

CRITERION – VI

Governance, Leadership and Management

6.1 Institutional Vision and Leadership

6.1.1. State the vision and mission of the Institution and enumerate on how the mission statement defines the institution's distinctive characteristics in terms of addressing the needs of the society, the students it seeks to serve, institution's traditions and value orientations, vision for the future, etc.?

Ans: The vision and mission of the college has been stated comprehensively under criterion – I. The college aims at developing creativity, sensitivity and awareness among the students for up-dating themselves to face the challenges of globalization. Creation of ideal citizenship, upliftment of the poor and downtrodden communities and spread of education are the prime objectives. Every now and then, the management authorities and the principal, through regularly conducted meetings, stress and persuade the staff to work hard for nation-building, adhering to the significant human values and look forward to excellence to compete with the global standards. Despite the hurdles of economic status, the students are made to acquaint themselves with the immediate needs of the society and to develop leadership potentials to guide the deprived masses towards a better standard of living.

National policy of higher education is clearly reflected in the mission and vision of the college. The varied activities already enumerated in the present NAAC report highlight the fact that the goals of education of the college are at par with the national goals of higher education. The institution seeks to serve the students by inculcating institutional traditions and value orientations in them through the framed policies. Prayer, 'hawan', spiritual discourses help to inculcate religious reverence in the students. Their participation in NSS, NCC, Community services, sports etc. helps in inculcating such values as maintaining the tradition of serving others.

We try to translate and imbibe all the educational principles through various activities conducted by our college under the able guidance of the Principal and efficient and highly qualified staff-members. The college provides infrastructure, furniture, reading material, books, equipments, apparatus, audio-visual aids, computers, sports-kits, to impart knowledge and skills for academic, intellectual, mental, physical, aesthetic and spiritual development of the students.

6.1.2. What is the role of top management, Principal and faculty in design and implementation of its quality policy and plans?

Ans: The Management, the Principal and the faculty work in coherence with one another for designing and implementing the quality policy and plans. The Principal, the academic and administrative head of the institution, evolves strategies for academic growth within the purview of university/government regulations. Various committees have been constituted by the principal for the management of different institutional activities.

Through periodic meetings, the management and administration ensures that there is adequate communication and feedback on the quality policy and plans, and its implementation. They are discussed at meetings held by the management board, the Apex Committee, the academic committees, IQAC, HODs and departments. The

meetings enable the employees and administration to establish effective means of designing and implementing its quality policy and plan.

6.1.3. What is the involvement of the leadership in ensuring:

Ans:

- **The policy statements and action plans for fulfilment of the stated mission:**
The Secretary, Management Board and the Principal have monthly meetings where plans are made in compliance with the stated vision and mission.
- **Formulation of action plans for all operations and incorporation of the same into the institutional strategic plan:**
At the college level, the Principal, along with the faculty, formulates the action plans about the future growth of the institution and designs them accordingly, particularly in the areas of infrastructural development, opening professional courses, environment etc. These plans are then translated into different project proposals.
- **Interaction with stakeholders:**
The Principal puts up the development plans and the progress and achievements before the management committee. Interaction is made with the parents and students' feedback is obtained from time to time.
- **Proper support for policy and planning through need analysis, research inputs and consultations with stakeholders:**
Student feedback forms and information available in self-appraisal forms of teachers serve as a support for policy making and planning. Committees like Student union, SWF and Sports analyse the real needs of the students regarding their better performance and achievements in the ensuing year. The same are then submitted to the principal and IQAC who forward it to the management for policy decisions in consultation with other stakeholders.
- **Reinforcing the culture of excellence:**
The Principal makes concerted efforts to ensure academic discipline in the matter of completion of courses and all round development of the students. Stress is laid on improvement of teaching-learning process. Recognition of the best academic performance of the students at the university level is given by awarding the students. Excellence in the field of sports, NSS, Co-curricular and extra-curricular activities is fully recognised and appreciated.
- **Championing Organizational Change:**
Academic and Administrative matters are brought to the notice of the Management Board and approvals are sought whenever required to champion the changes required by the organisation.

6.1.4. What are the procedures adopted by the institution to monitor and evaluate policies and plans of the institution for effective implementation and improvement from time to time?

Ans: The Management Committee holds meetings to monitor and supervise the administration and proceedings of the college. Academic progress of the departments are discussed in the meeting of the Heads of the Departments. Apart from these, IQAC and different committees like Apex Committee, Academic Committee, UGC Committee, Purchase Committee etc. contribute in their own way in monitoring and evaluating the plans and policies in the course of its implementation. The feedback or suggestions received from various stakeholders are discussed in the staff meeting and steps are taken for the effective implementation and improvement from time to time.

6.1.5. Give details of the academic leadership provided to the faculty by the top management.

Ans: The top management provides academic leadership to the faculty in the following ways:

- The Heads of the Departments monitor the academic activities of their respective departments. And they are managed very efficiently and effectively. The faculty is asked to prepare its departmental file, academic calendar, teaching-plans and list of the academic and co-curricular activities to be conducted throughout the year. The code of conduct (regarding college stay, syllabus completion, time-table, contributions in seminars, conferences, punctuality, regularity etc.) is inculcated effectively among the faculty.
- All the faculty members have free hand to decide on the selection of books / equipments required for the development of their departments.
- The faculty participates as resource persons in various academic events or seminars conducted by other colleges.
- The faculty is allowed to conduct special lectures, guest lectures, workshops, seminars in the college in their respective subjects.
- UGC sponsored projects are allowed to be undertaken by the faculty.
- Faculty is encouraged to adopt different methods for facilitating learning in students.
- Different committees are formulated to conduct co-curricular and extra-curricular activities. Respective responsibilities are put on these committees and activities are conducted accordingly to achieve the expected academic and general output.

6.1.6. How does the college groom leadership at various levels?

Ans: The college encourages the active participation of all the staff-members in the meetings of different committees in which they share their views and give their suggestions. These committees are headed by one or the other teacher who is given full autonomy in terms of planning their year-long activities and their conduction. The principal encourages them to plan their strategies along with their committee members and execute them as they wish. Infact, she forwards the required amount of money to the convener as and when required. Each member is involved in one or the other committee. This enables them to develop leadership qualities. The college also offers a lot of opportunities for students to develop their personalities, organizational skills and leadership qualities. The students' union 'Jagriti' consists of students from all programmes (U.G. and P.G.) to represent the whole student body. The office-bearers discuss student problems and suggest solutions. The student representatives are a part of various committees. This helps in

grooming leadership at various levels. The teachers are involved in research projects, seminars, conferences, workshops and publication of articles. The Head of each department is authorized to operate the departmental academic activities with freedom and discretion. Each teaching staff prepares the teaching plan of the syllabus.

6.1.7. How does the college delegate authority and provide operational autonomy to the Departments / units of the institution and work towards decentralized governance system?

Ans: Administration is decentralized to provide operational autonomy to the Departments. All activities are distributed among the different committees. The Principal delegates necessary powers to conveners of different committees and Heads of the Departments to carry out various functions with operational autonomy. The sports in-charge, programme officer of N.S.S., Librarian, conveners of different committees are also delegated authority to perform their duties. The office-superintendent is delegated powers to perform administrative duties.

6.1.8. Does the college promote a culture of participative management? If yes, indicate the levels of participative management.

Ans: Yes, the college promotes the culture of participative management at different levels. Members of staff (teaching and non-teaching) are a part of the Management Committee (as teachers' representative and staff representative) to represent the interests of the staff in the said committee. Each member of the faculty is a part of atleast four of the college committees where every member performs her duties religiously (as convener, co-convener or member). Each committee meets as per its schedule and requirement, initiates action after discussion and due weightage is given to the valuable suggestions of every individual. Progress of the committees carried out during the session is always brought to the notice of the Principal.

6.2. Strategy Development and Deployment

6.2.1. Does the Institution have a formally stated quality policy? How is it developed, driven, deployed and reviewed?

Ans: The institution has formed an Internal Quality Assurance Cell to ensure that highest standards of academic, non-academic and administrative qualities are set and met with. The institution prepares an academic calendar at the beginning of the session wherein the prospective programmes of the coming session are enumerated. The teachers are required to submit their unit-plans. The overall plan of the college about the works that are to be undertaken in the coming session have also been enumerated as part-c of AQARs.

Attendance Registers of the staff (teaching and non-teaching) are maintained to monitor the arrival and departure of each and every staff member. This helps in maintaining the punctuality in conducting the classes. Close-circuit cameras and biometric machine are installed to instil the spirit of discipline. Regular rounds are taken by the Principal to check whether the classes are engaged during allotted periods. There is a Grievance Redressal Cell for the students.

6.2.2. Does the institute have a perspective plan for development? If so, give the aspects considered for inclusion in the plan.

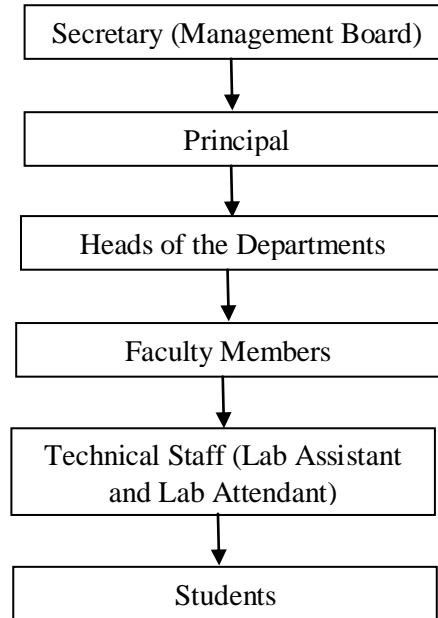
Ans: The perspective institutional plan is to extend its development work in infrastructure as well as in the field of academics.

- To move to ICT enabled learning.
- To provide better infrastructural facilities.
- To encourage students to attend more seminars, workshops and conferences of National and International level.
- To provide students with better counselling and placement services.
- To encourage teachers to participate more and more in seminars and conferences and to get their research work published in reputed journals.

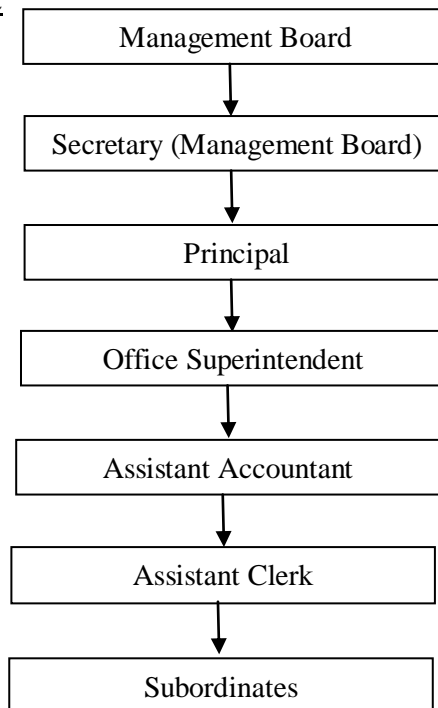
6.2.3. Describe the internal organizational structure and decision making processes.

Ans: Organizational structure and details of the academic and administrative bodies of the institution is as under:

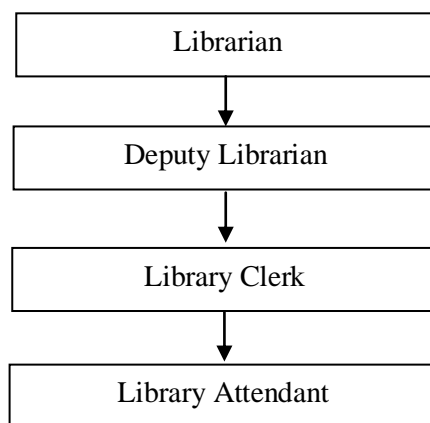
A) Academic Unit



B) Administrative Unit



C) Library Unit



The process of decision making involves all the above mentioned components of whichever unit the decision is related to. First, these units conduct their own meeting and take whatever necessary decisions which are required to be taken. If it involves any financial transaction a rough estimate is also prepared at this stage. All the proceedings and decisions are then presented before the principal who then looks into the matter and if necessary calls a meeting of all the components of that unit. Things are discussed at length and given a proper shape and then the decisions are conveyed to IQAC and presented before the secretary, board of management. After his consent that decision is finally implemented.

6.2.4. Give a broad description of the quality improvement strategies of the institution for each of the following:

- **Teaching and Learning**
- **Research & Development**
- **Community Engagement**
- **Human Resource Management**
- **Industry Interaction**

Ans: **Teaching and Learning:**

- Lectures through power-point presentations.
- Group discussions and mock-lectures in the class.
- Tutorials.
- Remedial classes for academically weaker students.
- Coaching classes for students appearing in competitive exams.
- Personal counselling to advance learners.

Research & Development:

- The institution provides total liberty to the faculty members to involve themselves in research and development work.
- Teachers are encouraged to take up major and minor research projects.
- Seminars of national level are organized.

Community Engagement:

Through NSS, Community and Social Development Committee etc., the college organises activities and lectures, blood donation camps, tree plantation drive etc. are organised.

Human Resource Management:

- Welfare measures for the staff and faculty.
- Mechanism for performance assessment of faculty and staff.
- Employing part time faculty.
- Staff development programmes for skill up-gradation and training of the staff.
- Facilities provided to faculty to carry out their work effectively.

Industry Interaction:

Counselling services are provided to the students through the career & counselling cell which also helps to provide information about employment opportunities and the placement of the students.

6.2.5. How does the Head of the institution ensure that adequate information (from feedback and personal contacts etc.) is available for the top management and the stakeholders, to review the activities of the institution?

Ans: Every year, the Principal has a top level meeting with the Management Committee of the college in which the representative members of the teachers, administrative office and students are also present. The Principal puts forth the printed annual report of the college before the committee. Each point is discussed comprehensively. The members of the committee are apprised with the current status of all the activities of the college, obstacles faced at different levels and the strategies adopted to overcome these obstacles. The annual budget, its intricacies, different financial policies and their implications are discussed with the office staff, all the academic works, achievements and shortfalls are discussed with the representatives of the teaching staff and the students' representatives are also brought into the discussions by taking their opinions on matters related to them. Thereafter, the Management Committee expresses its views on the matters discussed and the report presented by the principal. Thus, no matter related to the college escapes the attention of the management.

Moreover, the secretary of the college, who acts as a link between the principal and the management, visits the college not less than twice a week and keeps a vigilant eye on all the matters. The principal apprises him with all the matters related to the college.

6.2.6. How does the management encourage and support involvement of the staff in improving the effectiveness and efficiency of the institutional processes?

Ans: The management is always encouraging and supporting the involvement of the staff in improving the institutional process. It, through the principal, involves the staff members in various activities and decision-making processes related to the curricular, co-curricular and extra-curricular activities and administration of the college. Different committees are formulated to conduct co-curricular and extra-curricular activities. The representatives are free to give suggestions and opinions during the meetings with the management. These suggestions are taken into consideration before taking any decisions. Staff members are given permission to participate in different

academic events in and outside the campus. Duty leaves are sanctioned for the said purpose. Achievements of the teachers are highly appreciated.

The Management appreciates the qualities of the staff and felicitation programmes are arranged to honour them. Through various meetings and functions, the Management encourages and supports the staff. It, as a token of appreciation, forwarded gifts to the teachers on the occasion of Teachers' Day. When one of the temporary staff, Dr, Neha Gupta suffered a serious accident in 2011, the management extended the sum of Rs. 1 lakh as monetary help to her. Similarly, when the son one of the office staff-member, Sri. Anjani Kumar was seriously hurt in an accident, the management forwarded a hefty amount for the treatment of the boy.

On the occasion of Golden Jubilee of the college, in the presence of the Vice-Chancellor of the C.S.J.M. University, Prof. Ashok Kumar, the staff members were gifted a valuable silver coin by the Management – a gesture which was deeply appreciated by the Vice-Chancellor.

6.2.7. Enumerate the resolutions made by the Management Council in the last year and the status of implementation of such resolutions.

Ans: The Management of the college keeps on working for the betterment of the education in the campus. During the last year, it passed the following resolutions:

- Regarding three clerical posts advertised on 03.09.14., it was resolved to advertise separately for the clerical post other than the disputed post.
Implementation – Action taken.
- It was resolved to renovate the roofs of office, Psychology hall and Drawing & Painting room.
Implementation – The process is going on.
- It was resolved to transfer the fees taken from the students for college development into New Development Account.
Implementation – Action taken.

For further details of all the resolutions made by the management council in the last year, kindly refer to Annexure No. 1.

6.2.8. Does the affiliating university make a provision for according the status of autonomy to an affiliated institution? If yes, what are the efforts made by the institution in obtaining autonomy?

Ans: No, neither the affiliating university has made any such provision nor the college has applied for it .

6.2.9. How does the institution ensure that grievances / complaints are promptly attended to and resolved effectively? Is there a mechanism to analyse the nature of grievances for promoting better stakeholder relationship?

Ans: As reported earlier in the report, the institution has separate Grievance Redressal Cells for its employees and students. The students approach their Cell for their grievances regarding academic matters, financial matters, health services, library and other central services. The mechanism of the committee to sort out their problems promptly and judiciously has already been described in criterion V. The Cell for employees also redresses their grievances by inviting any grievance through applications. The in charge of the Cell (currently Dr. Geeta Mathur) has to forward these applications to

the principal and the desks which are connected to the grievance. The principal would ensure that the matter is resolved. As a result of this mechanism, the college has a pleasant ambient atmosphere and good work culture with a mutual understanding among the stakeholders.

6.2.10. During the last four years, had there been any instances to court cases filed by and against the institute? Provide details on the issues and decisions of the court on these?

Ans: There are three court cases pending against the institute:

1) Shri K.K. Tewari	Case No 55001/2014	High Court – Pending
2) Smt. Ranjana Jaiswal	Case No 117/2014	Labour Court – Pending
3) Smt. Shweta Misra	Case No 55181/2011	High Court – Pending
4) Smt. Pratibha Gupta	-	High Court – Pending

6.2.11. Does the institution have a mechanism for analysing student feedback on institutional performance? If yes, what was the outcome and response of the institution to such an effort?

Ans: Yes, students' feedback is obtained and analysed. Mostly the feedback analysis concentrates on quality education. The obtained data are analysed and used for the improvement of institutional performance.

6.3. Faculty Empowerment Strategies

6.3.1. What are the efforts made by the institution to enhance the professional development of its teaching and non-teaching staff?

Ans.

- The members of the staff (teaching) are encouraged to attend refresher courses, orientation programmes, write research papers for presentation in seminars and conferences and undertake major and minor research projects.
- The members of the non-teaching staff are encouraged to undergo accounts training and acquire computer knowledge to increase their competitiveness in matters relating to finance, admission, examination etc. With the valuable resources, the institution tries to bridge the gap for up-dating their knowledge and overall development.
- U.G.C. Network Resource Centre has been opened in our college and staff members are encouraged and motivated to use the internet facility for their development and acquisition to wider perspectives of their discipline.

6.3.2. What are the strategies adopted by the institution for faculty empowerment through training, retraining and motivating the employees for the roles and responsibility they perform?

Ans: The strategies adopted by the college for faculty empowerment are:
The faculty is motivated to up-grade its knowledge and skills through various interactive meets with the faculty of other institutions, deputing them to participate in

various seminars / workshops and conferences at the local, national and international level. Duty leave is sanctioned to them to present research papers in seminars / conferences organised by other institutions. Teachers are motivated to participate in Orientation Programmes and Refresher Courses of quality to update themselves with the latest developments and researches in their respective fields of teaching. Computer skill development programme for teachers are also organised by the college.

6.3.3. Provide details on the performance appraisal system of the staff to evaluate and ensure that information on multiple activities is appropriately captured and considered for better appraisal.

Ans: The college has its own self-appraisal format which every teacher needs to fill at the end of the session. This format covers smallest of details about the academic activities, teaching assignment and administrative duties performed by the respective teachers. From the year 2015-16 however, teaching staff has started following the same “Academic Performance Index” format as was devised by the UGC and adopted by the State Government. In the said API format, in addition to teaching, information on all the activities assigned to each faculty is objectively evaluated and scores awarded to reach at the final scores. The following are the criteria assessed in the API format:

1. Teaching, tutorials and evaluation work done.
2. Reference / study materials provided to the students.
3. Participation of the individual teacher in the co-curricular activities of the college.
4. Research, Publication and other Academic contribution.

6.3.4. What is the outcome of the review of the performance appraisal reports by the management and the major decisions taken? How are they communicated to the appropriate stakeholders?

Ans: The Head of the Institution (Principal) and the secretary of the Board of Management reviews the performance appraisal reports taking into consideration their strengths and weaknesses. The secretary shares his opinion about these appraisals with the principal who calls a staff meeting to discuss the matter with the teachers. The strengths are appreciated and the weaknesses are told to be weeded out. This approach makes the faculty work with more responsibility, zeal and commitment.

6.3.5. What are the welfare schemes available for teaching and non-teaching staff? What percentage of staff have availed the benefit of such schemes in the last four years?

Ans: The teachers are presently, having three types of schemes which can broadly be categorised as welfare schemes. Firstly, they have Group Saving Linked Insurance in which Rs 2100 is deducted from their salaries twice a year. Out of this, Rs. 1950 is saving and the rest is insurance premium. Being a group insurance scheme, the premium charged for insurance cover is very less in comparison to conventional insurance premium. At the time of retirement, the saving portion is returned to the employee. Secondly, they have Teachers Welfare Fund in the university which provides financial help to them as and when required. Thirdly, they are provided with

the pension after retirement. They can also avail loans from GPF. Moreover, they are also helped by the management as and when the need arises. For instance, in 2011-12 one of the temporary teachers Smt. Neha Gupta met with a very serious accident and did not have enough financial resources to spend on her treatment charges. The management and teachers forwarded so much of financial help that all medical expenses were met conveniently.

The non-teaching staff also has some welfare schemes running for it. Apart from GSLI, they can avail a personal loan which is given to permanent employees having GPF account. They can take this loan for any personal reason like house construction, marriage, medical treatment, etc. They too are given pension after retirement. Moreover, quite a few of them have been helped by the management as well as personally by the teachers at the time of their emergencies. When the son of one of the office-bearers Sri. Anjani Kumar had a serious accident, not only the management forwarded a big amount but each and every teacher extended financial help to him which covered all his medical expenses. Earlier, when a peon Sri. Tehsildar met with an accident, the management and teachers had provided similar financial help to him too. The teachers also extend all financial help to class IV employees at the time of other needs like marriages etc. in their families.

6.3.6. What are the measures taken by the institution for attracting and retaining eminent faculty?

Ans: The faculty is recruited through Higher Education Commission as per U.G.C. norms. Part-time faculty is recruited by the management. Some teachers who are required to take the classes of MA (Home-science) — a self-finance course are approved by the university. The college has therefore, very little role in the recruitment of the teachers. It nevertheless, attracts the eminent faculty of respective fields by inviting them to deliver guest-lectures or as resource persons in seminars and conferences. Experts are also invited to take the classes of Rajarshi Tandon Open University or those funded by UGC. These experts are tried to be given satisfactory remuneration as well as the necessary infrastructure so that they could be attracted for the subsequent classes also.

6.4. Financial Management and Resource Mobilization

6.4.1. What is the institutional mechanism to monitor effective and efficient use of available financial resources?

Ans: There are two types of accounts which cater to all the expenses of the college. One is the joint account which can be operated on the signatures of the secretary, Board of management and the principal. Another is the single account which is operated only on the signature of the principal. Once the financial year is about to end, all annual expenses and income go through internal and external audit. The audit report is presented before the management for its perusal. Objections are complied with and decisions are taken on unanimous basis. As per the needs of the college, the funds are allocated or grants are applied for. Income and expenditure are closely monitored by the Assistant Accountant headed by the Principal. Proper procedure for purchases is adopted. Quotations are called for and prices compared. The college has formed a

Purchase Committee for the purpose. The regular audit of the budget also exercises check on the expenditure.

6.4.2. What are the institutional mechanisms for internal and external audit? When was the last audit done and what are the major audit objections? Provide the details on compliance.

Ans: There is a mechanism for both internal and external audit. The procedures of internal and external audit are as under:

Internal Audit: As per the University rules, the Management Board of the College nominates an internal audit authority for a period of three years. The audit starts at the end of the year and all accounts are thoroughly checked. The balance sheet and report are submitted to the Principal and Secretary, Management Board. Over the past two years, M/s M.M. Lal & Co. has been auditing the college accounts. The report of internal audit is enclosed in Annexure No. 2

External Audit: For external audit, the Govt. of Uttar Pradesh nominates an official to look into the accounts of the college. His report is submitted to the Government and a copy of this report is submitted to the principal and secretary, Management Board. The objections made by the audit team are complied with and the discrepancy, if any, is tried to be removed at the earliest.

The last audit was done up to financial year of 2014-15. The major objections made were:

- The promotion of Sri Ramesh Chandra Pal on the post of 'Daftari' stands rejected.
- Dr. Alka Dwivedi, Senior Lecturer, Hindi, received a grant for minor research project from UGC (for details kindly refer to Criterion III). The time of her MRP has long been over but neither the Project Report has been submitted nor the utilization statement.
- The leaves of non-vocational employees have been credited like those of vocational employees.
- Some extra payment (of Rs.5040) was done to the party from the Development Fund for the purchase of inverter batteries.

The compliance of the first three objections is in progress whereas the fourth objection has been complied with. The amount of Rs.5040 has been recovered from the party and deposited in the account on 19th December 2015.

6.4.3 What are the major sources of institutional receipts / funding and how is the deficit managed? Provide audited income and expenditure statement of academic and administrative activities of the previous four years and the reserve fund / corpus available with institution, if any.

Ans: Fees and dues from the students are the major sources of institutional receipts. Since it is a girls' institution, the tuition fee is exempted. So there is no scope of income from it. The maintenance account income is too less (20% of registration fee, admission fee and TC fee) if not supplemented by practical fees of the students. There is no fixed amount or budget to cover the day-to-day expenses of the college. They are met with this account only. There are different fixed deposits of the college whose interests are also an important source of income. The college usually has no deficit. Minor deficit, if any, are generally covered by surplus amount in any other head.

The income and expenditure statements for the years 2011-12, 2012-13, 2013-14 and 2014-15 are enclosed with this report. Please see details in Annexure no. 3. For details of corpus funds kindly see Annexure no. 4.

6.4.4. Give details on the efforts made by the institution in securing additional funding and the utilization of the same (if any).

Ans: The College has received grants from UGC, the details of which are provided in Annexure 5.

6.5. Internal Quality Assurance System (IQAS)

6.5.1. Internal Quality Assurance Cell (IQAC)

a) Has the institution established an Internal Quality Assurance Cell (IQAC)? If yes, what is the institutional policy with regard to quality assurance and how has it contributed in institutionalizing the quality assurance processes?

Ans: Yes, the college formed its Internal Quality Assurance Cell in 2009 which maintains its control over the quality assurance, enhancement and sustenance programmes of the college and sends its annual periodical reports to the stakeholders and the principal.

b) How many decisions of IQAC have been approved by the management/ authorities for implementation and how many of them were actually implemented?

Ans: The decisions of IQAC are presented to the principal for approval. All the decisions till date are approved and the college has tried its best for its effective implementation.

c) Does the IQAC have external members on its Committee? If so, mention any significant contribution made by them.

Ans: Yes, the IQAC has one retired faculty member of the college and one retired faculty member of other college (two academicians) as external member of the Committee. They are invited to attend the meetings and give their valuable suggestions for quality enhancement.

d) How do students and alumni contributed to the effective functioning of the IQAC?

Ans: Students and alumni of the college are cooperative in maintaining quality of teaching and infrastructure. They take the opinion of other students and place the suggestions before the committee for consideration.

e) How does the IQAC communicate and engage staff from different constituents of the institution?

Ans: After every meeting of the IQAC, the principal calls a meeting of the heads of the departments and conveners of different committees of the college. The decisions and suggestions are explained to them. The resolutions made by the IQAC are carried out effectively.

6.5.2. Does the institution have an integrated framework for quality assurance of the academic and administrative activities? If yes, give details on its operationalization.

Ans: An integrated framework for quality assurance is prepared at the beginning of the academic year by IQAC. The Principal, being the academic and administrative head, holds discussions with the HODs, Conveners of different committees and Office Superintendent and finalises the parameters for quality assurance. The use of advanced teaching aids, optimum use of ICT in library and office, updated equipments in labs, timely assessment and evaluation, prompt services of the office, encouragement for co-curricular and extra-curricular activities, meetings of parents and teachers, meetings with the stakeholders are some of the essentials of integrated framework. The IQAC monitors the activities of these units and contributes to quality assurance.

6.5.3. Does the institution provide training to its staff for effective implementation of the quality assurance procedures? If yes, give details enumerating its impact.

Ans: The institution has not provided any training to its staff for effective implementation of the Quality assurance procedures yet. However, the IQAC members are deputed to participate in IQAC related workshops, short-term trainings and seminars.

6.5.4. Does the institution undertake Academic Audit or other external review of the academic provisions? If yes, how are the outcomes used to improve the institutional activities?

Ans: The institution has undertaken performance audit internally headed by the principal by regular assessment. Frequent academic counselling is also held to improve the institutional academic activities. It takes place in the following ways:

1. Student feedback
2. Self-appraisal Report
3. Parent-teacher Meeting
4. Curriculum feedback

6.5.5. How are the internal quality assurance mechanisms aligned with the requirements of the relevant external quality assurance agencies / regulatory authorities?

Ans: In the case of the institution the external regulatory authority is the affiliating university, C.S.J.M. University, Kanpur and we make the compliances as per their demands and requirements.

6.5.6. What institutional mechanisms are in place to continuously review the teaching learning process? Give details of its structure, methodologies of operations and outcome?

Ans: The institution has developed a decentralized structural mechanism to review the teaching-learning process. The curriculum prescribed by the university is discussed in the respective departments and the HODs of various departments, chalk out the departmental plan for effective teaching and completion of courses on time. Following the guide lines given by the head, each staff member prepares the teaching plan (unit plan). The outcome is known through the evaluation of the performance of the students in the internal assessment tests and assignments. The feedback obtained from the students also help to review the teaching learning process.

6.5.7. How does the institution communicate its quality assurance policies, mechanisms and outcomes to the various internal and external stakeholders?

Ans: The quality assurance policies are mainly related to infrastructure, learning resources, teaching-learning process, administrative matters, supportive services and various activities. The quality assurance policies of the institution and its outcomes are intimated to the staff members in meetings conducted by the Principal. The students, alumni members and parents are intimated through notices. The institution also communicates its quality assurance through the prospectus of the college, college magazine and college website. The quality assurance reports are sent to NAAC in the form of AQAR.

Any other relevant information regarding Governance Leadership and Management which the college would like to include.

The best practices in Governance and Leadership carried out by the institution can be summed up as under:

- a) Fine-tuning of vision and mission statements.
- b) Transparency in administration.
- c) Well defined duties and responsibilities.
- d) Decentralization of the leadership through committee system.
- e) Internal and external auditing of academic and administrative activities.
- f) Best possible planning of development strategies.
- g) Effective finance allocations by proper budgeting system and democratic work culture.
- h) All the heads of the departments, conveners of different committees and office superintendent are given full freedom to take rational decisions to gear-up the college functioning.
- i) Management encourages the staff and students to implement new ideas. They provide every support for necessary infrastructural developments.
- j) Our management encourages and supports the faculty to attend different national/international seminars, workshops, conferences and different academic and cultural programmes like Teachers' Day, Golden Jubilee of the college etc.