



Yearly Status Report - 2018-2019

Part A

Data of the Institution

1. Name of the Institution	BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Name of the head of the Institution	Dr.Sarah Hussain
Designation	Principal
Does the Institution function from own campus	Yes
Phone no/Alternate Phone no.	01149020303
Mobile no.	9873098656
Registered Email	director@bcihmct.ac.in
Alternate Email	gagan@bcihmct.ac.in
Address	Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, Chandiwala Estate, Maa Anandmai Marg, Kalkaji,
City/Town	New Delhi
State/UT	Delhi

Pincode	110019																								
2. Institutional Status																									
Affiliated / Constituent	Affiliated																								
Type of Institution	Co-education																								
Location	Urban																								
Financial Status	private																								
Name of the IQAC co-ordinator/Director	Gagandeep Soni																								
Phone no/Alternate Phone no.	01149020318																								
Mobile no.	9953492549																								
Registered Email	director@bcihmct.ac.in																								
Alternate Email	gagan@bcihmct.ac.in																								
3. Website Address																									
Web-link of the AQAR: (Previous Academic Year)	http://bcihmct.ac.in/AQAR2017-18.pdf																								
4. Whether Academic Calendar prepared during the year	Yes																								
if yes,whether it is uploaded in the institutional website: Weblink :	http://www.bcihmct.ac.in/download/calendar18-19.pdf																								
5. Accrediation Details																									
<table border="1"> <thead> <tr> <th rowspan="2">Cycle</th> <th rowspan="2">Grade</th> <th rowspan="2">CGPA</th> <th rowspan="2">Year of Accrediation</th> <th colspan="2">Validity</th> </tr> <tr> <th>Period From</th> <th>Period To</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>A</td> <td>3.13</td> <td>2016</td> <td>05-Nov-2016</td> <td>04-Nov-2021</td> </tr> <tr> <td>1</td> <td>B</td> <td>2.68</td> <td>2011</td> <td>08-Jan-2011</td> <td>07-Jan-2016</td> </tr> </tbody> </table>						Cycle	Grade	CGPA	Year of Accrediation	Validity		Period From	Period To	2	A	3.13	2016	05-Nov-2016	04-Nov-2021	1	B	2.68	2011	08-Jan-2011	07-Jan-2016
Cycle	Grade	CGPA	Year of Accrediation	Validity																					
				Period From	Period To																				
2	A	3.13	2016	05-Nov-2016	04-Nov-2021																				
1	B	2.68	2011	08-Jan-2011	07-Jan-2016																				
6. Date of Establishment of IQAC	30-Jul-2010																								
7. Internal Quality Assurance System																									
Quality initiatives by IQAC during the year for promoting quality culture																									

Item /Title of the quality initiative by IQAC	Date & Duration	Number of participants/ beneficiaries
Parents Teacher Meeting	01-May-2019 1	50
Graduation Ceremony	23-Apr-2019 1	250
CSR (NGO) Visits	12-Apr-2019 4	440
Debate Competition	27-Mar-2019 1	22
Hotel Laundry Visit	15-Mar-2019 4	105
IIHTTRC	15-Feb-2019 2	250
Restaurant Theme Decoration	15-Feb-2019 4	100
Chandiwala Hospitality Ensemble	24-Oct-2018 3	700

8. Provide the list of Special Status conferred by Central/ State Government-UGC/CSIR/DST/DBT/ICMR/TEQIP/World Bank/CPE of UGC etc.

Institution/Department/ Faculty	Scheme	Funding Agency	Year of award with duration	Amount
ECO CLUB	Environment	Dept of Environment-Delhi Secretariat	2019 2019	20000
BCIHMCT	NAAC	NAAC	2019 2019	75000
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9. Whether composition of IQAC as per latest NAAC guidelines:

Yes

Upload latest notification of formation of IQAC

[View File](#)

10. Number of IQAC meetings held during the year :

4

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

Yes

Upload the minutes of meeting and action taken report

[View File](#)

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

Yes

during the year?	
If yes, mention the amount	75000
Year	2019

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

Development of Research based work culture. An Annual international conference (IIHTTRC) is conducted by the institute.

A quarterly E- newsletter YUVA is maintained/ updated on the institutional website wherein students and faculty members contribute articles related to the latest hospitality trends , technology and news.

IQAC is constantly equipping the faculty to address the challenges posed by the changing educational environment and also to take advantage of the ever increasing opportunities that is being offered. IQAC has recommended and materialized continuation of Skill Development program in partnership with Ministry of Tourism Govt. of India.

Minimizing environment degradation, Decomposition of food waste and converting into biodegradable manure thus minimizing waste. Also, Celebrated Swacchta Pakhwada under Swachh Bharat Abhiyaan scheme and cleaned the entire campus including college, hostel and guest house.Regular visits to NGO's through out the year are undertaken as part of CSR activities. Awareness drives are also conducted for the upliftment of the society.

IQAC also coordinated to invite industry experts for guest lecture to develop the interest of students in the related field. Crack campus classes are organised by faculty members and different industry experts were invited for final year students to make them ready for Final Interviews. Up gradation of smart classrooms. Career Guidance and Placement Cell strengthened and Implemented personality development programs.

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

Plan of Action	Achivements/Outcomes
Better placement for students	Various students were selected as Management Trainee in reputed brands like IHG, Carlson group of hotels, The Park, JW Marriott, ITC Fortune etc. First student selected as HMI with ITC
Minimizing environmental degradation	Tree plantation drive, Decreased use of paper and plastic · Optimization of existing infrastructure · Paper recycling drive · Pit composting for

	food waste
IT Budget enhancement	All classrooms are equipped with LCD projectors. New computers and scanning machine purchased.
Promoting research climate in the institute	Faculty members have been motivated to pursue PhD, write research papers and present research paper and attend FDPs
Organising Seminar & Conference	Organised Workshop on Quality Assurance,organised Intra college debating competition. Organised an International Conference on India International Hotel, Travel & Tourism Conference.
Corporate Social Responsibility	An introduction to bakery workshop is taken for under privileged locality girls who might take up a career in baking industry at FICCI Ladies Organisation. Faculty Students visited the Blind School, Amar Colony, Visit to Goonj for donation and for kerela relief fund, joy of giving at Health Fitness trust NGO , Kalkaji Swacchta Pakhwada as an initiative of Swachh Bharat Abhiyaan. Cleaning of areas surrounding the Institute.
Effective industry institute tie-up.	Signed MoU with Inter Continental Hotel Group,Tiffin Chef Hospitality Private Ltd., Sattvik Council of India, Chandiwala Hospitality Ensemble, - Taj Group of hotels CHE 2018 partnership, IHG Faculty exposure and CHE 2018 partnership.
Students Wing	New members have been inducted in the Students' Wing and the members play an active role in enhancing student involvement in College activities and facilitating inclusive education. They meet periodically and, along with IQAC faculty team.
Despatch of AQAR 2017-18	Done and updated
Mentoring of Students	One Mentor (Faculty) is assigned to a group of students and Mentors are continuously monitored
No Files Uploaded !!!	

14. Whether AQAR was placed before statutory body ?	Yes
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Name of Statutory Body	Meeting Date
Joint Assessment Committee (JAC) Directorate of Higher Education, Government of NCT of Delhi	15-May-2019

15. Whether NAAC/or any other accredited body(s) visited IQAC or interacted with it to assess the functioning ?	Yes
Date of Visit	15-May-2019
16. Whether institutional data submitted to AISHE:	Yes
Year of Submission	2019
Date of Submission	18-Feb-2019
17. Does the Institution have Management Information System ?	Yes
If yes, give a brief description and a list of modules currently operational (maximum 500 words)	The institution has an effective MIS in place. Faculty prepares weekly faculty reports and lesson plans for the HOD and Principal. The HODs also prepare an annual departmental report highlighting the key achievements and activities of the department, submitted to the principal. Training, Placement prepares a semester based Industry Institute Synergy Report which is submitted to the Principal. Examination department sends a semester report to the Principal. The principal in turn sends a comprehensive month end report and an annual report to the Chairman, Banarsidas Chandiwala Sewa Smarak Trust Society. The Principal also prepares reports of annual activity and presents the annual budget to the Governing Body of the Institution.

Part B

CRITERION I – CURRICULAR ASPECTS

1.1 – Curriculum Planning and Implementation

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

BANARSIDAS CHANDIWALA INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY has a well-defined mission to achieve its vision with the distinct and well planned approach to deliver the curriculum in the most efficient and effective manner . The curriculum specified by the GGSIP University is effectively imparted to the students with the support of University & Institution through well planned semester wise academic calendar given by examination department of BCIHMCT, NEW DELHI. The college shows ample care for the teaching and learning schedules and to provide quality education and the same is ensured by preparing well planned academic calendar. To deliver the curriculum in the most advanced and impartial

manner, faculties maintain SESSION PLAN, LESSON PLAN and TRAINEE NOTES along with FACULTY REPORT every week. All faculties impart their subject knowledge through the use of traditional teaching aids like WHITE BOARD and modern teaching methods like multimedia POWERPOINT PRESENTATION and VIDEOS etc. using projectors. Session plan is submitted before the commencement of the semester, to the Principal, for all the 15 weeks as per the academic calendar, provided by the Guru Gobind Singh Indraprastha University, New Delhi. The major portion of the session plan includes No. of Teaching Hours, Topics covered, Week wise chapter along with their sub topics etc. Lesson plan is also submitted every week to the Principal. In the Lesson plan, faculties mention the major objectives of the topic covered along with major terms and questions being discussed in the class. A properly prepared lesson plan makes the teaching more involving and the students tend to learn things in a better way. The Trainer Notes are the notes of the faculty in which a faculty mentions INTRODUCTION, DEVELOPMENT, DEFINITIONS, and SUMMARY along with IMPORTANT QUESTIONS of the unit. The FACULTY REPORT is a very important tool to understand how faculties deliver the curriculum and document their work each week. It includes TOPIC/S COVERED, SUB TOPIC, OBJECTIVE, TEACHING AIDS USED, CONTENTS, and REFERENCES with FEEDBACK OF THE STUDENTS. The College offers various PDP classes across semesters for the benefit of students to improve their communication skills, practical knowledge and soft-skill development along with regular academics. For the purpose of enhancing the learning quotient of the students of BCIHMCT, the feedback on the evaluation of answers sheets is given to most students of the batch. This enhances their performance each semester and is an effective tool to deliver the curriculum in a better way. For the practical classes in all FOOD PRODUCTION, FOOD AND BEVERAGE SERVICE, HOUSEKEEPING AND FRONT OFFICE, faculties use the system of CONTINUOUS EVALUATION each week. This is an excellent and impartial tool for internally marking students at the end of each semester. To accelerate the learning, Internet facility with Wi-Fi connectivity is made available throughout the BCIHMCT campus to support the students in enhancing their knowledge with easy digital access. Faculty and students progression is actively monitored by the Head of Institution (PRINCIPAL) based on the reports and are done regularly.

1.1.2 – Certificate/ Diploma Courses introduced during the academic year

Certificate	Diploma Courses	Dates of Introduction	Duration	Focus on employ ability/entrepreneurship	Skill Development
HSRT		04/06/2019	3	Y	Y

1.2 – Academic Flexibility

1.2.1 – New programmes/courses introduced during the academic year

Programme/Course	Programme Specialization	Dates of Introduction
No Data Entered/Not Applicable !!!		

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

Name of programmes adopting CBCS	Programme Specialization	Date of implementation of CBCS/Elective Course System
BHMCT		01/08/2018

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

	Certificate	Diploma Course
Number of Students	90	0

1.3 – Curriculum Enrichment

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

Value Added Courses	Date of Introduction	Number of Students Enrolled
HSRT	04/06/2019	90

1.3.2 – Field Projects / Internships under taken during the year

Project/Programme Title	Programme Specialization	No. of students enrolled for Field Projects / Internships
BHMCT		108
BHMCT		105

1.4 – Feedback System

1.4.1 – Whether structured feedback received from all the stakeholders.

Students	Yes
Teachers	Yes
Employers	Yes
Alumni	Yes
Parents	Yes

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

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

CRITERION II – TEACHING- LEARNING AND EVALUATION

2.1 – Student Enrolment and Profile

2.1.1 – Demand Ratio during the year

Name of the Programme	Programme Specialization	Number of seats available	Number of Application received	Students Enrolled
BHMCT		120	0	121

2.2 – Catering to Student Diversity

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

Year	Number of students enrolled	Number of students enrolled	Number of fulltime teachers	Number of fulltime teachers	Number of teachers
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	in the institution (UG)	in the institution (PG)	available in the institution teaching only UG courses	available in the institution teaching only PG courses	teaching both UG and PG courses
2018	430	0	26	0	26

2.3 – Teaching - Learning Process

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

Number of Teachers on Roll	Number of teachers using ICT (LMS, e-Resources)	ICT Tools and resources available	Number of ICT enabled Classrooms	Number of smart classrooms	E-resources and techniques used
26	26	10	10	10	7

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

The BCIMCT Student Mentorship program enables constructive interaction, guidance and mentorship of students by their Faculties. The vision of the program is to inculcate the right attitude right from the beginning. The institute offers infinite resources in terms of academics, career building, research, sports and cultural activities. As a fresher to the institute, the students might feel confused for their future. Mentors are thus assigned to a definite batch of students which serves as an ideal platform for the commencement of their career in hospitality. The Mentorship Program is a very intricately structured effort that has constant overviews and is open to feedback and criticisms. A meticulously designed effort as this, in all certainty, makes the life of an incoming fresher immensely easy. There is a well structured Mentorship program followed by BCIMCT. Where in approximately 1:20 numbers of Mentees (Students) are allotted to each Mentor (Faculty Member) during the induction program of new batch. Mentor is responsible for dealing with the problems/queries of their mentees. Starting from the first year, they need to interact with their mentees on weekly or monthly basis, they need to discuss about their performance, need to perform team building exercises like an outing with their wards, one on one interaction so that mentors can create a strong bond with their wards and mentees can share their issues with their mentors without any hesitation, also mentors need to focus on the weak points of their wards and help them to overcome the situations. Mentors are responsible for providing any update related to the curriculum or extra cocurricular activities (Inter or intra college) so that students can participate accordingly, they also need to take care about the regularity of their wards, they need to guide them for their career, also they help them in their placements like helping in personal interviews, group discussions, also helps them for boosting up their confidence for interviews, apart from this professional relation, mentees can also seek personal support from their mentors, as sometimes they cannot share things with their family members or friends so they share with their mentors and mentors try to resolve the situation in the best possible way. This is how a mentor can win the trust of their wards. Each mentor needs to maintain a box file wherein they keep the record of the documents of their mentees which includes the following:

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

That is how a well defined mentorship program plays an important role in academics as this

Number of students enrolled in the institution	Number of fulltime teachers	Mentor : Mentee Ratio
430	26	1 : 20

2.4 – Teacher Profile and Quality

2.4.1 – Number of full time teachers appointed during the year

No. of sanctioned positions	No. of filled positions	Vacant positions	Positions filled during the current year	No. of faculty with Ph.D
0	0	0	0	0

2.4.2 – Honours and recognition received by teachers (received awards, recognition, fellowships at State, National,

International level from Government, recognised bodies during the year)

Year of Award	Name of full time teachers receiving awards from state level, national level, international level	Designation	Name of the award, fellowship, received from Government or recognized bodies
2018	Dr. Arvind Kumar Saraswati (National level))	Assistant Professor	Global Education and Corporate Leadership Award for 'Best young Researcher Award'.
2019	Dr. Arvind Kumar Saraswati (National level)	Assistant Professor	Best PhD. Thesis award (Prestige Institute of Management, Gwalior)
2018	Dr. Ashish Ranga	Assistant Professor	PhD.
2018	Dr. Arvind Kumar Saraswati	Assistant Professor	PhD.

2.5 – Evaluation Process and Reforms

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

Programme Name	Programme Code	Semester/ year	Last date of the last semester-end/ year-end examination	Date of declaration of results of semester-end/ year- end examination
BHMCT	BHCT	ODD SEMESTER 2018	03/12/2018	13/04/2019
BHMCT	BHCT	EVEN SEM	07/06/2019	01/09/2019

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

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

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

Academic calendar is prepared to and adhered for conduct of Examinations at Banarsidas Chandiwala College of Hotel Management and Catering Technology, as per the University norms. The calendar highlights weekwise academic details and is prepared both for the even and odd semester separately. Details such as events, training sessions, end term practical and theory examinations along with the internal mid semester class tests are highlighted in the same. It gives a brief about the total teaching weeks which are available in a semester.

The academic calendar makes it possible to provide a better opportunity for a thorough examination of subjects, research assignments, scheduled events and end term papers. It also provides better prospects for interaction between faculty and students. Classes generally span over a lengthy period of 15 weeks, thereby giving more time to the students to expand their thoughts on challenging aspects and absorbing as much as they can during the time period.
Web Link: <http://bcihmct.ac.in/download/calendar1819.pdf>

2.6 – Student Performance and Learning Outcomes

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

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

2.6.2 – Pass percentage of students

Programme Code	Programme Name	Programme Specialization	Number of students appeared in the final year examination	Number of students passed in final year examination	Pass Percentage
BHMCT	BHMCT		111	69	62.15

2.7 – Student Satisfaction Survey

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

https://docs.google.com/forms/d/1ut4Plrz3oP_60rA92vD9cGKgFUK7q5Ik-WWlxX3q67A/edit

CRITERION III – RESEARCH, INNOVATIONS AND EXTENSION

3.1 – Resource Mobilization for Research

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

Nature of the Project	Duration	Name of the funding agency	Total grant sanctioned	Amount received during the year
Any Other (Specify)	2	NAAC	75000	75000

3.2 – Innovation Ecosystem

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

Title of workshop/seminar	Name of the Dept.	Date
Personality development and stress management	HR and Training	28/08/2018
North Eastern Cuisine	F and B Production	18/09/2018
Day with Cauliflower Cranberries	F and B Production	08/02/2019
The Great India Turkey Challenge	F and B Production	06/05/2019
Sales and Marketing Field of Opportunities	Sales and marketing	23/08/2018

Cleaning agents and the process	Housekeeping	24/08/2018
Molecular techniques	F and B Production	27/08/2018

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

Title of the innovation	Name of Awardee	Awarding Agency	Date of award	Category
'Best young Researcher Award'	Dr. Arvind Kumar Saraswati (National level)	Global Education and Corporate Leadership Award	23/12/2018	National
Best PhD. Thesis award	Dr. Arvind Kumar Saraswati (National level)	Prestige Institute of Management, Gwalior	05/01/2019	National
Best paper Presentation	Dr. Arvind Kumar Saraswati	Swami Vivekanand Subharti University	08/01/2019	National

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

Incubation Center	Name	Sponsored By	Name of the Start-up	Nature of Start-up	Date of Commencement
BCIHMCT	Tiffin Chef Hospitality Pvt. Ltd.	Tiffin chef	Tiffin chef	Hospitality	01/08/2018
BCIHMCT	SATVIK India Council	SATVIK India	SATVIK India	Hospitality	12/04/2018

3.3 – Research Publications and Awards

3.3.1 – Incentive to the teachers who receive recognition/awards

State	National	International
0	0	0

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

Name of the Department	Number of PhD's Awarded
No Data Entered/Not Applicable !!!	

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

Type	Department	Number of Publication	Average Impact Factor (if any)
International	Business management	2	3.25
National	Social science	2	1.76

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

Department	Number of Publication
Human Resource	4
Hospitality	2

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

Title of the Paper	Name of Author	Title of journal	Year of publication	Citation Index	Institutional affiliation as mentioned in the publication	Number of citations excluding self citation
Epistemology of Relationship Marketing Strategies : An Instance From Online Travel Industry	Dr. Arvind Kumar Saraswati	International Journal of Customer Relationship Marketing and Management	2018	0	BCIHMCT	0
A study on the Relationship Between Employee Satisfaction and Employees' Performance	Reshma Kamboj/ Ashish Ranga	Tourism Research Journal Vol 2 No 2	2018	0	BCIHMCT	0
Guest Satisfaction: A Comparative Study of Hotel Employees' and Guests' Perceptions.	Dr. Sarah Hussain	International Journal of Hospitality Tourism Systems	2019	0	BCIHMCT	0
Impact of mentoring towards organizational goal and work culture (a study in hotels of Delhi, NCR)	Rachna Chandan	SSRN Elsevier (Social Science Research Network)	2019	3	BCIHMCT	3
Scope of Digital Marketing in Hotel Industry: A case study of select 5	Shubhangi Garg	International Journal of Advance and Innovative Research	2019	0	BCIHMCT	0

star
hotels in
DelhiNCR

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

Title of the Paper	Name of Author	Title of journal	Year of publication	h-index	Number of citations excluding self citation	Institutional affiliation as mentioned in the publication
00	0	0	2019	0	0	0

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

Number of Faculty	International	National	State	Local
Attended/Seminars/Workshops	4	10	69	0
Presented papers	4	12	5	0
Resource persons	0	2	2	0

3.4 – Extension Activities

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

Title of the activities	Organising unit/agency/ collaborating agency	Number of teachers participated in such activities	Number of students participated in such activities
Baking Demo	FICCI/ FLO	1	2
Radio programme on CAKES	91.2 FMNIO Community Radio	1	0
Self defence	Special Juvenile Women Police Unit and Crime against Women Cell and Women Power Association (NGO)	2	35

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

Name of the activity	Award/Recognition	Awarding Bodies	Number of students Benefited
Grand Annual Ceremony Awards	Excellence Award in field of Hospitality and Tourism	Indian Hospitality Congress	200

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

Name of the scheme	Organising unit/Agency/collaborating	Name of the activity	Number of teachers participated in such	Number of students participated in such
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	agency		activites	activites
Hygiene and Sanitation Drive	Shanti Sahyog A Gandhian NGO	Health care practices for under privileged kids	2	10
Tree plantation drive	BCSSTS campus	Tree plantation drive conducted during the orientation ceremony for the 1st years	15	120
Aids Awareness Scheme	Naaz Foundation	Awareness Campaign and Donation	2	50
Ek Mutthi Daan and Kerela Relief Campaign	Goonj	Physical help and donation	3	80
Hygiene and Sanitation Drive, Gender Awareness	Hygiene and Sanitation	Daily hygiene practices Session on GOOD touch and BAD touch	2	15
Swachh Bharat Abhiyaan	Swachh Bharat	Cleaning Drives and Adoption of village for Spreading Awareness related to Hygiene and Sanitation	4	100
Hygiene and Sanitation Drive	Shanti Sahyog A Gandhian NGO	Health care practices for under privileged kids	2	10
Tree plantation drive	BCSSTS campus	Tree plantation drive conducted during the orientation ceremony for the 1st years	15	120

3.5 – Collaborations

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

Nature of activity	Participant	Source of financial support	Duration
IIHTTRC2019	200	NAAC	2
CHE2018	300	Sponsors	3

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

Nature of linkage	Title of the linkage	Name of the partnering institution/ industry	Duration From	Duration To	Participant

		/research lab with contact details			
Industrial Training	Functional Exposure IT	Ananda in the Himalyas	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	The Claridges, New Delhi	24/12/2018	11/05/2019	6
Industrial Training	Functional Exposure IT	Roseate House, Aerocity	24/12/2018	11/05/2019	5
Industrial Training	Functional Exposure IT	Crowne Plaza, Rohini	24/12/2018	11/05/2019	6
Industrial Training	Functional Exposure IT	The Park, New Delhi	24/12/2018	11/05/2019	5
Industrial Training	Functional Exposure IT	JW Marriott, Aerocity	24/12/2018	11/05/2019	9
Industrial Training	Functional Exposure IT	Taj Pool Campus	24/12/2018	11/05/2019	5
Industrial Training	Functional Exposure IT	Double Tree by Hilton	24/12/2018	11/05/2019	2
Industrial Training	Functional Exposure IT	Taj Ambassador	24/12/2018	11/05/2019	9
Industrial Training	Functional Exposure IT	Leela Gurgaon	24/12/2018	11/05/2019	2
Industrial Training	Functional Exposure IT	Crowne Plaza, Okhla	24/12/2018	11/05/2019	8
Industrial Training	Functional Exposure IT	ITC Maurya	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Le Meridien	24/12/2018	11/05/2019	7
Industrial Training	Functional Exposure IT	Jaypee Greens, G.Noida	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Taj Fort Aguada Resort Spa Taj Holiday Village Resort Spa, North Goa	24/12/2018	11/05/2019	2
Industrial Training	Functional Exposure IT	Best Westin Plus, France	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Holiday Inn Express, Aerocity	24/12/2018	11/05/2019	2
Industrial Training	Functional Exposure IT	The Suryaa, NFC	24/12/2018	11/05/2019	5

Industrial Training	Functional Exposure IT	MBD Noida	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Westin Sohna	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Hilton Garden Inn, Saket	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Hotel Combermere, Shimla	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	The Lodhi	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	The Lalit	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Radisson Blu Paschim Vihar	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Radisson Blu Marina	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Crowne Plaza Mayur Vihar	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Lemon Tree Pemiere, Aerocity	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Pullman Novotel, Aerocity	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Shangrila Eros, New Delhi	24/12/2018	11/05/2019	3
Industrial Training	Functional Exposure IT	The Oberoi, New Delhi	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	The Claridges, New Delhi	24/12/2018	11/05/2019	6
Industrial Training	Functional Exposure IT	Roseate House, Aerocity	24/12/2018	11/05/2019	5
Industrial Training	Functional Exposure IT	Crowne Plaza, Rohini	24/12/2018	11/05/2019	6
Industrial Training	Functional Exposure IT	The Park, New Delhi	24/12/2018	11/05/2019	5
Industrial Training	Functional Exposure IT	JW Marriott, Aerocity	24/12/2018	11/05/2019	9
Industrial Training	Functional Exposure IT	Taj Pool Campus	24/12/2018	11/05/2019	5
Industrial Training	Functional Exposure IT	Double Tree by Hilton	24/12/2018	11/05/2019	2

Industrial Training	Functional Exposure IT	Taj Ambassador	24/12/2018	11/05/2019	9
Industrial Training	Functional Exposure IT	Leela Gurgaon	24/12/2018	11/05/2019	2
Industrial Training	Functional Exposure IT	Crowne Plaza, Okhla	24/12/2018	11/05/2019	8
Industrial Training	Functional Exposure IT	ITC Maurya	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Le Meridien	24/12/2018	11/05/2019	7
Industrial Training	Functional Exposure IT	Jaypee Greens, G.Noida	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Taj Fort Aguada Resort Spa Taj Holiday Village Resort Spa, North Goa	24/12/2018	11/05/2019	2
Industrial Training	Functional Exposure IT	Best Westin Plus, France	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Holiday Inn Express, Aerocity	24/12/2018	11/05/2019	2
Industrial Training	Functional Exposure IT	The Suryaa, NFC	24/12/2018	11/05/2019	5
Industrial Training	Functional Exposure IT	MBD Noida	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Westin Sohna	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Hilton Garden Inn, Saket	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Hotel Combermere, Shimla	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	The Lodhi	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	The Lalit	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Radisson Blu Paschim Vihar	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Radisson Blu Marina	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Crowne Plaza Mayur Vihar	24/12/2018	11/05/2019	1
Industrial Training	Functional Exposure IT	Lemon Tree	24/12/2018	11/05/2019	1

Training	Exposure IT	Pemiere, Aerocity			
Industrial Training	Functional Exposure IT	Ananda in the Himalyas	24/12/2018	11/05/2019	1

3.5.3 – MoUs signed with institutions of national, international importance, other universities, industries, corporate houses etc. during the year

Organisation	Date of MoU signed	Purpose/Activities	Number of students/teachers participated under MoUs
TIFFIN CHEF	01/08/2018	<ul style="list-style-type: none"> • Interaction • Mutual recognition in startups and Entrepreneurial schemes 	432
SATTVIK INDIA COUNCIL	10/04/2018	<ul style="list-style-type: none"> • Quality process certification • Faculty development programme • Students training and internship programme • Setting incubation centre 	432
Magadh University, Bodh Gaya	01/07/2018	<ul style="list-style-type: none"> • Faculty exchange • Student exchange • Professional exchange 	432
IHG ACADEMY PROGRAMME	22/11/2018	<ul style="list-style-type: none"> • Hospitality education and training 	432
TIFFIN CHEF	01/08/2018	<ul style="list-style-type: none"> • Interaction • Mutual recognition in startups and Entrepreneurial schemes 	432
SATTVIK INDIA COUNCIL	10/04/2018	<ul style="list-style-type: none"> • Quality process certification • Faculty development programme • Students training and internship programme • Setting incubation centre 	432

CRITERION IV – INFRASTRUCTURE AND LEARNING RESOURCES

4.1 – Physical Facilities

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

Budget allocated for infrastructure augmentation	Budget utilized for infrastructure development
1500000	2100000

4.1.2 – Details of augmentation in infrastructure facilities during the year

Facilities	Existing or Newly Added
Campus Area	Existing
Class rooms	Existing
Laboratories	Existing
Seminar Halls	Existing
Classrooms with LCD facilities	Existing
Classrooms with Wi-Fi OR LAN	Existing
Seminar halls with ICT facilities	Existing
Video Centre	Newly Added
Value of the equipment purchased during the year (rs. in lakhs)	Existing
Value of the equipment purchased during the year (rs. in lakhs)	Newly Added
Others	Newly Added
Number of important equipments purchased (Greater than 1-0 lakh) during the current year	Newly Added

4.2 – Library as a Learning Resource

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

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

4.2.2 – Library Services

Library Service Type	Existing		Newly Added		Total	
Text Books	4380	1987845	591	124561	4971	2112406
Reference Books	2190	0	1146	0	3336	0
Journals	16	22650	0	0	16	22650
e-Journals	2	148600	0	0	2	148600
Library Automation	1	15000	0	0	1	15000
Others (specify)	9	18125	0	0	9	18125
Others (specify)	17	19490	0	0	17	19490

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

Name of the Teacher	Name of the Module	Platform on which module is developed	Date of launching e-content
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Sarah Hussain	TECHNOLOGY: ENHANCING CUSTOMER SERVICES IN HOSPITALITY INDUSTRY	SWAYAM	19/12/2018
Sarah Hussain	CONSUMER CONCERNS: JUNK FOOD, NUTRITIONAL LABELING, SANITATION, GARBAGE DISPOSAL	SWAYAM	19/12/2018
Gagandeep Soni	HOSPITALITY PIONEERS: A CASE STUDY OF THE TAJ GROUP	SWAYAM	19/12/2018

4.3 – IT Infrastructure

4.3.1 – Technology Upgradation (overall)

Type	Total Computers	Computer Lab	Internet	Browsing centers	Computer Centers	Office	Departments	Available Bandwidth (MGBPS)	Others
Existing	79	52	73	5		5	7	50	9
Added	9	6	7				2		
Total	88	58	80	5	0	5	9	50	9

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

50 MBPS/ GBPS

4.3.3 – Facility for e-content

Name of the e-content development facility	Provide the link of the videos and media centre and recording facility
Indian Journal of Applied Hospitality Tourism Research	https://www.bcihmct.ac.in/download/IJAHTR/Publications.htm
YUVA ENewsletter	https://www.bcihmct.ac.in/download/Campus/YUVA_May_2019.pdf
Hotel Sales Marketing Blog	http://ihmmarketing.blogspot.com/p/personal-sales-unit-iv.html
Job Cincher	http://jobcincher.blogspot.com/
Principles of Management Academic Blog	http://principlesofmanagement7.blogspot.com/2015/04/ten-managerial-roles-by-henry-mintzberg.html
Account club for students Youtube Channel	https://www.youtube.com/channel/UCoSD90KAdi0Wiyj1U_JRL4A
Food Slide Youtube Channel	https://www.youtube.com/channel/UCPVYyW-OfZMJGgPmzjWdrcg
Shakesh Singh Youtube Channel	https://www.youtube.com/channel/UCzzWJS6F1Og7wuvw3j83aMg

4.4 – Maintenance of Campus Infrastructure

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

Assigned Budget on academic facilities	Expenditure incurred on maintenance of academic facilities	Assigned budget on physical facilities	Expenditure incurred on maintenance of physical facilities
5080000	4410404	3445000	3671000

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

• The Administration is responsible for the upkeep and regular maintenance of physical facilities of the Institute. The head of the departments are involved meticulously to maintain the cleanliness of infrastructure while giving utmost importance to the hygiene and pest control conducted on a regular basis. • Standard Operating Procedures are designed by the department heads for the utilisation of laboratories at all times. • The maintenance is headed by the Housekeeping Department of the Institute who reports to the Dean Administration for the procurement and purchasing of the required items. The Institute has a regular maintenance staff available 24/7 for plumbing, electricity, air conditioning and other important maintenance jobs. • Adequate in house housekeeping staff is employed for the cleaning of the institutional premises in order to provide a congenial learning environment. Classrooms, laboratories, computer labs and washrooms are cleaned twice a day on a daily basis. Colour coding system of bins is followed and dustbins are placed at all the required points. A well maintained garden with a proper employed gardening team is available during work hours for maintaining the green cover of the Institute. • The campus is under CCTV surveillance. • Every department maintains a stock register for the equipment as well as other operating supplies. These are indented as per requirement by the respective department heads and the final approval for the procurement is given by the Principal after the due approval from the Dean Administration. • The Institute has sufficient and safe drinking water and has 4 water coolers with two water coolers having a capacity of 25 lph and the remaining having a capacity of 50 lph. Annual Maintenance Contract (AMC) for the RO is maintained. The classrooms, library and labs are fully air conditioned. The college has a board room as well as well maintained seminar hall. • Proper inspection is done on a periodical basis and regular audits and inspections are conducted to keep a check on the stocks maintained by all departments. Inventory list is submitted bi annually to the Dean Administration as well as the Principal of the Institute. • The civil, repair and other renovation work (masonry, painting, plaster works) is regularly maintained by the Estate office. • Library books and records are also updated every year. The library is headed by the Librarian who reports to the Principal. There are certain rules and regulations to be adhered to while using the library premises i.e. books as well as the computers installed. Documented Entry has to be made by the students in the library whenever they enter the library.

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

CRITERION V – STUDENT SUPPORT AND PROGRESSION

5.1 – Student Support

5.1.1 – Scholarships and Financial Support

	Name/Title of the scheme	Number of students	Amount in Rupees
Financial Support from institution	N	0	0
Financial Support			

from Other Sources			
a) National	Merit cum Means EWS	16	862000
b) International	N	0	0

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

Name of the capability enhancement scheme	Date of implementation	Number of students enrolled	Agencies involved
PDP, Interview preparation, GD preparation for placement (for 7th sem. students)	02/07/2018	81	BCIHMCT
Business Communication, PDP (1st sem. Students)	01/08/2018	120	BCIHMCT
Remedial coaching, Mentoring (All sem. Students)	01/08/2018	430	BCIHMCT
Language Lab. (1st sem. Students)	01/08/2018	120	BCIHMCT
Yoga/ meditation	21/06/2019	25	BCIHMCT

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

Year	Name of the scheme	Number of benefited students for competitive examination	Number of benefited students by career counseling activities	Number of students who have passed in the comp. exam	Number of students placed
2019	Career Counselling	0	81	0	81

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

Total grievances received	Number of grievances redressed	Avg. number of days for grievance redressal
5	5	2

5.2 – Student Progression

5.2.1 – Details of campus placement during the year

On campus			Off campus		
Name of organizations visited	Number of students participated	Number of students placed	Name of organizations visited	Number of students participated	Number of students placed
Hotels , Quick	80	80			

Service Restaurants and Retail. (QSRs)s					
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5.2.2 – Student progression to higher education in percentage during the year

Year	Number of students enrolling into higher education	Programme graduated from	Depratment graduated from	Name of institution joined	Name of programme admitted to
2019	2	BCIHMCT	Hotel Management	Conestoga College Institute of Technology and Advanced Learning, Ontario, Canada	PG in Global Hospitality Management
2019	1	BCIHMCT	Hotel Management	George Brown College, Toronto, Canada	PG in Advanced French Patisserie Program
2019	1	BCIHMCT	Hotel Management	Seneca college, Canada	PG in Global Hospitality Business Development
2019	1	BCIHMCT	Hotel Management	Griffith College, Dublin	Msc in International Tourism and Management

5.2.3 – Students qualifying in state/ national/ international level examinations during the year (eg:NET/SET/SLET/GATE/GMAT/CAT/GRE/TOFEL/Civil Services/State Government Services)

Items	Number of students selected/ qualifying
Any Other	1
Any Other	1
Any Other	1

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

Activity	Level	Number of Participants
Chandiwala Hospitality Ensemble	National	300
Chandiwala Sports week	Institutional level	80
Cricket Tournament	Institutional level	60
GGSIPIU Sports meet	University level	80
SGTB sports meet	Institutional level	5

NDIM sports week	Institutional level	45
GGSIUP cricket meet	University level	15
UCE sports meet	Institutional level	22
Freshers Day	Institutional level	200
Teachers day	Institutional level	70
Graduation Ceremony	Institutional level	250
Farewell Ceremony	Institutional level	250
Anugoonj	University Level	50
Orientation and Induction Ceremony	Institutional level	225
Independence Day	Institutional level	400
Republic Day Celebrations	Institutional level	400

5.3 – Student Participation and Activities

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

Year	Name of the award/medal	National/ Internaional	Number of awards for Sports	Number of awards for Cultural	Student ID number	Name of the student
2019	Runner up Anugoonj 2019Zone 5	National	0	1	1061100221 7/08911002 215	Alfaraz Anjum Pallavi Mohnani
2019	Mr. Anugoonj Zone 2019	National	0	1	0221100221 8	Mafaz Rahman
2019	Runner up Anugoonj 2019-Zone 5	National	0	1	1061100221 7/ 0511100 2217	Alfaraz Anjum Simren Pal
2019	Dazzlentainment	National	0	1	0221100221 8	Mafaz Rahman
2019	Art Streak	National	0	1	0421100221 8	Manesh Kaushik

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

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

students and have student members from all years.

5.4 – Alumni Engagement

5.4.1 – Whether the institution has registered Alumni Association?

No

5.4.2 – No. of enrolled Alumni:

640

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

640987

5.4.4 – Meetings/activities organized by Alumni Association :

1. Alumni Meet: Banarasidas Chandiwala institute of Hotel Management Catering technology organized an alumni meet for passed out students till 2008 batch on 18.08.18, around 50 students of previous batches of graduates turned up to reconnect with their alma meter. The agenda of this meet was to form an alumni association wherein 16 people were elected for this team on different posts. The Alumni Association committee list mentioned below: S. No. 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 The motive of this committee is support the BCIHMCT and to uplift the standards of the institutes by the contribution of Alumnus. 2. Association Meeting: A casual meet was conducted in the month of September, and the agenda was to get the alumni registered and to escalate standards of BCIHMCT, we form a WhatsApp group and decided to get in touch at least once in a month for the discussions. We need to exchange the newsletters which can helps to bring innovative ideas and to get updated as per the current trends of hospitality Industry.

CRITERION VI – GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.1 – Institutional Vision and Leadership

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

- Time table and subject allocation is done after a thorough discussion with the Head of the Department.
- Vacation to the Faculty is given as per their preferences during the vacation time.
- Regular meetings with the HODs' for the preparation of Annual Budget in order for procurement/purchase of upgradation of the premises.
- Appraisal of the respective faculty members is done by the HODs' and then passed on to the Academic Head and finally to the Head of the Institute.
- Preparation/ revision of the curriculum are done by the respective faculty members and HODs' before getting final approval from the Head of the Institute.
- Procurement of library books is done on the basis of the expertise of the Faculty members.

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

Yes

6.2 – Strategy Development and Deployment

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

Strategy Type	Details
Curriculum Development	<p>Visionary and Futuristic Curriculum revised as per the need of the Industry. The curriculum provides opportunity for Industrial exposure two times during the course which is unique of its kind. More practical based industry interface initiated to reduce the Gap between Industry and Academia</p>
Teaching and Learning	<ol style="list-style-type: none"> 1. Practical exposure through workshops, industry visits and guest lectures by Industry Experts. 2. Development of an Academic Information System, which monitors and continuously reviews the performance and the delivery of the courses as per the academic plan of the college. The focus has been to ensure that no class gets cancelled or that at the end of the term the required numbers of sessions in each course are held as per schedule 3. 24X7 WiFi enabled campus providing for technology access. 4. Study tours were organised for students. 5. Making session plan of every subject and practical modules of practical subject before the beginning of the every semester 6. Use of ICT in teaching and learning process. 7. Wellequipped functional language lab is there for the students. 8. On hand experience of practical classes. 9. Final year students have research based project and are properly guided by the faculty members.
Examination and Evaluation	<p>Examination Evaluation Process is fully computerized which has resulted in publication of results within 14 days of conduct of examinations. Evaluation with facility for tracking the valuation pattern leading to consistent and rational normalization of marks if deemed necessary is in process. Grievance cell after the results are announced students can seek revaluation of their answer scripts for the internal exam conducted at BCIHMCT. Continuous Evaluation is an adopted method wherein student attending the practical is evaluated and marks on apprised specifications .The USP of this process is that revaluation is carried out in the presence of the students. Marks are allotted for internal which is sent to university in</p>

OMR for result publications.

Research and Development

1. Dedicated Research department with high profile Researchers State of the art equipment and space - exclusive research cell. 2. Annual research day with best paper awards and also being the first private Hotel Management Institute in New Delhi to have a dedicated Annual International Conference (Ninth India International Hotel Travel Tourism Research Conference on Hospitality and Tourism), which was designed and fabricated by the students and faculty in recent collaboration with NAAC. 3. Institute publishes a Peer Reviewed International journal on Hospitality (IJAHTTR) ISSN 09754954 with Impact Factor 1.72. 4. Institute also publishes an ISBN Book Titled: Current Issues and Emerging Trends in Hospitality and Tourism Research, ISBN No. 9788192085050. 5. Six faculty of the institute are enrolled in PhD. 6. Faculty of this college is part of Editorial Board Member of International Journal of Foodservice and Gastronomy, Great India Turkey Challenge, International Journal of Advanced Research in Management, Engineering Technology, and International Journal of Marketing Financial Management.

Library, ICT and Physical Infrastructure / Instrumentation

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

Human Resource Management

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

Industry Interaction / Collaboration	<p>1. MOU signed with Crowne Plaza, Okhla, New Delhi</p> <p>2. Invite senior management from hotels for guest lecture.</p> <p>3. Sending students on outdoor catering to understand the latest trends followed in hotel.</p> <p>4. To invite experts from hospitality industry to judge various mega events conducted at the institute.</p> <p>5. To invite Human Resource team of five star Hotels to explain their requirements to students to become employable.</p> <p>6. To stimulate, encourage and support new members of staff in their teaching careers by sending them to cross exposure training to hotels.</p> <p>7. To stimulate, encourage and support new members of staff in their teaching careers.</p> <p>8. The college has encouraged students to pursue internships during the vacations and acquire necessary problem solving skills.</p>
Admission of Students	<p>The admissions are carried out strictly on merit basis through a Common Entrance Test (CET) conducted by Guru Gobind Singh Indraprastha University (GGSIPU). The University conducts central counselling for the college affiliated with it. We provide the link of admission procedure of GGSIP University on our institute website. We also provide the link to redirect a user to fill CET registration form for BHMCT programme. We have given the complete information of Intake, Reservation Policy and Eligibility Criteria on our Institute Website. We also conduct Introductory Visit of our Institute for students who are studying in class 11th or 12 of different schools in Delhi/NCR where we introduce BHMCT course and its broad reach as a carrier option.</p>

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

E-governance area	Details
Planning and Development	<ul style="list-style-type: none"> • The institution has an effective MIS in place. • Faculty prepare weekly reports for the HOD and Principal. • The HODs also prepare an annual report, submitted to the principal. • Training, Placement and Examination departments send a semester report to the Principal. The principal in turn sends a comprehensive monthend report and annual report to the Secretary, Banarsidas Chandiwala Seva Samarak Trust. • The Principal also prepare

	reports of annual activity and budget to the Governing Body of the Institution.
Administration	<ul style="list-style-type: none"> • Facility of Computer Access to all Faculty Members for Research and Development. • Upgraded library by subscription to ejournals Gale Cengage Learning Hospitality, Tourism and Leisure Collection and Culinary Art Collection taken for Research and Development for Students and Faculties. • Campus WIFI access facilities for students and staff including hostels. • Students were given classes on using computer and online resources for research as they were preparing for the project presentations. • Internet leased line up gradation in progress. • Video Conferencing facilities for online interview. Online Fee Payment (Academic) for students
Finance and Accounts	<ul style="list-style-type: none"> • Fees paid online by students through IMPS or NEFT • Registration fees taken for different events organised by the Institute are paid online • Payments for Purchased Items are done through Online mode
Student Admission and Support	Admission to the Institute is through CET conducted by GGSIP University. This process ensures complete transparency in the admission process. The CET examination fee is paid online and forms are available on the website. Selected students are called in for counselling by the GGSIPU and document verification and payment of fee takes place there itself after which the students report to the Institute.
Examination	As per the University rules, the evaluation model are divided into two parts: internal evaluation and the final evaluation. The internal evaluation is done based on an indigenously developed strategy of 'Continuous Evaluation' which focuses on regular learning graph of students. The external evaluations are conducted by GGSIP University according to its norms. Examination notices and results(both internal and external) are updated on the Institutional website.

6.3 – Faculty Empowerment Strategies

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

Year	Name of Teacher	Name of conference/	Name of the	Amount of support
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		workshop attended for which financial support provided	professional body for which membership fee is provided	
2019	NA	NA	NA	0

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

Year	Title of the professional development programme organised for teaching staff	Title of the administrative training programme organised for non-teaching staff	From date	To Date	Number of participants (Teaching staff)	Number of participants (non-teaching staff)
2018	CHE2018	CHE2018	24/10/2018	26/10/2018	27	3
2019	IIHTTRC2019	IIHTTRC2019	15/02/2019	16/02/2019	27	3
2019	SELF DEFENCEfor females	SELF DEFENCEfor females	01/03/2019	15/03/2019	4	1
2019	THE GREAT INDIA TURKEY CHALLENGE	TURKEY CHALLENGE	06/02/2019	06/02/2019	20	3
2019	NAAC	NAAC	14/03/2019	14/03/2019	27	3

6.3.3 – No. of teachers attending professional development programmes, viz., Orientation Programme, Refresher Course, Short Term Course, Faculty Development Programmes during the year

Title of the professional development programme	Number of teachers who attended	From Date	To date	Duration
Enhancing Soft Skills and Personality	1	01/02/2019	01/04/2019	2
Better Spoken English	1	01/01/2019	01/04/2019	4
Developing Soft Skills and Personality1	1	01/08/2018	01/10/2018	2

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

Teaching		Non-teaching	
Permanent	Full Time	Permanent	Full Time
26	26	15	15

6.3.5 – Welfare schemes for

Teaching	Non-teaching	Students
General Insurance AND 20	General Insurance AND 20	Fee waivers for

percent waiver on medical facilities (within the Banarsidas Chandiwala Eye Institute)	percent waiver on medical facilities (within the Banarsidas Chandiwala Eye Institute)	financially weaker section (by GGSIPU Delhi University)
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6.4 – Financial Management and Resource Mobilization

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

Internal audit is conducted on a periodical basis by the Administration department in association with the Accounts department. External audit is conducted by KM CO, Chartered Accountants (ICAI Firm Registration Number 024883N) on an annual basis.

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

Name of the non government funding agencies /individuals	Funds/ Grnats received in Rs.	Purpose
i2i consulting, Zone Solar, VKL Food Service, Rich Graviss, Rpure, Kareer krafter and Nestle	465000	CHE 2018

6.4.3 – Total corpus fund generated

465000

6.5 – Internal Quality Assurance System

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

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

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

1. 01st August 2018Orientation ceremony was conducted for the students of the batch 20182022. Parents were also invited for the same in order to make them aware about the vision and mission of the Institution. 2. 01st May 2019PTM was conducted for the 4th semester students (batch 20172021), in order to inform the parents about the performance of their respective wards during the session. 3. Regular counselling sessions are conducted with the parents for the students who have short attendance or any other academic concerns.

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

1. Provision of General Insurance for all the staff members in the institute. (upto Rs. 1lakh) 2. A picnic (Blowsom Farm Resorts, Gurugram) was conducted for the entire support staff team members of BCIHMCT on 19th January, 2019 along with the faculty members as a part of team building activity. 3. Yoga and health classes helped the staff to improve the mental and physical strength. 4. Provision of providing Staff Uniform

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

- Revision of the entire syllabus and provision of specialisation in the final semesters to the students based on their interest for the very first time which is based on international curriculum
- Holistic development of the students by incorporating subjects like Environment and PDP, industrial visits for better understanding of concepts (Sula Vine yards and laundry visits), participation in sports and cultural activities on a state and national level
- Better opportunities for the development of faculty of the institute by providing academic leaves for Higher Academic qualifications and studies. Leaves for attending conferences and FDPs
- Incorporation of a wellequipped Language Lab for the students

6.5.5 – Internal Quality Assurance System Details

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

6.5.6 – Number of Quality Initiatives undertaken during the year

Year	Name of quality initiative by IQAC	Date of conducting IQAC	Duration From	Duration To	Number of participants
2019	Parent teacher meet	01/05/2019	01/05/2019	01/05/2019	50
2019	Graduation Ceremony	23/04/2019	23/04/2019	23/04/2019	250
2019	CSR (NGO) Visits	12/04/2019	12/04/2019	12/04/2019	440
2019	Debate Competition	27/03/2019	27/03/2019	27/03/2019	22
2019	Hotel Laundry Visit	15/03/2019	15/03/2019	15/03/2019	105
2019	Restaurant Theme Decoration	15/02/2019	15/02/2019	15/02/2019	100

CRITERION VII – INSTITUTIONAL VALUES AND BEST PRACTICES

7.1 – Institutional Values and Social Responsibilities

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

Title of the programme	Period from	Period To	Number of Participants	
			Female	Male

BHMCT	01/03/2019	15/03/2019	39	0
BHMCT	08/03/2019	08/03/2019	10	10

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

Percentage of power requirement of the University met by the renewable energy sources

Environmental Education, Awareness and Training plays a significant role in encouraging and enhancing people's participation in activities aimed at conservation, protection and management of the environment, essential for achieving sustainable development. BCIHMCT is regularly conducting a lot of these activities by involving the faculty as well as students in the same.

1. Plantation Drive: First year students planted saplings in the estate at various places with their mentor. This activity is done on the induction day and students take a pledge to protect them. Students nurture these saplings planted for a period of 4 years till they are enrolled in the Institute. A total of 15 saplings were planted in and around the campus by the students including bottle brush, neem, papaya, mango, guava etc. This activity is done every year on the induction day on 1st August, 2018 by the first year students as a part of their Orientation Program, with great zeal showing their love towards the Nature.
2. Cleanliness drive: CLEAN CAMPUS DAY WAS HELD AT BCIHMCT on 02/02/2019, where cleaning of the roads and surrounding areas of the Institute was undertaken by the students. The main motive of this drive was to spread the knowledge and awareness of keeping campus and its surrounding clean. The students volunteered for the same and participated with full enthusiasm.
3. Essay Writing: Activity of Essay Writing on Environment Sustainability was done on 01/10/2018, where students of BCIHMCT wrote essays on environment sustainability. The activity was presented in Library, BCIHMCT.
4. Poster Making: Students made posters on World's Environment Day and were displayed in Library on 05/06/18. Few best posters are displayed in the college premises.
5. Students Participation: Students of BCIHMCT participated in various events organized by other colleges ie. JIMS and APEEJAY.
6. Herbal Garden: Our estate has a well maintained vegetable garden, which is maintained by the gardeners of the estate. Our college is also maintaining plants i.e. Holy Basil, Lemon grass, Aloe Vera, Mint and Basil. These are used by the Chefs of the Institute while conducting their Food Production Practical Classes.
7. Field Trip: Every year BCIHMCT organizes an educational trip with the final year students in order to make them aware about the importance of nature and environmental conservation. The trip is made for 4 - 5 days along with faculty members to learn more variety of plants. This year students went to Mcleodganj Himachal Pradesh and Dharamshala from April 13, 2019 -April 18, 2019.
8. Rain Water Harvesting: The estate has maintained two rain water harvesting plants at the campus, having a capacity of 200000 litres.
9. Other Initiatives: Also students presented saplings of medicinal and herbal value to their mentors during 21 days orientation conducted they described the benefits and medicinal value.

7.1.3 – Differently abled (Divyangjan) friendliness

Item facilities	Yes/No	Number of beneficiaries
Physical facilities	Yes	6
Provision for lift	Yes	6
Ramp/Rails	Yes	6
Rest Rooms	Yes	6
Scribes for examination	Yes	1

7.1.4 – Inclusion and Situatedness

Year	Number of	Number of	Date	Duration	Name of	Issues	Number of
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	initiatives to address locational advantages and disadvantages	initiatives taken to engage with and contribute to local community			initiative	addressed	participating students and staff
2018	1	5	01/08/2018	1111	Green Campus	Green and clean campus drive	400
2019	2	7	08/03/2019	3363	CSR	Self Defence, Womens day, Joy of giving (Ek mutthi daan, Blind school visit and blind old age home visit, Kerela relief fund) and aids awareness	400

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

Title	Date of publication	Follow up(max 100 words)
Human Resource Manual	02/01/2019	Code of Professional Ethics as per THE GAZETTE OF INDIA is being followed for all employees of BCIHMCT. Also, GGSIP UNIVERSITY ORDINANCE is being observed by BCIHMCT. Special emphasis is being given to Ordinance 3 Maintenance of discipline among students, Ordinance 17 Prevention of sexual harassment, Ordinance 20 Conduct and Evaluation of Examinations, Ordinance Code Of Professional Ethics, Discipline, Penalty Appeal Rules. (Teaching Staff). An active Grievance Redressal Mechanism exists to resolve all issues within minimum

time period depending on severity and nature of the grievance. There is also a Human Resource Manual of Shri Banarsidas Chandiwala Sewa Smarak Trust Society consisting of Code of Conduct Policy (Section 5).

7.1.6 – Activities conducted for promotion of universal Values and Ethics

Activity	Duration From	Duration To	Number of participants
Ecofriendly drive	01/08/2018	21/08/2018	121
Gender sensitization (on Women's day)	08/03/2019	08/03/2019	25
Selfdefence camp for girls students	01/03/2019	15/03/2019	39

7.1.7 – Initiatives taken by the institution to make the campus eco-friendly (at least five)

1. Tree plantation within the campus. 2. Pit composting for food waste. 3. Proper segregation of wet and dry waste is compiled in all areas of the Institute. Color coding of bins is maintained during the food production and bakery practical's. 4. Energy efficient lighting - LED lights and energy efficient PL lamps which consume less power are used in the College. 5. Nonsmoking campus. 6. Clean India Campaign in and around the campus and neighbouring areas. 7. Rain harvesting system. 8. Reusing and recycling paper using onesided paper for rough / intra departmental print jobs.

7.2 – Best Practices

7.2.1 – Describe at least two institutional best practices

- Expert talks and workshops (IndustryInstitution Interaction).? • Preparation of academic calendar in the beginning of every semester and conduct internals accordingly. • Lectures and interactive sessions with distinguished alumni. • Use of online journals and ebooks make the students research oriented. • Research oriented teaching methods introduced. • Exchange of journal with other institutes. • Every Year India International Hotel Travel Tourism Research Conference is organised that helps Students and Faculties to Enrich the Academia and Research Activities. • Events such as Chandiwala Hospitality Ensemble, Theme dinner (CHE), Theme lunch competition, have been remodelled to instil organisation, practical inputs, entrepreneurship and team spirit among students.

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

http://www.bcihmct.ac.in/download/Campus/Report_on_CHE_2018.pdf
http://bcihmct.ac.in/download/Industry_Institute_Synergy.pdf

7.3 – Institutional Distinctiveness

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

BCIHMCT being only institute in New Delhi city Providing 4 years bachelors' degree in the field of hotel management from GGSIPU. BCIHMCT only hotel Management institute Conferred with A rank from GGSIP University and A rank

from NAAC in NCT of Delhi. Establishment of dedicated hotel management and centres of excellence to motivate the faculty for publishing, 100 electronic financial transactions Ensured sports specialties resulting in national representation in chess/cricket/volleyball/tennis/athletics. BCIHMCT has ensured Gender equity programs conducted regularly it also aimed towards Energy conservation through use of LED , Rainwater and also harvesting Solidwaste, food waste and ewaste management Friendly campus for physically challenged students. Our institute is also involved community development - through HSR like Courses on Food Production FB Service including celebration of national days.

Provide the weblink of the institution

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

8.Future Plans of Actions for Next Academic Year

Organize Quiz, interdepartmental Chef Competition, Bar Tending, Flower Arrangement, Facility planning, Symposium, Debate and various sports activities to give opportunities to students to show their talent. All efforts are made to provide students with various opportunities to acquire best managerial practices and to show their professional skills. To sharpen skills of the students by giving them exposure at National level BCIHMCT will organize National and International events like: 1. Chandiwala Hospitality Ensemble: Hospitality Management is about creativity, globalization, passion and innovation. The Chandiwala Hospitality Ensemble mirrors these traits and serves as a medium to hospitality students' interests, ambitions and creativity in a hospitality management career. Through this ensemble, participants discover their passion for hospitality and 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. The 18th Chandiwala Hospitality Ensemble is tentatively scheduled to take place on 16th, 17th 18th October, 2019 comprising of finest Culinary Competitions along with various challenges related to the hospitality industry, participated by Hotel Management Colleges from India and abroad. This event aims to provide an opportunity to the aspiring Hotel Management Professionals by giving them a platform to demonstrate their Knowledge, Skill and Talent in various Culinary Competitions along with plethora of other hospitality competitions like Regional India Culinary Contest, Barwizard Bar Challenge, "Dress The Cake In 90 Minutes" Challenge International Culinary Challenge, Hospitality Brain Twister, Contemporary Indian Culinary Challenge, Role Play "Manage The Damage Contest", Festive Culinary Challenge, Chandiwala Floral Decoration Towel Origami Competition. 2. India International Hotel, Travel Tourism Research Conference in February: 10th India International Hotel, Travel Tourism Research Conference February, 2020 will be a two day conference and it is one of the most outstanding forums involving Hotel, Travel and Tourism Industry. The aim of this conference was to get industry managers, tourism and hospitality researchers together and to provide a platform, for deliberating on the current trends and issues associated with the travel and hospitality business. 3. Guest Lectures/ Personality Development Activities: To create value addition, we conduct additional classes of Personality Development with a view to enhancing communication skills and grooming of our students. These had an impact on the placement performance and Students have shown improvement. Special classes are being conducted for all Batches on PDP, Communication Skills, Soft Skills and Interview Techniques by the dedicated team of teachers who are making all out efforts for the improvement in the performance of the students. 4. Campus Placement Drive: Starts from August till the end of Semester Eco Club activities throughout the year 5. Sports activities throughout the year 6. Induction and Orientation of the new batch joining BCIHMCT 7. Publish the following Indian Journal of Applied Hospitality Tourism Research: ISSN 09754954

(Annual) ISBN Book - On Proceedings of India International Hotel , Travel Tourism
Research Conference 2020 (Annual) Placement Brochure (Annual) YUVA -The Essence
of Hospitality (Newsletter) Quarterly