



SELF STUDY REPORT

FOR

3rd CYCLE OF ACCREDITATION

BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

CHANDIWALA ESTATE, MAA ANANDMAI MARG, KAKAJI, NEW
DELHI-110019

110019

www.bcihmct.ac.in

Submitted To

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

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1. EXECUTIVE SUMMARY

1.1 INTRODUCTION

BCIHMCT, New Delhi is NAAC "A" Grade Accredited progressive Hotel Management Institute and is prominent amongst the Best Hotel Management Colleges. The Institute imparts education to the aspiring hospitality professionals. BCIHMCT has created a niche for itself as a source for developing competent manpower for the hotel and hospitality sector.

BCIHMCT was established in 1999 in the serene environment of Chandiwala Estate. The institute has been offering UG courses of study in hospitality for past 22 years. During this time, the institute has developed a good reputation amongst the stakeholders and has developed a strong teaching-learning programme. Good industry connect provide excellent opportunities to the students to get real life experience in the hotels in the city and support in the teaching learning process. Today BCIHMCT is preferred choice of Hotels for recruitment and placement. Qualified and experienced faculties and modern infrastructure with visionary support from the management of Philanthropic society helps us in moving ahead towards our goal.

DETAILS OF ITS PROMOTERS INCLUDING THEIR BACKGROUND:

The dynamic and visionary Late Shri Brijkrishan Chandiwala, a veteran Gandhian and philanthropist, in the memory of his illustrious father Late Shri Banarsidas Chandiwala, established Banarsidas Chandiwala Sewa Smarak Trust Society in 1952. President of prominent social service organizations such as Bharat Sewak Samaj and Sadachar Samiti, Shri Brijkrishan Chandiwala was a simple man, endowed with visionary mind. He formed the Society with the mission: "To Provide Yeomen Service in the Field of Health and Education"

The promoting body is running major educational institutions:

Janaki Devi Memorial College (Delhi University):

Banarsidas Chandiwala Institute of Information Technology :

Banarsidas Chandiwala Institute of Physiotherapy

Banarsidas Chandiwala Institute of Medical Sciences

Banarsidas Chandiwala Institute of Professional Studies

Banarsidas Chandiwala Institute of Hotel Management & Catering Technology

Academic Programmes

BCIHMCT is running a 4 Year UG Programme in Bachelor of Hotel Management and Catering Technology in affiliation with Guru Gobind Singh Indraprastha University Delhi. The institute runs AICTE approved Four Year Degree Programme in Hotel Management and Catering Technology.

Extension programme- Certificate Programme Honour Se Rojgar is also being run with the support from

Ministry of Tourism.

Vision

“To be a leading Institute in Hotel Management and Catering Technology by creating dynamic hospitality industry leaders through integration of knowledge and skill imparted by committed and expert faculty from the hospitality sector.”

The faculty and the students – share the vision and mission of the Institute and are active partners in its implementation. Quality initiative taken during these years have helped the institution in building reputation and getting acknowledgement.

Mission

Institute Mission

“To Groom globally competitive, high-quality professionals through intensive training with the aid of upgraded curriculum in Hotel Management and Catering Technology.”

The objective of BCIHMCT is to provide the students opportunities for continuous and holistic development and to become a world class graduate level institute.

Motto

“Hospitality with a difference, Service with smile”

1.2 Strength, Weakness, Opportunity and Challenges(SWOC)

Institutional Strength

- Accreditation by NAAC
- *The Institute has been rated as the best Private HM College (1st Position) in North India , 4th Best Hotel Management College Pan India in The Week Magazine Survey,*
- *6th best HM College Pan India and 2nd best College in Delhi by INDIA TODAY Magazine.*
- **Among top Ten colleges** of the country and **number one** in Private colleges of North India as per the survey conducted by India Today, *OUTLOOK-ICARE 2021.*
- Event Management is used as Teaching Methodology that helps in Effective Operational Learning
- College is known for its quality management of national and international event organization
- Pioneer Institution in Hospitality and Tourism Research. India International Hotel Travel and Tourism

Research Conference series conducted regularly since 2009 with Effective International Participation

- The Institute publishes IJAHTR-Indian Journal of Applied Hospitality and Tourism Research (ISSN 0975-4954) Annually and Conference Proceeding with ISBN annually
- The Institute has an International collaboration with Hyjeon college, South Korea for faculty/student exchange.
- ‘Virtual Chandiwala Hospitality Ensemble 2020’ was conducted in collaboration with Korean Cultural Centre, India, MoU signed with the KCCI.
- Active Industry- Institution connect, MoU’s with Industry partners: IHG academy, The Suryaa and Hotel Seven Seas.
- Committed to extension activities through blood donation camps, Swachh Bharat Abhiyaan, Ek Bharat Shreshtha Bharat, NGO visits.
- Recognized SESREC institution certified by the MGNCRE, Department of Higher Education, Ministry of HRD, GoI.
- 6 faculty members enrolled in Phd for higher education.4 are PhD
- International Exposur of Faculty. Few faculty members have visited Singapore south west Asian country and Pourtgal.
- Faculty members are jury on the board of ART&TUR International Tourism Film Festival, Portugal, **Editorial Board Member** for International Journal of Food Service and Gastronomy, Turkey, ZAGREB tourism festival and Indian Culinary Forum and India Skill Competition
- Research publication in collaboration with International authors.
- Skill development programme - Hunar Se Rozgar Tak in collaboration with Ministry of Tourism, GoI.
- Publishes e-newsletter YUVA-
- Good placement opportunities.
- Well qualified and internationally experienced faculty members.
- State-of-the-art Infrastructure and strategically located
- The Institute is well represented on committees of various Universities (GGSIPU & others) and Professional bodies.
- Mentoring System implemented.
- Strong Alumni Association.

Institutional Weakness

Institutional Weakness

- The 85% seats are reserved for Delhi candidates only for admission,thus restricting other state candidates.
- Screening of students before admission is not being done by the University. This will help in selecting students with right attitude that is required by Hospitality Industry.
- Restriction on increasing of intake and introduction of new programmes in the college.
- Lack of autonomy from regulatory bodies and university for NAAC accredited institution
- Resources for development of research in Hospitality and Tourism

Institutional Opportunity

Institutional Opportunity

- The Institute is affiliated to the reputed Guru Gobind Singh Indraprastha University and is also approved by the AICTE and NAAC "A" Grade Accredited.
- Good opportunity to function as an Institution of Excellence in Hospitality, Research and Education. Development of Banarsidas Chandiwala Research Centre to encourage and support Research in Tourism and Hospitality
- The Institute is extremely focused on inculcating and promotion of a Research based environment at the UG level.
- The Institute has a strong industry-institute interface and gets complete support from various forums like the Indian Culinary Forum, CHE tie-ups, IIHTTRC panel, regular sessions, guest lectures and as industry experts.
- The Institute has signed MoU's with Tiffin Chefs Hospitality Private Limited to give mutual recognition to representation in Start-up and Entrepreneurial schemes of Government of India by establishing a start-up brand SMILEE.
- The Institute has also signed MoU with Sattvik India Council to provide training, skill development, consultation to promote the cause of Food Quality Management in industries, industrial kitchen and Agriculture.
- The Institute also has an informal tie-up with the Taj group of hotels. Every year the institute organises the Taj Hospitality Brain Twister during the CHE.
- The Institute has signed MoU with the Procampuz/ Financepeer for implementation of the ERP to facilitate the electronic management information system .
- Expertization in Organization of Events and using them as important training methodologies.
- Opportunities for continuous Outdoor Catering and event management opportunities for the students, which helps experiential learning and developing the confidence of the students.

Institutional Challenge

- Expansion opportunities for introducing new programmes. The Institute is unable to run short term courses because of the statutory norms set by the AICTE. However more employment opportunities lies in entry level as industry demand is more. Flexibility need to implement and start such programmes.
- Hotel Management education and training infrastructure is capital intensive, thus demand for more fund to keep upgraded to remain competitive is needed. Institute is unable to increase the student fees as fee is decided by Fee Regulatory Committee set by Delhi Government. Generation of fund is a challenge due to low fee fixed by Government.
- Universities are lacking in dedicated Hotel Management focussed department, Manpower and curriculum due to late and limited start of Master In Hotel Management Education in India
- Corona pandemic is certainly affecting Hospitality Industry and new ways to fight the same will be helpful.

1.3 CRITERIA WISE SUMMARY

Curricular Aspects

With a vision to be a leading Institution, **BCIHMCT strives to create dynamic hospitality industry leaders through integration of knowledge and skills** imparted by committed and expert faculties. The Bachelor's programme at BCIHMCT has been developed with an eye towards the ever-changing need and technology, to ensure that the curriculum bears a thrust on core values adopted by NAAC. The **Institute has implemented the Choice Based Credit System for facilitating specialization during the final year.** During the course, students get the **opportunity of industrial exposure training** which helps in developing a better understanding while offering opportunities for experiential learning through industry connect. **Latest pedagogy and teaching aids** are exercised to impart the best education to the students. **Academic Planning is pursued keeping in mind the vision and mission of the Institute and the Program Outcomes.** An **academic calendar** is created every year in accordance with the University guidelines to provide a frame work within which the organization seeks to achieve its yearly benchmarks. **Faculty members create Session Plans, Lessons Plans and Trainee Notes to help the students imbibe the knowledge** being imparted in a demonstrative manner. **Faculty mentors** play a crucial role in the success of students, each faculty is assigned a group of about 20 students, to help and guide them in various professional as well as in personal aspects and groom them as proficient individuals. Weekly Faculty report gives input for teaching- learning outcome. **Research Methodology and Live Projects are important part of the curriculum** in order to give an insight of the Business of Hotel in totality. **Mega events are hosted at the institute** through combined efforts of faculty and students, as a part of the curriculum, in-turn developing core and leadership competencies amongst the students. These nurture creativity, inculcate entrepreneurship skills and builds confidence. Innovative practices are implemented for better comprehension of knowledge and skills through case studies, theme decorations, relevant assignments as facility planning and designing, model creations, demonstration, involvement in out-door-catering, guest lectures and workshops, providing entrepreneurial opportunities. **The institute offers skill development programme- Hunar Se Rozgar Tak (HSR), in collaboration with MoT, GOI.**

Teaching-learning and Evaluation

University prescribed academic calendar is followed to design Academic- activity specific detail calendar. Assignment of subjects, time table are done in consultation with faculty, Programme Coordinator and Principal. Session plan, lesson plan, trainer notes and trainee notes are prepared by faculties. **Faculty report and lesson plan is submitted to the Principal weekly.** Feed back and recommendations are shared for improvement. Assignments, Case studies, Field trips, Projects and Experiential learning and Operational Exposure through event organization helps in better understanding. **Institute has an effective professional counselling/mentoring/academic advise system** through which students' performance and difficulties are assessed at academic and personal level. The **college follows the evaluation process designed by the GGSIPU for internal/ external marks which consists of CIE, internal exams, external and practical exams.** Processing of internal assessment is done and **records are maintained by examination coordinator** and are also **displayed on the college website.**

The entire process of teaching, learning and assessment strategies fully endorse the intended learning outcome. **Opportunities for remedial and extra classes are provided.** As students are from different backgrounds, special classes on communication skills are conducted for those in need of the same and to make learning effective. **Encouragement through mentors** is also ensured. The Institute uses **multiple methodologies for an enriching teaching-learning experience where interactive , collaborative and independent learning are emphasized,** in order to make the whole educational programme entirely student-centric. Our **You Tube Channel and online blog** along with new tech has helped students during pandemic. Attendance of the students is regularly monitored and follow-up action is taken by mentors and coordinators. **Resources like e-journal facility and research guidance** is provided for carrying out the given

assignments. **Regular interaction** with the students by **Programme Coordinator and Principal is conducted to evaluate teaching- learning**. Activities and events have always motivated students to give their best, in every sphere of life. **Effective Wi-Fi system with LCD projectors** in each class and e-learning data base provides resources for virtual learning in class. 360-degree technique is in place for assessment and evaluation of the faculty through student's feedback and peer feedback besides academic output and Principal's observations.

Research, Innovations and Extension

The institute is having a committed team of members in the Research Committee. **Ready approval with provision of leave for the faculties to attend Research Workshops and Conferences is given**. Inclusion of Research work and Publications in Appraisal Report has made research an important activity, thus optimizing the use of facilities. The Institute encourages **faculty members to present/publish research papers in reputed national and international conferences/journals**. Faculty members have authored books and have received awards and recognition for their contribution in various fields.

Research analysis has become an important methodology in class rooms. **Assignments based on operational research topics are given to the students through Research Methodology**, a subject of the course curriculum. **Faculties as Research Project guides are assigned**. This learning culture of the institute is definitely helping in quality building process. **GALE E-Journal and Wi-Fi facilities along with well-equipped library**, provides a great support. Library resources are used at the fullest and students are encouraged to refer the database maintained by the library including the past research projects and various National and International journals. The institute gives due importance to inviting renowned Researchers and Practitioners from across the world. **The Institute publishes Indian Journal of Applied Hospitality and Tourism Research (ISSN 0975- 4954) which is an annual Hospitality Management Journal which is a double-peer-reviewed journal**, publishing papers that make an original contribution in hospitality literature. **It has a strong focus on issues that have practical application, making the journal relevant to the industry practitioners; Contributions to which are made by Academicians, Researchers, Experts and Practitioners**.

Our students are the benevolent Campus Ambassadors for the Society. The institute motivates its students for depicting their accountability towards the upliftment & development of the society by **engaging in activities like blood donation with Red Cross, CSR activities where students visit blind schools and NGO's (Goonj, Naaz Foundation, Shanti Sahyog- A Gandhian NGO) for spreading awareness, Jal Shakti Abhiyan, Tree Plantation and various Social Awareness Drives**. College have won Award for Rural Entrepreneurship from Higher Education Department. **The Institute has established linkages and signed MoU's with various Industry partners**.

Infrastructure and Learning Resources

BCIHMCT has the **modern training restaurants with display bar counters, banquet hall, multi utility hall, food production practical labs, lobby and front office with latest software and other amenities form part of the prestigious Institute**. **10 Spacious air-conditioned classrooms** with facilities of latest teaching aids and computer labs with leased line for internet utilization, **Wi-Fi enabled Campus**, up to date **housekeeping lab, automated library** with a large collection of **latest books, journals & magazines along with an Online Journal GALE** justify the claim that the infrastructure of BCIHMCT is among the best. The

Estate has a **240-seat modern Auditorium with 2 seminar halls, Guest rooms and a laundry.** It also has a **hospital and hostels for boys/ girls with Wi-Fi facility along with 24 hours health services.**

Infrastructure requirement is reviewed every year for adherence to the AICTE / GGSIP University norms. **Guest rooms in the campus** provide opportunity for live practice to the students. The institution has shown thoughtfulness to ensure that the **infrastructure facilities meet the requirements of students with physical disabilities. The institute building has an elevator, makeshift ramps for stairs, and provides wheel chairs, handrails in washroom cubicles etc. Safe and purified potable water is available to students and staff members for drinking 24X7.**

Indoor games facilities- table tennis, carom, chess, badminton to name a few, the college has **grounds for outdoor activities as well where various events and sports activities are organised.** The institution premise is **manned by the security personnel 24X7 along with CCTV monitoring, to ensure the safety and security of the students and staff. Facility of lockers for students** is available for safekeeping of valuables at the institute. To create value addition, **special classes are being conducted for all Batches on PDP, Communication Skills, Soft Skills and Interview Techniques** by the dedicated team of faculties who are making all efforts for the improvement in the performance of the students and in-turn the institute. The **procedure of daily cleaning, maintenance is followed and looked after by the Housekeeping Department of the institution.** Infrastructure **maintenance checklists** are maintained in each area of the institution.

Student Support and Progression

The institution **assists/helps the students to avail various scholarship schemes available for reserved category and EWS sponsored by Govt.** Regular hotel visits are planned in collaboration with various hotel . **Industry experts are also invited for guest lectures. Event management** is considered as an **effective training methodology.** These events give exposure to their Talent, Skills, Creativity and Temperament to handle situations as well as decision making capability. **BCIHMCT organizes several activities & competitions during the year. Rangoli, Painting, Poster Making, Chef Competition, Bartending, Flower Arrangement, Facility Planning, Symposium, Debate and various sports activities give opportunity to students to show their talent. The Institute has tied up MoU's with various Industry partners (Korean Culinary Centre of India, IHG Academy, Hotel Suryaa, Seven Seas) and foreign institutes (Hyjeon College of South Korea) for enhancing skill development.**

Special classes are conducted on PDP, Communication, Soft Skills and Interview Techniques with a view to enhance communication and grooming of students. Mock interviews are also conducted in structured manner. **Recognized alumni are invited to interact and guide the students. Guest lectures by the well-established alumni** in the industry, on related subjects and behavioral conduct and alumni support with regard to Placement is beneficial for the students of the college. The institute has **different committees and coordinators to encourage students** to participate in extracurricular and co-curricular activities. Different cells comprising of faculty in-charge and student co-coordinators, work hand-in-hand for the students upliftment. Students of the institute participate in various sports at inter-college and University level competitions. **Grievance cell is constituted with an aim to deal with the various problems of students. The institute also has an Anti-ragging committee & anti-ragging squad, Committee against sexual Harassment.** Institute has an **effective mentoring system** through which students 'performance and difficulties are assessed at academic/personal level. **Students Feedback Principal assessment is shared with Faculties. A vibrant placement centre** at BCIHMCT provides the linkage between the students and industry. From the orientation day, the institute emphasizes on imbibing attributes and quality required for the industry.

The institute facilitates student progression to higher level of education by organizing various interactions with Education experts.

Governance, Leadership and Management

The **Management, faculty and the students** – share the vision and mission of the Institute and are active partners in its implementation. The **recommendations from Principal and faculty are approved by Governing Body**. The institute has a **well-defined Quality Policy** that is **displayed at prominent locations** and is followed conscientiously. **Teaching and Research are the two primary activities through which we fulfill our Mission and Objective**. Our **course curriculum** is designed conforming to the **current industry requirement**. Our **graduates are effective in technical, supportive knowledge, and soft skills**. **Latest pedagogy and teaching aids** are followed to impart the best education to the students. The **institute's governance ensures equity, quality, social justice and access to higher education**. **BCIHMCT has a decentralized system of governance and uses participative style of management**. The Institute has a well-defined organizational structure. Various committees are formed for smooth functioning and conduct of various academic, administrative and supportive activities. **HOD's, Committee In-charges, Various Teams and their Representatives, Class Coordinators and Representatives** are some of the examples of **grooming Leadership** at all levels at the institute. **Principal along with the Management prepares a plan for the college keeping in mind the competitive requirement of the Industry, development and growth opportunities**.

Well-developed system for **active interaction with the stakeholders** is in place. Institute **facilitates and encourages faculty for self-improvement in field of academics and research**. **Well-structured Performance Appraisal System** is being followed. The Institute organizes **many professional development programs** including internal faculty/staff development programs for both teaching and non-teaching staff.

Budget is prepared keeping the provision of future expenditure and expansion plan and development in mind. Expenses are monitored as per the budgetary guidelines, keeping in mind to utilize the resources in effective manner and without compromising with the quality of teaching. **Two tier Audit system: Internal and External Audit is in place**. The External Audit is done by the Chartered Accountant. Student Fee is the major source of institutional receipts. Deficit is managed by the additional fund provided by the SBCSST Society. **The IQAC cell contributes significantly in strategizing, standardizing and implementing various quality policies, initiatives and processes**.

Institutional Values and Best Practices

The institute is very **perceptive to environmental issues**. BCIHMCT maintains a lush **green campus** where **rain water harvesting** and **Energy conservation** is at its best due to the architectural features, and **maximum use of natural light** is possibly made. Special care is taken for the **management of Hazardous and Electronic waste**. BCIHMCT is a recognised **SES-REC institute by the MGNCRE Department of Education, Ministry of HRD, GOI**. **India Today, The Week and Outlook Magazine** have recognized college as amongst the **Best colleges in India**. **Ardcom media** recognized college for its **Exemplary Contribution to Education in 2021**. Cooperation between education and industry is being maintained to develop new generation of hospitality professional. Event management is being used as training methodology that helps in learning operational management skill development. The **annual Seminars and Conferences** is aimed at getting an insight into the challenges and opportunities lying ahead due to the rapid changing technology,

practices and trends in the hospitality and tourism sector. **Delegates representing experts from Industry, Academicians, Researchers, and Scholars as well as students participate in the Conference.** Publication and release of the Journal (with ISSN number) is an annual feature during the same.

BCIHMCT organizes **eventful days of multiple competitions** concerning various areas of Operations in the hospitality sector to develop Competence amongst the students alongside Professional Empowerment and Organizing Skills. Faculties are sent for Exposure Training, Attending Seminar, Workshops/ Conferences and FDPs on topics related to the need of the curriculum. The Goal is to provide relevant hospitality knowledge and training to the students thereby assisting them in achieving professional goals in the field of hospitality and establishing and providing a framework for mutual enrichment in academics and industrial exposure and training. The intellectual stimulating programme during the conference inspires the faculty members to contribute towards research on various topics of industry importance. **This learning culture is definitely helping in quality building process.**

The students and staff are recognised for their academic excellence, co-curricular and extra-curricular achievements. This motivation can be monetary or non-monetary. Teaching and Non-teaching staff are appreciated for their work on the basis of their appraisals.

2. PROFILE

2.1 BASIC INFORMATION

Name and Address of the College	
Name	BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Address	CHANDIWALA ESTATE, MAA ANANDMAI MARG, KAKAJI, NEW DELHI-110019
City	DELHI
State	Delhi
Pin	110019
Website	www.bcihmct.ac.in

Contacts for Communication					
Designation	Name	Telephone with STD Code	Mobile	Fax	Email
Principal	Rajkishor Bhandari	011-49020303	9871200100	-	director@bcihmct.ac.in
IQAC / CIQA coordinator	Gagan Soni	011-49020318	9953492549	-	gagan@bcihmct.ac.in

Status of the Institution	
Institution Status	Self Financing

Type of Institution	
By Gender	Co-education
By Shift	Regular

Recognized Minority institution	
If it is a recognized minority institution	No

Establishment Details	
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Date of establishment of the college	07-08-1999			
University to which the college is affiliated/ or which governs the college (if it is a constituent college)				
State	University name	Document		
Delhi	Guru Gobind Singh Indraprastha University	View Document		
Details of UGC recognition				
Under Section	Date	View Document		
2f of UGC				
12B of UGC				
Details of recognition/approval by stationary/regulatory bodies like AICTE,NCTE,MCI,DCI,PCI,RCI etc(other than UGC)				
Statutory Regulatory Authority	Recognition/Approval details Institution/Department programme	Day,Month and year(dd-mm-yyyy)	Validity in months	Remarks
AICTE	View Document	25-06-2021	12	

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

Recognitions	
Is the College recognized by UGC as a College with Potential for Excellence(CPE)?	No
Is the College recognized for its performance by any other governmental agency?	Yes
If yes, name of the agency	MAHATMA GANDHI NATIONAL COUNCIL FOR RURAL EDUCATION DIRECTORATE OF HIGHER EDUCATION GOVT OF INDIA
Date of recognition	30-08-2020

Location and Area of Campus				
Campus Type	Address	Location*	Campus Area in Acres	Built up Area in sq.mts.
Main campus area	CHANDIWALA ESTATE, MAA ANANDMAI MARG, KAKAJI, NEW DELHI-110019	Urban	1.49	9080.92

2.2 ACADEMIC INFORMATION

Details of Programmes Offered by the College (Give Data for Current Academic year)						
Programme Level	Name of Programme/Course	Duration in Months	Entry Qualification	Medium of Instruction	Sanctioned Strength	No.of Students Admitted
UG	BHMCT,Hmct	48	XII	English	120	108

Position Details of Faculty & Staff in the College

Teaching Faculty												
	Professor				Associate Professor				Assistant Professor			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Sanctioned by the UGC /University State Government	1				5				18			
Recruited	1	0	0	1	0	0	0	0	14	4	0	18
Yet to Recruit	0				5				0			
Sanctioned by the Management/Society or Other Authorized Bodies	1				0				23			
Recruited	1	0	0	1	0	0	0	0	16	7	0	23
Yet to Recruit	0				0				0			

Non-Teaching Staff				
	Male	Female	Others	Total
Sanctioned by the UGC /University State Government				27
Recruited	24	1	0	25
Yet to Recruit				2
Sanctioned by the Management/Society or Other Authorized Bodies				27
Recruited	24	1	0	25
Yet to Recruit				2

Technical Staff				
	Male	Female	Others	Total
Sanctioned by the UGC /University State Government				8
Recruited	5	0	0	5
Yet to Recruit				3
Sanctioned by the Management/Society or Other Authorized Bodies				8
Recruited	5	0	0	5
Yet to Recruit				3

Qualification Details of the Teaching Staff

Permanent Teachers										
Highest Qualification	Professor			Associate Professor			Assistant Professor			Total
	Male	Female	Others	Male	Female	Others	Male	Female	Others	
D.sc/D.Litt/LLD	0	0	0	0	0	0	0	0	0	0
Ph.D.	0	0	0	0	0	0	3	1	0	4
M.Phil.	0	0	0	0	0	0	0	0	0	0
PG	1	0	0	0	0	0	13	6	0	20

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

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

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

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

Programme		From the State Where College is Located	From Other States of India	NRI Students	Foreign Students	Total
UG	Male	312	48	0	0	360
	Female	70	10	0	0	80
	Others	0	0	0	0	0
Certificate / Awareness	Male	0	0	0	0	0
	Female	0	0	0	0	0
	Others	0	0	0	0	0

Provide the Following Details of Students admitted to the College During the last four Academic Years					
Programme		Year 1	Year 2	Year 3	Year 4
SC	Male	8	4	13	5
	Female	2	0	6	2
	Others	0	0	0	0
ST	Male	0	0	1	0
	Female	1	0	0	1
	Others	0	0	0	0
OBC	Male	0	0	0	0
	Female	0	0	0	0
	Others	0	0	0	0
General	Male	78	94	83	93
	Female	17	19	14	17
	Others	0	0	4	1
Others	Male	0	0	0	1
	Female	2	0	0	0
	Others	0	0	0	0
Total		108	117	121	120

Extended Profile

1 Program

1.1

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

2020-21	2019-20	2018-19	2017-18	2016-17
88	88	88	84	84
File Description		Document		
Institutional data in prescribed format		View Document		

1.2

Number of programs offered year-wise for last five years

2020-21	2019-20	2018-19	2017-18	2016-17
1	1	1	1	1

2 Students

2.1

Number of students year-wise during last five years

2020-21	2019-20	2018-19	2017-18	2016-17
108	117	121	120	121
File Description		Document		
Institutional data in prescribed format		View Document		

2.2

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

2020-21	2019-20	2018-19	2017-18	2016-17
28	28	28	28	28

File Description	Document
Institutional data in prescribed format	View Document

2.3

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

2020-21	2019-20	2018-19	2017-18	2016-17
98	93	111	106	98

File Description	Document
Institutional data in prescribed format	View Document

3 Teachers

3.1

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

2020-21	2019-20	2018-19	2017-18	2016-17
24	24	24	26	29

File Description	Document
Institutional data in prescribed format	View Document

3.2

Number of sanctioned posts year-wise during last five years

2020-21	2019-20	2018-19	2017-18	2016-17
24	24	24	32	32

File Description	Document
Institutional data in prescribed format	View Document

4 Institution

4.1

Total number of classrooms and seminar halls

Response: 11

4.2

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

2020-21	2019-20	2018-19	2017-18	2016-17
59.29188	96.61153	94.46166	98.91758	100.9771

4.3

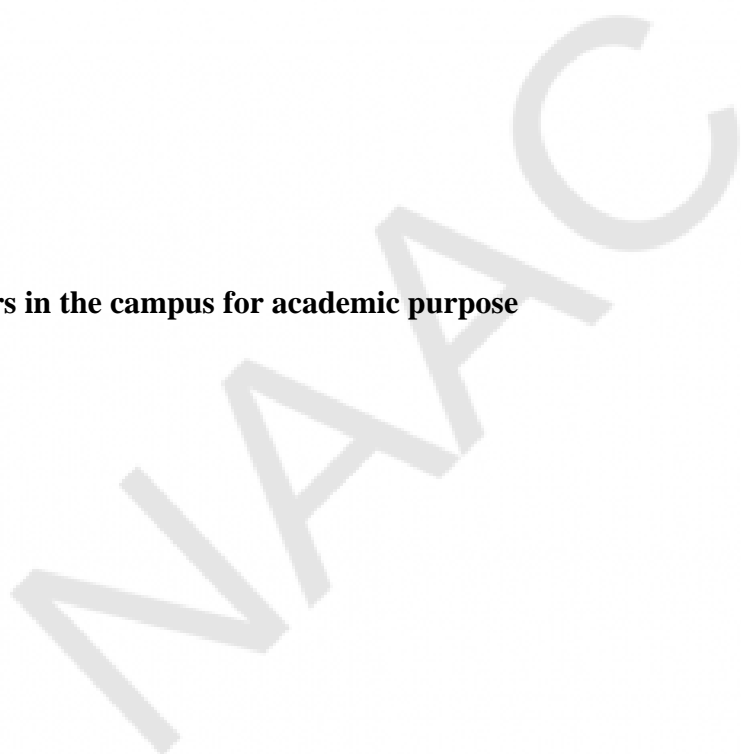
Number of Computers

Response: 99

4.4

Total number of computers in the campus for academic purpose

Response: 80



4. Quality Indicator Framework(QIF)

Criterion 1 - Curricular Aspects

1.1 Curricular Planning and Implementation

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

Response:

BCIHMCT aims to achieve the **highest levels of academic excellence through an effective outcome based curriculum delivery** & documentation prescribed by the University. The Institute employs quality processes for the dissemination of the curriculum amongst students. **An academic calendar is created by the programme coordinator in coordination with the institute exam coordination department every year as per University guidelines to provide a frame work** within which the organization seeks to **achieve its yearly benchmarks**. Allocation of subjects are done on the basis of expertise of the faculties and detail time table is made. Faculty members prepare **Session Plans, Lessons Plans, Trainee & Trainer Notes** to help students imbibe knowledge. Remedial classes for slow learners is also taken into consideration. Each of the documents mentioned are checked by the Principal and necessary guidance is given. **The session plan, before its implementation, is verified by the respective Head of Departments** followed by **subsequent submissions to the Programme coordinator & Principal**. Lesson plan also **involves various pedagogical systems & process** which makes **class environment engaging and interactive**. Faculty maintains **trainer notes** which include **Introduction, Development, Definitions & Topic Summary** to be **taught in class**. Approval for implementation is granted only after a minute analysis. Weekly submission of **Faculty Report** with updates of outcome of teaching weeks effectively helps in learning outcome. **This report cover topics covered, objectives, teaching-aids used, content along with class feedback of the students** is one of the **self-evaluation tools & help in accomplishing the objectives of curriculum delivery and documentation**.

Based on the lesson plan, respective methodologies /Training tools are used by faculties. **Use of information technology in power-point presentations, workshop, webinar & conferencing, live gust lectures, blogs, MS Teams & Videos (You Tube Channel to impart education are used**. The Institute also conducts **various PDP & Career Counselling sessions to provide holistic growth of students** by honing their **communication and soft-skills & enhancing their practical knowledge**.

Continuation evaluation covering various criterias in operational courses is effectively used. Internal examination for theory subjects is conducted on **mid-term basis**. **After evaluation of the answer sheet, feedback is provided to the students** which further increases their trust & confidence in the academic exercise conducted by the institute and also give them opportunities for corrective measures to be taken. Calendar for **Event based activities** and **schedule for industry institute interaction** are planned in advance focusing on the objective of **imparting experiential knowledge** as per latest trends prevailing in the industry. **Organizing National & International events on a regular basis** augment effective delivery of curriculum by enhanced learning objective. **Mentors are allocated to every student**, regular meetings and counselling sessions are conducted by the mentors for the mentees on a regular basis.

College also offers **internet connectivity through Wi-Fi-hotspots and routers** to enable the students to remain connected and online thus promoting digital access. The learning curve of the students and the

effectiveness of the faculty members is monitored by the Principal based on the reports referred above, thus achieving the goals of efficient curriculum delivery.

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

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

Response:

The academic calendar is made for each semester in accordance with the academic calendar of GGSIP University, Delhi. Due consideration for Academic activities, Industry- Institution interaction schedule, extracurricular and co-curricular aspects, event planning for imparting experiential and first hand knowledge to the students, and internal as well as external evaluation schedule is incorporated in the academic calendar. The number of weeks for academic planning are calculated for students of different semester. Due consideration is emphasized on revision of the classes, preparatory holidays and examinations. The programme coordinator compiles the calendar for each academic year (twice in a semester for both odd and even semesters). The planned activities of various departments are also aligned in this calendar is updated on the college website for each academic year.

The programme coordinator checks that the calendar is adhered to 100%. All department HOD's and faculty members regularly update their academic and departmental activities to the Programme coordinator. The Principal also conducts regular interactions with the HOD's/faculty members for knowing their progress. All the concerned department HOD's submit the list of planned activities to the Programme coordinator who compiles the calendar in association with the Examination incharge as per syllabus requirements after discussion with the respective faculty members in different departments. These activities are organised to hone and develop leadership skills amongst the students. Fieldtrips, hotel visits, lectures from industry experts, workshops offering first hand knowledge and training are organised to inculcate and develop the qualities of a true hospitality professional which helps in developing competent hospitality manager. The academic calendar is then approved by the principal and also uploaded on the college website. The faculty members are expected to adhere to the calendar.

The college follows the evaluation process as designed by the GGSIP University for internal and external evaluation which consists of continuous internal evaluation, internal exams, and practical exams. Internal Examinations are also conducted as per planned calendar activity.

Continuous Internal Evaluation system for practical as well as projects are done on weekly basis on the basis of pre informed criterias. Processing of internal assessment is done and records are maintained by examination coordinator. Entire Evaluation Process including Continuous Internal Evaluation System is briefed to all the students at the beginning of each semester. This evaluation includes attitudinal as well as academic learning and development. Students do understand the importance of CIE in evaluation. This helps in building real professionals. University also explains the examination scheme through its website.

CIE is done in a transparent manner and students are informed about their performance. Our Internal evaluation is transparent system and gives opportunity to the students to improve. Compiled marks are displayed on the notice board. External evaluation is done by the University.

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

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

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

Response: A. All of the above

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

1.2 Academic Flexibility

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

Response: 100

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

Response: 1

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

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

Response: 9

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

2020-21	2019-20	2018-19	2017-18	2016-17
0	4	4	1	0

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

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

Response: 59.05

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

2020-21	2019-20	2018-19	2017-18	2016-17
0	132	132	88	0

File Description	Document
Details of the students enrolled in Subjects related to certificate/Add-on programs	View Document
Any additional information	View Document

1.3 Curriculum Enrichment

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

Response:

Institute firmly believes and strongly integrated **crosscutting issues relevant to Professional Ethics, Corporate Governance, and Human Resource, Environment and Indian Heritage & culture to the students**. To implement such practices, **institute has very well integrated these crosscutting issues in the course curriculum of the Programme**. Considering the importance of inculcating the professional ethics and human values among the student's curriculum has a well-designed subject i.e., **Hotel Law & Corporate Governance (BHCT-309/310)**. Issues such as gender sensitivity & equality and human values are also assimilated in subject **Human Resource (BHCT-406)** to be taught to the students aimed at instilling the same among them. Curriculum also includes a subject comprehensively focused on imparting the learning, knowledge and implication of **Environment & Sustainability i.e., Environmental Studies (BHCT-110)**. Along with this institute is also committed to inculcate the values of **Indian Culture & Heritage and a subject Indian Heritage & culture (BHCT-109)** is also integrated in the curriculum. Beside the curriculum, the **practices of professional ethics, gender sensitivity and human values is always demonstrated by the experienced faculty and staff to be followed by the students**. Institute also has an **internal Eco-club consists of Faculty and Student** members in this pursuit. The aim of this club is to generate awareness and to implements necessary corrective action towards following sustainable practices in the institute by faculty, staff and students. **Issues of Environmental Sustainability are always addressed and well discussed in our annual research conference every year** and our **10th India International Hotel, Travel & Tourism Research Conference 2020 was entirely themed at "Transforming Hospitality & Tourism: Sustainable Goals & Strategies for Future"**, where deliberations were made from industry experts, researcher and scholars on this issue.

BCIHMCT undertakes yearly programs with the support of Trust Society, students, teaching and non-teaching staff- Blood Donation Camp in association with Red Cross Society, Plantation Drives, Swachh Bharat Abhiyan, Ek Bharat Shrestha Bharat, Health Awareness Program and yoga, Covid Awareness program to foster oneness, responsibility and nurture human values which contributes to the growth and enrichment of the society and hospitality industry at large. Every year the International Chandiwala Hospitality Ensemble is organized by the Institute to promote the regional cuisines of India.

There are also various committees which take care of the issues like professional ethics, gender, human values, environment and sustainability such as:

Corporate Social responsibility Committee:

The college conducts various programs on corporate social responsibility to provide awareness among students like Blood Donation camps, Swachh Bharat Abhiyan, Health Awareness Programs, and Tree Plantation Drive

Environment Committee:

This club creates awareness on the issues related to the environment and its sustainability in terms of Renewable energy, Plastic Awareness, Cleanliness and Hygiene, Green Environment.

The activities are planned by the coordinators of the above clubs and students are involved in various initiatives and issues that are relevant to their courses for better understanding.

Ek Bharat Shrestha Bharat campaign to encourage faculty and students for learning other Indian languages and to inculcate a feeling of Unity in diversity.

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

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

Response: 2.79

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

2020-21	2019-20	2018-19	2017-18	2016-17
2	2	2	3	3

File Description	Document
Programme / Curriculum/ Syllabus of the courses	View Document
MoU's with relevant organizations for these courses, if any	View Document
Minutes of the Boards of Studies/ Academic Council meetings with approvals for these courses	View Document
Institutional data in prescribed format	View Document
Any additional information	View Document

1.3.3 Percentage of students undertaking project work/field work/ internships (Data for the latest completed academic year) Response: 203.7	
1.3.3.1 Number of students undertaking project work/field work / internships Response: 220	
File Description	Document
Institutional data in prescribed format	View Document
Any additional information	View Document

1.4 Feedback System

1.4.1 Institution obtains feedback on the syllabus and its transaction at the institution from the following stakeholders 1) Students 2)Teachers 3)Employers 4)Alumni Response: A. All of the above	
File Description	Document
Any additional information (Upload)	View Document
Action taken report of the Institution on feedback report as stated in the minutes of the Governing Council, Syndicate, Board of Management (Upload)	View Document
URL for stakeholder feedback report	View Document

1.4.2 Feedback process of the Institution may be classified as follows: Options: 1.Feedback collected, analysed and action taken and feedback available on website 2.Feedback collected, analysed and action has been taken
--

- 3. Feedback collected and analysed
- 4. Feedback collected
- 5. Feedback not collected

Response: A. Feedback collected, analysed and action taken and feedback available on website

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



Criterion 2 - Teaching-learning and Evaluation

2.1 Student Enrollment and Profile

2.1.1 Average Enrolment percentage (Average of last five years)

Response: 97.83

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

2020-21	2019-20	2018-19	2017-18	2016-17
108	117	121	120	121

2.1.1.2 Number of sanctioned seats year wise during last five years

2020-21	2019-20	2018-19	2017-18	2016-17
120	120	120	120	120

File Description

Document

Institutional data in prescribed format

[View Document](#)

Any additional information

[View Document](#)

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

Response: 46.43

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

2020-21	2019-20	2018-19	2017-18	2016-17
13	4	24	10	14

File Description

Document

Institutional data in prescribed format

[View Document](#)

Any additional information

[View Document](#)

2.2 Catering to Student Diversity

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

Response:

Learning level of the students are assessed by the following:

Student's profile- Faculty coordinators collect student profile data during the admission process like CET ranks & past academic/marks records. Mentors do maintain records and share feedback regularly with concerned faculties and coordinators.

Faculty Assessment-The class coordinators and the subject faculty regularly review the academic progress of the students and ensure better performance and academic growth. Attendance is monitored for all subjects on a monthly basis & is also communicated to the students as well as parents. Short attendance student list is prepared and circulated/posted on the notice board.

Assessment by the Mentors- Mentoring system is also implemented in the institute where every mentor conducts regular meetings with the mentees to help them in every area possible. Mentors also prepare detailed filed records for their mentees which helps in assessing the learning levels of the students. Strengths and weaknesses are also noted down along with the extracurricular activities they have participated in. Mentors keep a regular touch with the parents of the assigned mentees through whats app groups and phone calls. These continuous monitoring and connect helps in students improved performance as well as better connect.

Counseling Session –The students are counseled regularly by the faculty class coordinators and mentors as required. Any special cases referred by the coordinator after discussion with the Principal are recommended to the professional counselor appointed by the college.

Academically weak students are encouraged to learn through remedial classes, assignments and referring to easy - to - understand material prepared by faculty members known as trainee notes.

BCIHMCT focuses on student development at all levels by **conducting evaluation in the most effective way possible**. The assessments are designed to develop slow as well as fast learners. We follow both the **formative assessments (during the entire semester) and summative assessment (at the end of the course)** to determine the students learning levels as we develop them into effective hospitality professionals.

The CIE (Continuous Internal Evaluation) provides an ample opportunity for the faculty to provide feedback to each student which includes **identifying strengths and weaknesses, and discussions**. This is effective system to take corrective measure and has helped in improved performane.

Organization of webinars, inter and intra college competitions and workshops are a regular feature of the institute for all the students to enhance their competency and learning.

The Institute also organizes **Skill reformation (Personality Development)** for all the students and **Crack the Campus classes** specially designed and implemented for the final year students by **inviting industry experts** so that students get to know the latest trends of the industry. Inculcating the required skills and a holistic development is focused upon.

The main objective of this process is to:

- **Raise the level of confidence of the students while providing them with a strong foundation.**
- **Improving their overall performance throughout the semester and also during end term examinations.**
- **To provide them with better placement opportunities.**
- **To enhance the skill based learning of the slow learners.**

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

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

Response: 4.5

File Description	Document
Any additional information	View Document

2.3 Teaching- Learning Process

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

Response:

We at BCIHMCT envisage engaging students intellectually, creatively, and socially for an experiential learning necessary for their universal development. Trained faculty engage students' interest in classes. **Group discussions, interactive question-answer Sessions, case studies, Role Plays, industry visits, guest expert talks (online/offline)** depict our **teaching pedagogy that is based on participative learning**. Faculty members demonstrate & elaborate the difficult concepts with the aid of **ICT tools/presentations**. IQAC department encourages faculty members to **organize & attend FDPs associated with advanced teaching methods**. The **Institute has its own YouTube channel** where **faculty members upload demonstrative videos** for various practical sessions so that students can have a better and enhanced learning. **Regular hotel visits and trips are planned for the students: visit to Hyejeon college Korea for baking classes, SULA vineyards, Nasik, participation in competitions organised by the India Hospitality Expo and Skill India are a few to mention.**

Students are encouraged to contribute to the e-newsletter- YUVA, as students who wish to make a career in hospitality journalism can achieve the same in the long run. Food festivals during Annual Day, are organized, as we believe “not a job seeker but a job giver” and is in perfect echo with the Government’s mission on ‘entrepreneurship’. BCIHMCT has a special media & photography cell, and an editorial team comprising of students responsible for covering/preparing reports during different events .

Chandiwala Hospitality Ensemble - an international mega annual event hosted in the campus by students create an impact on recruiters as it places a heavy weightage in considering the candidate for placement. Students get actively involved during events & gain firsthand knowledge in different areas:- indenting, purchasing, storing, issuing, setting up stations for various competitions, reception, registration, food & lodging of the various participants, media handling, presentation & judgment team, participating/organizing cultural activities, anchoring of the event while announcing award winners & event sponsors. This exposure, makes the student experience, guest handling, problem solving, anticipating & forecasting, soft skills, technical skills, hygiene & sanitation, report writing, team work, punctuality or responsibility and the ultimate, absolute and inspiring example of how are students are groomed.

We are entrusted to devote to our students, updated knowledge/skills required to excel in any field they choose nationally or internationally. We uphold the annual IIHTTRC with great pride& honour to spread the message & sharpen young minds, to the importance of Research &Development and of course presentation of students’ Project Report, as a major subject and a part of syllabus completion. Various committees and clubs have been also formulated by the Institute for promoting student participation across all areas.

Industry Internship for the 3rd year students is for 22 weeks wherein for 16 weeks, students cover various core areas in Hospitality Industry & shall undergo the last 6 weeks training in their area of specialization. Area of Specialization will be communicated to the hotel beforehand.

The Internship will be followed by Industry Internship Report & Presentation during Sem End Examination, to be prepared & presented before an expert panel.

File Description	Document
Upload any additional information	View Document
Link for additional information	View Document

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

Response:

Every classroom is well equipped with LCD projectors and screens. The college has also installed a Wi-Fi unit for the faculty and students inside the campus. It also has a well equipped computer lab and language lab with internal LAN. The language labs help in enhancing the listening and communication skills of students while imparting soft skill development. For effective development of ICT skills and knowledge,

faculty members are provided appropriate training to enhance the use of skills and education in terms of ready access to ICT, continuous support and advice. Assessment and evaluation techniques through ICT enabled tools have helped us in continuing effective teaching -learning process. Various tools are used for imparting education i.e. Google Classroom, Microsoft Teams, Blogger.com, Google Meet and other related tools are used as Learning Management System. Quizzes are conducted through Google Forms. Zoom software is used for conducting webinars and guest Lectures. Student Feedback System is switched to the online mode. It is prepared at the end of each semester and circulated amongst students via Google form. This head towards improvements and involve students in this process. The College also has a Designated Hotel Software helps in understanding of the subject (HOTEL LOGIX). ICT enabled teaching methodology is being followed in class rooms. Attendance records and allocation/submission of assignments and teaching material is achieved through Microsoft teams. Faculty members also maintain blogs and **You Tube channels** for an easy access to the teaching material. The use of multimedia teaching aids like, LCD projectors, computer/laptops/tablet systems are there in place, the faculty members effectively use Audio Visual aids to demonstrate the concepts to the students. Online tests are conducted and e-assignments are given on a regular basis. Sufficient number of e books, e-journals are available in the library. The Institute's journal and book is also available online so that students can refer them regularly to keep them at par with the latest trends. The research journals INDIAN JOURNAL OF APPLIED HOSPITALITY AND TOURISM RESEARCH are also available online for accessing <https://www.bcihmct.ac.in/download/IJAHTR/Publications.htm>. The Institute has an online Grievance redressal system for the students, staff and parents, for better and timely addressing of grievances and complaints. The institute also conducts webinars, workshops and guest lectures by collaborating with industry experts to introduce an effective teaching and learning system. **College have signed MOU with service provider for maintaining ERP for student attendance.** Assessments, declaration of results, grade card generation, distribution etc. are controlled by GGSIP University through their platform. Student satisfaction survey is conducted through an online mode. Feedback collected, analysed and action taken and feedback available on the college website. **The college e- newsletter-YUVA which is managed by the students is maintained on a regular basis for the continual development of students and updating them with the latest in the industry. The college has its own channel where videos related to the various practical sessions conducted by faculty members are updated.**

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

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

Response: 4.7

2.3.3.1 Number of mentors

Response: 23

File Description	Document
Upload year wise, number of students enrolled and full time teachers on roll.	View Document
Mentor/mentee ratio	View Document
Circulars pertaining to assigning mentors to mentees	View Document

2.4 Teacher Profile and Quality

2.4.1 Average percentage of full time teachers against sanctioned posts during the last five years	
Response: 94.38	
File Description	Document
List of the faculty members authenticated by the Head of HEI	View Document
Institutional data in prescribed format	View Document
Any additional information	View Document

2.4.2 Average percentage of full time teachers with Ph. D. / D.M. / M.Ch. / D.N.B Superspeciality / D.Sc. / D.Litt. during the last five years (consider only highest degree for count)				
Response: 11.39				
2.4.2.1 Number of full time teachers with Ph. D. / D.M. / M.Ch. / D.N.B Superspeciality / D.Sc. / D.Litt. year wise during the last five years				
2020-21	2019-20	2018-19	2017-18	2016-17
4	3	4	2	1
File Description	Document			
Institutional data in prescribed format	View Document			
Any additional information	View Document			

2.4.3 Average teaching experience of full time teachers in the same institution (Data for the latest completed academic year in number of years)	
Response: 46.21	

2.4.3.1 Total experience of full-time teachers

Response: 1109.11

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

2.5 Evaluation Process and Reforms

2.5.1 Mechanism of internal assessment is transparent and robust in terms of frequency and mode

Response:

BCIHMCT conducts continuous evaluation of the performance of its students based on the guidelines issued by the GGSIPU. The institute believes that continuous and comprehensive evaluation is a tool that covers all the aspects of students' development. It helps in improving student's performance by identifying his/her learning difficulties at regular time intervals right from the beginning of the academic session and employing suitable remedial measures for enhancing the same. The **Institute** follows the **guidelines prescribed by the GGSIPU** for conducting the **Evaluation which is mentioned in the curriculum. The continuous evaluation** is done during the semester by the teachers of BCIHMCT. The **weightage** for various components of evaluation is as follows:

Theory Courses

1. Internal Assessment by teachers - 25%
2. Semester term end examination - 75%

For theory courses, Internal evaluation is done on the basis of Mid-term examinations which are conducted once during the semester, in accordance with GGSIP University Academic calendar. The Institute prepares the Academic Calendar which also includes the internal examination schedule. It is displayed on the website of the college. The notices are displayed on the exam department notice board and are also communicated by the faculty class coordinators to the respective student batches. Mentors also keep an update on the dissemination of regular information related to examination schedules and assessments to the students as well their parents.

Practical Courses

1. Continuous evaluation by teachers - 40%
2. Semester term end examination - 60%

With the exception of Training Report, for which the weightage of continuous evaluation and Semester term end evaluation are 50% each.

For Practical courses, **continuous evaluation is done throughout the semester by respective subject teachers during the Practical Course class.**

The component of 40% in practical courses involves assessment of grooming standards, technical knowledge, journals, modules & performance during the practical. While the 25% theoretical exam internal evaluation lays stress on class performance, submission and quality of assignments in addition to general awareness & participation in academic activities including any tests/group activities or discussions conducted.

Other appropriate assessment methods: open book test, surprise test, MCQ, project work, model designing, video presentations are also implemented & experimented for internal assessment. An internal exam schedule is prepared in accordance with the academic calendar and is displayed on the notice board and is also circulated on WhatsApp group of the classes by various faculty class coordinators. The college takes extra efforts for slow & advanced learners where they are assessed by different methods. **Exam department is responsible for monitoring & conducting internal examinations.** All teachers submit the question papers to the examination department as per prescribed syllabus. **Question papers designed for all tests and assignment are designed in accordance with course outcomes (COs).** Students are also provided with question bank with questions linked with all COs during the semester. **Timely declaration of results is done and the compiled marks are displayed and communicated to the students & also updated on the website. Answer sheets are also provided for cross checking to the students for avoiding discrepancies.**

File Description	Document
Any additional information	View Document
Link for additional information	View Document

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

Response:

All grievances related to examinations are addressed to the exam department. To address all examination and evaluation related issues and grievances, the Institute has appointed an **Examination Incharge**. The examination committee team members under the guidance of the **Principal and Examination Incharge** handle the overall functioning of the exam department in the college. Coordination with GGSIP University is also taken care by this department.

Internal examination schedule is prepared by Examination Department, BCIHMCT, in accordance with GGSIP university's Academic Calendar. This is notified to all the students. The schedule is circulated through notice board/ website and by all faculty class coordinators as well as mentors who are in regular communication with the parents as well. Parent teacher meetings are also conducted by the Institute in order to keep the parents updated about the performance of their respective wards.

Internal assessment marks for subjects (theory and practical) are informed to students by respective

subject teachers, before submission to Examination Department, BCIHMCT. Internal marks are compiled and displayed on Institute Website. These marks are also shown to the students, answer sheets are also shown to the students to avoid any discrepancies.

Theory Courses

1. Continuous evaluation by teachers - 25%

2. Semester term end examination - 75%

For theory courses, continuous evaluation is done on the basis of Mid-term examinations which are conducted once during the semester, in accordance with GGSIP University Academic calendar.

Practical Courses

1. Continuous evaluation by teachers - 40%

2. Semester term end examination - 60%

With the exception of Training Report, for which the weightage of continuous evaluation and Semester term end evaluation are 50% each.

For Practical courses, continuous evaluation is done throughout the semester by respective subject teachers during the Practical Course class. Continuous Internal Evaluation has reduced the examination related grievances as performance on day to day basis is shared and discussed and corrective measures are taken by faculties and students in progressive manner.

During the above process, **students may approach respective subject teacher and Examination Department, BCIHMCT** for resolution of any discrepancy or grievance. **All grievances are dealt with in a time bound, transparent and efficient manner. Students can also use the online grievance link provided on the website** for the resolution of any discrepancies related to examinations or marks allocated.

All the informations are briefed well to the students through different means and modes regularly from orientation days onwards as well as time to time.

File Description	Document
Any additional information	View Document
Link for additional information	View Document

2.6 Student Performance and Learning Outcomes

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

Response:

The curriculum of BCIHMCT is comprehensive & is designed in a manner so that it aligns with the program structure and the course contents suited as per latest requirements of the dynamic hospitality industry. The Institution has implemented a Course Based Credit System offering specialised courses to the final year students. Regular updation of the Curriculum is undertaken after implementing an integrated feed back system from the industry as well as other stakeholders. The Institute has well defined Programme & Course Outcomes:-

Programme Outcomes

This Programme offers a learning arena for the students to gain knowledge of the industrial and operational skills required by hospitality industry. During the Programme the student will learn the industrial skills of the core operation of hospitality like Front Office, Food Production, Bakery & Patisserie, Accommodation Operation and Food & Beverage Service along with general management skills. During the Programme students will learn through hands-on experience, on the job training and research and projects. Students manage various national and international level events at the college helping them in working as a team. Students will also undergo one semester for industrial training where they will get apt industry experience.

Course Outcomes

- To prepare students with the operational aspects and knowledge of the underlying principles of the International Hospitality Industry.
- To familiarize students with the practical aspects of the hospitality industry and the strategic management issues involved in operating various types of Hospitality industry
- Prepare students as a strong work force for national and international organizations in service sector.
- To train students for both operational and administrative duties at supervisory and management positions.

Programme & course outcomes of the curriculum specified by the GGSIPU are effectively communicated to teachers, students & other interested groups. These are taken into consideration while planning lesson plan and matched with the outcome in faculty report. These are well defined and listed on institute website for convenient referral of teachers & students. Also academic calendar is created each year semester-wise to provide for the framework effective conversed of programmes &

course outcome. Institute employs the mechanism of effective **Session Plan & Lesson plan for each of the course taught as per the curriculum.** These were made amidst to the stated Programme & Course Outcome by the teachers and conveyed to the students while teaching.

All the departments of the institute adhere to the programme and course outcomes. At the institutional level, orientation programmes are conducted every year for the students of first year to familiarize them with the same. The first year students are made aware about the Vision and Mission of the Institute and the programme outcomes are also communicated to the students. The institute regularly ensures the participation of teachers in various workshops, seminars, conferences and FDPs to augment and enrich their knowledge that will help them to attain the outcomes during the teaching-learning process in the classes. The HOI also interacts with the students of the institute on a regular basis for motivating them towards the achievement of the same.

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

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

Response:

As per the academic calendar, provided by GGSIPU before the commencement of academic session, faculty members prepare themselves for the upcoming session. Time table is circulated well in advance. Accordingly, Session plan for the semester; weekly or unit-based lesson plan; trainer-trainee notes for the unit are designed by faculty. According to that, classes are conducted and evaluated against specified continuous evaluation practice. Faculty report is also prepared by the faculty and PO and CO are evaluated. Regular learning, feedback and mentoring practices helps in enhancing the learning outcomes

For the **evaluation of attainment of Programme and course outcome, these are important tools used by the institute at primary level.** They act as an evaluative tool to understand whether the stated Programme and course outcome effectively attained during the teaching process. The institute applies system of continuous evaluation of the performance of its students based on the guidelines issued by the GGSIPU. The distribution of weightage for various components of evaluation as laid by GGSIPU is as below:

Theory Courses

(i) End-term examination 75% (ii) Internal/Mid Term evaluation

(i) Semester-end examination 60% (ii) Continuous internal evaluation by the teachers 40%

The component of 40% in practical courses that is evaluated by the teachers is based upon the Continuous Evaluation wherein student attending the practical is evaluated and marks on appraised specifications such as grooming standards, technical knowledge, journals, knowledge of practical modules and performance during the practical. While the 25% theoretical exam internal evaluation lays stress on class performance, submission and quality of assignments in addition to general awareness and participation in academic activities including any tests/group activities or discussions conducted. It acts as a continuous and comprehensive evaluation mechanism that covers all the aspects of student development in attainment of stated Programme and course outcome. The aforesaid process of continuous assessment is fair and transparent that helps in improving student's performance by identifying his/her learning difficulties at regular time intervals right from the beginning of the academic session and employing suitable remedial measures for enhancing the same.

The specific program outcomes are evaluated both through academic as well as non-academic performance of the students. Student performance in the internal assessment/examination and end term external examinations along with the continuous internal evaluation for practical conducted, assignments, participation in class activities, teamwork and leadership roles played in various departmental activities are few other means through which the program outcomes are evaluated. Students are motivated and trained for participating in various competitions on a regular basis for honing their skills and overall development. Also, the class conduct maintained by the students, level of participation in classroom discussions on case studies and hypothetical situations are also inculcated by the Institute for enhancing their learning outcome.

The learning curve of the students is monitored by respective teachers & Head of the Institute (Principal) based on the reports and the methodologies referred to above, thus achieving the goals of efficient curriculum delivery as envisaged by the University and attainment of stated Programme and Course Outcome.

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

2.6.3 Average pass percentage of Students during last five years

Response: 99.02

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

2020-21	2019-20	2018-19	2017-18	2016-17
109	96	93	104	98

2.6.3.2 Total number of final year students who appeared for the university examination year-wise

during the last five years

2020-21	2019-20	2018-19	2017-18	2016-17
109	99	93	106	98

File Description	Document
Upload any additional information	View Document
Institutional data in prescribed format	View Document
Paste link for the annual report	View Document

2.7 Student Satisfaction Survey

2.7.1 Online student satisfaction survey regarding teaching learning process	
Response: 3.61	
File Description	Document
Upload database of all currently enrolled students (Data Template)	View Document
Upload any additional information	View Document

Criterion 3 - Research, Innovations and Extension

3.1 Resource Mobilization for Research

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

Response: 18.89

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

2020-21	2019-20	2018-19	2017-18	2016-17
0.80000	4.15000	6.40000	4.24000	3.30000

File Description	Document
Institutional data in prescribed format	View Document
e-copies of the grant award letters for sponsored research projects / endowments	View Document
Any additional information	View Document

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

Response: 100

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

2020-21	2019-20	2018-19	2017-18	2016-17
1	2	3	2	2

3.1.2.2 Number of departments offering academic programmes

2020-21	2019-20	2018-19	2017-18	2016-17
1	2	3	2	2

File Description	Document
Supporting document from Funding Agency	View Document
Institutional data in prescribed format	View Document
Any additional information	View Document
Paste link to funding agency website	View Document

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

Response: 152

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

2020-21	2019-20	2018-19	2017-18	2016-17
30	42	32	31	17

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

3.2 Research Publications and Awards

3.2.1 Number of papers published per teacher in the Journals notified on UGC website during the last five years

Response: 0.35

3.2.1.1 Number of research papers in the Journals notified on UGC website during the last five years.

2020-21	2019-20	2018-19	2017-18	2016-17
2	4	2	0	1

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

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

Response: 0.94

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

2020-21	2019-20	2018-19	2017-18	2016-17
6	6	3	3	6

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

3.3 Extension Activities

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

Response:

BCIHMCT believes that it is essential for students to have an overall and holistic development for honing their skills. Students of BCIHMCT show active participation in services towards the community. **The institute has received a Social entrepreneurship Swachhata and Rural engagement cell recognition awarded by MGNCRE, Directorate of Higher Education, Govt of India. The Institute regularly plans visits to neighbouring areas as a part of the Swachhta Abhiyaan for raising awareness towards the importance of cleanliness.**

Promotional Activities based on Health and Safety: -

BCIHMCT regularly organises **Blood Donation Camps in Association with the Red Cross, Disaster Management Workshop, Firefighting workshop, Workshop on First-aid training, COVID-19 Sanitation drive, Cleanliness drives, self-defence workshops for female faculty members and girl students, cyber crime workshop etc.** Such workshops enhance the thought process of students, provide a boost to their morale and inculcate skills that enable them to handle critical situations beside helping them to become a socially responsible person.

Programs Based on Environment Awareness: **Jal Shakti Abhiyaan-** for conservation of water, **Swachh Bharat Abhiyan-** For Community cleaning and development, **Awareness Drive on Idol Immersion and its repercussions**, **Tree plantation drives**, **pledge ceremony for Swachta hi seva**, **Ban on Manjha drive - for protection of Birds**, **Campaign on Ban of Plastic**, **Anti Cracker Campaign- Go Green with Crackers**, **Awareness drives on Noise Pollution and Water Pollution**

BCIHMCT is active member of Eco Club of Dept of Environment, Delhi Government.The college adheres to the **Eco-club Manual as prescribed by them and plans the activities adhering to the same.**

1. **International Yoga day** celebrated on 21st June every year for Emphasizing the power of yoga for mental & physical health
2. **Constitution Day:** The college celebrates Constitution Day every year on 26th November to imbibe the feeling of patriotism
3. **World Tourism Day**
4. **Earth Day**
5. **International Women's Day**

Responsibility towards the Upliftment of Society: The Institute focuses on inculcating human values amongst the faculty, staff and students. For this many activities are organised for the upliftment of the society.

- **Ek Muthi daan-** An initiative towards for disaster relief “Rahat”
- **Regular visits to NGO's like GOONJ, SHANTI SAHYOG- A GANDHIAN NGO, NAAZ FOUNDATION (specifically dedicated to AIDS patients)**
- **Donation for the KERELA RELIEF FUND**
- **Visit to Old age homes & Blind schools for community development and to familiarize with concepts like importance of hygiene, proper procedure of washing hands, use of toilets.**
- **Visit to the slum areas near for making the people aware about the use of PUBLIC TOILETS and preventing OPEN DEFECATION.**

To promote **Unity in Diversity BCIHMCT** also focuses on missions like:

- **Ek Bharat Shreshth Bharat- For Promoting unity in Diversity**
- **Voter's Awareness to generate a sense of responsibility amongst the students.**

With this, some of the other extension activities like virtual debate on World environment day and International Noise Day, poster making activity on topics like Earth Day, Women's Day, COVID-19 Awareness these activities have positive impact on the students in developing awareness, and sense of social responsibility towards the community.

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

3.3.2 Number of awards and recognitions received for extension activities from government/ government recognised bodies during the last five years

Response: 8

3.3.2.1 Total number of awards and recognition received for extension activities from Government/ Government recognised bodies year-wise during the last five years.

2020-21	2019-20	2018-19	2017-18	2016-17
3	1	4	0	0

File Description	Document
Institutional data in prescribed format	View Document
e-copy of the award letters	View Document
Any additional information	View Document

3.3.3 Number of extension and outreach programs conducted by the institution through NSS/NCC, Government and Government recognised bodies during the last five years

Response: 74

3.3.3.1 Number of extension and outreach programs conducted by the institution through NSS/NCC, Government and Government recognised bodies during the last five years

2020-21	2019-20	2018-19	2017-18	2016-17
15	26	15	13	5

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

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

Response: 1489.68

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

2020-21	2019-20	2018-19	2017-18	2016-17
2016	3899	1265	1029	419

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

3.4 Collaboration

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

Response: 214

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

2020-21	2019-20	2018-19	2017-18	2016-17
37	39	48	49	41

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

3.4.2 Number of functional MoUs with national and international institutions, universities,

industries, corporate houses etc. during the last five years

Response: 19

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

2020-21	2019-20	2018-19	2017-18	2016-17
7	3	2	4	3

File Description	Document
Institutional data in prescribed format(Data template)	View Document
e-Copies of the MoUs with institution./ industry/ corporate houses	View Document

Criterion 4 - Infrastructure and Learning Resources

4.1 Physical Facilities

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

Response:

BCIHMCT has the most modern campus & developed infrastructure. The Infrastructure and equipments are as per the AICTE and GGSIP University norms.

INSTRUCTIONAL AREA FOR STUDENTS: The college has 10 class rooms to accommodate 60 students in each class rooms other than tutorial rooms for the seating of 30 students in each room. All rooms are air-conditioned and are equipped with LCD Projectors. Laboratories are well equipped with latest equipments. College is having 5 labs for Food Production with cold room and 2 for Bakery and Confectionery. 2 Well equipped Restaurants with Training Bar, 3 Conference rooms, 1 Model room, along with a Front office and a well equipped Housekeeping Lab, 2 computer labs and Language lab provide best of the resources for the training. The college uses latest teaching aids, thus making virtual teaching a reality with the WiFi enabled Campus. A banquet hall of contemporary design, lobby and front office with latest software and other amenities form part of the Institute. A state of the art 240 seat modern Auditorium helps in student's all round development in different aspects of the Hospitality Industry and an operational laundry, and Guest rooms provides support to the residents and college. Allthese helps in providing real life experience during practicals.

LIBRARY AND ICT: Wi-Fi enabled Campus& hostel, an automated library with a large collection of latest books, journals & magazines along with Online Journal GALE-Hospitality justify the claim that the infrastructure of BCIHMCT is among the best. It also has a hospital and hostels for boys & girls.

OFFICES: The main college building has office of the Principal's office, Administrative Office, Programme & academic coordinator's office, Placement office, board room, Library, two faculty rooms, IQAC Department, exam department, Stores etc.

OTHER FACILITIES

The infrastructure facilities meet the requirements of students with physical disabilities. The institute building has an elevator, makeshift ramps for stairs, and provides wheel chairs, handrails in washroom cubicles etc. We have a separate residential hostel facility available for boy and girl students in the campus. The facility is located within the institute premise. The facility is owned, maintained and managed by the Trust Society. The institute, Boys & Girls hostel is well equipped with RO water purification technology. Safe and purified potable water is available to students and staff members for drinking 24X7. There is Wi-Fi facility in hostel for the students. Students can connect their own Laptops and other electronic gadgets with internet facility by Wi-Fi. 24 hours health services are available in our Trust Society Hospital (B.C.I.M.S) within the campus.

Indoor games facilities: table tennis, carom, chess, badminton with grounds for outdoor activities & Lush green lawns are present. The institution premise is manned by the security personnel 24X7

along with the monitoring through CCTV, to ensure the safety and security of the students and staff. Facility of lockers for girls & boys is available for safekeeping of valuables at the institute. Lunch option is also provided to students with dining facility in college cafeteria and canteen.

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

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

Response:

BCIHMCT has state-of-the-art 240-seater auditorium, equipped with latest audio-visual equipment in a centrally air-conditioned environment for hosting intra and inter-college event like the annual International conference-IIHTTRC, Chandiwala hospitality Ensemble, debates, seminars, workshops, orientation, graduation ceremony and numerous other cultural activities. The college do cater more than 2000 pax during international CHE event,. As a philanthropic institution, BCIHMCT and its stakeholders emphasize on 'fun in learning. Hence, students are entrusted with the task to set up theme-based restaurants- to promote and develop their sense of innovation, teamwork and leadership. Learning through designing 3D models, or even have fun in cutting the cloth to draft, devise and don uniforms for different job positions in hotels and restaurant etc. is emphasized upon.

Lawns are created for aesthetic pleasure, as well for sports and other outdoor recreational use. Inter college events like Chandiwala Hospitality Ensemble which is a regular feature of the institute ever year is planned and organized with a gala theme dinner in these lawns. Annual day, founders' day, sports day are also celebrated in the same area. Fun never ends at BCIHMCT where students do some digging and gets smeared with soil and fertilizers, to grow a bit of the greens, inside our campus, whenever season is favourable. Tree plantation drives are a regular practice at BCIHMCT to promote environment sustainability and conservation which is embedded in the Institutional value system. A designated team of faculty members coordinate, conduct and initiate sports and actively reach out to the students whenever we get invited from university or plan our own sports meets. We do pretty well and take pride in our BCIHMCT jerseys for the tug-of-war, cricket, volley, badminton and of course the indoor games of carrom, chess, table tennis too which happens in our sports room and beautiful grounds of the campus..

We fondly remember and respect the **International Yoga Day** celebrated every year on 21st June, by having a yoga session in our Banquet Hall where students and faculty members join in. **The Cultural Committee is one of the strongest assets of the college. As for cultural events, our students like to sing, play music and dance. Various events like organizing freshers' party, managing the anchoring as well as stage performances on the occasion of international conference and the Chandiwala Hospitality Ensemble, Annual day for inter college folk dance competition are a few regular features of the Institute that highlight the extra-curricular activities organized at the Institute facilitating a universal and holistic development of students. The College also motivates students for participation in**

different events like plays, designing advertisements, gaming, skits, folks dance, one act plays, street plays etc, in cultural festivals. **Rangoli and painting competitions are also organised in the Institutional premises as a regular feature.** The Institute has a **well equipped air conditioned seminar hall** used for various cultural activities and dances for the students. Faculty members as well as students represents various committees in order to promote the sports, cultural, environment and CSR activities on a regular basis.

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

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

Response: 100

4.1.3.1 Number of classrooms and seminar halls with ICT facilities

Response: 11

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

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

Response: 23.3

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

2020-21	2019-20	2018-19	2017-18	2016-17
9.97780	59.02415	20.46647	10.00931	6.83940

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

4.2 Library as a Learning Resource

4.2.1 Library is automated using Integrated Library Management System (ILMS)

Response:

Our Library automation is managed by an Integrated Library Management System which oversees the different functions of the library. OPAC is made available in the library in the form of a software called **Alice for Windows** Version-5.50a.002, this **integrated library automation software package was introduced in the year 2007**. Alice for Windows an integrated library automation software package is the product of Softlink. Softlink Alice also provides the ability to catalogue electronic files that include documents and HTML files which are downloaded from the World Wide Web. An easy management and control of the library can be done using this software.

Library management system at BCIHMCT works on various modules:

1. Management: Used for maintaining a computerized catalogue of library holdings. It enables us to do maintenance functions (i.e. adding, editing and deleting) for Catalogue, Accession, Authority and look up files. It also generates reports for resources, duplicate bar codes etc.
2. Periodicals: Facilitates the control of periodical subscriptions and the receipting in of periodical issues by the library.
3. Acquisitions: Helps in keeping effective track of library budgets, previewing and purchasing items from supplier that are recorded in the supplier authority file, tracking standing orders, quickly processing received order into a catalogue and tracking non- book expenses.
4. Inquiry: Provision of access to the resources included in catalogue. It is used for basic as well as advanced search and helps to identify and locate all resources within the collection suited to the requirement of faculty and students.
5. Circulation: Utilised for all the normal library based functions of issue, return, renewal and reservations for individual resources and for resources linked together in sets. This module also provides facilities such as part- day booking, comprehensive stock taking, calendar control, circulation- oriented inquiry, fines and reporting options on user behavior, resource usage, demand on resources etc.

BCIHMCT has a Research Data Base, GALE, which was introduced in 2017. This database is used by the faculty and students of BCIHMCT and it works on two modules. The first module is based on Hospitality, tourism and leisure collection where as the other one focuses on the Culinary Arts collection. These modules provide access to e-journals, e-books, databases, magazines, and many trade publications that include varied aspects associated with travel and tourism. The Culinary Arts module has a collection of more than five million articles related to cooking, nutrition, Wine, topics

related to catering, bread and pastry.

Internet bandwidth/speed of 100 mbps is provided to the library to ensure fast and uninterrupted access. Institutional Repository Data is also provided in the Software Content management system for e-learning. Internet facility is available for students for content management system for the purposes of e-learning and participation in resource sharing. Resource sharing of electronic resources is also made available for users from sister institutions.

To help in students learning various hospitality online resources links, BCIHMCT You tube link, College magazine " YUVA@ and college Publications are available in library systems.

Digitised resources links are also available in library systems for upgrading students knowledge.

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

4.2.2 The institution has subscription for the following e-resources

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

Response: A. Any 4 or more of the above

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

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

Response: 2.35

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

2020-21	2019-20	2018-19	2017-18	2016-17
3.07828	4.02579	1.68978	1.66638	1.27206

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

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

Response: 73.48

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

Response: 97

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

4.3 IT Infrastructure

4.3.1 Institution frequently updates its IT facilities including Wi-Fi

Response:

BCIHMCT has a **well-established mechanism for upgrading and arraying Information related to technology infrastructure**. Initially, the college assesses the requirements as per the number of students, faculty members along with the other end users. An annual maintenance budget is prepared by the IT in-charge and approval for the same is granted by Principal for maintaining the hardware and other IT related infrastructure of the Institute.

The Institute is committed to provide best IT infrastructure/facilities to its students by upgrading its IT equipment and services time to time. **The Institute possesses state of the art Computer lab and language Lab which includes best configured computers and audio facilities in the labs. The computer lab facilities are maintained by a qualified IT in-charge.** The Computer Lab and Language lab can **accommodate 60 students** at a time to enhance their learning abilities. A **well equipped Server room** is present in the computer lab of the Institute.

All the classrooms are equipped with good quality Audio-visual devices like LCD projectors, speakers, Wi-Fi for interactive lecture delivery Online and offline. The Institute building is Wi-Fi

enabled and provides high-speed internet facility to its teachers, students and other stakeholders free of cost. The Internet speed is 100 MBPS.

Other essential facilities like a **video surveillance system, electrical power supply with round the clock generator backup, facility for high-speed communication links, LCD projectors to all departments, anti-virus facility for all computers is also maintained.**

The Institute has also signed MoU with proCampuz/ Financepeer (ERP) for facilitating the various activities related to the students as well as for carrying out various academic and administrative activities.

A permanently appointed technical staff for all IT related facilities is available in the Institute for providing assistance as and when required by the HOI, faculty members and students.

The Institute also implemented **facility of online teaching by using best quality applications like, Microsoft Teams, Google Classroom and Zoom Meeting** so that the students can be benefitted with quality education during any situation and the teaching- learning process remains unperturbed. **The Institute maintains its own You tube channel** along with various other social-media platforms for highlighting various promotional activities and events organized at the Institute. An online hotel software **HOTEL LOGIX** is also used by the institute

Online Grievance facility is also available for all the stakeholders of the Institute. The link is available on the HEI's website.

For maintaining its commitment, **Institute has purchased 10 Computers and 2 Laptops with highest technology & configuration in the month of March 2021 and June 2021.**

The library of the Institute also has 5 computers for student use. Our Library automation is managed by an **Integrated Library Management System** which oversees the different functions of the library. OPAC is made available in the library in the form of a software called **Alice for Windows** Version-5.50a.002. Also, apart from the subscribed journals in the library, easy access to E-Journal, GALE Hospitality has backed the efforts of faculty members towards a research oriented approach in teaching.

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

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

Response: 1.35

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

4.3.3 Bandwidth of internet connection in the Institution

Response: B. 30 MBPS – 50 MBPS

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

4.4 Maintenance of Campus Infrastructure

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

Response: 11.59

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

2020-21	2019-20	2018-19	2017-18	2016-17
6.20728	13.66730	9.91004	7.70229	15.18816

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

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

Response:

BCIHMCT is governed by SBCSS Trust society. The trust society administration plans and takes decision on major infrastructure issues like painting, infrastructure changes to meet the statutory requirement on the

recomendation of HOI. Departmental recommendations and Proposals are sent for the approval from the management. Any Maintenance (regarding carpentry, plumbing, civil, electrician) work required is carried out by the in-house personnel from centralized maintenance department.

The college ensures optimal allocation and utilization of the available financial recourses for maintenance and upkeep of different facilities by holding regular meetings of various committees constituted for this purpose. and using the grants received for the college as per the requirements in the interest of students. Staff members are assigned duties to assist the lab assistants in ensuring that the instruments are maintained properly and calibrated on a daily basis. Critical equipment's are regularly serviced. AMC is given for equipment's which needs specialized care.

Policy for Physical and Academic facilities: The institute has large classrooms for routine classes and tutorials with a spacious library, an administrative office and other basic facilities as per required norms. The housekeeping department is responsible for the internal cleaning of the institutional premises. Cleaning responsibilities are equally distributed amongst the support staff and a duty roster is prepared for the staff members highlighting their areas of responsibility. Utmost hygiene and safety are maintained at the Institute. Locker room and common room facility is also provided to all the students of the college. The college has a board room, a well-maintained seminar hall and sufficient washrooms for all gender. Administration is responsible for the upkeep, regular maintenance of physical facilities of the Institute. The campus is under CCTV surveillance.

Requirements from the department for day to day operation is indented and approved by the Principal. Every department maintains a stock register for the equipment as well as other operating supplies. All kitchens and production areas follow the color coded bin system for collecting waste. Departmental reports are submitted annually. Proper inspection is done periodically & regular audits/inspections are conducted to check stocks maintained by all departments.

Established systems and procedures for support facilities: Proper guidelines for the department and facility concerned is available briefed. Policy details are available on the website of the college. Auditorium, Guest Houses and transport facilities are booked advance as per the plan and requirements of the activities and event.

Library :

Library is managed by an experienced librarian assisted accompanied by a library attendant. Library books/records are also updated every year. Book binding is carried out on regular basis for damaged books to avoid further damage. There are certain rules and regulations to be adhered to while using the library premises. Notices are placed for the same at the library notice board. Students and faculty members using the library need to enter their details in the library record register. Stock verification is done as a part of regular monitoring and control. Pest control is done on regular basis for maintaining books safe from termites.

The advisory committee recommended for the library has been appointed by the Principal to monitor the smooth and effective functioning of all the library services provided. This committee also has the responsibility for finalizing the annual purchase of the reference books, text books along with the journals and periodicals.

Computer/Language Lab:

The institute has an adequate number of computers with internet connections and utility software's. Computers are provided with UPS to take care of data in case of emergency. Computer systems and Servers are maintained by outsourced technicians, Lab Assistants and Lab-In Charges. IT infrastructure is maintained by the head, IT Coordinator along with a Lab attendant. There are certain rules and regulations to be adhered to while using the Computer Lab. Notices and Lab manuals are placed for the same in the computer and Language Lab. All staff/students have to record the use of computers in Computer Usage Register mentioning time-in/out. BCIHMCT Students and staff have set a paper reduction policy wherein single-sided paper are reused, signs are posted on printers and copiers etc. Internet facility is strictly for educational purposes only. IT in-charge is responsible for the upkeep, maintenance and periodic inspection of all IT related facilities in the Institute. Issues concerning the system/software are addressed to the lab-in charge. Regular cleaning of computers is done with Dettol and other cleaning agents by housekeeping department. Repairs and maintenance work is done through the vendors after getting approval from the Principal and management depending upon the extent of work.

Sport Facility- Sports facilities are maintained by the sports committee. The play-ground and overall maintenance of the ground and indoor hall is done by housekeeping staff. They are also maintained regularly by students under Swachh Bharat Abhiyaan scheme. Greenery is maintained by the gardeners.

Maintenance of other support systems:

1. Housekeeping for regular cleanliness of corridors, washrooms, classrooms, laboratories premises and Sanitizing of washrooms is done on regular basis.
2. Water coolers are maintained and cleaned on regular basis. Safe and potable RO water is available for the students, faculty and staff. The college has an AMC with the RO services renewed regularly. Overhead water tanks and water coolers are cleaned periodically. MCD department visits on a regular basis to check the unnecessary storage of water in the campus.
3. Dining hall facility is offered to students for having meals during the break times. A canteen is also available which provides good quality food items at affordable rates.
4. Online Grievance Redressal system and internal marks records are available on college website.
5. AMC are also available for major equipment's like Elevators, RO and EPABX.
6. Students with physical disabilities: Ramps, Rail, Lift and wheel chairs are available in the college. University has provisions for giving writer and additional time for writing the exams depending on the case to case.
7. Regular monitoring and check on earthing problems is done. Institution has a generator / backup system for any electricity supply failure or voltage fluctuation.

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

Criterion 5 - Student Support and Progression

5.1 Student Support

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

Response: 22.07

5.1.1.1 Number of students benefited by scholarships and free ships provided by the institution, Government and non-government bodies, industries, individuals, philanthropists during the last five years (other than students receiving scholarships under the government schemes for reserved categories)

2020-21	2019-20	2018-19	2017-18	2016-17
36	31	37	18	6

File Description	Document
upload self attested letter with the list of students sanctioned scholarship	View Document
Upload any additional information	View Document
Institutional data in prescribed format	View Document

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

Response: 0

5.1.2.1 Number of students benefited by scholarships and free ships provided by the institution, Government and non-government bodies, industries, individuals, philanthropists during the last five years (other than students receiving scholarships under the government schemes for reserved categories)

2020-21	2019-20	2018-19	2017-18	2016-17
0	0	0	0	0

File Description	Document
Institutional data in prescribed format	View Document

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

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

Response: A. All of the above

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

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

Response: 315.83

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

2020-21	2019-20	2018-19	2017-18	2016-17
431	420	341	303	347

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

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

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

Response: A. All of the above

File Description	Document
Upload any additional information	View Document
Minutes of the meetings of student redressal committee, prevention of sexual harassment committee and Anti Ragging committee	View Document
Details of student grievances including sexual harassment and ragging cases	View Document

5.2 Student Progression

5.2.1 Average percentage of placement of outgoing students during the last five years				
Response: 67.59				
5.2.1.1 Number of outgoing students placed year - wise during the last five years.				
2020-21	2019-20	2018-19	2017-18	2016-17
30	70	81	94	69

File Description	Document
Upload any additional information	View Document
Self attested list of students placed	View Document
Institutional data in prescribed format	View Document

5.2.2 Average percentage of students progressing to higher education during the last five years	
Response: 12.24	
5.2.2.1 Number of outgoing student progressing to higher education.	
Response: 12	

File Description	Document
Upload supporting data for student/alumni	View Document
Institutional data in prescribed format	View Document

5.2.3 Average percentage of students qualifying in state/national/ international level examinations during the last five years (eg: JAM/CLAT/GATE/ GMAT/CAT/GRE/ TOEFL/ Civil Services/State

government examinations)

Response: 0

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

2020-21	2019-20	2018-19	2017-18	2016-17
0	0	0	0	0

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

2020-21	2019-20	2018-19	2017-18	2016-17
0	0	0	0	0

File Description

Document

Institutional data in prescribed format

[View Document](#)

5.3 Student Participation and Activities

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

Response: 25

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

2020-21	2019-20	2018-19	2017-18	2016-17
8	4	13	0	0

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

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

Response:

BCIHMCT believes in a representative system that enables students to voice their opinions & play an active role as far as their academic development is concerned. The appointment of student representatives for each class is one of the tools used to achieve the aforesaid objective. **Campus ambassadors** are selected for the Institute every year. **They represent the Institute to the University.**

Under the supervision of the faculty, various student committees/clubs are prepared/managed by students. **These committees help in enforcing cultural values-ethics, writing & management skills, which help students in developing awareness, confidence & self-esteem and help in developing leadership skill.**

Committee Responsibilities

- **To formulate plans for extra-curricular activities.**
- **To coordinate with the members of different committees.**
- **To take up meetings as and when required.**
- **To see that the programmes selected by the students are constructive.**
- **To keep a record of all activities undertaken in the academic year.**

Event Organizing Committee :

Helps the students in becoming more informed individuals & responsible citizens who are agents for change. Events like, IIHTTRC, CHE, Annual day, Sports Day are arranged by the Institute & managed by the students.

Class Representatives:

This committee includes students' class representatives. This committee is appointed for feedback on classroom teaching/learning, compliance with the syllabus done by the subject teacher/grievance if any.

Editorial committee.:

BCIHMCT e-newsletter *YUVA & Ek Bharat Shresth Bharat Abhiyan* activities are also being managed by the students.

Training & Placement Committee:

To facilitate training & placement activities of the Institute, coordinate/counsel students. To organize activities related to training in order to improve students' employability

Anti Ragging Committee:

Objective is to adopt preventive measures against ragging through the Code of Conduct along with a Helpline Number displayed in the campus. The cell receives complaints and investigates the same.

Grievance and Redressal Cell

Grievances are aired to the faculty coordinators via student representatives, in the form of written applications which are then handled by the respective committees as per the nature of the grievance.

Cultural committee:

The Cultural Committee is responsible for organizing Fresher's Day, Cultural Activities for CHE & IIHTTRC, Independence Day, Republic Day, Farewells, etc. There are various categories of events that are conducted namely dance, song, play, skit etc. The committee decides the theme and the variety of programs to be included in accordance with the theme.

Environment Society:

Purpose of Eco Club is to organise various competitions and environmental awareness programmes. Field activities such as Nature Trails, Quiz/Poster/Essay competitions are organised to create enthusiasm regarding issues pertaining to Plants/Forest/Wildlife/Bio-diversity and Nature.

Sexual Harassment Cell:

The functions of this cell are purely to safeguard the rights of students and also to provide a platform for resolving grievances. The Cell also incorporates awareness regarding sexual harassment and tries to equip them with the knowledge of their legal rights to redress their grievances.

Media Cell:

Recording and reporting of the events and activities coverage of the Institute, this cell helps the Institute in establishing cordial relations with the media and provides the required material needed for media coverage.

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

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

Response: 8.4

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

2020-21	2019-20	2018-19	2017-18	2016-17
5	15	11	9	2

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

5.4 Alumni Engagement

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

Response:

College is having regular Alumni Association since long (2008), but not registered. However The Institute alumni are really working hard to support the institute by connecting students of the college through participation in guest lectures, conducting expert talks and workshops, direct counseling, social media (Facebook/Instagram) and making efforts to coach them for their career growth. Especially during the pandemic, when students were worried about their placements, education and career, alumni were continuously engaged in motivating students by sharing their experience by giving live interviews on social media and conducting webinars. The impact is clearly being seen in the motivation level of the students, who want to immitate successful alumni.

Alumni have always been supporting the institute in all our endeavours, Financial and nonfinancial support is also provided by the. Alumni are engaged for placement smart classes; crack the campus events, seminars, workshops and judging competitions for students. All these endeavors encouraged and motivated the students.

Alumni who joined various sectors like academics, consultancies, entrepreneurs and working in human resources and training department have been supporting current students of the institute by helping them to prepare for interview process and by sharing potential employment opportunities (online and offline).

Alumni are also associated with examination activities, as they support the examination team during external practical examinations (online/offline) by evaluating student's performance during examination as external examiners. They have also supported in designing course curriculum by giving feedback for the improvisation of proposed syllabus. Along with that alumni were asked to evaluate the college on certain parameters which were already set in the alumni feedback form.

Alumni association committee is presently undergoing the process of registration; Although new committee of Alumni Association has been formed in 2018 .Recent Alumni meet was conducted in BCIHMCT in the presence of present Alumni (batch 1999 to 2008), current faculty members, Administrative staff and Principal of the college.

Mr. Varun Balwani (batch 2004-08) was elected as President of the core committee and three of the faculty members of BCIHMCT i.e. Mr. Manish Malhotra(General Secretary), Ms. Reshma Kamboj(Treasurer) & Ms. Neha Sahni(Board Member) are also the part of the committee.

Alumni association / Name of the alumnus:

Sno.	Name	Position
1.	Varun Balwani	President
2.	Sahil Rampal	Vice President
3.	Manish Malhotra	General Secretary
4.	Sumit Gulati	Joint Secretary
5.	Siddharth	Joint Secretary
6.	Reshma Kamboj	Treasurer
7.	Sushant	Board Member
8.	Chetan Chauhan	Board Member
9.	Nitin Sharma	Board Member
10.	Neha Sahni	Board Member
11.	Sahil Arora	Board Member
12.	Devender	Board Member
13.	Gaurav Mitra	Board Member
14.	Siddharth Lohani	Board Member
15.	Apurv Sareen	Board Member
16.	Utkarsh Bhalla	Board Member

<https://www.facebook.com/groups/2634095286874021/>

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

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

Response: A. ? 5 Lakhs

File Description	Document
Upload any additional information	View Document

NAAC

Criterion 6 - Governance, Leadership and Management

6.1 Institutional Vision and Leadership

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

Response:

Vision: To be a leading Institution in Hotel Management & Catering Technology by creating dynamic hospitality industry leaders through integration of knowledge and skills imparted by committed and expert faculty from hospitality sector.

Mission: To groom globally competitive, high quality professionals through intensive training with the aid of upgraded curriculum in hotel management and catering technology.

The definitive method used by the college management to inherit the value of refining the perception and approach to learn as well as foster innovation through intellectual creativity. These increase the capacity for growth and intelligence to help in quickly adjust to new information and technology accepted globally. Support for innovation and creativity to excel through participative approach helps in committed team to work together for excellence in teaching. Responsibilities and tasks are assigned and teams of students under able guidance of learned faculties understand the task through experiential learning. Result in placement validates the outcome. **Visionary and Futuristic Curriculum** revised as per the need of the Industry. Frequent **feedback and suggestions from the best hotels** are taken. Syllabus drafted as per **NEP** is also submitted to the University for approval. The curriculum provides opportunity for **Industrial exposure during the course which is unique of its kind**. Project based Research incorporation under experts faculties is done to impart futuristic education. Continuous support from industry through transference of knowledge & skills imparted by expert faculty from hospitality sector is ensured. The availability of extensive library with the ample of books on every genre also helps in achieving the vision of the institute.

Academic plan

Academic plan and activities are implemented in a predetermined way. This helps in strengthening the teaching learning process. Implemented CBCS with industry participation for enhancing experiential learning. Event Management, Research orientation, regular participation in industry events and activities helps in developing competitive spirit and building achievers, who have created difference in their areas. We continue to make final refinement & restructuring to our existing programme to provide students with the opportunity for meaningful academic development of knowledge with respect to the environment.

Promoting research:

- **The India International Hotel Travel and Tourism Research Conference series has become the most prominent International Conference in the field of Hotel, Travel and Tourism.** BCIMCT has been conducting the conference since 2009 involving the Tourism & Hospitality Industry.
- **The Institute publishes its own Journal IJAHTR-Indian Journal of Applied Hospitality and**

Tourism Research (ISSN 0975-4954). The journal is a double-peer-reviewed journal published annually.

- The Institute has an **International collaboration with Hyjeon college, South Korea for faculty and student exchange for exposure training** to enriching their knowledge and learning.
- **The Institute has signed MoU with the KCCI.** Institute celebrated **International Kimchi Day in 2020 and has also organised a Korean Culinary Camp for the students and faculty in the year 2016.**
- For faculty development On the job training in different hotels, participation of faculty in **SWAYAM and MOOC** training courses is promoted.
- Training and placement department offers training/placement opportunities at a global level.

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

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

Response:

The Institute implements a systems approach with well defined roles and supports decentralization in authority & responsibility. The college follows a hierarchy based on seniority, experience and capability. This is visible in the entire operations of the college from administrative to teaching / learning process. The management style gives opportunity to each one to participate, learn, develop and excel. The Principal of the college has appointed head of operational departments who are assigned a team of faculty members and are responsible for the effective functioning of their department. For the academic functioning Programme coordinator, academic coordinator and the Examination in charge function together as a team and directly report to the Principal for all concerned matters as and when required. Administrative coordinator, Accounts and Cost centre Coordinator and Coordinator for extension activities all work in a decentralized and participative manner. The functions and JD are clearly specified and assigned.

The programme coordinator prepares a time table and allocates subjects after a thorough discussion with the concerned Head of the Departments. Mechanism for feedback through faculty report is ased. Regular meetings with the HODs' for the preparation of Annual Budget in order for procurement/purchase of up gradation of the premises is undertaken by the HoI. 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 recommendations of the expertise of the Faculty members.

Budgeting by Department Heads- The HoD of each department is responsible for making an annual budget and presenting it to the college Principal who reviews it and then gets it approved by the management collectively for all the departments.

Planning of Events:

All the mega Annual Events of the institute i.e CHE & IIHTTRC are the perfect examples of decentralisation & Participative Management implemented in the Institute. **The International and mega event of the Institute : Chandiwala Hospitality Ensemble and the IIHTTRC: the annual International conference are the major events of the Institute.** The Principal appoints respective event coordinators for the events. Heads of department also create their own core committees of faculty members and Student heads who then completely plan their department activity for both the mega annual events.

OBJECTIVES:

To bring effectiveness in the operation work is delegated at various levels.

Various committees consisting of Principal, Departmental Heads and Faculty members are formed to decentralize responsibilities and ensure active participation of all in various decision making policies.

There are Incharges and Coordinators that work for the respective activities under various Committees. Under the respective Committee students representatives also work

Each committee and activity incharge ensure that objectivity is being met and students involvement is satisfactory

HOD's, Committee Incharges, Various Teams and their Representatives and Class Coordinators and Class Representatives are some of the examples of grooming Leadership.

Faculty Coordinators select Student Coordinators for the respective coordinating team. Numbers of students coordinator will be as per the need and requirement of the task.

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

6.2 Strategy Development and Deployment

6.2.1 The institutional Strategic / Perspective plan is effectively deployed

Response:

Strategic planning is very essential to accomplish the Vision and Mission. It is based on analysis of future opportunities to achieve its set goals and objectives.

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 stated future plan of action for the next academic year. The institute's prime focus will remain on delivery of industry required training and to create & develop a research environment through which the institute fulfills its Mission and Objectives. BCIHMCT firmly believes that all good institutions across the world are learning institutions.

The institute plans to motivate its team of faculty and students to be involved in research and research related activities and encourage students to innovate recipes, present and publish their research based projects, articles, case studies etc. at appropriate forum so that benchmark can be created for others to follow. Institute aims to provide research and innovation oriented atmosphere and support for continual improvement and development of our students and faculty members and facilitates expertise & consultancy services to other stakeholders..

Our Faculty members are being encouraged to attend and participate in various Seminars, Conferences, Faculty Development Programs, workshops, guest lectures and special trainings to expertize & update their knowledge and keep themselves abreast with the latest trends in hospitality Industry. For offering an experiential and enhanced learning to the students of BCIHMCT for upgrading their knowledge, management always supports and advises faculty members to write good quality research papers, pursue Higher education, present/publish papers in UGC/Scopus indexed journals and conferences.

Final year students are exposed to research practices in their modified syllabus. Faculty mentors are also provided to students who provide them personalized research guidance. The series of India International Hotel Travel & Tourism Research Conference and Chandiwala Hospitality Ensemble is organized for our students to encourage them to plan, create and present their innovative research oriented recipes at a national level. The annual International Research Conference brings together an international mix of experts, researchers and decision makers both from academia and industry from across the globe to exchange their knowledge, experience and research innovations in Hospitality and Tourism sector. Panel discussions are the hallmark of modern conferences and events.

New opportunities related to research are being enforced with regularity, such as maintaining research funding, developing partnerships with outside institutions to expand research opportunities, and confronting institutional changes.

The institute always looks forward to maintain multiple Industrial partnerships and International academic cooperation, to strengthen to develop new opportunities for exposure to the students and faculty by reassuring exchange programs. BCIHMCT is also associated with Korean Cultural Center of India and organizes All India Korean Culinary Challenge where budding chefs and hospitality professionals are invited to participate and showcase their skills to prepare and present research based innovative recipes from Korean cuisine.

These have helped our faculties and students to create difference.

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

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

Response:

The institution has effective policies towards managing it. The Managing committee as per the recommendation of the Principal take decision and approval is granted. Proper HR Policy is defined with clear cut guidelines. Apart from the governing body, College development committee, IQAC and the college has divided its activities into various hierarchical levels to establish clarity of operational guidelines to be followed by the employees. The process decentralization helps in increasing operational effectiveness, accountability & productivity. Every department has clearly defined responsibility & guidelines. The HOD is provided the operational responsibility and ensures supervision of the process on a micro level for operational efficiency and effectiveness. The HOD reports to the Principal who analyses the department performance at a macro level, provides guidance and channelizes the efforts for organizational objectives. HOD prepares an annual departmental report and submits it to the HoI. SOP's are designed and implemented in every department. The quality policy of BCIMCT acts as a guiding force for departmental operation.

Documented Evidence:

BCIHMCT has identified various sub departments & committees for its effective functioning.

Roles/responsibilities of HOD and every member of the department are clearly defined.

Job descriptions are created for Academic, Programme, IQAC, Exam and Accountancy & Administrative coordinators that clarifies the respective process.

Documents and records maintained by every department indicate the productivity and performance standards.

Decentralized Processes:

1. Role of **Department** helps in decentralization thereby ensuring control at the micro level within each department.
2. **HOD of the departmental operations** is a connection link between the team members and HoI.
3. Faculty members self appraise themselves and submit their appraisal to the principal who appraises the respective team members.
4. Departmental meetings are conducted regularly by HODs for allocation of departmental work. HOD ensures that all team members work as per the duties and responsibilities allocated.
5. Committees/cells having faculty representatives, who are regularly updated with clearly defined roles/responsibilities. They are displayed on the college website.

Evidence of Success:

BCIHMCT has been ranked No.2 amongst India's top 30 Private HM Institutes by OUTLOOK-ICARE ranking 2021. In fact, we have maintained Top 10 rank successfully among India's 10 Best Professional HM colleges of the nation by The Outlook Magazine, from last 11 years (2010 onwards). The Institute has been rated as the best Private HM College (1st Position) in North India and 4th Best HM College Pan India in The Week Magazine Survey (THE WEEK -Hansa Research Survey) and 6th best HM College Pan India and 2nd best College in Delhi by INDIA TODAY Magazine. Outlook survey results are validation of the quality efforts put by the Institute towards achieving academic excellence.

- **Organizational policies and goals percolate right down to the faculty and staff in the department.**
- **College organises annual mega events. These events are considered as best organized events.**
- **Faculty members pursue higher education & publish research articles.**
- **Students participate in various inter/intra college/ Regional/ national competitions and won medals/awards.**
- **The college has a reputation in the industry as a quality institute. The same is reflected in admissions & recruitment.**

File Description	Document
Upload any additional information	View Document
Paste link for additional information	View Document
Link to Organogram of the Institution webpage	View Document

6.2.3 Implementation of e-governance in areas of operation

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

Response: A. All of the above

File Description	Document
Screen shots of user interfaces	View Document
Institutional data in prescribed format(Data template)	View Document
ERP (Enterprise Resource Planning) Document	View Document
Any additional information	View Document

6.3 Faculty Empowerment Strategies

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

Response:

BCIHMCT believes in implementing various welfare measures for boosting the employee morale, for ensuring a healthy competitive edge and also improving the social well being of its team members for creating a positive and healthy work environment.

Welfare measures for the Teaching and Non-teaching staff;

- **General Insurance by the Aditya Birla Group for the faculty, students and staff members of the Institute.**
- **Best faculty award certificate given for various categories.**
- **Maternity leave for Female employees are granted for a period of 6 months as per the government norms.**
- **Provision of Employee Provident Fund, ESI**
- **Provision for on-duty lunch and tea (twice)- both to the teaching and non-teaching staff on duty without any charges.**
- **Birthday cake cutting ceremony – teaching and non teaching staff having their birthdays in**

the month celebrate by cutting a cake, the expenses for the same are borne by the college.

- Festival gifts are distributed to teaching and nonteaching staff during Diwali.
- Provision of staff uniform to the non-teaching staff free of cost.
- Organisation of trips/picnics/outdoor lunches for both teaching and non-teaching staff.
- Faculty members are encouraged for higher education- staff is encouraged by allowing them to enroll and appear for exams. currently 6 faculty members are enrolled inPhD. Academic leave is provided for PhD/higher education.Leave for attending training programmes or any trade fair,AAHAR.
- Free vehicle parking- Parking facility is free of charge
- Subsidized canteen facility- food prepared in the institutional canteen/food court is available at subsidized rates.
- Early leaving-Provision of short leave incase of emergency or urgent work is provided.
- Booking of lawns for personal use (eg: Mr Manish's parent's anniversary).
- Subsidised hospital facilities are provided to staff of BCIHMCT in Trust Hospital. 20 percent waiver on medical facilities (within the BanarsidasChandiwala Eye Institute).
- Library facility available to faculty members. Availability of journals and e- journals to the faculty members for enriching their knowledge.
- Free wi-fi facility available in the campus for faculty members for effective functioning.
- Voluntary contribution by staff to the needy person

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

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

Response: 0

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

2020-21	2019-20	2018-19	2017-18	2016-17
0	0	0	0	0

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

6.3.3 Average number of professional development /administrative training programs organized by

the institution for teaching and non teaching staff during the last five years

Response: 4.6

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

2020-21	2019-20	2018-19	2017-18	2016-17
4	8	5	3	3

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

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

Response: 32.84

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

2020-21	2019-20	2018-19	2017-18	2016-17
22	12	2	1	3

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

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

Response:

Performance appraisal is a systematic evaluation of the employee’s present job capabilities and also his

potential for growth and development by his superiors. Well structured Performance Appraisal System is being followed. Appraisal system takes in to consideration the entire activities and contribution by the faculty for the academic year. The system covers following parameters · Operational Attributes focusing on Teaching/ Learning load, regularity in taking classes, teaching effectiveness vis-à-vis students‘ Academic Performance / contribution towards co-curricular & extra-curricular activities Publication and Projects undertaken. General Attributes focusing Basic Traits/Potential/ Attitude and Interpersonal skill Performance appraisal is based on many factors such as **Details of position held for co-curricular activities, Details of innovative approaches made in teaching, Efforts for enhancing qualification and self Development, leadership qualities etc.** The more concern for **academic staff is based on Performance and General Attributes** and also based on various parameters like **qualification enhancement, publication/participation, Assistance in administrative support, student’s performance and teaching by faculty member.**

Student evaluation is done by creating a google form that is submitted for faculty evaluation as a part of teaching-learning parameters such as knowledge of the topic and technical skills, assignments – its value addition, assessment parameters being fair, etc.

In case of **non teaching staff a set criteria is given which is task based and performance is rated on the same.** It is basically **annual based system** with an approval system. All the staff are asked to submit their tasked performed in an academic year also to highlight any extra initiative is being taken to enhance the skill during this period. It is based on their technical skills, Team work, punctuality, regularity, discipline and communication skills.

Self Appraisal is submitted by the staff and faculties. These appraisals are evaluated by the Principal, who is appraising authority. For Principal, appraisal is done by the management. Appraisal for the Non-teaching Administrative staff is done by the principal on various parameters namely Performance factors, ability for effective execution for the work, relationship with other team members.

For the Non-teaching Attendants, HOD's are also responsible for providing regular updates on their working to the Principal. They are also monitored and evaluated based on their punctuality in reporting to the work, quality of work hygiene, grooming and personal appearance, work related habits.

Rating and recognition is assigned based on the performance shown in the preceding year. Performance appraisal act as a key to achieve important organizational objectives.

Performances of the respective faculties are discussed in detail and corrective measures to be taken are ensured. Records are maintained for reference. Deserving persons were recommended for the increment and promotions.

These systems and processes have helped in developing sincere, committed and hardworking team at BCIHMCT.

File Description	Document
Upload any additional information	View Document

6.4 Financial Management and Resource Mobilization

6.4.1 Institution conducts internal and external financial audits regularly

Response:

Effective system of managing requisitions, and recording expenses and income is in place. Hotel Management is capital intensive department and also need day to day expenses for its practical operation unlike other institutions. Robust system of check and balances is being followed to stop pilferage and maintaining transparencies through designed systems.

Cash and Credit handling with detail record is reconciled periodically by Accounts and Cost Coordinator along with Storekeeper. Summaries with bills and statement is submitted to accounts department for settlement and processing.

Two tier Audit system is in place: Internal Audit and External Audit. The External Audit is done by the Certified Chartered Accountant. Audit report is prepared once the financial audit is completed. Banarsidas Chandiwala Sewa Smarak Trust Society appoints external auditors and this audit is conducted annually. The financial audit is conducted in a single session between the months of May to July. Finalization of the account is accomplished in the month of March and audited statements are prepared and organized till July/August. The audit team confirms and reconcile the recording of all transactions and ensures that these transactions appropriately tally and match with the data provided. The audit team then undertakes the statutory financial audit. **The Institute has a tie up with Bansal and COLLP Chartered Accountants** currently for the external audit of the financial records. They audit the records at the end of every financial year and issue the certified balance sheet for that financial year.

Internal audit is conducted twice in a year for Banarsidas Chandiwala Sewa Smarak Trust Society. The college also has a well-appointed administrative and accountancy coordinator who ensure the proper documentation and functioning of Institute's day to day finances. All repair/maintenance tasks along with the practical and miscellaneous expenses incurred are efficiently handled by them. Regular internal audits are also conducted for ensuring the effective functioning of different departments.

File Description	Document
Upload any additional information	View Document

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

Response: 3.12

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

2020-21	2019-20	2018-19	2017-18	2016-17
0	1.07000	0.25000	1.06000	0.74000

File Description	Document
Institutional data in prescribed format(Data template)	View Document
Any additional information	View Document
Annual statements of accounts	View Document

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

Response:

- **Students Fee is the Major source of institutional receipts.** Scholarships & Free-ships are provided as an aid by the Delhi Government to the students of reserved category, Minority Category and also to the economically backward class of students. **The fees for the students belonging to Jammu and Kashmir is provided by the AICTE, GOI under the Prime Minister Special Scholarship Scheme. Deficit is managed by the additional fund provided by the BCSST Society.**
- The College also conducts **Short Term Courses mainly Hunar Se Rozgar.** This ensures optimum use of the infrastructure and Manpower. Fund is also received from non-government bodies and philanthropers for **Sponsorship during the National/International events organised that need large some of money to organize at such scale.** Sponsorship is received from Government & non-government agencies for research projects. **Expertization, Consultancy and use of infrastructure for expert services is provided.**
- **College prepare annual budget every year before the starting of the session.** Adequate budgetary provision are kept by the institution for conducting practical, organizing events, seminars etc. the institute also provides adequate infrastructural facilities, well equipped library with E-Journals, laboratories, Computer labs, and latest teaching aids. Budgets are provided by the Institute to support the Co-curricular activities related to the core syllabus and upgrading of labs/ infrastructure. There is also provision of an annual budget for purchase of books every year. The books are purchased as per the norms prescribe by AICTE & University. Teachers also recommend books related to their subjects which are then purchased accordingly. Budget are sanctioned. Expenses incurred are taken care by the college.
- **Budget is prepared on the basis of past trends and expenses and keeping the provision of future expenditure and expansion plan and development in mind. All departmental HOD's present an annual budget for their respective departments to the Principal.**
- **College budget is made and presented to the Governing Body for the approval.**
- **All expenses in future are monitored as per the Budgetary guidelines, keeping in mind to utilize the resources in effective manner and without compromising with the quality of**

teaching.

- **Internal and external audit is conducted.**
- **Income expenditure account is approved by the Management committee.**
- **AMC/ Maintenance and Repairs –** BCIHMCT is governed by BCSS Trust society. **The trust society has centralized maintenance department for the building** maintenance. Any Maintenance (regarding carpentry, plumbing, civil, electrician) work required is carried out by in-house personnel from maintenance department. **The trust society administration plans and takes decision on major infrastructure issues like painting, infrastructure changes to meet the requirement of AICTE.** The procedure of daily cleaning, maintenance is followed and looked after by the Housekeeping Department of the institution. Infrastructure maintenance checklists are maintained in each area of the institution. **AMC are available for major equipments like Elevators and RO. These Annual Maintenance Contracts with the different vendors are updated regularly. Budgets are also allocated for the upkeep and maintenance of institutional equipments and infrastructure.**The Institute follows a standard procedure for bill settlement and payments.

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

6.5 Internal Quality Assurance System

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

Response:

The Internal Quality Assurance Cell functional since 2010 has contributed significantly for institutionalizing the quality assurance strategies and processes.

1. APPLICATION OF EXPERIENTIAL LEARNING METHODOLOGY

With a vision to be a leading Institution, BCIHMCT strives to create dynamic hospitality industry leaders through integration of knowledge & skills. The Bachelor's programme at BCIHMCT has been developed with an eye towards the ever-changing need & technology, to ensure that the curriculum bears a thrust on core values adopted by NAAC.

- **Institute has implemented the Choice Based Credit System for facilitating specialization during final year.**
- **Active industry-institution partnership helps in developing a better understanding of the hospitality industry and course. This also helps in providing opportunities for better exposure**

through experiential learning opportunities.

- Institute organises events of National & International importance providing pragmatic learning opportunities to students for effective implementation of quality assurance strategies.
- Guest lectures/expert talks/webinars/panel discussions are a regular feature of teaching-learning process at BCIHMCT. Latest hospitality trends are shared with students to keep them up-to-date with industry requirements

Institute has tied up various MoU's with Industry partners.

- BCIHMCT has an international collaboration with Hyejeon college, South Korea for faculty & student exchange for training to enriching their knowledge & learning.
- BCIHMCT celebrated International Kimchi Day with Korean Culinary centre' India in 2020 on the occasion of International Kimchi Day. The Institute has MoU with the KCCI & has also organised a Korean Culinary Camp on cooking for the students and faculty in 2016.
- MoU with IHG Academy, Crowne Plaza Okhla; Hotel Seven Seas; The Suryaa, Radisson Blu Plaza.

2. DEVELOPING LEARNING CULTURE THROUGH RESEARCH

IQAC has initiated numerous measures towards developing research culture at the Undergraduate level and making this as an important methodology, focused on Research & Development. Research is a primary activity through which we aim to attain our vision & Mission.

Motivation is offered to faculty & students to involve themselves in research & associated activities. **Research offered at UG level encourages students to innovate recipes, present their research-based projects/articles/case studies.** The Institute motivates faculty members to attend/participate in various Seminars, Conferences, FDP, workshops, guest lectures & special trainings to update their knowledge & keep themselves abreast with latest trends in hospitality Industry. Faculties are advised & supported to write quality research papers & pursue Higher education, which helps in improved learning opportunities to students of BCIHMCT. **The series of India International Hotel Travel & Tourism Research Conference** is organized for knowledge upgradation of research for students. Panel discussions organised by bringing together a unique mix of experts, researchers & decision makers from academia & industry across the globe enable exchange of knowledge, experience, research innovations in Hospitality & Tourism.

Curriculum for final year students offers an exposure of research-based practices to students. Faculty mentors are provided to students who provide them personalized research guidance. **BCIHMCT has created a niche environment of research among faculty & students, with an aim to provide quality education and training through giving them opportunities to organize and manage event, learn, understand and do.**

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

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

Response:

The teaching-learning process commences with the allocation of subjects to the dedicated faculty members by well-appointed academic coordination committee. Assigned faculty members diligently plan the structure of course content and decide upon the methodologies to be employed in teaching pedagogy amidst to the stated course and program outcomes. Session Plan, Lesson Plan, Trainer’s notes & trainee notes of their assigned subject before delivery of teaching is assessed. Post-deliverance, all faculty members are required to present **Faculty Report** on last working day of the week to the Programme Coordinator for review and monitoring, which is subsequently evaluated by the principal. Academic Coordination Committee also keeps a weekly check on the academic affairs. Periodic Principal and faculty meets at the initiative of IQAC discuss the progress and plan, based on the collective feedback. The Institute also has an effective professional counselling/mentoring/academic advise system through which students’ performance and difficulties are assessed at academic and personal level. Each student ‘s performance record is been maintained and he/she is counselled for excellence in their areas.

Feedback from External Examiners, from industry experts during Campus Placement and exit interview feedback by final year students beside recommendations from academic audit team by GGSIP University annually helps us in reviewing teaching learning process, structure and methodologies. **The documents used in the teaching-learning process clearly outline the well-defined and all- inclusive structure of the teaching plan and categorically specifies the various teaching aids and methodologies for an effective teaching pedagogy.**

The assessments are designed to develop slow as well as fast learners. CIE helps in timely help to the students. We follow both the formative assessments (during the entire semester) and summative assessment (at the end of the course) to determine the students learning levels as we develop them into Effective hospitality professionals. The CIE provides an ample opportunity for the faculty to provide feedback to each student which includes identifying strengths and weaknesses, and discussions. Continuous evaluation of the students keeps track of the students on day to day basis and remedial actions are taken well in time.

Some of the prominent Academic and Administrative quality initiatives are as under:

The Institute employs various effective feedback mechanisms i.e. Stakeholders, students and Industry experts feedback to evaluate the accomplishment of the learning outcomes of the students. Keeping them

in view, Choice based Credit system is introduced from session 2018 and **New Syllabus based on New Education Policy** is submitted to the University. **The Institute has stated program outcomes, course objectives and outcomes well-aligned with each of the course content of curriculum. Due consideration is being given to the attainment of learning outcomes in deciding the teaching-learning process.**

Weekly Faculty report format is modified by IQAC team, for the improvisation of teaching learning process. The session plan, before its implementation, is verified by the respective HOD's followed by subsequent submissions to the Programme coordinator and Principal. The lesson plan also involves various pedagogical systems & process which makes the class environment more engaging and interactive. Faculty maintains trainer notes which include Introduction, Development, and Definitions & Summary of the topic to be taught in class. Effective and committed mentor/mentee system optimizes the latent potential of mentees.

1. Incorporation of Research in curriculum and establishing college as pioneer in hospitality and tourism research is the initiative that has shown continuous improvement in these years. This has motivated faculties to upgrade their qualifications and many of them have completed their PhD. This learning culture is being transferred to the students and they are getting benefit from their learned and experienced faculties. Final year students are exposed to research practices in their modified syllabus. Faculty mentors are also provided to students who provide them personalized research project guidance. The series of **IIHTTRC and CHE** is organized for our students, They are designed to encourage students to plan, create and present their well-researched innovative recipes at a national level. Annual IIHTTRC brings together a unique and international mix of experts, researchers and decision makers both from academia and industry across the globe to exchange their knowledge, experience and research innovations in Hospitality and Tourism sector. BCIHMCT, always look forward to invite experts of Hospitality Sector in **Panel discussion**. Students organizes national and international events and get confidence by participating and organizing in all activities of these events beside gaining the knowledge. It is due to this initiative that vision of our students is broadened now and the result in the form of Awards won at various renowned forum by our students like Students Chef of the Year by India Culinary Forum, Indian Hospitality Expo and winners in Regional/ national round Skill India Competitions etc.

2. The institute always look forward to maintain active industry-institution partnership and International academic cooperation, to strengthen and develop new opportunities for exposure to the students and faculties. Active Industry-Institution connect has helped in exploring better learning opportunities and exposure to the faculties and students. Our curriculum is revised based on industry recommendation specially from Oberoi Centre Of Learning and Development have contributed with their valuable feedback and recommendations. Collaborative learning, experiential and independent learning are emphasized in order to make the whole educational programme entirely student-centric. Today institution is having better connect with National and international organizations. Faculties have visited Singapore, Portugal, UAE during these years. Students have been to international assignment also. Academic partnership with city hotels is great support. Industry visit, guest lectures and expert talk, workshops, academic support is provided by these partners from the industry in a regular manner. Annual Support from Korean Cultural Centre in organizing major Cooking Competition like Korean Culinary Challenge have given international exposure to the students. Annual CHE see more than 40 Hoteliers in these events every years as experts, judges and speakers. Annual IIHTTRC helps us in connecting best institutions across the world. Students do get world class exposure by these industry-institution connect. The result of various competitions at National/ Regional level validates the same. The placement quality over the years have shown remarkable improvement including international opportunities.

File Description	Document
Paste link for additional information	View Document

6.5.3 Quality assurance initiatives of the institution include:

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

Response: C. 2 of the above

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

Criterion 7 - Institutional Values and Best Practices

7.1 Institutional Values and Social Responsibilities

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

Response:

The college ensures an all-inclusive atmosphere for the students, faculty and staff members irrespective of their gender.

- **The Institute conducts regular self-defence classes for the students as well as female faculty members.**
- **Expert talks and lectures are organised by inviting eminent experts from the field.**
- **Male students are also sensitized towards gender-equity.**
- **Regular activities like symposiums, debates and talks are organised on various sensitive topics like female foeticide, grooming and personality development.**
- **The college has a well appointed team of faculty members representing the Sexual Harassment committee.**
- **The college has put up a complaint box specially for women where they can drop in their grievances anonymously.**

Safety and Security measures undertaken by the Institute:

Committee against Sexual Harassment is established as per the directives of Supreme Court Judgment & guidelines issued in 1997 to provide for the effective enforcement of the basic human right of gender equality and guarantee against sexual harassment and abuse, more particularly against sexual harassment at work places, the UGC has issued circulars since 1998 to combat sexual harassment, Violence against women and ragging at the colleges. Lectures and debates on gender and inclusion are conducted to develop awareness among staff and students. Information are displayed on prominent locations.

The Institute also **has a team of faculty members comprising of the Anti-ragging committee & anti-ragging squad. Students of the first year, during their induction /orientation are briefed about these committees and the mobile number of all these faculty representatives are shared with them on the very first day of college. Regular and vigilant rounds of the Institute as well as surrounding areas are conducted by the anti-ragging squad of faculty members. Stringent measures implemented at the Institute has resulted in zero ragging cases till date. The Institute timely submits the Anti-ragging report to the concerned authorities of the University.**

- **Student committee members represented on the sexual Harassment and Anti-ragging committee regularly interact with students, take rounds and bring matters of concern to the respective faculty members.**
- **All faculty class coordinators ensure that students submit the anti-ragging form available at amanmovement.org duly signed by their parents to them.**
- **The institution premise is manned by the security personnel 24X7, CCTV to ensure the safety and security of the students and staff.**
- **Separate facility of lockers for girls and boys students is available for safekeeping of**

valuable.

- Separate residential hostel facility for boys and girls is present.
- Single gate entry manned by security personnel for the Institute.
- Facility of car drop is available for female faculty members and girl students during the time of events and urgency.

COUNSELLING

Allocation of Mentors: Provide counselling to students for solving their problems so that they gain confidence.

Training and placement department offers career guidance and professional counselling to enable students to choose the right career path.

BCIHMCT has also appointed a well-qualified Professional counsellor who regularly visits the Institute and conducts counseling sessions with students as per required. Student names visiting the counsellor are suggested by the faculty coordinators after discussion with the Principal.

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

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

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

Response: D. 1 of the above

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

7.1.3 Describe the facilities in the Institution for the management of the following types of

degradable and non-degradable waste (within 500 words)

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

Response:

Solid Waste Management at BCIHMCT:

- Dustbins are placed at all prominent locations and in all classrooms and labs.
- Colour coded bin system is followed for garbage disposal in all food production and service labs including bakery.
- The Institute practices effective measures for the disposal of solid waste. The lab attendants of the kitchen and bakery have been assigned the duty for collecting the food waste from the kitchens to the garbage disposal area. Under the supervision of the head gardener of the Chandiwala Estate, all food waste is transferred to the compost pits for the process of vermicomposting on a regular basis.
- These compost pits are maintained by the Gardening department of the Chandiwala Estate and the manure procured is used for the gardening purposes in the entire estate.
- Other recyclable waste generated in the food areas, labs and the main store like tins, cans, boxes are sold to the vendors after following a proper process.
- Major equipments in non-working condition or items that are to be discarded are recorded on a regular basis by the college's housekeeping department. A proper discard list is prepared and is submitted to the Principal annually. These items are then sold to approved vendors after a proper approval is granted by the Principal followed by the approval from the Trust society.

Management of E-waste:

The Institute uses various types of electronic gadgets as a part of IT infrastructure like computers, printers, photocopiers, UPS. When these equipment become obsolete or become out of order and cannot be repaired, these items are replaced by new ones. The IT incharge is responsible for preparing and submitting a list of these items to the Principal. After approval is granted by the Principal, the e-waste scrap is collected and is provided to the vendor authorized for the same. It is ensured that the selected vendor has a proper license for handling and disposal of e-waste.

Bio Medical Waste

Biomedical waste or hospital waste contains infectious (or potentially infectious) materials. The Chandiwala Estate has established a centralised Bio Medical waste disposal system specifically established for the Medical Institution under the umbrella of Banarsidas Chandiwala Sewa Smarak Trust Society. All the waste generated from the Chandiwala Eye hospital established in the premises of the Estate is segregated/categorised as per the required norms provided by the authorities and is sent to the waste disposal area after proper inspection/segregation on a regular basis.

File Description	Document
Geotagged photographs of the facilities	View Document
Relevant documents like agreements/MoUs with Government and other approved agencies	View Document
Any other relevant information	View Document

7.1.4 Water conservation facilities available in the Institution:

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

Response: D.1 of the above

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

7.1.5 Green campus initiatives include:

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

Response: B. 3 of the above

File Description	Document
Geotagged photos / videos of the facilities	View Document
Any other relevant documents	View Document

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

1. Green audit
2. Energy audit
3. Environment audit

4. Clean and green campus recognitions / awards
5. Beyond the campus environmental promotion activities

Response: B. 3 of the above

File Description	Document
Certificates of the awards received	View Document
Any other relevant information	View Document

7.1.7 The Institution has disabled-friendly, barrier free environment

1. Built environment with ramps/lifts for easy access to classrooms.
2. Divyangjan friendly washrooms
3. Signage including tactile path, lights, display boards and signposts
4. Assistive technology and facilities for Divyangjan accessible website, screen-reading software, mechanized equipment
5. Provision for enquiry and information : Human assistance, reader, scribe, soft copies of reading material, screen reading

Response: A. Any 4 or all of the above

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

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

Response:

BCIHMCT as an Institute strives to follow an approach that ensures an inclusive environment. A host of measures undertaken include cultural programs, events and festivals and national days to celebrate the cultural diversity of India. Educational seminars, workshops and webinars conducted by various committees aim to develop tolerance and tranquility among the students.

The Institute believes in sensitizing the students on social issues and incorporates events and activities related to such issues as a part of the regular academic activities calendar.

The activities carried out are as follow:

- Institute motivates its students to participate in various activities conducted by other institutions and

organizations. The institute, thus provides ample chances to students to explore their talents and helps to improve their psychological balance.

- Cultural programs depicting values, cultures and traditions are organized during the Induction/freshers, Teacher’s Day, Farewell, Annual Day apart from the statutory events of the college.
- Students also participate in various inter-collegiate hospitality, cultural and sports competitions. It creates opportunities for students to showcase and enhance their potential and achievements.
- There are theme dinners during the Chandiwala Hospitality Ensemble & also during the Annual Conference.
- Activities are also organized in the college and important days like Women’s Day, Yoga Day, Earth Day along with other festivals like Holi, Diwali and Lohri are celebrated with an enthusiastic spirit.
- Restaurant Theme Decoration: The menus are planned as per the themes and food production practicals are conducted accordingly. Staff and students dress up in appropriate festival attire during the celebrations. Students create a live ambience suited to the theme.
- Students are encouraged to wear traditional attire twice a year on Independence Day and during the Republic Day celebrations.
- Women’s Day is celebrated by encouraging Students to put forward their thoughts through extempore activities and poster making competitions.
- BCIHMCT organizes several activities & competitions throughout the year for overall development of students. Rangoli, Painting, Poster Making, Chef Competition, Bartending, Flower Arrangement, Facility Planning, Symposium, Debate and various Sports Activities give opportunity to students to show their talent.

There is a well-equipped library which consists of books and resources on diverse subjects, culture, tradition, freedom struggle and about India which helps students enhance their linguistic skills. The college aims to develop attributes in the students that makes them more responsible, sensitive, and knowledgeable about the community they live in and also and their surroundings.

The Institute conducts various activities and programs to foster critical thinking, creativity and scientific approach among the students, to transform them in to life-long learners and innovators. Involvement of students in various events such as Hospitality Ensemble, Food Kiosks, Hospitality Competitions and Conferences/Seminars, inculcates in them the team player spirit and traits of a leader. These events provide the students with a platform for showcasing their talent & skills while at the same time enhancing their understanding of different culture and socio-cultural diversity of the country.

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

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

Response:

The institute believes in sensitizing the students and its employees with the constitutional norms and values. BCIHMCT aims at developing its students into responsible, influential and inspiring leaders. One of the greatest challenges we are facing, is corruption. It is our aim to instill a sense of awareness of the ills in the society in today's generation. The objective is to encourage students to participate in social, cultural, recreational and intellectual activities to help them to internalize the value – system as envisaged by the Constitution.

- **Ek Bharat Shrestha Bharat: For promoting unity and integrity.**
- **Vigilance Awareness week:** Competitions such as Debate, Poster Making, Extempore, Quiz etc. are conducted, the purpose of which is to empower students & make them aware about the importance of vigilance in the society as a means to be able to identify the menace of corruption.
- **Constitution Day:** To give students knowledge about the founding document of our policy through online reading, discussing the fundamentals of the Constitution and by debating to discover more about the branches of government established by the Constitution as well as the Preamble.
- **Voter's Awareness Week:** In Collaboration with Delhi Election Commission, students were encouraged to come out in large numbers with their friends and family and cast their votes during the upcoming assembly elections. Voters pledge programme was organized by college to create awareness about democratic rights.
- **Visit to Goonj & Blind School -** Purpose is to instill in the students the idea of serving humanity, and the importance of philanthropic activity.
- **Disaster Management Workshop:** It is one of the most critical areas of concern in recent years. A number of initiatives are taken in mainstreaming Disaster Risk Reduction (DRR) to promote disaster preparedness & youth involvement for effective disaster management. In association with the team.
- **Blood donation camps in association with the RED Cross:** Taking pride in serving the community & humanity wherein students & faculty voluntarily donate blood.
- **Jal Shakti Abhiyan:** The main aim of observing water conservation day is to change the attitude towards this precious resource and advocate partnership between human beings and society to ensure a safe future. It is followed by a pledge, "Jal-Shapath", taken by the students pledging to be more responsible & work towards conservation of water.
- **Awareness on Noise Pollution:** This drive aimed at creating a focus & awareness not only on noise, but also on means of reducing noise level.
- **Ban on Manjha Drive & Awareness towards water pollution.**

These activities are conducted not only to educate our students but also to make them better citizens of the country. BCIHMCT is fulfilling its responsibility by training its students & instilling & promoting constitutional values. We hope to play our part & to continue our initiatives in grooming the students to the best of our ability. Faculty and staff of the Institute are motivated by the Principal to attend faculty development programmes on **Universal Human values**. The induction program of the batch 2020 of students, session on UHV was conducted to inculcate value-system in students.

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

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

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

Response: A. All of the above

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

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

Response:

India's spectrum of festivals is a diverse lot, breaking the humdrum of daily routine; these festivals bring with them a wave of excitement and happiness. Our country's political and social framework is the observance of important days of historic importance collectively called national festivals. The institute makes tremendous efforts in celebrating the national and international days, events and festivals throughout the year. Creating awareness amongst the youth of the country by making them comprehend their duties and responsibilities through the celebration of these days and events are a means to keep the enthusiastic students of the Institute actively involved while imparting them learning in the best possible way. Such events and festivals do provide us learning events as resources that is planned with the objective of culture building and learning. Students performance during the participation helps in developing in team culture, understanding and development of the skills of the participants and creating a feeling of togetherness.

National commemorative days impart a feeling of oneness and also strengthen the National

Integrity. These days help in rejuvenating history while reinforcing patriotism and an essence of belongingness towards the Nation.

Commemorative Days of National Importance

- **Republic Day**
- **Independence Day**
- **Constitution Day:** The college celebrates Constitution Day every year on 26th November to imbibe the feeling of patriotism
- **National Vigilance Awareness Day/Week**
- **Teacher's Day** (Birth Anniversaries of Dr. Sarvapalli Radhakrishnan)

Programs Based on Environment Awareness As directed by The Department of Environment, Delhi Secretariat:

- **Jal Shakti Abhiyaan-** for conservation of water
- **Swachh Bharat Abhiyan-** For Community cleaning and development
- **Awareness Drive on Idol Immersion and its repercussions**
- **Tree plantation drives**
- **Ban on Manjha drive - for protection of Birds**
- **Campaign on Ban of Plastic**
- **Anti-Cracker Campaign- Go Green with Crackers**
- **Awareness drives on Noise Pollution and Water Pollution**

1. International Yoga Day: Celebrated on 21st June every year for Emphasizing the power of yoga for mental & physical health.

2. World Tourism Day: Celebrated every year in the Institute for promoting the value of tourism amongst the youth of the society

3. Earth Day: For inculcating the importance of sustainable practices to demonstrate support towards environmental protection.

4. International Women's Day: Celebrated to support the achievements of the women of the society, and to accelerate gender equity.

5. World Noise Pollution Day: Celebrated to raise awareness of the effects of noise on the welfare and health of people

It is an integral part of learning and building a strong cultural belief in a student. Festivals contribute immensely to feelings of social cohesion. Many such celebrations focus on cultural or ethnic topics and seek to inform the students of their traditions through celebrating Christmas, Diwali, Holi, Lohri and many more.

Celebrations act like stress relievers and help us balance our emotions. More positivity naturally lowers negativity. They play a pivotal role in nation-building; bringing everyone from every religious, economic and social background together.

File Description	Document
Geotagged photographs of some of the events	View Document
Any other relevant information	View Document
Annual report of the celebrations and commemorative events for the last five years	View Document

7.2 Best Practices

7.2.1 Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual.

Response:

Best Practice 1:-

Event Management

Event Management has become an effective training methodology to acquire best managerial practices and professional skills. BCIHMCT organizes National and International events and has placed itself at the National Horizon in the field of Hospitality and Tourism Education with benchmarking standards. The activities provide the students with different platforms to gain exposure ,live practical opportunities and have a distinctive edge by participating in events and competitions organized throughout the country. These events include Conferences, Seminars, Chef Competitions, Hospitality Competitions, Brain Twisters, Debates, Poster Making, Environment Awareness and Panel/ Expert Discussions, etc. These activities cover a range of disciplines for enhancing the personality and skills of the students. These events and activities are most exciting part of campus life in BCIHMCT and not only helps students unwind, but also gives them exposure to manage such events successfully. Real life operations helps in better learning through organizing, planning , executing and reviewing.

A) Event Name:- Annual India International Hotel Travel and Tourism Research Conference: The annual International conference provides students with in-depth research based knowledge beside assisting in organizing and provides them with an opportunity to interact with leading academicians, practitioners, research scholars, other stakeholders and Industry experts to acquaint themselves with latest developments and best practices on an identified theme of relevance with its insight.

Objective: The objective of India International Hotel, Travel & Tourism Research Conference is to bring together a unique and international mix of experts, researchers and decision makers both from academia and industry across the globe to exchange their knowledge, experience and research innovations in Hospitality and Tourism Strategies.

Context: IIHTTRC is an annual two days International Conference organized by BCIHMCT. This conference aims to provide a platform for industry and academia to share their thoughts on latest innovations, challenges and trends on diverse themes and sub- themes. The themes of IIHTTRC have always been contemporary and divergent. The conference is marked by talks by experts and plenary sessions where delegates from industry and academia present papers on various subject. These sessions are

chaired by well-known hoteliers, academicians and administrators from across the globe. The highlight of the conference is the release of book of proceedings which includes selected papers received for the conference which is identified as IJAHTTR. Each year, this conference has been growing bigger in terms of participants and more diverse in terms of themes involved.

Practice: India International Hotel Travel and Tourism Research Conference series has become the most prominent International Conference in the field of Hotel, Travel and Tourism education field. Realizing the scope in this area, BCIHMCT has been conducting the conference since 2009 involving the Tourism & Hospitality Industry. There have been various edition of the conference that have focused on various themes of Hospitality & Tourism. The conference covers related fields of the respective industries through application of theory and practices along with perspective of education, food, films, technology and innovation, business, industry, facilities, services, humanity, environment, and government. This conference is designed & conducted by the students & faculty to provide a platform for distillation of various thoughts, by bringing together leaders, professionals, academicians, scholars, policy makers to put forth their views on future strategies in tourism and hospitality industry. A dedicated research department with high profile researchers reviews the papers received during the conference – selected papers are included in the International journal on Hospitality (IJAHTTR) published annually on variety of issues and themes. This practice helps in supporting Research orientation amongst the stakeholders.

Evidence of success:

Overwhelming response with international participation by the experts, speakers, industry representative and students and feedback given shows that this conference is much awaited research conference. The 11th India International Hotel Travel and Tourism Research Conference added a significant milestone in the evolution of BCIHMCT. Due to the unprecedented times of COVID-19 crisis the Institute took the opportunity and organized the 11th edition of the conference virtually during 25th -27th, February 2021 focusing on the theme “Re-Strategizing Hospitality & Tourism: Through Food, Facilities & Films. Shri S.K. Misra (I.A.S.), Former Principal Secretary to the Hon’ble Prime Minister (India) was invited as the Chief Guest and was felicitated by the Lifetime Achievement award for his outstanding contribution in Hospitality & Tourism Industry.

The conference includes formal presentations, workshops and awards. Apart from the regular presentations, the conferences have included keynote addresses by eminent speakers and experts from both industry and academia along with approximately 400 participants every year. The previous conferences held at BCIHMCT, were well attended by national and international delegates. **Publication of Research Journal and Book of Conference proceeding comprising out come of the conference is in demand by the various libraries across the country.**

Problems Encountered:

- Finding research grants is one of the major challenges faced during the conference.
- No dedicated Tourism and Hotel Management Department in the University
- Hotel oriented research papers needs more encouragement in the country.
- Hotel Management programme need more advancement in curriculum to develop research orientation across the country as majority of the IHM's are having 3 years diploma/ degree

B) Event Name:- Annual Chandiwala Hospitality Ensemble Chandiwala Hospitality Ensemble-

Objective: To provide an opportunity to the aspiring Hotel Management Professionals by giving them a platform to demonstrate their knowledge, skill and talent leading to enhanced learning from each other's experience and expertise.

Context: A three days mega event that mirrors the traits of creativity, passion & innovation thereby grooming hospitality students in all aspects. Students present their creative, research based innovative Food and Beverage and other related products. It is an arena where participants discover their passion for hospitality and their ability to perform complex tasks in a time-bound manner. It offers a great opportunity to the industry to discover a new generation of leaders and help them hone their skills. Institutes from all over India participate in these competitions.

Practice: This Mega Event of Hospitality Ensemble aims to provide an opportunity to the aspiring Hotel Management Professionals by giving them a platform to demonstrate their Knowledge, Skill, Talent in various Culinary Competitions along with plethora of other hospitality competitions like Bar wizard Bar Challenge, Bakery Competitions, Hospitality Quiz, Role Play "Manage The Damage Contest", Floral Decoration & Towel Origami Competition. "Learning through sharing" is best at this ensemble as it provides an appropriate platform to the budding Hospitality Executives, not only to display their skills but also to have an opportunity to refine and enrich the same. Through this ensemble, participants discover their passion for hospitality & their ability to perform under pressure. This is also a great opportunity for the industry to discover a new generation of leaders who will shape the way hospitality evolves in the next decade.

Evidence of success:

- There have been various editions (19) of Chandiwala Hospitality Ensemble that have commenced with a grand inaugural ceremony each year, along with a lot of enthusiasm at the campus with a record presence of Hospitality Students, Industry Experts, Trade Media & Faculty Members. **Learning through competing and sharing the knowledge and skill during the annual hospitality ensemble is best seen in this event.** Show of Regional food, culture, tradition through food competitions is seen in this event beside exchange of knowledge and ideas. The event is organized at the national level with an objective to provide an opportunity to the aspiring Hotel Management Professionals who participate from Institutions located across the nation. It gives the students a platform to demonstrate their knowledge, skill and talent, leading to enhanced learning based on each other's experience and expertise. Succinctly put, the event allows the participants to explore and unveil the talent within. Through these major events, Institute enables participants to present their creativity at bigger platform and do get exposure too. These events also provide a great opportunity for the industry to discover new leaders who will shape the way hospitality evolves in the future. To create value addition, BCIHMCT also conducts additional classes/workshops and webinars related to fields like Personality Development, Accommodation Management, Culinary Skills, Food & Beverage Techniques with a view to refine their talent and groom them further to meet the needs of the industry. These activities have shown an impact on the overall personality enhancement and placement performance and winning spirit of the students. Every year new events are conceptualized and are included in a competitive mode to create an atmosphere of learning and enhancement of knowledge motivating the students to achieve higher standards of excellence.

CHE is actively being supported by Industry, both Hospitality and FMCG sector. Presence of more than 40 industry experts in this event during these days itself tells its importance. These experts not only judge the events but do guide aspirants assembled. The learn expert advices and feel honoured for participating in this annual event. The feed back of all the stakeholders along with dignitaries

speaks about the success of the event. BCIHMCT inaugurated the 19th Chandiwala Hospitality Ensemble 2020 in association with KCCI (Korean Cultural Center India) on November 22, 2020. The program began by national anthem of People Republic of Korea and then, India. Subsequently, the video address by Honorable Minister of the Embassy of the Republic of Korea to India, Mr. Choi Jongho was screened for the august gathering. Chief Guest, Prof. (Dr.) Mahesh Verma, Honorable Vice Chancellor, Guru Gobind Singh Indraprastha University and Mr. Hwang Il-Yong, Director, Korean Cultural Center India also addressed the gathering. The ceremony was graced by eminent dignitaries Chef Parvinder S. Bali, Programme Manager, Culinary Services, Oberoi Center of Learning and Development (OCLD), Mr. Hwang Il-Yong, Director, Korean Cultural Center India, Chef Vaibhav Bhargava, Consultant Chef, Chef Lokesh, Korean Chef at Crowne Plaza, Greater NOIDA.

Mr. Choi Jongho, Honorable Minister of the Embassy of the Republic of Korea to India, gave a virtual video address and appreciated the efforts of BCIHMCT along with strengthening of Indo-Korean relations. He was especially pleased to know the successful implementation of Pan India Cultural Korean Culinary Challenge & congratulated all participant/winners.

- The various competitions held during the three day Mega Event include, inter alia, R-Pure Regional India Culinary Contest, Barwizard Bar Challenge, Future Chef Contest, Live Sushi Challenge, Taj Hospitality Brain Twister, Food Service India Biryani Competition, Asian Culinary Challenge, Dress the Cake in 90 minutes, California Walnut Festive Culinary Challenge, IHG “Manage The Damage” Contest, Floral Decoration & Towel Origami Competition as well as Fruit & Vegetable Carving Competition.

- Theme dinner is also organized post valedictory function to celebrate the true spirit of Hospitality.

* 25-30 Colleges in the past have participated

- CHE Championship Trophy is awarded to the team with the most exemplary performance.

- Faculty Representative from the institute of Champions is also awarded. Best students are felicitated with the various titles of Young Talent Award

Problems Encountered

- Increased logistic cost for the mega event at times becomes challenging.
- Intermittent disruption by Covid/lockdown etc

Best Practice 2:- Industry Institute Interaction

Objectives:

? To give industrial exposure to the students, enabling them to enrich their knowledge in tune with the industrial trend.

* Giving opportunity of experiential learning to the students

? 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 helps in giving the latest to the students. This has great bearing on the Hospitality Curriculum, exposure of students to industrial atmosphere and subsequent placement of young graduating hoteliers across the country. Such interaction keeps institutions active and updated and provide opportunities to the students to be connected with the industry during the college study. 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.

Practice:

? Invite senior management from hotels for guest lectures & experts talk.

? 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.

* Inviting industry sponsored National level CHE Awards in events at national level like Taj Group and Crowne Plaza Hotels

? 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.

? Encourage students to pursue internships during the vacation 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 for visit the institution to deliver lectures.

? Participation of Industry experts getting the feedback and recommendation in designing and development of curriculum.

? To organize industrial visits, job training and opportunities for experiential training for students.

? To assist the Training and Placement .

Evidence of success:

- The Institute had an International collaboration with Hyjeon college, South Korea for faculty and student exchange for exposure training to enriching their knowledge and learning.

- The Institute also celebrated International Kimchi Day with the Korean Culinary centre of India in the year 2020 on the occasion of International Kimchi Day. The Institute has signed MoU with the KCCI and has also organised a Korean Culinary Camp on baking for the students and faculty in the year 2016.

? A joint partnership MOU was signed between The Surya Hotel New Friends colony and Crowne Plaza, Okhla, New Delhi and BCIHMCT for closer collaboration for Educational Excellence. Cooperation in the field of Faculty Exposures, Students Training and visit of industrial experts to conduct special sessions. Other opportunities which are being utilized for academic development.

? MOU signed with Crowne Plaza, Okhla, New Delhi and Hotel Seven Seas, New Delhi for hospitality education and training.

? MOU with Tiffin Chef-Interaction provided for Mutual recognition in start ups and Entrepreneurial schemes.

? MOU with Sattvik India Council- Quality process certification, Faculty development programme, Students training and internship programme, setting up of incubation centre.

? 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 held during Chandiwala Hospitality Ensemble

Problems Encountered and Resources required

- Students get demotivated at times as hotel employees have low remuneration.
- Some of the students especially girls are not allowed for internships and jobs in the hospitality sector by the parents due to the uncalled fear
- Recommended to have supervised/ guided industrial training in the industry to fulfill academic objective

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

7.3 Institutional Distinctiveness

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

Response:

BCIHMCT is a Pioneer and model Institute at the Undergraduate level portraying its distinctiveness through Research and Development. Research is a primary activity through which the Institute aims to attain its vision and Mission. The institution has created a niche environment of research among the faculty and students, with an aim to introduce innovative and research based teaching methodology while training professional for future hotel industry.

Research is an integral part of any institution imparting education. **This initiative has helped students to explore new areas under the experienced faculties who too have developed their vision through advanced research. Though, it is a known fact that research in hospitality sector is in a nascent stage and in view of the current scenario, BCIHMCT has taken upon itself to develop a research environment in the country.**

Our faculty members are contributing towards research on various topics of Hospitality importance. Faculty members regularly publish papers in UGC care and Scopus Indexed journals. Our faculty members are also writing and publishing Research papers in collaboration with International Authors. We feel proud in informing that faculty write-ups in the relevant hospitality magazines are a regular feature.

Our Research oriented Conference is great assistance to the students and helping in developing culture for Research oriented teaching and giving exposure of different segments related to the industry. Annual India International Hotel Travel and Tourism Research Conference series has become the most prominent International Conference in the field of Hotel, Travel and Tourism. BCIHMCT has been conducting the conference since 2009 involving the Tourism & Hospitality Industry and have national and international partners association.

Many reputed Researchers and renowned speakers from across the world have participated in our conferences. We feel proud while mentioning that today this conference is known internationally. In the past reports of the conference was reported in famous Tourism Journal - Tourism Recreation and Research and in the website of Waikato University, New Zeland also.

The Recently organized 11th IIHTTRC added a significant milestone. Due to unprecedented times of COVID-19 crisis the Institute took the opportunity and organized the 11th edition of the conference virtually during 25th -27th, February 2021 focusing on the theme "Re-Strategizing Hospitality & Tourism: Through Food, Facilities & Films. The conference covered related fields of the respective industries through application of theory and practices with the perspective of education, food, films, business, industry, facilities, services, humanity, environment, and government.

Honorable Shri S.K. Misra (I.A.S.), Former Principal Secretary to the Hon'ble Prime Minister (India) was invited as a Chief Guest for the conference and was felicitated with the Lifetime Achievement award for his outstanding contribution in Hospitality & Tourism Industry.

Keynote speech from Dr. Cihan Cobanoglu, Endowed Chair Professor & Director M3 Center for Hospitality Technology and Innovation, School of Hospitality and Tourism Management, Muma College of Business, University of South Florida, USA.

Professor Dr. Sudhir Andrews,

Dr. Yanki Hartijasti, Assistant Professor of Management at Universitas Indonesia.

Dr. Ali Afshar, Eqbal Lahoori institute of higher education and a first class registered architect.

Dr Jenny Cave, adjunct positions at Swansea University, Wales and Massey University, Palmerston North, New Zealand,

Dr. Enrico Panai, President of the Euro Asia Tourism Studies Association

Dr. Macario G. Gayeta , professor, Editor-in-Chief, journal reviewer,

Prof. Dr. Eugeni Osacar, Professor, Barcelona School of Tourism, Hospitality and Gastronomy.

Professor Francisco Dias, Director of the ART&TUR – International Tourism Film Festival Portugal

Professor Tsuyoshi KIGAWA is Professor, Wakayama University.

Mr. Andreas Ewels, a German filmmaker.

Ms. Spomenka Saraga, Zagreb Tour film Festival's director, Croatia's capital.

Ms. Nádia Oliveira, Executive Director EATSA Art & Tourism Film Festival

Dr. Paramita Suklabaidya, School of Tourism and Hospitality Services Management, IGNOU

Mr. Rao Narendra Yadav, a senior journalist, media trainer,

Year after years increasing participation of the researchers has shown that our conferences has made a place in the Hospitality and Tourism Research in the Country & recognized internationally.

The Institute also publishes its own journal IJAHTR-Indian Journal of Applied Hospitality and Tourism Research, ISSN: 0975 4954. The journal is a part of BCIHMCT's series of India International Hotel Travel and Tourism Research Conference, and is devoted to the gamut of current and emerging trends, challenges and issues being faced by Hospitality and Tourism Operators in a high growth business environment.

Another annual publication is **ISSBN Book on Conference Proceeding. Today our Research Publications are available in various college/ University libraries.**

This journal is published annually to represent the growing need of Research in Hospitality and Tourism as an emerging and increasingly vital field in the economy of a nation. Its mission is to become the voice of the Hospitality and Tourism community, addressing researchers and practitioners in areas ranging from Emerging trends, contemporary issues, natural disaster, climate change and crisis management, eco-tourism, green practices and sustaining environment, economics and forecasting, consumer behaviour, marketing strategies, Revenue management in hospitality and tourism. IJAHTR focuses on original high-quality research in Hospitality & tourism in parallel and distributed environments, facilitating theoretical foundations and applications for industry managers, tourism & hospitality researchers together.

Research comes alive in our classrooms, giving students a competitive edge in whatever field they pursue. **The course of Research Methodology (BHCT-401) is an integral part of the Curriculum**

designed for final year students. For being eligible for the award of the degree, it is mandatory for students to successfully complete the course of Research Project Report (BHCT-452). Guides are allocated to students. The Resaerch project may be one of the following types:

Comprehensive case study

Interdepartmental study

Field study

Compiling project report contributes to advanced learning of students.

Students under the able guidance of the faculties undergo through guided research project and submit their report.

Research contribution by our college is well recognized by the stake holders and industry representatives also attend these conferences. This environment helps in motivating faculties and students to explore, learn and understand the subject through practicing research. Some of the faculties have participated in International Resaerch conferences abroad and workshop at various role from speaker and also as jury member.

File Description	Document
Appropriate web in the Institutional website	View Document
Any other relevant information	View Document

5. CONCLUSION

Additional Information :

College is being graded by **Joint Assessment Committee** as **A Grade** college and **SFRC** has ranked college as **A+**. **India Today, The Week and Outlook survey results of past five years are validation of the quality efforts put by the Institute** towards achieving academic excellence leading to fulfilment of our objective. Getting recognized is a great feeling and staying on the top is definitely a remarkable achievement and has validated effectiveness of our new quality initiatives. Building quality is a time taking process, and a culture needs to be set through taking couple of the initiatives that help in building sound foundation for a bright tomorrow and will definitely help in improving the quality. BCIHMCT has strived for the same.

The Institute focusses on developing competent manpower for the industry and have used various new methodologies where by industry role is prominent. Research with objective of the development of the student knowledge is helping students. The India International Hotel Travel and Tourism Research Conference series has become the most prominent International Conference in the field of Hotel, Travel and Tourism. BCIHMCT has been conducting the conference since 2009 involving the Tourism & Hospitality Industry.

The Institute publishes its own Journal IJAHTR-Indian Journal of Applied Hospitality and Tourism Research (ISSN 0975-4954). The journal is a double-peer-reviewed journal published annually with research papers contributing to the body of work in hospitality literature.

Organizing event like Chandiwala Hospitality Ensemble annually is an event that has given platform to all budding hoteliers from all across the country. The Institute also celebrated International Kimchi Day with the Korean Culinary centre of India in 2020 on International Kimchi Day.

The Institute receives sponsorship from Brands like RPure, Nestle, VKL spices, Zone Bar syrups and many other reputed brands for organising various innovative food and beverage product oriented research competitions. BCIHMCT gets support from the Industry for collecting various data needed for the Research. Several interactive sessions, workshops, demonstrations, guest lectures, are organized beside industry visits. Well organized networking with the parents by mentors and in-turn with their wards, help the institution in understanding the stakeholder's perception.

Concluding Remarks :

The institute has placed itself at the National Horizon in the field of Hospitality and Tourism Education by benchmarking standards. We encourage our students to participate in various events like **Representation of India in World Skill Event** or **Representing State and North Region in Skill India Competition, Students Chef of the Year, Debate, International Hospitality Expo etc** at Inter University Level, Regional level etc. Results of these events validates that we are developing competent future manpower for the hospitality industry. Our Faculties have also won distinguished award from the reputed professional bodies and have created deference. Chef of the Year, Pastry Chef of the Year, Award for running food slide you tube etc are some of them.

Beside these, we believe in inculcating values emphasizing on environment conservation and sustainability. The Institute is a recognized **Social Entrepreneurship, Swachhta and Rural Engagement Cell (SES REC)**

Institution certified by the Mahatma Gandhi National Council of Rural Education (MGNCRE), Department of Higher Education, Ministry of HRD, Government of India. The Institute has dedicated Eco-club of students. Our efforts are supported by partnership of Delhi Govt. The Institute focuses on active **Industry partnership and International academic cooperation**, this has brought opportunities for exposure to the students and faculties. **Teaching and Research** are two primary activities through which we fulfill our **Mission and Objective**.

Our course **curriculum is designed conforming to the current industry requirement**. Industry recommendations are incorporated in the proposed syllabus **based on New Education Policy**. We continue to make final refinement and restructuring to our existing programme to provide our students with the opportunity for meaningful academic development of knowledge with respect to the current environment. Our graduates are effective in technical, supportive knowledge, managerial skills and soft skills.

Various committees representing of the students helps in participative form of management .

BCIHMCT **YOU Tube and blog** has helped not only our students during Covid Pandemic but many students of other colleges.

Institute has an effective mentoring system through which students' performance and difficulties are assessed and helped. All the efforts for improving Placement quality is being done and it has shown remarkable improvement.

6.ANNEXURE

1.Metrics Level Deviations

Metric ID	Sub Questions and Answers before and after DVV Verification																				
1.2.2	<p>Number of Add on /Certificate programs offered during the last five years</p> <p>1.2.2.1. How many Add on /Certificate programs are offered within the last 5 years. Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>2</td> <td>4</td> <td>3</td> <td>0</td> </tr> </tbody> </table> <p>Answer After DVV Verification :</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>4</td> <td>4</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	2020-21	2019-20	2018-19	2017-18	2016-17	0	2	4	3	0	2020-21	2019-20	2018-19	2017-18	2016-17	0	4	4	1	0
2020-21	2019-20	2018-19	2017-18	2016-17																	
0	2	4	3	0																	
2020-21	2019-20	2018-19	2017-18	2016-17																	
0	4	4	1	0																	
2.4.2	<p>Average percentage of full time teachers with Ph. D. / D.M. / M.Ch. / D.N.B Superspeciality / D.Sc. / D.Litt. during the last five years (consider only highest degree for count)</p> <p>2.4.2.1. Number of full time teachers with Ph. D. / D.M. / M.Ch. / D.N.B Superspeciality / D.Sc. / D.Litt. year wise during the last five years Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>3</td> <td>4</td> <td>2</td> <td>1</td> </tr> </tbody> </table> <p>Answer After DVV Verification :</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>3</td> <td>4</td> <td>2</td> <td>1</td> </tr> </tbody> </table>	2020-21	2019-20	2018-19	2017-18	2016-17	4	3	4	2	1	2020-21	2019-20	2018-19	2017-18	2016-17	4	3	4	2	1
2020-21	2019-20	2018-19	2017-18	2016-17																	
4	3	4	2	1																	
2020-21	2019-20	2018-19	2017-18	2016-17																	
4	3	4	2	1																	
2.4.3	<p>Average teaching experience of full time teachers in the same institution (Data for the latest completed academic year in number of years)</p> <p>2.4.3.1. Total experience of full-time teachers Answer before DVV Verification : 206 Answer after DVV Verification: 1109.11</p>																				
3.1.1	<p>Grants received from Government and non-governmental agencies for research projects / endowments in the institution during the last five years (INR in Lakhs)</p> <p>3.1.1.1. Total Grants from Government and non-governmental agencies for research projects / endowments in the institution during the last five years (INR in Lakhs) Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	2020-21	2019-20	2018-19	2017-18	2016-17															
2020-21	2019-20	2018-19	2017-18	2016-17																	

80000	415000	640000	424000	330000
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Answer After DVV Verification :

2020-21	2019-20	2018-19	2017-18	2016-17
0.80000	4.15000	6.40000	4.24000	3.30000

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

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

Answer before DVV Verification:

2020-21	2019-20	2018-19	2017-18	2016-17
6	5	6	6	6

Answer After DVV Verification :

2020-21	2019-20	2018-19	2017-18	2016-17
6	6	3	3	6

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

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

Answer before DVV Verification:

2020-21	2019-20	2018-19	2017-18	2016-17
2016	3589	1265	1029	399

Answer After DVV Verification :

2020-21	2019-20	2018-19	2017-18	2016-17
2016	3899	1265	1029	419

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

4.1.3.1. **Number of classrooms and seminar halls with ICT facilities**

Answer before DVV Verification : 10

Answer after DVV Verification: 11

4.1.4 **Average percentage of expenditure, excluding salary for infrastructure augmentation during**

last five years(INR in Lakhs)

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

Answer before DVV Verification:

2020-21	2019-20	2018-19	2017-18	2016-17
997780	5902415	2046647	1000931	683940

Answer After DVV Verification :

2020-21	2019-20	2018-19	2017-18	2016-17
9.97780	59.02415	20.46647	10.00931	6.83940

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

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

Answer before DVV Verification:

2020-21	2019-20	2018-19	2017-18	2016-17
307828	402579	168978	166638	127206

Answer After DVV Verification :

2020-21	2019-20	2018-19	2017-18	2016-17
3.07828	4.02579	1.68978	1.66638	1.27206

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

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

Answer before DVV Verification:

2020-21	2019-20	2018-19	2017-18	2016-17
620728	1366730	991004	770229	1518816

Answer After DVV Verification :

2020-21	2019-20	2018-19	2017-18	2016-17
6.20728	13.66730	9.91004	7.70229	15.18816

5.1.2	<p>Average percentage of students benefitted by scholarships, freeships etc. provided by the institution / non- government agencies during the last five years</p> <p>5.1.2.1. Number of students benefitted by scholarships and free ships provided by the institution, Government and non-government bodies, industries, individuals, philanthropists during the last five years (other than students receiving scholarships under the government schemes for reserved categories)</p> <p>Answer before DVV Verification:</p> <table border="1" data-bbox="306 472 1046 607"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Answer After DVV Verification :</p> <table border="1" data-bbox="306 685 1046 819"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	2020-21	2019-20	2018-19	2017-18	2016-17	4	0	0	0	0	2020-21	2019-20	2018-19	2017-18	2016-17	0	0	0	0	0
2020-21	2019-20	2018-19	2017-18	2016-17																	
4	0	0	0	0																	
2020-21	2019-20	2018-19	2017-18	2016-17																	
0	0	0	0	0																	
6.4.2	<p>Funds / Grants received from non-government bodies, individuals, philanthropers during the last five years (not covered in Criterion III)</p> <p>6.4.2.1. Total Grants received from non-government bodies, individuals, Philanthropers year-wise during the last five years (INR in Lakhs)</p> <p>Answer before DVV Verification:</p> <table border="1" data-bbox="306 1099 1046 1234"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>107000</td> <td>25000</td> <td>106000</td> <td>74000</td> </tr> </tbody> </table> <p>Answer After DVV Verification :</p> <table border="1" data-bbox="306 1312 1046 1447"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>1.07000</td> <td>0.25000</td> <td>1.06000</td> <td>0.74000</td> </tr> </tbody> </table>	2020-21	2019-20	2018-19	2017-18	2016-17	0	107000	25000	106000	74000	2020-21	2019-20	2018-19	2017-18	2016-17	0	1.07000	0.25000	1.06000	0.74000
2020-21	2019-20	2018-19	2017-18	2016-17																	
0	107000	25000	106000	74000																	
2020-21	2019-20	2018-19	2017-18	2016-17																	
0	1.07000	0.25000	1.06000	0.74000																	
7.1.2	<p>The Institution has facilities for alternate sources of energy and energy conservation measures</p> <ol style="list-style-type: none"> 1. Solar energy 2. Biogas plant 3. Wheeling to the Grid 4. Sensor-based energy conservation 5. Use of LED bulbs/ power efficient equipment <p>Answer before DVV Verification : C. 2 of the above Answer After DVV Verification: D. 1 of the above</p>																				
7.1.4	<p>Water conservation facilities available in the Institution:</p> <ol style="list-style-type: none"> 1. Rain water harvesting 2. Borewell /Open well recharge 																				

3. **Construction of tanks and bunds**
4. **Waste water recycling**
5. **Maintenance of water bodies and distribution system in the campus**

Answer before DVV Verification : C. 2 of the above
 Answer After DVV Verification: D.1 of the above

7.1.5

Green campus initiatives include:

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

Answer before DVV Verification : A. Any 4 or All of the above
 Answer After DVV Verification: B. 3 of the above

2.Extended Profile Deviations

ID	Extended Questions																				
1.1	<p>Number of students year-wise during last five years</p> <p>Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>440</td> <td>433</td> <td>426</td> <td>428</td> <td>422</td> </tr> </tbody> </table> <p>Answer After DVV Verification:</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>108</td> <td>117</td> <td>121</td> <td>120</td> <td>121</td> </tr> </tbody> </table>	2020-21	2019-20	2018-19	2017-18	2016-17	440	433	426	428	422	2020-21	2019-20	2018-19	2017-18	2016-17	108	117	121	120	121
2020-21	2019-20	2018-19	2017-18	2016-17																	
440	433	426	428	422																	
2020-21	2019-20	2018-19	2017-18	2016-17																	
108	117	121	120	121																	
2.1	<p>Number of full time teachers year-wise during the last five years</p> <p>Answer before DVV Verification:</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>24</td> <td>26</td> <td>27</td> <td>26</td> <td>29</td> </tr> </tbody> </table> <p>Answer After DVV Verification:</p> <table border="1"> <thead> <tr> <th>2020-21</th> <th>2019-20</th> <th>2018-19</th> <th>2017-18</th> <th>2016-17</th> </tr> </thead> <tbody> <tr> <td>24</td> <td>24</td> <td>24</td> <td>26</td> <td>29</td> </tr> </tbody> </table>	2020-21	2019-20	2018-19	2017-18	2016-17	24	26	27	26	29	2020-21	2019-20	2018-19	2017-18	2016-17	24	24	24	26	29
2020-21	2019-20	2018-19	2017-18	2016-17																	
24	26	27	26	29																	
2020-21	2019-20	2018-19	2017-18	2016-17																	
24	24	24	26	29																	
3.1	<p>Total number of classrooms and seminar halls</p> <p>Answer before DVV Verification : 10 Answer after DVV Verification : 11</p>																				
3.2	<p>Total Expenditure excluding salary year-wise during last five years (INR in Lakhs)</p>																				

Answer before DVV Verification:

2020-21	2019-20	2018-19	2017-18	2016-17
5929188	9661153	9446166	9891758	10097712

Answer After DVV Verification:

2020-21	2019-20	2018-19	2017-18	2016-17
59.29188	96.61153	94.46166	98.91758	100.9771

NAAC