



Yearly Status Report - 2019-2020

Part A

Data of the Institution

1. Name of the Institution	BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Name of the head of the Institution	Mr. R. K. Bhandari
Designation	Principal
Does the Institution function from own campus	Yes
Phone no/Alternate Phone no.	01149020300
Mobile no.	9871200100
Registered Email	director@bcihmct.ac.in
Alternate Email	gagan@bcihmct.ac.in
Address	BCIHMCT, Maa Anandmai Marg, kalkaji-110019
City/Town	NEW DELHI
State/UT	Delhi

Pincode	110019																								
2. Institutional Status																									
Affiliated / Constituent	Affiliated																								
Type of Institution	Co-education																								
Location	Urban																								
Financial Status	Self financed																								
Name of the IQAC co-ordinator/Director	Ms.Gagandeep Soni																								
Phone no/Alternate Phone no.	01149020318																								
Mobile no.	9953492549																								
Registered Email	iqac@bcihmct.ac.in																								
Alternate Email	gagan@bcihmct.ac.in																								
3. Website Address																									
Web-link of the AQAR: (Previous Academic Year)	http://www.bcihmct.ac.in/AQAR_2018-19.pdf																								
4. Whether Academic Calendar prepared during the year	Yes																								
if yes,whether it is uploaded in the institutional website: Weblink :	http://www.bcihmct.ac.in/download/calendar19-20.pdf																								
5. Accrediation Details																									
<table border="1"> <thead> <tr> <th rowspan="2">Cycle</th> <th rowspan="2">Grade</th> <th rowspan="2">CGPA</th> <th rowspan="2">Year of Accrediation</th> <th colspan="2">Validity</th> </tr> <tr> <th>Period From</th> <th>Period To</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>A</td> <td>3.13</td> <td>2016</td> <td>05-Nov-2016</td> <td>04-Nov-2021</td> </tr> <tr> <td>1</td> <td>B</td> <td>2.68</td> <td>2011</td> <td>08-Jan-2011</td> <td>07-Jan-2016</td> </tr> </tbody> </table>						Cycle	Grade	CGPA	Year of Accrediation	Validity		Period From	Period To	2	A	3.13	2016	05-Nov-2016	04-Nov-2021	1	B	2.68	2011	08-Jan-2011	07-Jan-2016
Cycle	Grade	CGPA	Year of Accrediation	Validity																					
				Period From	Period To																				
2	A	3.13	2016	05-Nov-2016	04-Nov-2021																				
1	B	2.68	2011	08-Jan-2011	07-Jan-2016																				
6. Date of Establishment of IQAC	30-Jul-2010																								
7. Internal Quality Assurance System																									

Quality initiatives by IQAC during the year for promoting quality culture

Item /Title of the quality initiative by IQAC	Date & Duration	Number of participants/ beneficiaries
Celebrated International Day of Yoga (IDY)	21-Jun-2020 1	98
WEBINAR-Traumatic stress in the age of Covid-19	17-Jun-2020 1	90
Webinar-Opportunities Beyond the Core Four (Sales and Beyond) - India & Asia	05-Jun-2020 1	56
Webinar on (EXPECTATION OF INDUSTRY FROM YOUNG MANAGERS) by Industry stalwart Mr Deepak Behl	21-May-2020 1	59
A live chat session on KITCHEN OPERATIONS post covid	17-May-2020 1	102
Debate	04-Mar-2020 1	22
Restaurant Themes	14-Feb-2020 4	99
IIHTTRC	14-Feb-2020 2	250
CHE	16-Oct-2019 3	410
FDP- Key to happiness	15-Jul-2019 1	35
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8. Provide the list of funds by Central/ State Government- UGC/CSIR/DST/DBT/ICMR/TEQIP/World Bank/CPE of UGC etc.

Institution/Department/ Faculty	Scheme	Funding Agency	Year of award with duration	Amount
ECO Club	Environment	Department of Environment- Delhi Secretariat	2019 366	20000
View File				

9. Whether composition of IQAC as per latest NAAC guidelines:

Yes

Upload latest notification of formation of IQAC

[View File](#)

10. Number of IQAC meetings held during the year :

4

The minutes of IQAC meeting and compliances to the decisions have been uploaded on the institutional website	Yes
Upload the minutes of meeting and action taken report	View File
11. Whether IQAC received funding from any of the funding agency to support its activities during the year?	Yes
If yes, mention the amount	20000
Year	2020

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

IQAC has recommended and materialized continuation of Skill Development program in partnership with Ministry of Tourism Govt. of India.

IQAC also coordinated to invite industry experts for guest lecture to develop the interest of students in the related field.

IQAC is constantly equipping the faculty to address the challenges posed by the changing educational environment; and also to take advantage of the ever increasing opportunities that is being offered.

Smart classes are organised by faculty members and different industry experts were invited for final year students to make them ready for Final Interviews.

Celebrated Swacchta Pakhwada under Swach Bharat Abhiyan scheme and cleaned the entire campus including college, hostel and guest house.

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

Plan of Action	Achivements/Outcomes
Better placement for students	Various students were selected as Management Trainee in reputed brands like IHG, Carlson group of hotels, The Park, Haldiram's, ITC Fortune etc.
Minimizing environmental degradation	Tree plantation drive Decreased use of paper and plastic Optimization of existing infrastructure Paper recycling drive Pit composting for food waste
Promoting research climate in the institute	Faculty members have been motivated to pursue PhD, write research papers and

	present research paper and attend FDPs.
Organising Seminar & Conference	Organised Seminar on Quality Assurance in Hospitality Education. Organised an International Conference on India International Hotel, Travel & Tourism Conference.
Corporate Social Responsibility	Faculty & Students reach out to students of the government school in the near vicinity by an awareness campaign on FEB 27, 2020 to spread awareness on, electricity misuse and use of less plastic for sustainable development (as a part of Swacchta Pakhwada).
Effective industry institute tie-up.	Signed MoU with IHG, The Surya, Tiffin Chef Hospitality Private Ltd., Sattvik Council of India .
Mentoring of Students	One Mentor (Faculty) is assigned to a group of students and Mentors are continuously monitored
Uploaded AQAR 2018-19	Done
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14. Whether AQAR was placed before statutory body ?	Yes
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Name of Statutory Body	Meeting Date
Academic Audit	24-Jan-2020

15. Whether NAAC/or any other accredited body(s) visited IQAC or interacted with it to assess the functioning ?	Yes
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Date of Visit	24-Jan-2020
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16. Whether institutional data submitted to AISHE:	Yes
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Year of Submission	2020
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Date of Submission	31-Jan-2020
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17. Does the Institution have Management Information System ?	Yes
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If yes, give a brief description and a list of modules currently operational (maximum 500 words)	? The institution has an effective MIS in place. ? Faculty prepare weekly reports and submit to the HOD and Principal. ? The HODs also prepare an annual departmental report, submitted
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to the principal. ? Training, Placement and Examination departments send a semester report to the Principal. The principal in turn sends a comprehensive monthend report and annual report to the Secretary, Banarsidas Chandiwala Seva Samarak Trust. ? The Principal also prepare reports of annual activity and budget to the Governing Body of the Institution.

Part B

CRITERION I – CURRICULAR ASPECTS

1.1 – Curriculum Planning and Implementation

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

BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY has a well-defined mission to achieve its vision with the distinct and well planned approach to deliver the curriculum in the most efficient and effective manner . The curriculum specified by the GGSIP University is effectively imparted to the students with the support of University & Institution through well planned semester wise academic calendar given by examination department of BCIHMCT, NEW DELHI. The college shows ample care for the teaching and learning schedules and to provide quality education and the same is ensured by preparing well planned academic calendar. To deliver the curriculum in the most advanced and impartial manner, faculties maintain SESSION PLAN, LESSON PLAN and TRAINEE NOTES along with FACULTY REPORT every week. All faculties impart their subject knowledge through the use of traditional teaching aids like WHITE BOARD and modern teaching methods like Microsoft Teams, multimedia POWERPOINT PRESENTATION, BLOGS and VIDEOS etc. using projectors. Session plan is submitted before the commencement of the semester, to the Principal, for all the 15 weeks as per the academic calendar, provided by the Guru Gobind Singh Indraprastha University, New Delhi. The major portion of the session plan includes No. of Teaching Hours, Topics covered, Week wise chapter along with their sub topics etc. Lesson plan is also submitted every week to the Principal. In the Lesson plan, faculties mention the major objectives of the topic covered along with major terms and questions being discussed in the class. A properly prepared lesson plan makes the teaching more involving and the students tend to learn things in a better way. The Trainer Notes are the notes of the faculty in which a faculty mentions INTRODUCTION, DEVELOPMENT, DEFINITIONS, and SUMMARY along with IMPORTANT QUESTIONS of the unit. The FACULTY REPORT is a very important tool to understand how faculties deliver the curriculum and document their work each week. It includes TOPIC/S COVERED, SUB TOPIC, OBJECTIVE, TEACHING AIDS USED, CONTENTS, and REFERENCES with FEEDBACK OF THE STUDENTS. The College offers various PDP classes across semesters for the benefit of students to improve their communication skills, practical knowledge and soft-skill development along with regular academics. For the purpose of enhancing the learning quotient of the students of BCIHMCT, the feedback on the evaluation of answers sheets is given to most students of the batch. This enhances their performance each semester and is an effective tool to deliver the curriculum in a better way. For the practical classes in all FOOD PRODUCTION, FOOD AND BEVERAGE SERVICE, HOUSEKEEPING AND FRONT OFFICE, faculties use the system of CONTINUOUS EVALUATION each week. This is an excellent and impartial tool for internally marking students at the end of each semester. To accelerate the learning, Internet facility with Wi-Fi connectivity is made available throughout the

BCIHMCT campus to support the students in enhancing their knowledge with easy digital access. Faculty and students progression is actively monitored by the Head of Institution (PRINCIPAL) based on the reports and are done regularly.

1.1.2 – Certificate/ Diploma Courses introduced during the academic year

Certificate	Diploma Courses	Dates of Introduction	Duration	Focus on employ ability/entrepreneurship	Skill Development
Hunar se Rozgar Tak	1. Multi cuisine Cook 2. Waiter	04/06/2019	90	Employability	Cooking and serving food

1.2 – Academic Flexibility

1.2.1 – New programmes/courses introduced during the academic year

Programme/Course	Programme Specialization	Dates of Introduction
Nil	00	Nil
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1.2.2 – Programmes in which Choice Based Credit System (CBCS)/Elective course system implemented at the affiliated Colleges (if applicable) during the academic year.

Name of programmes adopting CBCS	Programme Specialization	Date of implementation of CBCS/Elective Course System
BHMCT	Hotel Management	01/08/2019

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

	Certificate	Diploma Course
Number of Students	72	Nil

1.3 – Curriculum Enrichment

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

Value Added Courses	Date of Introduction	Number of Students Enrolled
HSRT	04/06/2019	72
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1.3.2 – Field Projects / Internships under taken during the year

Project/Programme Title	Programme Specialization	No. of students enrolled for Field Projects / Internships
BHMCT	Hotel Management	108
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1.4 – Feedback System

1.4.1 – Whether structured feedback received from all the stakeholders.

Students	Yes
Teachers	Yes
Employers	Yes
Alumni	Yes
Parents	Yes

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

Feedback Obtained

Faculty feedback and College feedback: Continuous feed backs are taken from the students on a regular basis both for the institute and the faculty members at the end of every semester. These feedbacks are taken up seriously and help us to improve upon the facilities while improving the student teacher relationship. The faculty is made aware about the respective feedbacks of the students too. Online Feedback is also taken by head of the institute during the month of August September when the faculty members can give their respective suggestions so as to help their own development along with the institute s progress Parents feedback: Parent teacher meetings are conducted on a regular basis to keep in touch with the parents and to take feedbacks from the parents while informing them about their wards performance on a timely basis Industry feedback: The training and placement department also takes the feedbacks from the industry experts on a regular basis through an online feedback form regarding the candidates placed in order to bridge the industry academia gap. Alumni feedback: Feedbacks from the alumni members are also taken by the alumni committee

CRITERION II – TEACHING- LEARNING AND EVALUATION

2.1 – Student Enrolment and Profile

2.1.1 – Demand Ratio during the year

Name of the Programme	Programme Specialization	Number of seats available	Number of Application received	Students Enrolled
BHMCT	Hotel Management	120	Nil	108
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2.2 – Catering to Student Diversity

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

Year	Number of students enrolled in the institution (UG)	Number of students enrolled in the institution (PG)	Number of fulltime teachers available in the institution teaching only UG courses	Number of fulltime teachers available in the institution teaching only PG courses	Number of teachers teaching both UG and PG courses
2019	434	Nil	26	Nil	26

2.3 – Teaching - Learning Process

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

Number of Teachers on Roll	Number of teachers using ICT (LMS, e-Resources)	ICT Tools and resources available	Number of ICT enabled Classrooms	Number of smart classrooms	E-resources and techniques used
23	23	14	10	10	7

[View File of ICT Tools and resources](#)

[View File of E-resources and techniques used](#)

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

The BCIHMCT Student Mentor ship program enables constructive interaction, guidance and mentor ship of students by their Faculties. The vision of the program is to inculcate the right attitude right from the beginning. The institute offers infinite resources in terms of academics, career building, research, sports and cultural

activities. As a fresher to the institute, the students might feel confused for their future. Mentors are thus assigned to a definite batch of students which serves as an ideal platform for the commencement of their career in hospitality. The Mentor ship Program is a very intricately structured effort that has constant overviews and is open to feedback and criticisms. A meticulously designed effort as this, in all certainty, makes the life of an incoming fresher immensely easy. There is a well structured Mentor ship program followed by BCIBMCT. Where in approximately 1:20 numbers of Mentees (Students) are allotted to each Mentor (Faculty Member) during the induction program of new batch. Mentor is responsible for dealing with the problems queries of their mentees.

Starting from the first year, they need to interact with their mentees on weekly or monthly basis, they need to discuss about their performance, need to perform team building exercises like an outing with their wards, one on one interaction so that mentors can create a strong bond with their wards and mentees can share their issues with their mentors without any hesitation, also mentors need to focus on the weak points of their wards and help them to overcome the situations. Mentors are responsible for providing any update related to the curriculum or extra co-curricular activities (Inter or intra college) so that students can participate accordingly, they also need to take care about the regularity of their wards, they need to guide them for their career, also they helps them in their placements like helping in personal interviews, group discussions, also helps them for boosting up their confidence for interviews, apart from this professional relation, mentees can also seek personal support from their mentors, as sometimes they cannot share things with their family members of friends so they share with their mentors and mentors tries to resolve the situation in best possible way. This is how a mentor can win the trust of their wards. Each mentor needs to maintain a box file wherein they keep the record of the documents of their mentees which includes the following: • Student Information Sheet with photographs that includes their personal information like Contact number, Parents name and contact number, email Id, Residential address. • 10th 12th Mark sheet or Passing Certificate • Resume • Photocopy of ID card • Training certificates of their Industrial training • Marks record of each semester • Offer Letters of their placements • Attendance record of each semester • Medical record if any • Appreciation letters if any • Certificates of academics or extra co curriculum activities if any. 434

Number of students enrolled in the institution	Number of fulltime teachers	Mentor : Mentee Ratio
434	23	1:20

2.4 – Teacher Profile and Quality

2.4.1 – Number of full time teachers appointed during the year

No. of sanctioned positions	No. of filled positions	Vacant positions	Positions filled during the current year	No. of faculty with Ph.D
5	5	Nil	5	Nil

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

Year of Award	Name of full time teachers receiving awards from state level, national level, international level	Designation	Name of the award, fellowship, received from Government or recognized bodies
2019	Mr. Ranojit Kundu	Assistant Professor	Pastry Chef of The Year (Indian Culinary Forum)
2019	Chef Sumit Pant	Assistant Professor	Culinary Educator Award-2019 (World Chef Choice Federation)
2019	Chef Sumit Pant	Assistant Professor	Best YouTube Channel Award in Culinary Education (World chef choice Federation)
2020	Mr. Ranojit Kundu	Assistant Professor	Chef Extraordinaire (

			Holyland/Golden Crown)
2020	Mr. Ranojit Kundu	Assistant Professor	Culinary Educator Award (Delhi technical campus-greater Noida)
2020	Mr. Manish Malhotra	Assistant Professor	Culinary Educator Award (F B Production)
2020	Dr. Prem Ram	Assistant Professor	Culinary Educator Award-2020
2020	Mr. Vaibhav Verma	Assistant Professor	Hospitality Educator Award (F B Service).
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2.5 – Evaluation Process and Reforms

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

Programme Name	Programme Code	Semester/ year	Last date of the last semester-end/ year-end examination	Date of declaration of results of semester-end/ year- end examination
BHMCT	22	IST/3RD/5TH/7TH	23/12/2019	13/07/2020
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2.5.2 – Reforms initiated on Continuous Internal Evaluation(CIE) system at the institutional level (250 words)

The continuous evaluation is done during the semester by the faculty of BHMCT for all subjects. The weightage for various components of evaluation is as follows: Theory Courses: 1. Internal marks evaluation by teachers for 25 marks 2. Semester term end examination for 75 marks Practical Courses: 1. Continuous evaluation by teachers for 40 marks 2. Semester term end examination for 60 marks With the exception of Training Report, for which the weightage of continuous evaluation and Semester term end evaluation are 50 marks each. For theory courses, continuous evaluation is done on the basis of Midterm examinations which are conducted once during the semester, in accordance with GGSIP University Academic calendar. For Practical courses, continuous evaluation is done throughout the semester by respective subject teachers during the Practical Course class.

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

Academic calendar is prepared to and adhered for conduct of Examinations at Banarsidas Chandiwala College of Hotel Management and Catering Technology, as per the University norms. The calendar highlights week wise academic details and is prepared both for the even and odd semester separately. Details such as events, training sessions, end term practical and theory examinations along with the internal mid semester class tests are highlighted in the same. It gives a brief about the total teaching weeks which are available in a semester. The academic calendar makes it possible to provide a better opportunity for a thorough examination of subjects, research assignments, scheduled events and end term papers. It also provides better prospects for interaction between faculty and students. Classes generally span over a lengthy period of 15 weeks,

thereby giving more time to the students to expand their thoughts on challenging aspects and absorbing as much as they can during the time period.
Web Link: <https://www.bcihmct.ac.in/download/calendar19-20.pdf>

2.6 – Student Performance and Learning Outcomes

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

https://www.bcihmct.ac.in/index.php?option=com_content&view=article&id=111&Itemid=227

2.6.2 – Pass percentage of students

Programme Code	Programme Name	Programme Specialization	Number of students appeared in the final year examination	Number of students passed in final year examination	Pass Percentage
22	BHMCT	hotel management	93	93	100
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2.7 – Student Satisfaction Survey

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

https://drive.google.com/file/d/1e9r3aaf3gvA_U26mOd5xX4Ut2SrEF-gu/view?usp=sharing

CRITERION III – RESEARCH, INNOVATIONS AND EXTENSION

3.1 – Resource Mobilization for Research

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

Nature of the Project	Duration	Name of the funding agency	Total grant sanctioned	Amount received during the year
Total	0	0	0	0
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3.2 – Innovation Ecosystem

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

Title of workshop/seminar	Name of the Dept.	Date
Mr. Gagandeep Singh, Sommelier, Wi-Not	Training and Placement	09/07/2019
Mr. Sameer Kaul, Conquer Next	Training and Placement	09/07/2019
Mr. Saurabh Bagai, Asst. Training Manager, Imperial	Training and Placement	09/07/2019
Ms. Smriti Lamba, Learning Development Manager, Accor	Training and Placement	10/07/2019
Ms. Sanchita Khanna, ITC Welcome	Training and Placement	11/07/2019

Mr. Andrew J Ryder, Director -SpeakIn	Training and Placement	11/07/2019
Mr. Tushar Abrol, L D Manager, Vivanta, Dwarka	Training and Placement	12/07/2019
Chef Parth Bharti, Executive Chef, Pickle Restaurant	Training and Placement	16/07/2019
Mr. Prakash Chand, Eros Hotel	Training and Placement	16/07/2019
Ms. Preeti Makhija, The Leela Palace	Training and Placement	17/07/2019
Mr. Divyansh Kaushik, Training Manager, The Oberoi New Delhi	Training and Placement	18/07/2019
Mr. Apurv Sareen, Marriott Gurgaon	Training and Placement	19/07/2019
Ms. Mansi Sharma, Burger King	Training and Placement	22/07/2019
Ms. Payal Mehta, EHK, Crowne Plaza Okhla	Training and Placement	23/07/2019
Mr. Abhishek Paul - Toefl	Training and Placement	24/07/2019
Mr. Aditya Bidani, Front office Mgr, CPO	Training and Placement	24/07/2019
Mr. Sumit Sinha, F B Director, CPO	Training and Placement	25/07/2019
Mr. Rishabh Tandon, Director-HR, CPGN	Training and Placement	25/07/2019
Mr. Vineet Chaudhary - International Education	Training and Placement	26/07/2019
Workshop with ITC fortune	Training and Placement	19/09/2019
Workshop with The Suryaa, New Delhi	Training and Placement	11/03/2020
Expert Session, Esthereena Rajput Training Manager- The Suryaa, New Delhi	Training and Placement	22/08/2019
IWBS Level-1	Food Beverage Team	30/07/2019
Lavazza coffee session	Food Beverage Team	16/11/2019
"Bar Start"-Tulleeho Wine Session	Food Beverage Team	20/01/2020
Certified Work Shop on Wines- Mr. Gagan Sharma and Mr.Sahil Mishra	Food Beverage Team	30/07/2019
Mr. Varun Balwani, Sales Director- FCS COMPUTER SYSTEMS INDIA	Training and Placement	19/08/2019
Workshop by Academy of Pastry Arts India	Food Production Team	31/12/2020

Walkathon, Crowne Plaza Okhla	Training and Placement	06/09/2019
Session by Dr. Swarup Sinha, Principal, ITC Limited: HOTELS DIVISION, ITC Hospitality Management Institute	Training and Placement	08/11/2020
Pastry workshop by Chef Tanuj Gera	Food Production Team	13/11/2019
Mr. Siddharth Mishra, Channel Manager (North), LAVAZZA GROUP	Food Beverage Team	16/10/2019
Gloabal Education Management Overseas Ltd. Mr. Frederick Young and Hospitality Industry stalwart Mr. Vaskar Sen Gupta	Training and Placement	18/01/2020
Workshop on the Beer Appreciation was conducted by "Tulleeho Wine Academy" named "Beer Star"	Food Beverage Team	20/01/2020
MOU with The Suryaa, New Delhi Confederation of Women Entrepreneurs of India	Food Production Team	06/02/2020
Intra Culinary Competition	Food Production Team	07/03/2020
Future of Leadership Series, Mr Vinod Pandita, Management consultant, PMC PVT LTD, Dr Amit Seth, Professor, Manav Rachna INTERNATIONAL University and Mr. Rajul Pratap, Founder and CEO, School Lalaji Solutions	Food Beverage Team	12/03/2020
Webinar- CHEF P S BALI, Corporate Chef, L D, The Oberois	Food Production Team	02/05/2020
Webinar (MASTER CLASS) Par Excellence on "SAKE" from Tokyo, Japan	Food Production Team	06/05/2020
Webinar -Gurjit Singh Barry, AIWS, Sommelier	Food Beverage Team	08/05/2020
Webinar- Mr RishabhTandon, Area Director, HR (NORTH INDIA), IHG.	Training and Placement	14/05/2020
Webinar-CHEF ASHISH BHASIN, Executive Chef ,	Food Production Team	17/05/2020

Leela Gurugram		
Webinar- Mr Deepak Behl (Director HR The park Hotel, New Delhi	Training and Placement	21/05/2020
Webinar- Mr Mayank Rawat, Wine Sommelier at Hakkasan, St .Regis, Doha.	Food Beverage Team	23/05/2020
Webinar-Mr Manuj Matta, Sales Head, India Subcontinent, Accor Swissotel Patong	Food Beverage Team	05/06/2020
Webinar- Dr Neelam Mishra, Clinical Neuro Psychologist, Sir Ganga Ram Hospital, New Delhi	Training and Placement	17/06/2020
Crowne Plaza Okhla Flower Arrangement Workshop	Housekeeping	30/09/2019
Crowne Plaza Okhla Flower Arrangement Workshop	Housekeeping	01/10/2019

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

Title of the innovation	Name of Awardee	Awarding Agency	Date of award	Category
Chef Extraordinaire	Chef Ranojit Kundu	Golden Crown	19/12/2019	Golden Crown Recipe Contest Winner
Pastry Chef of the year	Chef Ranojit Kundu	Indian Culinary Forum	19/12/2019	Pastry Chef of the year
Hospitality Educator Award	Mr. Vaibhav Verma	Delhi Technical Campus	11/02/2020	Hospitality Educator Award- F and B Service
Culinary Educator Award	Dr. Prem Ram	Delhi Technical Campus	11/02/2020	Culinary Educator Award- Fand B Production
Culinary Educator Award	Mr. Manish Malhotra	Delhi Technical Campus	11/02/2020	Culinary Educator Award- Fand B Production

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3.2.3 – No. of Incubation centre created, start-ups incubated on campus during the year

Incubation Center	Name	Sponsored By	Name of the Start-up	Nature of Start-up	Date of Commencement
BCIHMCT	Tiffin Chef Hospitality Pvt. Ltd	Tiffin Chef	Tiffin Chef Hospitality Pvt. Ltd	Hospitality	01/08/2019
BCIHMCT	SATVIK India Council	SATVIK India Council	SATVIK India Council	Hospitality	12/04/2019

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3.3 – Research Publications and Awards

3.3.1 – Incentive to the teachers who receive recognition/awards

State	National	International
0	0	0

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

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

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

Type	Department	Number of Publication	Average Impact Factor (if any)
National	(Sidharth Srivastava) Food Production	2	Nil
National	(Rachna Chandan) Management	1	Nil
National	Food Production/(Dr. Prem Ram)	1	Nil
International	(Sidharth Srivastava) Food Production	1	Nil
International	(Rachna Chandan) Management	1	5.8

[View File](#)

3.3.4 – Books and Chapters in edited Volumes / Books published, and papers in National/International Conference Proceedings per Teacher during the year

Department	Number of Publication
Hospitality Management	5
Tourism Management	1

[View File](#)

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

Title of the Paper	Name of Author	Title of journal	Year of publication	Citation Index	Institutional affiliation as mentioned in the publication	Number of citations excluding self citation
Intention of Hospitality Students towards Entrepreneurial Education	Sidharth Srivastava	Review of Professional Management	2020	Nil	Nil	Nil

Human Resource Management: A Crucial Component in Context of the Indian Hospitality Industry	Mr. Sidharth Srivastava	Journal of Services Research	2020	Nil	Nil	Nil
New Act East Policy - Opportunities and Challenges of Tourism in North East India.	Mr. Sidharth Srivastava	International Journal of Research and Analytical Reviews	2019	Nil	Nil	Nil
Mentoring of the hotel workforce: A sustainable tool to improve employee morale (retention)-a case study in Hotels of Delhi, NCR	Ms. Rachna Chandan Dr. Balgopal Singh	ATITHYA: A journal of Hospitality	2019	Nil	AISSMS, PUNE (Affiliated by University of Pune)	Nil
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3.3.6 – h-Index of the Institutional Publications during the year. (based on Scopus/ Web of science)

Title of the Paper	Name of Author	Title of journal	Year of publication	h-index	Number of citations excluding self citation	Institutional affiliation as mentioned in the publication
0	0	0	Nil	Nil	Nil	0
No file uploaded.						

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

Number of Faculty	International	National	State	Local
Attended/Seminars/Workshops	23	12	Nil	Nil
Presented papers	2	Nil	Nil	Nil
Resource persons	2	Nil	Nil	Nil

3.4 – Extension Activities

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

Title of the activities	Organising unit/agency/ collaborating agency	Number of teachers participated in such activities	Number of students participated in such activities
Entrepreneurship Development Program	Delhi Khadi Development Board	2	8
Disaster Risk Reduction	District Disaster Management Authority (South East)	6	300
Voter Awareness Campaign	Delhi Government	23	100
Eco Club Activities	Department of Environment, Delhi Secretariat	6	350
MOU	The Surya Hotel	5	400
Ek Bharat Shresth Bharat	Ek Bharat Shresth Bharat	2	225
Swachhta Pakhwada	Swachh Bharat Abhiyan	5	250
Corporate Social Responsibility	Goonj NGO	2	100
Blood Donation Camp	Red Cross	2	72

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

Name of the activity	Award/Recognition	Awarding Bodies	Number of students Benefited
Culinary Educator Award (F B Production)	Culinary Educator Award (F B Production)	Delhi Technical campus	430
Culinary Educator Award (F B Production)	Culinary Educator Award (F B Production)	Delhi Technical campus	430
Hospitality Educator Award (F B Service)	Hospitality Educator Award (F B Service)	Delhi Technical campus	430
Chef Extraordinaire	Chef Ranojit Kundu	Golden Crown	430
Pastry Chef of the year	Chef Ranojit Kundu	Indian Culinary Forum	430
Best YouTube Channel Award	Best YouTube Channel Award	World Chef Choice Federation	430

[View File](#)

3.4.3 – Students participating in extension activities with Government Organisations, Non-Government Organisations and programmes such as Swachh Bharat, Aids Awareness, Gender Issue, etc. during the year

Name of the scheme	Organising unit/Agency/collaborating agency	Name of the activity	Number of teachers participated in such activities	Number of students participated in such activities
Awareness Drive on Immersion of Idols And Its Repercussions	Eco club-BCIHMCT	Immersion of idols in the water bodies and its effects	2	10
Initiative of Tree plantation	Eco club-BCIHMCT	Tree Plantation Drive	10	200
Swachh Bharat	Eco club-BCIHMCT	Cleanliness Drive	6	200
Plastic Awareness	Eco club-BCIHMCT	Stop using plastic	5	10
Anti Fire Cracker Campaign	Eco club-BCIHMCT	Initiative on "No USE of Fireworks"	5	100
Constitution Awareness	BCIHMCT	Sanwidhan Diwa	10	100
Conserving Yamuna Awareness drive	Eco club-BCIHMCT	conservation of water of the Yamuna River and raising awareness	5	50
Voters awareness campaign	Delhi Government	Students awareness to vote in Delhi elections	23	100
Red Cross	Red Cross	Blood Donation Camp	5	100
Disaster Risk Reduction (DRR)	District Disaster Management Authority (South East)	Disaster Management awareness	6	300

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3.5 – Collaborations

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

Nature of activity	Participant	Source of financial support	Duration
IIHTTRC 2020	250	NA	2
CHE 2019	410	Sponsors	3
Jury Member- ART TUR	1	NA	7

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3.5.2 – Linkages with institutions/industries for internship, on-the- job training, project work, sharing of research

facilities etc. during the year

Nature of linkage	Title of the linkage	Name of the partnering institution/ industry /research lab with contact details	Duration From	Duration To	Participant
On job training	Internship	Le Meridien, New Delhi	06/01/2020	18/03/2020	Saurav Yadav
On job training	Internship	J W Marriott, Aerocity	06/01/2020	18/03/2020	Prateek Arora
On job training	Internship	J W Marriott, Aerocity	06/01/2020	18/03/2020	Surjit Singh
On job training	Internship	Taj Palace, New Delhi	06/01/2020	18/03/2020	Ritu Mishra
On job training	Internship	Lemon Tree Aerocity	06/01/2020	18/03/2020	Sachin Gautam
On job training	Internship	Hyatt Place Gurugram	06/01/2020	18/03/2020	Rishabh Gulati
On job training	Internship	Vivanta, Surajkund	06/01/2020	18/03/2020	Vihan Bhardwaj
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3.5.3 – MoUs signed with institutions of national, international importance, other universities, industries, corporate houses etc. during the year

Organisation	Date of MoU signed	Purpose/Activities	Number of students/teachers participated under MoUs
The Suryaa hotel, New Delhi	06/02/2020	Understanding the latest trends in the industry and incorporating them in the academic curriculum	434
TIFFIN CHEF	01/08/2020	Interaction • Mutual recognition in start ups and Entrepreneurial schemes	434
SATTVIK INDIA COUNCIL	10/04/2019	Quality process certification • Faculty development programme • Students training and internship programme • Setting incubation centre	434

IHG ACADEMY PROGRAMME	22/11/2019	Hospitality education and training	434
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CRITERION IV – INFRASTRUCTURE AND LEARNING RESOURCES

4.1 – Physical Facilities

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

Budget allocated for infrastructure augmentation	Budget utilized for infrastructure development
1000000	1558539

4.1.2 – Details of augmentation in infrastructure facilities during the year

Facilities	Existing or Newly Added
Campus Area	Existing
Class rooms	Existing
Laboratories	Existing
Seminar Halls	Existing
Classrooms with LCD facilities	Existing
Seminar halls with ICT facilities	Existing
Video Centre	Existing
Value of the equipment purchased during the year (rs. in lakhs)	Newly Added
Others	Newly Added
Number of important equipments purchased (Greater than 1-0 lakh) during the current year	Newly Added
Classrooms with Wi-Fi OR LAN	Existing
No file uploaded.	

4.2 – Library as a Learning Resource

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

Name of the ILMS software	Nature of automation (fully or partially)	Version	Year of automation
ALICE for Windows	Partially	5.50 a.002	2007

4.2.2 – Library Services

Library Service Type	Existing		Newly Added		Total	
Text Books	5526	2112406	522	223919	6048	2336325
Reference Books	2781	Nill	181	Nill	2962	Nill
Journals	18	27400	Nill	Nill	18	27400
e- Journals	Nill	Nill	2	164560	2	164560

Digital Database	1	15000	Null	Null	1	15000
Others(specify)	27	25117	Null	Null	27	25117
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4.2.3 – E-content developed by teachers such as: e-PG- Pathshala, CEC (under e-PG- Pathshala CEC (Under Graduate) SWAYAM other MOOCs platform NPTEL/NMEICT/any other Government initiatives & institutional (Learning Management System (LMS) etc

Name of the Teacher	Name of the Module	Platform on which module is developed	Date of launching e-content
Ms. Gagandeep Soni	A Case Study of Taj Hotels	SWAYAM	28/02/2019
Mr. Ranojit Kundu	Scope and opportunities in the area of Bakery Confectionary	NIOS	14/08/2019
Mr. Sidharth Srivastava	1. Food Cost Control and Menu Engineering 2. Front Office Management	SWAYAM	17/12/2019
No file uploaded.			

4.3 – IT Infrastructure

4.3.1 – Technology Upgradation (overall)

Type	Total Computers	Computer Lab	Internet	Browsing centers	Computer Centers	Office	Departments	Available Bandwidth (MBPS/ GBPS)	Others
Existing	88	58	80	5	0	5	9	50	9
Added	10	10	10	0	0	0	0	0	0
Total	98	68	90	5	0	5	9	50	9

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

50 MBPS/ GBPS

4.3.3 – Facility for e-content

Name of the e-content development facility	Provide the link of the videos and media centre and recording facility
Indian Journal of Applied Hospitality Tourism Research	https://www.bcihmct.ac.in/download/IJAHTR/Publications.htm
YUVA E-Newsletter	https://www.bcihmct.ac.in/download/Campus/YUVA_Aug_2020.pdf
Hotel Sales Marketing Blog	http://ihmmarketing.blogspot.com/p/personal-sales-unit-iv.html
Job Cincher	http://jobcincher.blogspot.com/

Principles of Management Academic Blog	http://principlesofmanagement7.blogspot.com/2015/04/ten-managerial-roles-by-henry-mintzberg.html
Account club for students You tube Channel	https://www.youtube.com/channel/UCoSD90KAdi0Wiyj1U_JRL4A
Food Slide You tube Channel	https://www.youtube.com/channel/UCPVYyW-OfZMJGgPmzjWdrcg
Mr. Peeyush Srivastav	https://learnmarketingwithpeeyushsir.blogspot.com/
Ms. Gagandeep Soni	http://gagansonihousekeeping.blogspot.com/
Mr. Indrajit Chaudhury	http://indrajitchaudhury.blogspot.in/
Ms. Rachna Chandan	https://rachna-accomodationoperation.blogspot.com/?m=1
Ms. Nausheen	https://nausheenclasses.blogspot.com/
Mr. Nikhil Sharma	http://nikhilsharmarandbmgmt.blogspot.com/ http://nikhilsharmararestaurantandar.blogspot.com/
Mr. Mohan Jain	https://mohanjain-computerapplication.blogspot.com/ https://mohanjain-environmentalscience.blogspot.com/

4.4 – Maintenance of Campus Infrastructure

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

Assigned Budget on academic facilities	Expenditure incurred on maintenance of academic facilities	Assigned budget on physical facilities	Expenditure incurred on maintenance of physical facilities
3480000	4023143	4900000	4438810

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

- The Administration is responsible for the upkeep and regular maintenance of physical facilities 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 basis.
- Standard Operating Procedures are designed by the department heads for the utilisation of laboratories at all times.
- The maintenance is headed by the Housekeeping Department of the Institute who reports to the Administration Coordinator for the procurement and purchasing of the required items. The Institute has a regular maintenance staff available 24/7 for plumbing, electricity, air conditioning and other important maintenance jobs.
- Adequate in house housekeeping staff is employed for the cleaning of the institutional

premises in order to provide a congenial learning environment. Classrooms, laboratories, computer labs and washrooms are cleaned twice a day on a daily basis. Colour coding system of bins is followed and dustbins are placed at all the required points. A well maintained garden with a proper employed gardening team is available during work hours for maintaining the green cover of the Institute. The campus also has rain water harvesting facility and composting is also done to recycle food waste • The campus is under CCTV surveillance. • Every department maintains a stock register for the equipment as well as other operating supplies. These are indented as per requirement by the respective department heads and the final approval for the procurement is given by the Principal. • The Institute has sufficient and safe drinking water and has 4 water coolers with two water coolers having a capacity of 25 lph and the remaining having a capacity of 50 lph. Annual Maintenance Contract (AMC) for the RO is maintained. The classrooms, library and labs are fully air conditioned. The college has a board room as well as well maintained seminar hall. • Proper inspection is done on a periodical basis and regular audits and inspections are conducted to keep a check on the stocks maintained by all departments. Inventory list is submitted bi annually to the Administration Coordinator as well as the Principal of the Institute. • The civil, repair and other renovation work (masonry, painting, plaster works) is regularly maintained by the Estate office. • Library books and records are also updated every year. The library is headed by the Librarian who reports to the Principal. There are certain rules and regulations to be adhered to while using the library premises i.e. books as well as the computers installed. Documented Entry has to be made by the students in the library whenever they enter the library.

https://www.bcihmct.ac.in/download/Lab_Rules.pdf

CRITERION V – STUDENT SUPPORT AND PROGRESSION

5.1 – Student Support

5.1.1 – Scholarships and Financial Support

	Name/Title of the scheme	Number of students	Amount in Rupees
Financial Support from institution	NA	0	0
Financial Support from Other Sources			
a) National	Merit Cum Means EWS	42	2489800
b) International	NIL	Nil	0
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5.1.2 – Number of capability enhancement and development schemes such as Soft skill development, Remedial coaching, Language lab, Bridge courses, Yoga, Meditation, Personal Counselling and Mentoring etc.,

Name of the capability enhancement scheme	Date of implemetation	Number of students enrolled	Agencies involved
Group Discussion Session	12/07/2019	100	Mr. Peeyush Srivastav, Mr. Manish Malhotra, Ms. Shubhangi Garg
Team Building Activity/Interview Skills	11/07/2019	100	Mr. Manish Malhotra, Ms. Shubhangi Garg

Registration Form Submission - A, B, C D Batch	10/07/2019	100	Mr. Manish Malhotra, Ms. Shubhangi Garg
Resume Formatting / Submission	10/07/2019	100	Mr. Manish Malhotra, Ms. Shubhangi Garg
Resume Writing	09/07/2019	100	Mr. Peeyush Srivastava
Verbal communication	08/07/2019	200	Ms. Shubhangi Garg
Grooming Standards	08/07/2019	40	Mr. Manish Malhotra Ms. Shubhangi Garg
Workshop by Chef Astik Oberoi	31/08/2019	50	Academy of Pastry Arts India on Modern French Pastry
National Conference on New EDUCATION for New India	29/07/2019	10	Education Wing Rajyoga Education Research Foundation -WPrajapita
Workshop on Personality Development Programme	16/08/2019	200	Banarsidas Chandiwala Institute of Physiotherapy

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5.1.3 – Students benefited by guidance for competitive examinations and career counselling offered by the institution during the year

Year	Name of the scheme	Number of benefited students for competitive examination	Number of benefited students by career counseling activities	Number of students who have passed in the comp. exam	Number of students placed
2020	Smart class for career counselling	Nil	74	Nil	69

[View File](#)

5.1.4 – Institutional mechanism for transparency, timely redressal of student grievances, Prevention of sexual harassment and ragging cases during the year

Total grievances received	Number of grievances redressed	Avg. number of days for grievance redressal
1	1	1

5.2 – Student Progression

5.2.1 – Details of campus placement during the year

On campus			Off campus		
Name of organizations	Number of students	Number of students placed	Name of organizations	Number of students	Number of students placed

visited	participated		visited	participated	
Roseate	81	6	Jaypee Hotels	55	6
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5.2.2 – Student progression to higher education in percentage during the year

Year	Number of students enrolling into higher education	Programme graduated from	Depratment graduated from	Name of institution joined	Name of programme admitted to
2019	Nill	0	0	0	0
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5.2.3 – Students qualifying in state/ national/ international level examinations during the year (eg:NET/SET/SLET/GATE/GMAT/CAT/GRE/TOFEL/Civil Services/State Government Services)

Items	Number of students selected/ qualifying
Nill	Nill
No file uploaded.	

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

Activity	Level	Number of Participants
Sanitization programme for Covid-19	Institution level	30
INTRA CULINARY COMPETITION, Founders Day	Institution level	20
Annual Debate Competition	Institution level	100
Rasoi Queen Competition	Institution level	100
10th India International Hotel Travel and Tourism Research Conference	Institution level	250
International Tea Day- Tea tasting session	Institution level	30
Convocation ceremony	University Level	5
Spardha Football Match	Institution level	10
Chandiwala sports Meet	Institution level	70
Gully cricket	Institution level	18
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5.3 – Student Participation and Activities

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

Year	Name of the award/medal	National/ Internaional	Number of awards for Sports	Number of awards for Cultural	Student ID number	Name of the student
2019	Body Building	National	1	Nill	05211002 219	Abhinav Gupta

5.3.2 – Activity of Student Council & representation of students on academic & administrative bodies/committees of the institution (maximum 500 words)

We at BCIHMCT believe in leading the students from behind. The institute involves students at all levels. There are different committees in the Institute and students from all years are included in the same as per their interest. Committees like Disaster Management, Sexual Harassment, Disciplinary and Anti ragging Committee inculcate the skills of leadership, stress management, decision making skills along with empathy and team building in the student. Sports and cultural Committee on the other hand takes the responsibility of representing the Institute at the Inter College State and National level by motivating students to participate in different activities. Environment Committee generally takes up the issues related to the environment and makes the other students aware while leading them to participate in greening and cleaning the environment. There are various committees, led by students and have student members from all years.

5.4 – Alumni Engagement

5.4.1 – Whether the institution has registered Alumni Association?

No

5.4.2 – No. of enrolled Alumni:

640

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

640987

5.4.4 – Meetings/activities organized by Alumni Association :

11 activities (5 seminars in institute, 2 webinars 4 Alumni live interviews on Digital Platform)

CRITERION VI – GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.1 – Institutional Vision and Leadership

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

Time table and subject allocation is done after a thorough discussion with the Head of the Department. Regular meetings with the HODs' for the preparation of Annual Budget in order for procurement/purchase of up gradation of the premises. Appraisal of the respective faculty members is done by the HODs' and then passed on to Head of the Institute Preparation/ revision of the curriculum are done by the respective faculty members and HODs' before getting final approval from the Head of the Institute. Procurement of library books is done on the basis of the expertise of the Faculty members.

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

Yes

6.2 – Strategy Development and Deployment

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

Strategy Type	Details
Curriculum Development	Visionary and Futuristic Curriculum

revised in 2018 as per the need of the Industry. NEP will be implemented in 2021. The curriculum provides opportunity for Industrial exposure two times during the course which is unique of its kind. More practical based industry interface initiated to reduce the Gap between Industry and Academia.

Teaching and Learning

1. Practical exposure through workshops, industry visits and guest lectures by Industry Experts.
2. Development of an Academic Information System, which monitors and continuously reviews the performance and the delivery of the courses as per the academic plan of the college. The focus has been to ensure that no class gets cancelled or that at the end of the term the required numbers of sessions in each course are held as per schedule
3. 24X7 Wi Fi enabled campus providing for technology access.
4. Making session plan of every subject and practical modules of practical subject before the beginning of every semester
5. Use of ICT in teaching and learning process.
6. Well-equipped functional language lab is there for the students.
7. On hand experience of practical classes.
8. Final year students have research based project and are properly guided by the faculty members.
9. Online sessions with reference videos.
10. Blogs created by faculty members

Examination and Evaluation

Examination Evaluation Process is fully computerized which has resulted in publication of results within 14 days of conduct of examinations. Evaluation with facility for tracking the valuation pattern leading to consistent and rational normalization of marks if deemed necessary is in process. Continuous Evaluation is an adopted method wherein student attending the practical is evaluated and marks on apprised specifications. The USP of this process is that revaluation is carried out in the presence of the students. Marks are allotted for internal which is sent to university in OMR for result publications.

Research and Development

1. Dedicated Research department with high profile Researchers State of the art equipment and space - exclusive research cell.
2. Annual research day with best paper awards and also being

the first private Hotel Management Institute in New Delhi to have dedicated Annual International Conference (Tenth India International Hotel Travel Tourism Research Conference on Hospitality and Tourism), which was designed and fabricated by the students and faculty in recent collaboration with ARTTUR International Tourism Film Festival. 3. Institute publishes a Peer Reviewed International journal on Hospitality (IJAHTR) ISSN097549. 4. Institute also publishes an ISBN Book Titled: Transforming Hospitality Tourism: Sustainable Goals Strategies for future, ISBN No. 9788192085098. 5 Eight faculty of the institute are enrolled in PhD. 6. Faculty of this college is part of Editor- Indian Journal of Applied Hospitality and Tourism Research, Convener- India International Hotel, Travel Tourism Research Conference , Jury- ARTTUR International Tourism Film Festival, Portugal, Editorial Board Member, International Journal of Food Service and Gastronomy, Turkey, Scientific Committee Member, International Virtual Conference on Advance Scientific Results, Slovakia.

Library, ICT and Physical Infrastructure / Instrumentation

1. Institute has subscribed to e-journal Gale Cengage Learning Hospitality, Tourism and Leisure Collection and Culinary Art Collection
 2. E-Library also has a cyber cafe for students to access web resources. 3. ICT is practiced in smart classrooms using Wi Fi and LCD. 4. Communication channels are open to students and alumni via social media. 5. All departments like Food and Beverage Production, Patisserie, Housekeeping uses latest gadgets for quality learning. 6. Language Lab 7. Computer Labs

Human Resource Management

1. HRM policies include best in class salaries due to implementation of 6th pay commission. 2. Institute facilitates and encourages faculty for self-improvement in field of academics and research. 3. HR manual CONTROLLED COPY is with the Administration coordinator and Principal office and is available to be checked by any faculty when he/ she need to do so.

Industry Interaction / Collaboration

1. A joint partnership MOU was signed between The Surya Hotel New Friends

colony and Crowne Plaza, Okhla, New Delhi and BCIIHMCT for closer collaboration for Educational Excellence. Cooperation is in the field of Faculty Exposure, students training and visit of industry experts to conduct special sessions at BCIIHMCT beside many other opportunities are being utilized for academic development

2. Invite senior management from hotels for guest lecture.
3. Sending students on outdoor catering to understand the latest trends followed in hotel.
4. To invite experts from hospitality industry to judge various mega events conducted at the institute.
5. To invite Human Resource team of five star Hotels to explain their requirements to students to become employable.
6. To stimulate, encourage and support new members of staff in their teaching careers by sending them to cross exposure training to hotels.
7. To stimulate, encourage and support new members of staff in their teaching careers.
8. The college has encouraged students to pursue internships during the vacations and acquire necessary problem solving skills.

Admission of Students

The admissions are carried out strictly on merit basis through a Common Entrance Test (CET) conducted by Guru Gobind Singh Indraprastha University (GGSIPU). The University conducts central counselling for the college affiliated with it. We provide the link of admission procedure of GGSIP University on our institute website. We also provide the link to redirect a user to fill CET registration form for BHMCT programme. We have given the complete information of Intake, Reservation Policy and Eligibility Criteria on our Institute Website. We also conduct Introductory Visit of our Institute for students who are studying in class 11th or 12 of different schools in Delhi/NCR where we introduce BHMCT course and its broad reach as a carrier option.

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

E-governance area	Details
Planning and Development	The institution has an effective MIS in place. Faculty prepare Session Plans, Lesson Plans and weekly reports for the HOD and Principal. The HODs

also prepare an annual departmental report, submitted to the principal. Training, Placement and Examination departments send a semester report to the Principal. The principal in turn sends a comprehensive month end report and annual report to the Chairman, Banarsidas Chandiwala Seva Samarak Trust. The Principal also prepares and presents reports of annual activity and budget to the Governing Body of the Institution.

Administration

- Facility of Computer Access to all Faculty Members for Research and Development.
- Upgraded library by subscription to e-journals Gale Cengage Learning Hospitality, Tourism and Leisure Collection and Culinary Art Collection taken for Research and Development for Students and Faculties.
- Campus WIFI access facilities for students and staff including hostels.
- Students were given classes on using computer and online resources for research as they were preparing for the project presentations.
- Internet leased line up gradation in progress.
- Video Conferencing facilities for online interview. Online Fee Payment(Academic) for students

Finance and Accounts

- Fees paid online by students through IMPS or NEFT
- Registration fees taken for different events organised by the Institute are paid online
- Payments for Purchased Items are done through Online mode.

Student Admission and Support

Admission to the Institute is through CET conducted by GGSIP University. This process ensures complete transparency in the admission process. The CET examination fee is paid online and forms are available on the website. Selected students are called in for counselling by the GGSIPU and document verification and payment of fee takes place there itself after which the students report to the Institute.

Examination

As per the University rules, the evaluation model are divided into two parts: internal evaluation and the final evaluation. The internal evaluation is done based on an indigenously developed strategy of 'Continuous Evaluation' which focuses on regular learning graph of students. The external evaluations are conducted

by GGSIP University according to its norms. Examination notices and results (both internal and external) are updated on the Institutional website.

6.3 – Faculty Empowerment Strategies

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

Year	Name of Teacher	Name of conference/ workshop attended for which financial support provided	Name of the professional body for which membership fee is provided	Amount of support
No Data Entered/Not Applicable !!!				
No file uploaded.				

6.3.2 – Number of professional development / administrative training programmes organized by the College for teaching and non teaching staff during the year

Year	Title of the professional development programme organised for teaching staff	Title of the administrative training programme organised for non-teaching staff	From date	To Date	Number of participants (Teaching staff)	Number of participants (non-teaching staff)
2019	CHE 2019	CHE 2019	16/10/2019	18/10/2019	25	3
2019	Disaster Management Awareness	Disaster Risk Reduction (DRR) First Aid	03/10/2019	03/10/2019	4	2
2020	IIHTTRC 2020	IIHTTRC 2020	14/02/2020	15/02/2020	25	3
2020	Voting Campaign	Voting Campaign 2020	17/01/2020	17/01/2020	25	3
2020	Stress Management Webinar by Ganga Ram Hospital Doctor	Traumatic stress in the age of covid-19: A call to close critical gaps and adapt to new realities	17/06/2020	17/06/2020	20	Nil
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6.3.3 – No. of teachers attending professional development programmes, viz., Orientation Programme, Refresher Course, Short Term Course, Faculty Development Programmes during the year

Title of the professional	Number of teachers who attended	From Date	To date	Duration
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development programme				
. FDP on "R-Programming" by School of IT IMS Noida in association with Spoken Tutorial, IIT Bombay- Pandit Madan Mohan Malviya Mission on Teachers and Teachings (PMMNMIT).	1	25/05/2020	29/05/2020	5
. PDP on "Seeking Solution During and Post Pandemic Covid-19: A perspective from Food Security, Health, Education, Economy and Technology" by College of Business, University of Buraimi, Sultanate of Oman	1	21/06/2020	25/06/2020	5

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

Teaching		Non-teaching	
Permanent	Full Time	Permanent	Full Time
23	23	12	12

6.3.5 – Welfare schemes for

Teaching	Non-teaching	Students
General Insurance AND 20 percent waiver on medical facilities (within the Banarsidas Chandiwala Eye Institute)	General Insurance AND 20 percent waiver on medical facilities (within the Banarsidas Chandiwala Eye Institute)	Fee waivers for financially weaker section (by GGSIPU Delhi University)

6.4 – Financial Management and Resource Mobilization

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

Internal audit is conducted on a periodical basis by the Administration department in association with the Accounts department. External audit is conducted by KM CO, Chartered Accountants (ICAI Firm Registration Number

024883N) on an annual basis.

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

Name of the non government funding agencies /individuals	Funds/ Grnats received in Rs.	Purpose
E' CLAT Hospitality, Woodpecker etc	500000	CHE2019
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6.4.3 – Total corpus fund generated

500000

6.5 – Internal Quality Assurance System

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

Audit Type	External		Internal	
	Yes/No	Agency	Yes/No	Authority
Academic	Yes	Academic Audit by GGSIPU and JAC (Directorate of Higher Education, Government of NCT of Delhi)	Yes	BCIHMCT
Administrative	Yes	Academic Audit by GGSIPU, JAC (Directorate of Higher Education (Government of NCT of Delhi),AICTE	Yes	BCIHMCT

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

1. Induction for 2019 batch and for their parents was held on 13th Aug 2019. Parents were also invited for the same in order to make them aware about the vision and mission of the Institution. From 14th August 2019 to 23rd August 2019 Orientation programme was conducted for the students of the batch 2019-2023. 2. 02nd November 2019 PTM was conducted for all semester students, in order to inform the parents about the performance of their respective wards during the session. 3. Regular counselling sessions are conducted with the parents for the students who have short attendance or any other academic concerns.

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

1.Provision of General Insurance for all the staff members in the institute. (up to Rs. 1lakh) 2. Yoga and health classes helped the staff to improve the mental and physical strength. 3. Provision of providing Staff Uniform

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

- Revision of the entire syllabus and provision of specialisation in the final semesters to the students based on their interest for the very first time which

is based on international curriculum • Holistic development of the students by incorporating subjects like Environment and PDP, industrial visits for better understanding of concepts, participation in sports and cultural activities on a state and national level • Better opportunities for the development of faculty of the institute by providing academic leaves for Higher Academic qualifications and studies. Leaves for attending conferences and FDPs • Incorporation of a well equipped Language Lab for the students

6.5.5 – Internal Quality Assurance System Details

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

6.5.6 – Number of Quality Initiatives undertaken during the year

Year	Name of quality initiative by IQAC	Date of conducting IQAC	Duration From	Duration To	Number of participants
2019	Parents Teacher Meet	02/11/2019	02/11/2019	02/11/2019	300
2019	CSR (NGO) Visits	07/11/2019	07/11/2019	07/11/2019	30
2020	Voting Campaign	17/01/2020	17/01/2020	17/01/2020	400
2020	Debate Competition	02/03/2020	02/03/2020	02/03/2020	250
2020	International Day of Yoga	21/06/2020	21/06/2020	21/06/2020	40

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CRITERION VII – INSTITUTIONAL VALUES AND BEST PRACTICES

7.1 – Institutional Values and Social Responsibilities

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

Title of the programme	Period from	Period To	Number of Participants	
			Female	Male
Voting Right Campaign	17/01/2020	17/01/2020	30	300
Woman Empowerment poster making	26/03/2020	26/03/2020	15	10
Rasoi Queen Competition	18/02/2020	18/02/2020	20	8

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

Percentage of power requirement of the University met by the renewable energy sources
Environmental Education, Awareness and Training plays a significant role in encouraging and enhancing people's participation in activities aimed at conservation, protection and management of the environment, essential for

achieving sustainable development. BCIHMCT is regularly conducting a lot of these activities by involving the faculty as well as students in the same. 1. Plantation Drive 2. Cleanliness drive 3. Essay Competition/Short Video 4. Awareness Drive on Immersion of Idols And Its Repercussions 5. Initiative of Tree plantation 6. Blood Donation Camp 7. Cleanliness drive: Swachhta Pakhwada week 8. Plastic awareness week

7.1.3 – Differently abled (Divyangjan) friendliness

Item facilities	Yes/No	Number of beneficiaries
Physical facilities	Yes	6
Provision for lift	Yes	6
Ramp/Rails	Yes	6
Braille Software/facilities	No	Nil
Rest Rooms	Yes	6
Scribes for examination	Yes	6
Special skill development for differently abled students	No	Nil
Any other similar facility	No	Nil

7.1.4 – Inclusion and Situatedness

Year	Number of initiatives to address locational advantages and disadvantages	Number of initiatives taken to engage with and contribute to local community	Date	Duration	Name of initiative	Issues addressed	Number of participating students and staff
2019	1	1	23/09/2019	5	Plastic Awareness Week	Yes	12
2019	1	1	07/11/2019	1	Donation of Clothes to Poor People - Goonj NGO	Yes	9

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7.1.5 – Human Values and Professional Ethics Code of conduct (handbooks) for various stakeholders

Title	Date of publication	Follow up(max 100 words)
Human Resource Manual	02/01/2019	Code of Professional Ethics as per THE GAZETTE OF INDIA is being followed for all employees of BCIHMCT. Also, GGSIP UNIVERSITY

ORDINANCE is being observed by BCIHMCT. Special emphasis is being given to Ordinance 3 Maintenance of discipline among students, Ordinance 17 Prevention of sexual harassment, Ordinance 20 Conduct and Evaluation of Examinations, Ordinance Code Of Professional Ethics, Discipline, Penalty Appeal Rules. (Teaching Staff). An active Grievance Redressal Mechanism exists to resolve all issues within minimum time period depending on severity and nature of the grievance. There is also a Human Resource Manual of Shri Banarsidas Chandiwala Sewa Smarak Trust Society consisting of Code of Conduct Policy (Section 5).

7.1.6 – Activities conducted for promotion of universal Values and Ethics

Activity	Duration From	Duration To	Number of participants
Sahaj Yoga	20/08/2019	20/08/2019	120
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7.1.7 – Initiatives taken by the institution to make the campus eco-friendly (at least five)

1. Tree plantation within the campus. 2. Pit composting for food waste. 3. Proper segregation of wet and dry waste is compiled in all areas of the Institute. Colour coding of bins is maintained during the food production and bakery practical's. 4. Energy efficient lighting - LED lights and energy efficient PL lamps which consume less power are used in the College. 5. No smoking campus. 6. Clean India Campaign in and around the campus and neighboring areas. 7. Rain harvesting system. 8. Reusing and recycling paper using one sided paper for rough / intra departmental print jobs.

7.2 – Best Practices

7.2.1 – Describe at least two institutional best practices

Industry Institute Interaction Objectives: ? To give industrial exposure to students, thus enabling them to enrich their knowledge in tune with the industrial culture. ? To have an atmosphere of understanding between the Institute and the industry so as to bring the two sides academically, strategically and emotionally closer. ? To explore and identify common avenues of interaction with the industry as per the requirements of the Institution. Context Better interaction between Technical institutions and industry is the need of the hour. This will have great bearing on the Hospitality Curriculum, exposure of students to industrial atmosphere and subsequent placement of young graduating hoteliers in industries across the country. With the advent of globalization and opening up of Indian economy to outside world, competition

amongst industries has become stiff. To meet the needs of guests, the hotels look up to budding professionals as interns or trainees to help them serve the guests alongside the regular staff. Similarly, there is an urgent need to prepare hotel management students for jobs in hotels, by exposing them to newer standard operating procedures of providing service and facilities to the guests. These objectives can only be achieved by bridging the gap between industry and academics. A lot of skills need to be inculcated within the Practice: ? Invite senior management from hotels for guest lectures ? Send students on outdoor catering to understand the latest trends followed in hotels. ? To invite experts from hospitality industry to judge various mega events conducted at the institute. ? To invite Human Resource teams from five star Hotels to explain their requirements to students so that students can hone their skills to become employable. ? To stimulate, encourage and support new members of teaching staff in their academic careers by sending them to cross exposure training in hotels. ? To encourage students to pursue internships during the vacations and acquire necessary problem solving skills. ? To assist the Departments in organizing workshops, with joint participation of experts from the industry. ? Encouraging specialists from industries to visit the institution to deliver lectures. ? Participation of experts from industries, in curriculum development ? To organize industrial visits for students. ? To organize on-job training for the students ? To assist the institute in establishing rapport with industries for taking up ODC ? To coordinate/ identify industrial partners for proposed 'Centre for Excellence'. ? To assist the Training and Placement Division Evidence of success ? A joint partnership MOU was signed between The Surya Hotel New Friends colony, Crowne Plaza, Okhla, New Delhi and BCIHMCT for closer collaboration for Educational Excellence. Cooperation in the field of Faculty Exposure, Students Training and visit of industrial experts to conduct special sessions at BCIHMCT. Also provided for many other opportunities which are being utilized for academic development. ? MOU signed with Crowne Plaza, Okhla, New Delhi for hospitality education and training. ? MOU with Tiffin Chef-Interaction provided for Mutual recognition in start ups and Entrepreneurial schemes. ? Mou with Satvik india Council- Quality process certification, Faculty development programme ,Students training and internship programme ,Setting up of incubation centre ? Magadh University, Bodhgaya- Faculty exchange, Student exchange and Professional exchange ? ICF- Indian Culinary forum a tie up with all culinary masters of the institutes facilitating inclusive education and activities related to culinary skills. ? Partnership with Taj group of hotels for various competitions being held during Chandiwala Hospitality Ensemble. Problems Encountered and Resources required • Students get demotivated at times as the employees in the tourism and hotel industry have the lowest earnings of any labor sector. • Some of the students especially girls are not allowed for internships and jobs in the hospitality sector by the parents due to the fear of exposing their child to the industry

2. Mentoring System Objectives: • To monitor the students attendance and discipline. • To keep the parents informed about the growth and development of their wards. • To provide counselling to students for solving their problems. • To guide students so that students gain confidence. • Guiding students to choose the right career path for jobs. Context There is a well structured Mentor ship program followed in BCIHMCT. Approximately a group of 20 Mentees (Students) are allotted to each Mentor (Faculty Member) during the induction program of each new batch. Mentor is responsible for dealing with the problems and queries of their mentees. Starting from the first year, they need to interact with their mentees on a weekly or monthly basis, they need to discuss about their performance, need to perform team building exercises like an outing with their wards, have one on one interaction so that mentors can create a strong bond with their wards and mentees can share their issues with their mentors without any hesitation, also mentors need to focus on the weak points of their wards and help them to overcome the problems. Mentors are responsible

for providing any update related to the curriculum or extra co-curricular activities (Inter or intra college) so that students can participate accordingly, they also need to take care about the regularity of their wards, they need to guide them for their career, also they help them in their placements like helping in personal interviews, group discussions, also help them for boosting their confidence for interviews. Apart from this professional relation, mentees can also seek personal support from their mentors, as sometimes they cannot share things with their family members or friends which they share with their mentors and the mentors try to resolve the situation in the best possible way. Practice: A meticulously designed effort as this, in all certainty, makes the life of an incoming fresher immensely easy. This is how a mentor can win the trust of their wards. Each mentor needs to maintain a box file wherein they keep the record of the documents of their mentees which includes the following:

- Student Information Sheet with photographs that includes their personal information like Contact number, Parents name and contact number, email Id, Residential address.
- 10th, 12th Mark sheet or Passing Certificate
- Resume
- Photocopy of ID card
- Training certificates of their Industrial training
- Mark-sheet of each semester
- Offer Letters of their placements
- Attendance record of each semester
- Medical record if any
- Appreciation letters if any
- Certificates of academics or extra co curricular activities if any.

That is how a well defined mentor ship program plays an important role in academics. Evidence of success The BCIHMCT Student Mentor ship program enables constructive interaction, guidance and mentor ship of students by their Faculty. The vision of the program is to inculcate the right attitude from the very inception. The institute offers infinite resources in terms of academics, career building, research, sports and cultural activities. As a fresher to the institute, the students might feel confused about their future. Mentors are thus assigned to a definite batch of students which serves as an ideal platform for the commencement of their career in hospitality. The Mentor ship Program is a very intricately structured effort that has constant overviews and is open to feedback and criticism. Though the system has only been implemented in the last few years, significant improvement in the teacher-student relationship can be seen. The system has been useful in identifying slow learners and advanced learners. Based on the requirement deduced through a careful examination of each Mentor's report, the College has organised several Remedial Classes in the identified topics/subjects for slow learners. Minimized student drop-out rates (apparently due to Mentors' intervention before a student falls short of attendance or has been regularly abstaining from classes) Problems Encountered:

- Mismatched expectations between mentor and mentee
- Unrealistic rules of mentorship
- Barrier in communication between the two parties it also includes geographic separation.

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

https://www.bcihmct.ac.in/download/Best_Practices.pdf

7.3 – Institutional Distinctiveness

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

BCIHMCT being first institute in New Delhi city Providing 4 years bachelors' degree in the field of Hotel Management from GGSIPU. BCIHMCT only Hotel Management Institute Conferred with "A" rank from GGSIP University and "A" rank from NAAC in NCT of Delhi. Establishment of dedicated hotel management and centres of excellence to motivate the faculty for publishing, Ensured sports specialties resulting in national representation in chess/cricket/volleyball/tennis/athletics. BCIHMCT has ensured Gender equity programs conducted regularly it also aimed towards Energy conservation through

use of LED, Rainwater and also harvesting solid waste, food waste and e-waste management. Friendly campus for physically challenged students. Our institute is also involved community development - through HSR like Courses on Food Production FB Service including celebration of national days.

Provide the weblink of the institution

http://bcihmct.ac.in/index.php?option=com_content&view=article&id=108&Itemid=156

8.Future Plans of Actions for Next Academic Year

With a vision to be the leading Institution of Hotel Management Catering Technology, BCIHMCT strives to create dynamic hospitality industry leaders through integration of knowledge and skills imparted by committed and expert faculty from hospitality sector with the future plan of action for the next academic year. The Institute will focus on the overall development of its students through variety of methodology and extracurricular activity in the next academic year. Institute prime focus will remain on delivery of effective teaching and to create develop a research environment through which the institute fulfills its Mission and Objectives. Latest pedagogy and teaching aids amidst with ICT will be exercised to impart the best education to the students. The institute will remain committed for upkeep, maintenance and upgradation of physical facilities such as labs, classrooms, common areas, washrooms etc. throughout the academic year facilitate better, safe and secure learning environment to the students. Upgradation of Smart Classroom, Career Guidance and Placement Cell strengthened and Implemented personality development programs will remain in our priority for the academic year. Smooth functioning of various Students' Wings/Club will be ensured to enhance student involvement in College activities and facilitating inclusive education. Effective mentoring system will be confirmed by assigning mentors to small group of students for constructive interactions and continuous guidance of the students at micro-level. Parent teacher meetings will also be included in the academic plan in touch with the parents and facilitate sharing of feedback of students with their parents effectively. The institute plan to motivate its team of faculty and students to involved in research and research related activities and encourage publications of research papers, books, articles, case studies etc. They will be encouraged to attend and participate in various Seminars, Conferences, FDPs, Workshops, guest lectures and special trainingsto update their knowledge and keep themselves abreast with the latest trends in hospitality Industry. Institute aim to provide research oriented atmosphere and support for continual improvement and development of our faculty members and facilitates consultancy services to the industry. Industry partnership and International academic cooperation will also be in our agenda to strengthen to develop new opportunities for exposure to the students and faculty by reassuring exchange programs. The institute also aims to develop strong industry institute interface to facilitate frequent interactions and continuous support from the industry for student's industrial exposure, on-the-job training, campus recruitment, faculty development re-orientation, joint research, consultancy and representation of community development programs collectively. The institute aim to be socially responsible and also to inculcate the same among students, faculty staff. Minimizing environmental degradation, generating alternative energy resources, effective decomposition plan for food and other waste, plantation drive, institute cleanliness drive, plastic free, tobacco free campus, water management system and related activities will be our top priority in our academic year. The institute also thrives to remain connected with NGO's through-out the academic year to undertake the responsibilities of CSR activities and facilitate the upliftment of the society.