Student assignments are received through email by subject faculty.
- Use of LCD projectors for classroom sessions is encouraged.
- Bank of power point presentation for core subjects is available.
- Internal examination for core subjects is conducted using an online exam module.
- Annual purchases done to upgrade the infrastructure and equipment.
- Annual maintenance contracts are carried out for infrastructure and critical equipment.
- Cleaning and maintaining of common / public areas is outsourced and monitored by in-house personnel

- Log books, history cards and breakdown registers are maintained for critical equipment.
- Breakdown procedures are followed to ensure repairs are carried out at a fast pace.

6.3.6 Human Resource Management

- Faculty developmental programmes, bonding sessions, training programme and workshops/seminars are organized for motivating and enhancing the skills of faculties.
- Faculties attend refresher training program to upgrade their skills and to understand the current trends of the hospitality industry.
- Institution supports Faculty members with financial grants & study leave for pursuing higher studies and research, attending various seminars, workshops etc.
- The management also provides the financial assistance for faculty who are pursuing Doctoral Research and Post-Graduation.
- Academic performance indicator (API) is followed to assess the performance of faculties. On the basis of these appraisals; decisions regarding their annual increment, promotions and confirmation for permanent employment are taken and conveyed accordingly.

6.3.7 Faculty and Staff recruitment

The college follows the service conditions as per the statute framed under The Poona University Act 1994 for the staff members. The college also follows the pay scale rules and regulations as per "Revision of pay Scales of teachers and equivalent cadres in higher Education as per UGC Scheme (6th Pay commission)" for Universities, Affiliated Colleges, Government Colleges/ Institutes of Science etc., by Government of Maharashtra, Higher & Technical Education Department, Resolution No. NGC 009/ (243/09)-UNI-1, Mantralaya Annex, Mumbai – 400 032. Dt. 12th August 2009.

6.3.8 Industry Interaction / Collaboration

- The Principal and the Training and Placement officer are in constant touch with the industry for better job placements opportunities and training of students.
- The college organizes frequent Industry visits to various types of organizations in order to enable the students to get an operational insight of its working
- The college invites professionals from the hotel industry on various occasions to judge the interclass and intercollegiate competitions.
- Industry experts are also called upon to be a part of sensory evaluation team during major activities conducted by the college and also during national level competitions.
- The college organizes various guest lecture series / workshops for staff and students to hone their skills and to develop additional skills that would be helpful from the point of view of the hotel industry.
- The college invites professionals from the hotel industry to evaluate the students during the University examinations.
- The college receives sponsorship from the industry for events / functions organised in the college
- Provision of consultancy to M/s Vivacity Foods Pvt. Ltd., Pune to develop their business model.

6.3.9   Admission of Students

- Admission to Bachelor in Hotel Management & Catering Technology (BHMCT) and Master of Hotel Management & Catering Technology (MHMCT) programmes are processed by the Directorate of Technical Education, Govt. of Maharashtra through a Common Entrance Test.
- Admission for Bachelor of Science-Hospitality Studies (BSc HS) is based on the 12th standard merits and is at the college level. The eligibility criteria are regulated by Savitribai Phule University of Pune.
- The college attends various educational fairs and exhibition to promote hospitality education.
- Advertisements are placed in newspapers.
- The college website gives detailed information about admission to the available programmes.
- Admission counselling cell is made available for students and parents who approach the college for admission.
- A seminar is organised for the potential candidates and their parents in the college

6.4 Welfare schemes for:

Teaching	- Group Insurance under LIC of India - Maternity and Medical leaves - Employee Provident Fund - Gratuity Scheme - Loans from the AISSM credit society - Funds for doctoral research and to attend seminars. - Provision of on duty lunch
Non-teaching	- Group Insurance under LIC of India - Maternity and Medical leaves - Employee Provident Fund - Fixed cash advance facility - Gratuity Scheme - Loans from the AISSM credit society - Encouragement for higher education - Provision of on duty lunch
Students	- Student insurance - Free yearly medical check-up - Financial assistance through scholarships - Free vehicle parking - Subsidised canteen facility - Funding for various competitions - Medical / Sick room with first aid facility - Extended library hours

6.5 Total corpus fund generated

| ---- |

Details of reserve funds:

ACCOUNT	AMOUNT	TERM	BANK
BHMCT (Fixed Deposit)	2,13,324/-	2014 – 2017 3 years	Bank of Maharashtra
BSc HS (Fixed Deposit)	5,70,636/-	2014 – 2019 5 years	Bank of Maharashtra
MHMCT (Fixed Deposit)	3,00,000/-	2013 – 2023 10 years	Bank of Maharashtra
LIBRARY (Fixed Deposit)	1,25,345/-	2014 – 2017 3 years	Bank of Maharashtra
DEFICIT (Fixed Deposit)	1,06,783/-	2014 – 2017 3 years	Bank of Maharashtra

6.6 Whether annual financial audit has been done   √ Yes   No

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

Audit Type	External		Internal	
	Yes/No	Agency	Yes/No	Authority
Academic	YES	Vincotte International India Assessment Services Pvt. Ltd.	YES	Internal auditors (ISO)
Administrative	YES	Vincotte International India Assessment Services Pvt. Ltd.	YES	Internal auditors (ISO)

6.8 Does the University/ Autonomous College declares results within 30 days?

For UG Programmes   Yes √   No

For PG Programmes   Yes √   No

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

Changes are brought about by Savitribai Phule University of Pune, hence not under college authority.

6.10 What efforts are made by the University to promote autonomy in the affiliated/constituent colleges?

- Appointment of Controller of Examination and Exam Cell at college level recognised by Savitibai Phule Pune University
- Convocation ceremony being conducted at college level on behalf of Savitibai Phule Pune University
- Decentralization of examination process at college and University level
  - The examination cell is headed by a Chief Examination Officer (CEO) who is appointed by the principal and liaises with the University for all examination related procedures. The examination cell is bifurcated into internal and external examination section.
  - The internal exam section oversees the following:
    - Conducting of unit tests
    - Conducting internal practical examination
    - Monitoring monthly attendance
    - E-filling of final internal / practical marks into University database
  - The external exam section handles the following:
    - Collecting and submitting of student's examination forms to the University
    - Print and issue of hall tickets
    - Planning and conducting of practical examinations
    - Planning and conducting of theory examinations as per the time table provided by the University
    - Deputing junior supervisors for theory examinations
    - Issue of mark-sheets to the students

6.11 Activities and support from the Alumni Association

- Alumni students who went to Le Cordon Bleu, Australia to pursue an advanced course in culinary techniques gave a demonstration of a grand eight course menu for the students and faculty of the college.
- Assistance is provided by the alumni for the current students by coordinating for industrial visits.
- Regular guest lectures are conducted by the alumni sharing their views and experiences with the students.
- The Alumni working in the industry make arrangements for their HR to interact with our college training and placement cell for our student recruitment.
- They are involved in activities like conducting training programmes, demonstrations and workshops to know of the current trends of the industry.
- They also provide sponsorship for college events.

6.12 Activities and support from the Parent – Teacher Association

- Parents are a part of college committees, for e.g. anti-ragging committee
- Parent meetings are called on different occasions like Parent Student Orientation, Student Industrial Training in India and Abroad, Placement Information
- Feedback from parents is taken every year and any dissatisfaction identified is addressed to.

6.13 Development programmes for support staff

- Bonding sessions are conducted in form of games and competitions.
- Departmental training sessions are conducted on various subjects by the department in-charge.
- Grooming sessions are held to enumerate the importance of personal grooming
- The management and principal encourage the support staff to pursue higher education

6.14 Initiatives taken by the institution to make the campus eco-friendly

- Garbage segregation is done on premises with appointed body named SWaCH.(NGO)
- The college has completely stopped the procurement of polystyrene (thermacol) disposable material.
- The college has also initiated the awareness of reducing the usage of plastic utility bags.
- Green audit is conducted every year.
- Use of solar energy for water heating system.
- The infrastructure of the college ensures natural illumination in the common areas through "Sky Lights".
- The college also encourages students and faculty to use public transport / car pool to save fuel.
- E waste that is generated in the college is centrally disposed by the AISSMS College of Engineering, Pune.
- Use of compact fluorescent lamp (CFL) at common passages.

Criterion – VII

7. Innovations and Best Practices

7.1 Innovations introduced during this academic year which have created a positive impact on the Functioning of the institution. Give details.

ERP (Enterprise Resource Planning):
- Enterprise Resource Planning (ERP) system which enables planning and monitoring of attendance for all the theory and practical subjects, reports of which are generated online. This information can also be directly accessed by the principal of the college at all levels.
- This ERP system is developed by Cloud Vision Systems and Solutions Pvt. Ltd, Pune and consists of the following modules and reports:-
  - Time Table: Preparation of classroom and teacher time tables
  - Attendance: To monitor monthly student's attendance
  - Performance: To monitor the practical progressive assessment of students
  - Examinations: To create question papers, exam attendance and monitor the score
  - Employee: Employee details and records
  - Apply Leave: Application and approval of leaves for faculty members

Messaging system (SMS):
- An online SMS system is being used to send messages to parents of students who are defaulting in attendance in the college.
- Parents are able to revert back to the college authorities immediately for further clarification.
- Parents make sure that their ward attends college regularly which increases the attendance of students
- Notices in case of urgent matters are informed to parents

Software (Wishnet):
- Property management system: an updated software for housekeeping and front office operations, used by the students to get hands on experience during the practical's of room division.
- Tuoche': software for food and beverage department used for room service, restaurant order taking and billing practical.

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

- The academic plan of the college in the beginning of the semester is made in the form of an academic calendar which includes guest lectures, field visits, demonstrations, formal lunches, theme diners and other co-curricular & extra-curricular activities.
- Monthly departmental meetings take an update on the compliance of the academic calendar and any deviation is addressed immediately.
- At the end of academic year a report on compliance of the academic calendar is prepared.

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

1. **Title of the practice:** Decentralized processes
   - **Goal**

     The institute has planned the practice of decentralization of process by creating a robust organization structure with well-defined roles and responsibilities at each level with an aim to maximize productivity of every process and to create accountability at every level of the hierarchy.

   - **Principles and concepts**
     o A well designed organizational structure is a backbone of any institution and is a medium to convert organizational aspirations into reality.
     o The organization structure should not only place the employees at various levels of hierarchy but also should be able to establish clear roles and responsibilities of each one of them and giving clear indications of their accountability.
     o This ensures clear operational guidelines for every employee and leads to decentralization of process that help in increasing operational efficiency and productivity.
     o The identified process are tagged as departments aiming at division of labour their by creating responsibility and accountability amongst employees.

   - **Context**
     o The college has bifurcated its activities into various process which in turn converts into departments. Each department is assigned to a group of employees who are led by the department head.
     o All the identified departments are integrated into the main stream operations of the institution by creating a network of inter dependability and accountability.
     o Every department has its own autonomy and clearly defined responsibility. The department head is accountable for its operations and controls the process at a micro level to bring out the best possible output. The head of the department report to the top management who in turn analyses the performance at a macro level and channelize the efforts for attainment of the organizational goals.

- **The practice**
  - **Creation of department**
    - For the college to function effectively, management has to identify and co-ordinate numerous linked activities. An activity that takes "inputs" and converts them to "outputs" can be considered as a "process "which in turn is identified as department. Very often, the output from one department becomes the input for another department.
    - The process approach, therefore, is the systematic identification and management of these integrated activities and the interactions between various departments.
    - The efforts of every department are consolidated and channelize towards the organizational goals. The quality policy of the organization acts as a guiding force for the operations of the every department. It defines the top management's commitment to comply with requirements and to continually improve the effectiveness of every department and enhance the quality of the institution at a large.

  - **Documented procedures**
    - The college has identified various department or operational units for its effective functioning. The scope of operations of every department is clearly defined and the control mechanism is established to monitor and improve performance on continual basis.
    - The roles and responsibilities of every member of the department is clearly defined by creating a job description thereby creating transparency and clarity in the entire process.
    - The operation of every department is monitored at a micro level by creating performance parameters and identifying key process indicators.
    - The documents and records maintained by every department indicates their performance and productivity.

  - **Decentralization of process**
    - Departments are given operational autonomy with a set of authorities and responsibilities. This motivates the employees working in the department to put their best foot forward for enhancing the performance of their department. The top management in turn is relieved from getting involved in the departmental operations and therefore can concentrate on broader objectives of the college.
    - Departmentation helps in decentralization of process thereby creating micro control mechanism within each department. The head of the department is accountable for the departmental operations and is the link between the members and top management.
    - Appraisal of departmental faculty & staff by HODs.
    - Evaluation of departmental members by HOD, identifying scope for improvement & training needs with follow up on the same.

- Departmental meetings conducted by HODs for subject allocations, allocation of departmental work and other general topics.
- Formulation of academic calendar with responsibilities deputed to faculty.
- Identification of key process indicators and its compliance.
- Submission of departmental budgets by the HODs and implementing internal control mechanism for adherence of the same.

- **Evidence of success**
  - o Percolation of organizational policies and goals to the faculty and staff in the department.
  - o Smooth functioning of the departments.
  - o Successful departmental audits for ISO 9001: 2008.
  - o Students have been awarded for wining in hospitality competitions.
  - o The college has secured third position in western region as per the HANSA survey conducted by "The Week" magazine.
  - o The college has been the most preferred recruitment destination by the industry and also preferred for seeking admission by the aspiring students.
  - o The college organizes annual national inter collegiate hospitality competitions "Atithya- A reflection of hospitality" which is the most awaited event across the country.
  - o The research cell has successfully launched the city's first ever hospitality journal "Atithya- A Journal of hospitality" with an ISSN. The college faculty have a total of 50 research publications in reputed journals to their credit.
  - o Two of the faculty members recently have been awarded with a Ph.D. and more than 15 faculty members have enrolled for the same.

- **Problems encountered**
  - o HMCT is one department as per the University and AICTE. However, for the operational purposes the college has created three departments. Therefore even though there is no provision for the post of "Head of Department", the college has deputed senior faculty members with an additional responsibility as HOD.
  - o Although seniority is followed within every departmental hierarchy, all the faculty members are officially designated as "Assistant Professor" and fall in the same official hierarchy level.
  - o Most of the faculty members are a part of multiple departments/ committees it becomes challenging for them to work with optimum efficiency in every department/ committee.

- **Resources required**
  - o Dedicated and highly motivated faculty members.
  - o Supportive management to implement the practice.
  - o An efficient mechanism to measure and control the performance of every employee.

2. **Title of the practice:** Students' centric approach

- **Goal:**

  With an aim to excel in the field of hospitality education by moulding and enhancing the skills of the students and to make them capable to meet the challenges of the dynamic business environment, the college has adopted student's centric approach wherein students are the center point of college operations.
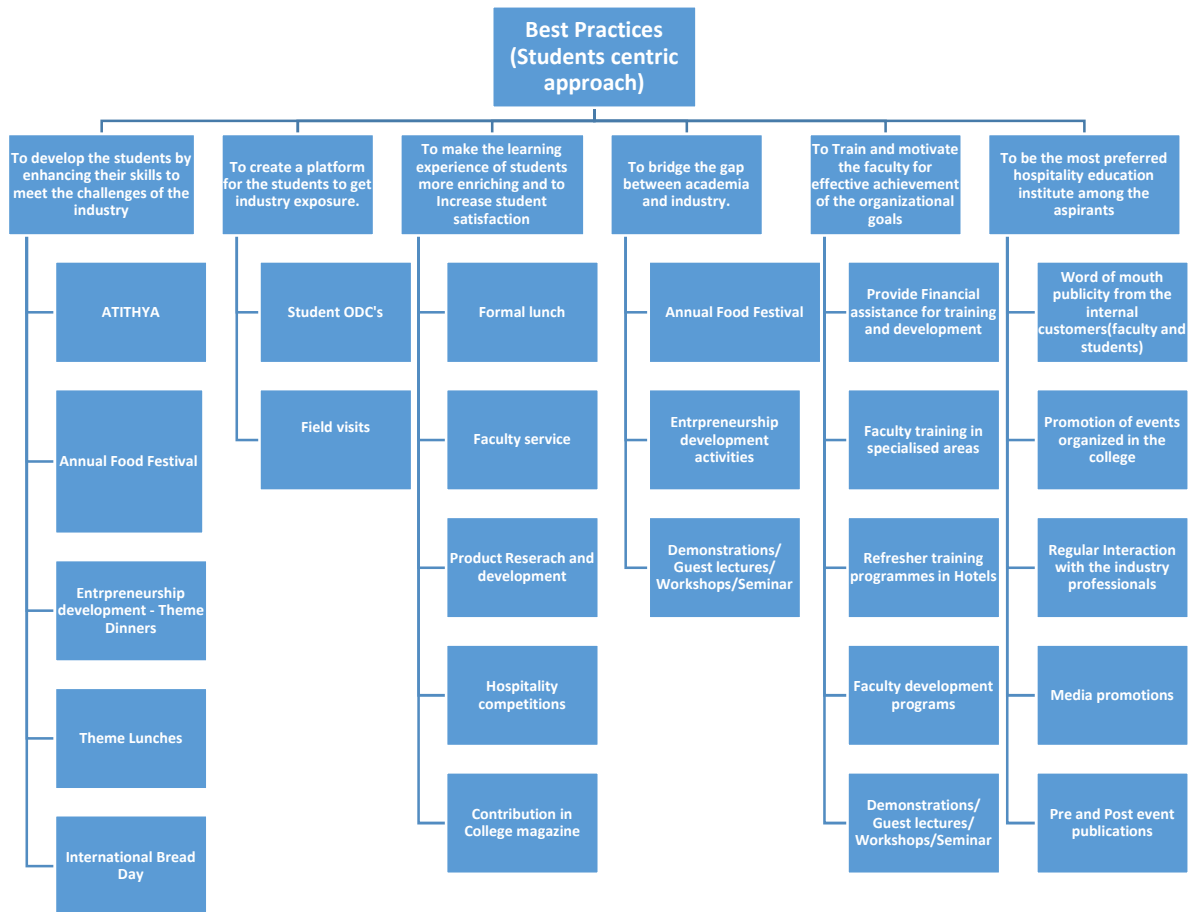
- **Principles and Concept:**
  - To create a simulation of the industry provide real time learning of the students.
  - To create a platform for the students to get industry exposure.
  - To make the learning experience of students more enriching and to Increase students' satisfaction
  - To bridge the gap between academia and industry.
  - To train and motivate the faculty for effective achievement of the organizational goals
  - To be the most preferred hospitality education institute among the aspirants

- **The Context**

  A lot has been spoken about the gap between the hotel management curriculum and the requirements and expectations of the Hospitality industry. Although, it is a known fact, it is big challenge for the Hospitality colleges to bridge this ever-increasing gap due to the dynamic nature of the industry and the limited control that colleges have on curriculum development as designed by the SPPU. The college thus has to find alternatives to fill this gap. With a view to achieve this, we at AISSMS College of HMCT have designed student centric practices to overcome the education gap challenge.

- **The Practice**

```
                    ┌───────────────────────────┐
                    │      Best Practices        │
                    │    (Students centric       │
                    │       approach)            │
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To develop the students by enhancing their skills to meet the challenges of the industry	To create a platform for the students to get industry exposure.	To make the learning experience of students more enriching and to Increase student satisfaction	To bridge the gap between academia and industry.	To Train and motivate the faculty for effective achievement of the organizational goals	To be the most preferred hospitality education institute among the aspirants
ATITHYA	Student ODC's	Formal lunch	Annual Food Festival	Provide Financial assistance for training and development	Word of mouth publicity from the internal customers(faculty and students)
Annual Food Festival	Field visits	Faculty service	Entrpreneurship development activities	Faculty training in specialised areas	Promotion of events organized in the college
Entrpreneurship development - Theme Dinners		Product Reserach and development	Demonstrations/ Guest lectures/ Workshops/Seminar	Refresher training programmes in Hotels	Regular Interaction with the industry professionals
Theme Lunches		Hospitality competitions		Faculty development programs	Media promotions
International Bread Day		Contribution in College magazine		Demonstrations/ Guest lectures/ Workshops/Seminar	Pre and Post event publications

While researching on the educational gap challenge, it was realized that the biggest gap lies in the fact that the curriculum is unable to instill the confidence amongst the students to operate in the industry atmosphere which is characterized with a lot of pressure created due to continuous guest interactions and fulfilling their endless demands. Although, the curriculum, through theory and practical has attempted to address this issue, it happens in a controlled atmosphere of the college and the students fail to get the real feel of the hotel industry. It was therefore decided to develop a practice whereby the students are at the center of operations. Under this practice, the college has designed innovative co-curricular events and activities which are organized professionally with a view to create a real life industry atmosphere for the students within the college premises along with a healthy learning atmosphere for the students.

The following are the components of the student centric approach.

- **Choice based curriculum with credit system.**
  The college initiated the restructuring of BHMCT curriculum on the basis of choice based credit system. This enables the students to select the subject from the choices available to him thereby giving due consideration to his preference and liking.

- **Involvement of parents as stakeholders**
  The college believes that parents have a major role to play in shaping the future of their wards and therefore keeps them informed about the development of their ward in the college. Periodic meetings/orientation programs for parents are conducted to give details about certain activities and to seek their views on the same. We welcome genuine feedback of the parents on various parameters of college operations.

- **Enhanced teaching learning process**
  Teaching learning process is the backbone of any college operations and we strive hard to strengthen the process by implementing innovative practices aiming at continual improvement of the same.

- **Students and parents counselling**
  Efforts are taken to counsel needy student on the basis of academic, personal, career & other related matters. The process is closely monitored by mapping the performance of the counselled students and identifying and discussing on his strengths and weaknesses. The college encourages discussing the students' performance with their parents who in turn are counselled on further course of action.

- **Simulation of the industry**
  - **Atithya (National level Hospitality Competition)**
    Annual three-day national level inter-collegiate hospitality competitions organized to create a platform for students to display their competitive hospitality skills.
    This event attracts participation of colleges across the country and over 150 delegates and thus the students get to interact with the national talent.
    This gives the students the opportunity to cater and to get a feel of mass food production and service. The entire meals from breakfast to dinner for about 500 pax are catered by the students thereby giving them a feel of the large scale banquet rendered by the industry. The students work in various areas of planning, budgeting, organizing, staffing, directing and controlling of the several activities during the event thereby ensuring their holistic development.

  - **Annual Food Festival**
    An annual event is organized by the college on an international theme.
    The students are involved in active research on the theme and come up with innovative ideas on menus, décor and ambience.
    The menu and service reflects the culture and tradition of the selected country.
    The students are actively involved in the event that caters to a crowd of more than 600 guests comprising of parents, friends and relatives of our students, and invitees from the academia and the hotel industry.

  - **Entrepreneurship development - Theme Dinners / Theme Lunches**
    Final Year students are given an opportunity to exhibit and showcase their technical, financial and marketing skills via theme dinners and lunches. An annual event, given in the form of an assignment to operate a theme based restaurant in the college premises for 2 days under the guidance of the faculty.
    This exercise proves to be a splendid learning opportunity for the students who get an enriching experience of entrepreneurship due to their involvement in conceptualizing, budgeting, and operating the event all by themselves.

- o **International Bread Day**

  An event is organized on 7th October every year on the occasion of "International Bread Day" in which the students put up stalls of bread based fast foods and other bakery products. The event witnesses a footfall of 600 guests.

- o **Student ODCs**

  The college encourages the students to be a part of the Out Door Caterings in hotels within the city to enhance their skills and to get first-hand experience of the industry.

- • **Evidence of Success**

Sr. No.	Programmes organized	Evidence of success
1	Choice based curriculum with credit system.	• The BHMCT course curriculum on the basis of choice based credit system will be implemented w.e.f. the academic year 2016-2017
2	Enhanced teaching learning process	• The teaching learning process was observed to be the best process by the auditors for certification under ISO 9001:2008.
3	Students and parents counselling	• Counselling has helped the students to understand their strengths and weaknesses & work on the same. • Career counselling helped them in designing their career path by analysing their aptitude and future opportunities available to them. • Personal counselling gives them the emotional support and empathy thereby assisting them to deal with the challenges. • Counselling of parents has helped them to understand the challenges faced by their wards and to take an empathetic position towards them.
4	Simulation of the industry ▪ Atithya / Annual Food Festival ▪ Entrepreneurship development - Theme Dinners / Theme Lunches ▪ International Bread Day ▪ Out Door Caterings	• To display their competitive hospitality skills. • Simulation of Industry while catering to a mass of 500 pax daily • Enhancing managerial skills like planning, budgeting, organising, staffing, directing and controlling. • Enhances team work and leadership quality • To enrich students' learning experience in entrepreneurship through their involvement in conceptualizing, budgeting, and operating the event by themselves. • To display their bakery and patisserie skills. • To enrich students' learning experience in entrepreneurship through their involvement in

		conceptualizing, budgeting, and operating the event by themselves.
		• Opportunity for students to interact with the industry.
		• On the job training.
		• Students get a feel of the industry atmosphere
		• Provision of earning facilities for students to reduce the burden of the cost of education

Problems Encountered and Resources Required

- The syllabus is governed by the university and affiliated colleges have limited control over the same.
- The college organizes parents meetings to discuss issues pertaining to their wards or college operations. However since these meetings are held during week days the turn out of the parents is less.
- Teaching learning is a vast process and every student has varied requirement and therefore it is a challenge to design the process to suit everybody. Moreover the constantly changing rules and norms of the university demands for a lot of dynamism in the system.
- Students are reluctant to approach teachers with personal problems and therefore students counselling has to be initiated by the counsellors on the basis of their observation about the student.
- Human Resources: The industry experts sometime are unable to keep their appointment as resource person despite prior confirmation due to their demands in their organisation. At such times it is a challenge to find a replacement.

7.4 Contribution to environmental awareness / protection

- Swach Bharat Abhiyan: college organises cleanliness drive every year on the 2nd of October to clean the street adjacent to college campus & inside campus
- Reduction of plastic: college do not use any plastic carry bags in the campus & discourages the students from using it.
- Tree plantation: college organises tree plantation drive in adopted village & inside college campus
- Garbage Disposal: wet and dry garbage is separated in college. Wet garbage is collected by PMC (Pune Municipal Corporation) & dry garbage is taken care by SWACH, a private NGO
- Solar Energy: college uses solar energy for water geysers in girl's hostel.
- Rain Water Harvesting: college has dug a pit where rain water is collected for percolation & even water from terrace/ roof of building is collected & utilized for gardening purpose
- Use of CNG vehicle: college has bought new rickshaw which operates on CNG to reduce pollution
- The college has completely stopped the procurement of polystyrene (thermacol) disposable material.

7.5 Whether environmental audit was conducted?   Yes

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

- ISO: College is ISO certified by Vincotte and follows all the standards of ISO 9001-2008 and the Quality Management System is in line with norms laid down by the certifying body.
- Online module: College has developed an online exam module where question bank of all core subjects are uploaded. Students can take practice sessions which enhances their technical knowledge
- NBA (National Board of Accreditation): The College has applied for NBA and the result is awaited.
- As per the HANSA survey conducted by "The Week" magazine, the college secured 3rd position in Maharashtra and 1st in Pune city for four consecutive years.

ANNEXURE

Abbreviations:

AQAR	:	Annual Quality Assurance Report
IQAC	:	Internal Quality Assurance Cell
AISSMS	:	All India Shri Shivaji Memorial Society
CHMCT	:	College of Hotel Management and Catering Technology
UGC	:	University Grants Commission
AICTE	:	All India Council for Technical Education
DTE	:	Directorate of Technical Education
SPPU	:	Savitribai Phule Pune University
MHMCT	:	Master of Hotel Management and Catering Technology
BHMCT	:	Bachelor of Hotel Management and Catering Technology
BSc HS	:	Bachelor of Science – Hospitality Studies
FDP	:	Faculty Development Program
ERP	:	Enterprise Resource Planning
SLIM	:	Library Information and Management
NSS	:	National Service Scheme
MCQ	:	Multiple Choice Questions
ISO	:	International Organisation for Standardisation
QSR	:	Quick Service Restaurants
F & B	:	Food and Beverage
SMS	:	Short Messaging System
OPAC	:	On-line Public Access Catalogue
CEO	:	Chief Examination Officer
NBA	:	National Board of Accreditation
HOD	:	Head of Department
ISSN	:	International Standard Serial Number
CNG	:	Compressed Natural Gas
CFL	:	Compact Fluorescent Lamp
HR	:	Human Resource

Academic Calendar 2015 - 2016

ALL INDIA SHRI SHIVAJI MEMORIAL SOCIETY'S

COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

(Approved by AICTE, New Delhi, Recognized by the Government of Maharashtra and Affiliated to University of Pune)

ACADEMIC CALENDAR 2015-16

ODD SEMESTER

SR NO	ACTIVITY	COURSE / YEAR	PROPOSED DATE / WEEK	ACTUAL DATE	RESOURCE PERSON	INCHARGE	REMARK
1	FDP - Train the Trainer	---	June 2015 - 3rd week	29th June 2015	Mr. Parag Punde, Mr. Dhananjay Kshirsagar & Ms. Anuradha Karmarkar	Ms. Karmarkar	
2	Academic Orientation for New Faculty		June 2015 - 4th week	26th June 2015		Ms. Karmarkar	
3	Guest lecture on students counseling		June 2015 - 4th week	26th Oct 2015	Dr. Pooja Dhande, Counselor	Mr. Hemraj	Postpone
4	College Reopens	BHMCT, BSc HS & SY MHMCT	1st July 2015	1st july 2015			
5	Guest lecture-Convenience & Processed Foods	TY BSc HS, Final Year BHMCT	July 2015 -2nd week	27th July 2015	Mr. Jayant Punekar, R&D chef Pravin Musalewnle	Ms. Gauri / Mr. Sunder / Mr. Arun	
6	Guest Lecture on Entrepreneurship prospects in Bakery & Confectionery	Second Year (BHMCT & BSc. HS)	July 2015 - 2nd Week	25th August 2015	Mr. Saiffuddin, Proprietor Fiesta Bakery	Mr.Hemraj & Mr. Arun	Resource person cancelled
7	Guest lecture-Food and beverage department control - Beverages.	SYCT & SYBScHS	July - 4th Week	4th August 2015	Mr. Amit Joshi, GM , Yolo Lounge	Mr. Parag	
8	Basics of Interior designing and planning	Final Yr.CT and TybsHs	July 2015 - 4th week	29th July 2015	Mr. Satyajit Bhosale, Architecture	Mr.Manoj	
9	Commencement of College	FY MHMCT	1st August 2015	1st August 2015			
10	Field visit - Cheese Factory	Third Year (BSc HS), Final Year (BHMCT)	Aug 2015 - 2nd Week	3rd Sept 2015	ABC Cheese Farm	Ms.Gauri /Mr. Sunder / Mr.Arun	
11	Field visit to Jahav gadh	Final Yr.CT and TY BSc Hs	August 2015 - 2nd week			Ms. Honey T	Cancelled due to non availability of Dates
12	Guest Lecture on Role of Guest Relations	SYCT, SY BSc	August 2015 - 2nd week	14th August 2015	Ms. Kashmira More, GRE J W Marriott Pune	Mr. Puneet	
13	Guest Lecture on Services Marketing	Final Year CT and MHMCT	August 2015 - 3rd week	15th Oct 2015	Mr. Milind Kadu, Director Sales Hotel Oakwood Pune	Ms. Karmarkar	Postpone to oct 2015 due to nonavailablity of speaker
14	Demo on cold Cuts	Third Year (BSc HS), Final Year (BHMCT)	Aug 2015 (3rd Week)	22nd Jan 2016		Ms.Gauri /Mr. Sunder / Mr.Arun	Chefr Mark was unavailable for the demo , It was confirmed on 24th Sept but cancelled due to Holiday Inn interview & conducted in jan 2016
15	Brewery Visit	SYCT & SYBScHS	August 2015 - 4th week	22nd & 23rd Sept 2015	1st Brewers , Corietians Club Pune	Mr. Suraj / Ms. Rashmi	Scheduled in sept due to non availability of dates for visit with Brewary
16	Demo on Flower Arrangement	SYCT & SYBScHS	August 2015 - 4th week	20th Oct 2015	Mrs. Saroj joshi	Ms. Meyola	Scheduled in sept due to non availability of resource person
17	Guest Lecture on Professional Attributes in Food Prod Dept.	First Year BHMCT & BSc. HS	September 2015 - 1st week	4th Sept 2015	Chef. Ralph Bhaqskaran, Prop Gourmet INC Pune	Mr.Hemraj	
18	Guest Lecture on Night Audit Process	Final Yr.CT and TY BSc Hs	September 2015 - 2nd week	21st Oct 2015	Mr. Chinu Suman, Front Desk Manager Courtyard Marriott Pune	Ms. Honey	Postpone
19	Guest Lecture-Attributes & Attitudes of Front line personnel	First Year BHMCT & BSc. HS	September 2015 - 2nd week	13th Oct 2015	Ms. Kashmira More , GRE , J W Marriott	Mr. Dhananjay / Mr. Suraj / Ms. Trupti	Postpone No resource Person

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ACADEMIC CALENDAR 2015-16

ODD SEMESTER

SR NO	ACTIVITY	COURSE / YEAR	PROPOSED DATE / WEEK	ACTUAL DATE	RESOURCE PERSON	INCHARGE	REMARK
20	Commodity Exhibitions	First Year BHMCT & BSc. HS	September 2015 - 2nd week	21st, 22nd & 29th sept 2015	Food Mall , Phonix Market City	Mr.Hemraj	Instead of exhibition the visit was conducted
21	Guest Lecture on ED	SY MHMCT	September 2015 - 3rd week	25th August 2015	Mr. Saiffuddin, Proprietor Fiesta Bakery	Ms. Karmarkar	
22	Laundry Visit	SYCT, SY BSc	September - 4thWeek	21st & 26th August 2015	Hotel Novotel	Ms. Meyola	
23	Guest lecture-Restaurant planning & designing	TyBScHS , Final yr CT	September - 4thWeek	15th Oct 2015	Mr. Amit Joshi , GM YOLO Lounge Pune	Mr. Rajeshree / Ms. Rashmi	Postpone No resource Person
24	Demo on Machines	First Year (BHMCT & BSc. HS)	Last week of September 2015	16th Sept 2015	Ms. Priya Ranade	Ms.Pooja	
25	Theory papers (Unit test)	BHMCT & BSc HS	28th September to 1st October 2015	24th Sept 2015 to 1st Oct 2015		Mr.Arun	
26	Guest Lecture on Organizational Behavior	Final Year CT	October 2015 - 2nd week	15th Oct 2015	Mr. Milind Kadu, Director Sales Hotel Oakwood Pune	Ms. Arati	
27	Online exam	BHMCT & BSc HS	5th October to 9th October 2015	6th Oct to 10th Oct 2015		Mr. Arun	
28	Internal ATKT	BHMCT & BSc HS	19th October to 21st October 2015	19th Oct to 21st Oct 2015		Mr. Dhanajay	
29	Internal practical	BHMCT & BSc HS	Before 23rd October 2015	Oct-15		Mr. Arun	
30	Internal Preliminary / Project	MHMCT	19th to 23rd Oct 2015	3-4 Nov 2015			
31	Last Teaching Day	BHMCT & BSc HS	31st October 2015	31st October 2015			
32	Guidelines for Ph. D. work	Faculty	Oct-15	—		Mr. Milind	
33	Course work MHMCT	MHMCT	2nd November to 6th November 2015	26th Oct 2015 to 30th Oct 2015		Academics	
34	Unit Test	MHMCT	7th Nov & 8th Nov 2015	31st Oct & 1st Nov 2015			
35	SPPU Practical Examinations	MHMCT	Nov 2015 - 3rd week	26th & 27th Nov 2015		Ms. Honey	
36	Retest	BHMCT & BSc HS	5th November & 6th November 2015	submission 24th Nov 2011		Mr. Dhanajay	
37	Final SPPU Practical	BHMCT & BSc HS	2nd Nov to 6th Nov 2015 & 16th Nov to 20th Nov2015	27th Oct to 4th Nov 2015		Mr. Arun	
38	Retest and ATKT	MHMCT	16th Nov and 17th Nov 2015	16th Nov and 17th Nov 2015			
39	SPPU Theory Examinations	BHMCT & BSc HS MHMCT	23rd Nov to 5th Dec 2015	2nd Dec to 16th Dec 2015			

COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

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ACADEMIC CALENDAR 2015-16

ODD SEMESTER / EVEN SEMESTER

SR NO	ACTIVITY	COURSE / YEAR	PROPOSED DATE / WEEK	ACTUAL DATE	RESOURCE PERSON	INCHARGE	REMARK
40	Internal ISO Training Session		December 2015 - 1st week	31ʳᵈ Dec 15		Mr. Sunder	
41	Parents feedback		July / September	17th August 2015		Academics	
42	Students Feedback	BHMCT & BSc HS	September 2015 - 2nd week	September 2015			
43	Peer Evaluation		September 2015 - 2nd week	September 2015			
49	Commencement of college	BHMCT , BSC HS & MHMCT	4th Jan 2016	4th Jan 2016			
50	Essentials of Continental cuisine	First Year (BHMCT & BSc. HS)	Feb 2016 (3 rd Week)	2nd March 2016	Mr. Smaran Shetty, alumini LCB	Mr.Kiran	
51	Allocation of Faculty guides for Project Reports	Final Year BHMCT	January 2016 – 1st week	January 2016 - 1st week		Research Committee	
52	Hotel Orientation	First Year (BHMCT & BSc. HS)	January 2016 - 2nd week	16TH, 22ND & 24TH March 2016	Season's Apartment Hotel, Aundh & Conrads Pune	Ms.Pooja	
53	Guest lecture on Night Audit	SYCT	Jan 2015 (2 nd Week)	21st March 2016	Mrs. Honey Tyagi	Ms. Rasika Jamadagni	
54	Guest Lecture- Planning of Layout for Rooms and lobbies	Final Yr.CT and TybaHs	January 2016 - 4th week	31st March 2016	Ms. Priya Ranade, Exc. Housekeeper, Cocoon Hotel Magarpatta Pune	Ms. Rasika G	
55	Coffee Bar Visit	FYCT , FY BScHS	January 2016 - 4th week	16th May 2016	Starbucks F C Road Pune	Mr.Suraj	
56	Bartending workshop		February 2016 - 3rd week	11th Dec 2015	Flairology Bartending Academy, Pune	Mr. Suraj	
57	Restaurant visit - to learn software's	Final Yr CT	February 2016 - 3rd week	23rd March 2016	Conrad Hotel Pune	Ms. Rajeshree	
58	Guest Lecture on Kitchen Administration	Third Year (BSc HS), Final Year (BHMCT)	February 2016 - 4th week			Ms. Gauri / Mr. Sunder / Mr. Arun	Resource person is not available
59	Winery Visit	SYCT , FYBScHS	FEB - APRIL (As per winery confirmation)	25th April 2016	Sula wines Nashik	Ms.Shweta C & Mr.Suraj M	

Feedback

SR NO	ACTIVITY	COURSE / YEAR	PROPOSED DATE / WEEK	ACTUAL DATE	RESOURCE PERSON	INCHARGE	REMARK
60	Workshop on Working with Chocolate	Third Year (BSc HS), Final Year (BHMCT)	March 2016 – 1st week	18th March 2016	Barry Callebaut Chocolates Pvt Ltd	Ms. Gauri / Mr. Arun	
61	Guest Lecture on Importance of Budgeting	SYCT	March 2016 – 1st week	11th March 2016	Ms. Anuradha Khare	Ms. Meyata	
62	Guest Lecture on Revenue Mgmt./Yield Mgmt. practices in Hotel	Final Yr. CT and TY BSc Hs	March 2016 – 1st week	31st March 2016	Ms. Dipika Talekar, revenue Manager, Radisson Blue Pune	Ms. Rasika G	
63	Visit to Industrial Catering (Kitchen Visit)	Second Year (BHMCT)	March 2016 – 1st week	4th March 2016	Mr. Vijay Mayekar, Tata Motars Canteen	Mr. Hemraj	
64	Guest Lecture - OB	Final Years BHMCT & BSc HS	March 2016 – 1st week	15th Oct 2015	Mr. Milind Kadu, Director Sales Hotel Oakwood Pune	Ms. Arati	conducted in last sem
65	Theory papers	BHMCT & BSc HS	1^{st} March to 4^{th} March 2016	7^{th} March to 11^{th} March 2016		Mr. Arun	
66	Online exam	BHMCT & BSc HS	7^{th} March to 11^{th} March 2016	14th March to 18th March 2016		Mr. Arun	
67	Demo of Veg Carving	Third Year (BSc HS), Final Year (BHMCT)	March 2016 - 2nd week	20th to 27th Jan 2016	Mr. Shiva Maharaja	Ms. Gauri / Mr. Sunder / Mr. Arun	Instead of veg carving the Indian Sweet demonstration work shop is conducted for students
68	Kitchen Planning & Designing	Third Year (BSc HS), Final Year (BHMCT)	March 2016 - 2nd week			Mr. Hemraj	Resource person is not available
69	Demo on Novelty Cakes (Demonstration On cake decoration)	Second Year BHMCT	March 2016 - 2nd Week	4th March 2016	Chef Priti Sinhal	Mr. Hemraj	
70	Internal ATKT	BHMCT & BSc HS	15^{th}, 16^{th}, 17^{th} March 2016	4th to 6th April 2016		Ms. Rasika J.	
71	Internal Practical	BHMCT & BSc HS	Before 25^{th} March 2016	before 30th March 2016		Ms. Rasika J.	

EVEN SEMESTER

COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

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ACADEMIC CALENDAR 2015-16

EVEN SEMESTER

SR NO	ACTIVITY	COURSE / YEAR	PROPOSED DATE / WEEK	ACTUAL DATE	RESOURCE PERSON	INCHARGE	REMARK
72	Last Teaching Day	BHMCT & BSC HS	15th April 2016	15th April 2016			
73	Course work	MHMCT	4th to 8th April 2016	18th April to 22nd April 2016			
74	Unit Test	MHMCT	9th to 10th April 2016	23rd to 24th April 2016			
75	Retest	BHMCT & BSc HS	7th April & 8th April 2016	7th April 2016		Ms. Rasika J.	
76	Final SPPU Practical	BHMCT & BSc HS	6th April to 16th April 2016	6th April to 16th April 2016			
77	Retest and ATKT	MHMCT	14th and 15th April 2016			Mr. Arun	course not available
78	SPPU Practical Examinations	MHMCT	11th to 15th April 2016				course not available
79	SPPU Theory Examinations	MHMCT	As per University Schedule	4th March 2016			
80	Last Teaching Day	MHMCT	29th April 2016	—			
81	Parents' Feedback	BHMCT	January 2016 - 4th Week	January 2016 - 4th Week			
82	Students Feedback	MHMCT, BHMCT & BSc HS	February 2016- 2nd Week	February 2016- 2nd Week		Academics	
83	Students Feedback- Infrastructure	MHMCT, BHMCT & BSc HS	February 2016- 2nd Week	February 2016- 2nd Week			
84	Peer evaluation	MHMCT, BHMCT & BSc HS	February 2016- 2nd Week	February 2016- 2nd Week			

Feedback

Total event	84
actual event conducted	81
events complience	3
event complience %	96

Analysis of feedback from stakeholders: Student

AISSMS COLLEGE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY SHIVAJINAGAR , PUNE		STUDENTS DISSATISFACTION ACTION PLAN Even 2015-16		CONTROLLED COPY NO.
INPUT	DISSATISFACTION/ EXPECTATIONS	ACTION PLAN TAKEN	TARGET DATES/ RESPONSIBILITY	EFFECTIVNESS OF ACTION PLAN
Ms.Rashmi Marathe (63%in TYBscHS II) Subject : F&B service & management	As per the rating given by the students Ms. Rashmi Marathe scored low on: ➢ Classes not done on time. ➢ Class participation ➢ Effective Teaching ➢ Should be well organized for classes. ➢ Solves doubts. ➢ Assessment is fair. ➢ Makes us understand the importance of subject.	After evaluation was carried out the faculty was advised by Principal and Academic Department. • Faculty advised to attend 4 lectures of senior faculty/faculty with 90% score. • Peer evaluation was done again for the faculty by the HOD.	• Faculty attended 4 lectures of senior faculty	Faculty has scored 72.5% in Peer evaluation. Hence advised to update knowledge by reference work in Food and Beverage subject.
Mr. Mandar Sonawane (69.44% FYBscHS II) Subject: Food Production	As per the rating given by the students Mr. Mandar scored low on: ➢ Effective Teaching, effective explanation of topics. ➢ Proper assignments to be given. Proper course material to be given ➢ Should be well organized for classes. ➢ Teacher encourages class participation. ➢ Teacher not sensitive towards students need. ➢ Not fair and firm in discipline.	After evaluation was carried out the faculty was advised by Principal & Academic Department. • Faculty advised to attend 4 lectures of senior faculty/faculty with 90% score. • Peer evaluation was done again for the faculty by the HOD.	• Faculty attended 4 lectures of senior faculty.	Faculty has scored 75% in Peer evaluation session.
Ms. Bindu Singh (39% Final Yr. CT) Subject: Economics.	As per the rating given by the students Ms.Bindu Singh scored low on: ➢ Sensitive to students needs. ➢ Internal assessment is fair. ➢ Proper notes for the subjects. ➢ Effective teacher ➢ Doubts not cleared. ➢ Instructor doesn't encourage class participation. ➢ Instructor not prepared for class ➢ Not fair and firm in discipline.	After evaluation was carried out the faculty was advised by Principal & Academic Department. • Faculty advised to attend 4 lectures of senior faculty/faculty with 90% score. • Peer evaluation was done again for the faculty by the HOD.	• Faculty attended 4 lectures of senior faculty.	Faculty has scored 71% in Peer evaluation session.

Mr. Shailendra Darekar (70% TY Bsc HS II) Subject: Food Production	As per the rating given by the students Mr. Shailendra Darekar scored low on: ➢ Overall Effective Teaching ➢ Sensitive towards student's needs. ➢ Proper notes for the subjects. ➢ Should be well organized for classes. ➢ Fair and firm in discipline. ➢ Clears student's doubts.	After evaluation was carried out the faculty was advised by Principal & Academic Department. • Faculty advised to attend 4 lectures of senior faculty/faculty with 90% score. • Peer evaluation was done again for the faculty by the HOD.	• Faculty attended 4 lectures of senior faculty.	Faculty has scored 92% in Peer evaluation.
Academics		Principal		