

PROCEEDINGS OF THE MEETING OF THE IQAC COMMITTEE MEETING HELD ON 17.11.2011 AT 2.30 P.M. IN THE COMMITTEE ROOM OF THE VICE-CHANCELLOR'S OFFICE

A Meeting of the Internal Quality Assurance Cell Committee (internal members of H.P.University) was held on 17.11.2011 at 2.30 P.M. in the Committee Room of the Vice-Chancellor's Office. The following members were present:

1. Prof. H.S. Banyal,
Dean of Studies,
H.P.University,
Shimla-171 005.
2. Prof. T.C. Bhalla,
Deptt. of Bio-Technology,
H.P.University,
Shimla-171 005.
3. Prof. B.S. Marh,
Deptt. of Geography,
H.P.University,
Shimla-171 005.
4. Prof. Neeraj Sharma,
Deptt. of Chemistry,
H.P.University,
Shimla-171 005.
5. Prof. Aparna Negi,
Deptt. of Economics,
H.P. University,
Shimla-171 005.
6. Prof. Mamta Mokta,
Deptt. of Public Administration,
H.P.University,
Shimla-171 005.
7. Prof. R.G. Shandil,
Deptt. of Mathematics,
H.P. University,
Shimla-171 005.
8. Sh. Virender Kumar Vohra,
Addl. Controller of Exams./
Incharge(Estt.),
H.P. University,
Shimla-171 005.
9. Dr. Surinder Kumar Sharma,
Chairman,
Deptt. of Phy. Edu.,HPU, Shimla-5.
10. Dr. K.R. Pant,
Dy. Librarian/Incharge,
HPU Library,
H.P. University,
Shimla-171 005.
11. Prof. Shyam Lal Kushal,
University of Business School,
H.P. University,
Shimla-171 005.
12. Dr. Manu Sood,
Deptt. of Computer Science,
H.P. University,
Shimla-171 005.
13. Dr. Him Chatterjee,
Deptt. of Visual Arts,
H.P. University,
Shimla-171 005.
14. Dr. A.K. Bhat,
Deptt. of Bio-Technology,
H.P. University,
Shimla-171 005.
15. Dr. Vikas Sharma,
Incharge,
Computer Centre(ICDEOL),
H.P. University,
Shimla-171 005.
16. Dr. Dhirender Sharma,
Incharge,
Computer Wide Optical Fibre Network,
H.P. University,
Shimla-171005.
17. Prof. P.K. Ahluwalia,
Dean, Planning & Teachers' Matters,
Director(IQAC),HPU.
-Member/Secretary &
Director(IQAC)

The Director (IQAC), Prof. P.K. Ahluwalia, welcomed the members of the re-constituted Internal Quality Assurance Cell (IQAC) at the outset and conveyed to them the greetings and good wishes of the Chairperson of IQAC, Prof. A.D.N. Bajpai, Hon'ble Vice-Chancellor, H.P.University.

The honorable members were also informed that Hon'ble Vice-Chancellor has desired that the meeting be convened as per schedule, even though, he is out of station, to start deliberations urgently on the issues which can bring quality assurance in the functioning of all the wings of the University, be it teaching, research, administration or student welfare. Hon'ble Vice Chancellor has also desired that a strategic plan with clearly identified tasks be chalked out to make quality assurance a culture on the campus.

It was also conveyed to the members that the re-constituted IQAC has been made broad based by the Hon'ble Vice-Chancellor to give representation to young faculty members on the campus so as to involve them vigorously in quality assurance processes by coopting them as members.

Thereafter, honorable members of IQAC were invited to take up the agenda for consideration. Following is the gist of deliberations and decisions taken.

ITEM No. I: Presentation of NAAC PEER team assessment

Presentation of NAAC PEER Team Assessment was discussed along with the presentation about aims and objectives of IQAC by the Director IQAC.

ITEM No.II: Presentation about aims and objectives of IQAC.

Presentation about aims and objectives of IQAC was made by Director (IQAC), so as to enlighten the honorable members about the University Grants Commission's expectation from such a Cell in higher education institutions for which UGC has provided in the XI Plan to Himachal Pradesh University a sum of Rs. Five Lacs out of which a grant of Rs. 4.50 Lac has been received lately which will be put to use for the purpose for which it has been provided. Prof. P.K. Ahluwalia also stressed that the functioning of the IQAC has to be a collective effort and requires inputs from the honorable members to give it a shape for bringing functionality in it. It was also shared with the members the perception of the NAAC Peer Team presented to the the Vice Chancellor Himachal Pradesh University at the time of re-accreditation in the year 2010, which mentioned IQAC as the weakest cell of the University during the last five year period preceding 2010. It was emphasized that IQAC is a

place where we can identify the critical areas which can impact quality in multifaceted activities of the University. Also IQAC can act as a think tank to put priorities before the authorities.

After the presentation, a two-and-half hour deliberation-cum-discussion ensued which brought out many concerns and ideas from the members through which quality assurance on the campus can indeed be assured. These are listed below under various heads:-

(a) **Discipline and Quality Assurance:**

Members felt that

- (i) for any institution to work efficiently to its optimum potential **punctuality** and **regularity** is a must. In the absence of punctuality, work culture suffers immensely and sets bad examples for impressionable young minds which land on the campus with lot of sense of idealism. There needs to be some mechanism both at the departmental level and administration level to ensure punctuality and regularity. There has to be a disciplined time bound co-ordination between the departments and the main administrative office to put in place IT solutions to ensure punctualities at all levels.
- (ii) it must be ensured that in the teaching department's classes, laboratories, seminars, internal examinations are conducted as per the schedule circulated by the Departments and University and transparent attendance records and assessment records are maintained. The P.G. Centre of the campus is meant for regular and formal interaction among students and it should not be allowed to be treated as a correspondence courses wing and therefore formal and informal interaction among the teachers and students must be further strengthened.
- (iii) the aspirations of both faculty and students to achieve academic excellence should be raised so that everybody participates in each task with a sense of belonging, enthusiasm, integrity and honesty. Members expressed confidence that as a result a systematic quality assurance culture is bound to percolate in the campus.
- (iv) there must be an atmosphere for completing the tasks in a time bound manner. Those who are entrusted with a task (such as purchases out of time bound UGC grants, sending of Utilization reports, collation of desired information for funding and other agencies etc.) to do, they must make an all out effort to complete it with in the specified time period. In case they come across problems, the matter should be immediately reported to the authorities so that bottle necks could be removed.
- (v) student charter, citizen charter and departmental charter etc. should be drafted and put on the website of the University and circulated widely among the stake holders.

Suggestion and complaint box should be installed at prominent places. University grievance mechanism should be strengthened to avoid developing grievances. It was felt that this can happen through decentralization and accountability.

- (vi) To improve the existing lethargic system, particularly working and efficiency, of the teaching and non-teaching employees of the University is the biggest challenge for which out of the box solutions are needed.
- (vii) The rate of retirements on the campus both for teaching and non-teaching staffs should match with rate of filling up of vacant positions at every level so as to maintain proper student teacher ratio for quality assurance.

(b) E Governance:

- (i) It was suggested that for bringing any kind of academic reforms, as a policy, departments should be the nodal points, because department is the basic unit for any activity like teaching, research, curricular activities, extracurricular activities etc.. Whatever suggestions, policies are framed these should be initiated from the level of departments.
- (ii) The administration must move towards e-governance as the lack of same is a barrier to reach out to stake holders which needs to be broken. New computerized Management Information system should be put in place.
- (iii) In order to bring speed, communication through e-mails should be made compulsory in every department and it should be the responsibility of the respective officers to keep track of their mails. University should provide official e-mail addresses to the authorized and designated officials.
- (iv) For e-governance, members felt that a strong coordination between many parallel agencies/ individuals operating on the campus viz. Computer Centre HPU, Incharge Optical Fiber Network HPU (under UIIT), Computer Centre of Examination Wing (Under COE) and administration need to be there to accelerate the process of e-governance in a focused manner with well defined responsibilities.
- (v) To implement an e-governance plan, critical qualified human resource is needed with well defined hierarchy, manned by an IT expert at the top. Currently there is no minimum technical and clerical staff to man the current IT set ups and pursue strengthening plans.
- (vi) It was also conveyed by incharge optical Fiber Campus Network that at national level there are agencies which are working towards providing tools for e-governance such as Educational Research Planning (ERP) program being carried out under IIT, Kanpur. Apart from this, NKN, E-resource, video conferencing, INFLIBNET e-

journal facilities should be allowed to spread in the campus by bringing awareness about these among the stakeholders of the University.

- (vii) Because of lack of e-governance and absence of dedicated softwares, computers are being used merely as typewriters. The periodic training needs to be given to every non-teaching staff of the University to effectively use the computer and dedicated softwares be got developed to speed up e-governance.
- (viii) Usage of open source softwares need to be encouraged in e-governance to save precious financial resources of the University.
- (ix) With the percolation of IT in various administrative wings of the university re-organization and re-structuring of Branches/Sections especially in the Examination Wing and Finance wing for putting IT processes in place is the need of the hour. This may require manpower re-deployment in new practices involving IT in the same sections identified through tagging of new nomenclatures to the existing manned positions.
- (x) To make redeployed manpower comfortable in IT enabled environment, training for non-teaching staff is a must. For this a comprehensive training program should be designed and be conducted throughout the year for acceptability of changed job profiles.
- (xi) Computerization of University Library which is the apex academic library of the state is the need of the hour. For computerization of the library following suggestions emerged
 - a. Critical human resource in the form of position of Information Scientist should be filled-up to lead computerization of the library.
 - b. In the Library technical staff is decreasing day by day with rapid superannuations and with no hope/plan to fill the resultant vacant positions. In such a scenario enforcing IT solution in the library is the only way out.
 - c. The help of Computer Science Department and University Institute of Information Technology can go a long way to implement these solutions in project format by the students and faculty of these departments by floating incentives (both monetary and academic).
 - d. It was also pointed out that though a dedicated computer network in the library with I/O boxes is available, reader services have not been computerized to date and needs to be done on priority basis. The software purchased for computerizing library services from Inflibnet called SOUL which is yet to be implemented is indeed a cause of concern.

- e. Computerized Services also offer opportunity to the University to create earn-while-you-learn windows for students through data entry for classification and cataloging purposes for which they may be paid nominal remuneration.
- (xii) Computerization of Examination Wing where a lot of ground has been covered in terms of an inhouse developed examination management system in place, need to be further strengthened by meeting its needs for enhancing technical infrastructure and manpower and should be the top priority of the University administration.

(c) Academic Auditing:

- (i) The demand of students for teachers' evaluation can be accepted provided they are also seriously evaluating them through properly designed and tested proformas listed below
- Teachers evaluation by students proforma
 - Course evaluation by students and teachers proforma
 - Department evaluation by students and teachers proforma
 - Evaluation of different faculties (e.g. Physical Sciences, Languages etc.) by students and teachers proforma.

It was also felt that this evaluation should not be limited to teachers only and should include administrative and financial wings of the University as well. The initiative of the UGC for academic audit of the University should be made a regular feature of the University working.

- (ii) We can convene a seminar on the theme "Reforms in University for Quality Assurance", where possible directions in which University should go to bring reforms in administration, resource management and resource generation be discussed and conveyed to University authorities.
- (iii) There were number of suggestions about the current website of the University
- a. Members felt that the present website of the University as regards reflection of academic achievement requires regular updating.
 - b. Every department should be provided a web space within the web portal of the University to highlight its achievements. A centralized web portal with departmental level administrative authorizations to each department/institute to load data and to update their part should be planned so as to keep academic part of the web presence updated on day to day basis by the respective departments. Design and creation of a comprehensive web portal can be given to University Institute of Information technology as a project

- c. University should have its own web and mail servers with mirrors kept on NKN servers or NIC servers.
- d. To put the above observations in place it was suggested that university should have IT enabled service cell which should coordinate web related activities within and outside the University in close coordination with IQAC, public relations department and General Administration wing of the University.
- e. One observation about the current optical fiber network was that it is grossly underutilized and is not being used for internal communication at all. This existing network can be very effectively used for internal communication for example, for e-mails, sending e-notices, e-circulars, e-file tracking, e- gathering data system for various purposes by the statistical cell of the University etc.
- f. Web links useful to students, teachers and stake holders should be provided on the web site of the University.
- g. To implement all the above suggestions it was felt that a high level empowered committee should be constituted to take quick decisions along with a proper budget for the maintenance and hosting of the website.

(d) Infrastructure:

- (i) Examination Hall to seat 1000 students is an urgent requirement of the University without which most of the times even classes get suspended impacting teaching work on the campus
- (ii) Adequate space for records & man power and proper sitting arrangement for employees needs to be created on the campus by upgrading offices into modular offices.
- (iii) Retiring rooms, Community Centre and Offices for different unions/association and a good canteen are some of the other infrastructural needs.
- (iv) Separate building needs to be raised for Construction Division and Estate Office.
- (v) Landscaping and beautification for improving the ambience of the campus is a must and adequate attention needs to be paid to this and if required separate exclusive budget should be provided for landscaping the open spaces in campus under the guidance and supervision of Department of Visual Arts and in partnership with funding agencies (such as banks, industrialists etc.).
- (vi) University needs to pay special attention to the technical infrastructure coming up on the University Campus, especially Campus wide optical fiber Network (back bone of any higher education knowledge society), University Science Instrumentation Centre

(with XRD, TEM and other state of the art equipment), Telephone exchange and equipments being purchased under SAP, FIST programmes. Each of these facilities require a minimal qualified technical man power which is just missing. University once again needs to look at the requirement of human resource needed by these departments very seriously to keep these facilities running.

- (vii) Urgent infrastructure for self financed institutes such as UIIT, University Law School, University Business School in terms of institute buildings is required as per the guidelines of regulatory agencies (AIEEE etc.). For this, University needs to put these projects on fast pace by raising loans from banks or other such agencies for which provision already exists in the University rules and regulations.

(e) **Financial Health:**

Members conveyed their deep concern about the deteriorating financial health of the University and felt that all kinds of autonomies are related with ultimate autonomy in terms of financial autonomy. Following suggestions emerged:

- (i) There is general academic need for getting funding from various funding agencies in terms of projects, and in the last five years there has been a substantial increase in this kind of funding in terms of SAP; FIST; projects for innovative programmes; funds for running centers and XIth plan UGC grant; special funding by Prime Minister for raising infrastructure on the Campus; additional grant by UGC to provide equipment, multimedia teaching aids and reprographic facilities. However, it was emphasized by the members that these grants are for particular academic research programme or to initiate new research programmes and hence contribute in no way to the non-plan budgetary needs of the university to meet deficit in the annual budget which because of release of 6th pay commission recommendations is increasing with mounting retirement burden with employees superannuating at a fast pace. University, therefore, needs to think seriously about stable fund generation either from the government or from its in house steps.
- (ii) University needs to improve its efficiency to utilize funds received from the funding agencies particularly from UGC whose non-utilization university can ill afford.
- (iii) University, to keep a sound financial health, needs to create a corpus fund for meeting its financial liability, particularly of retirees.
- (iv) Fee structure in neighboring Universities in the last five years has been revised substantially keeping pace with rising costs. Such a rationalization of fee structure is need of the hour so that at least actual expenditure being incurred or expected to be incurred by the university are met and funds for providing fee concessions to financially deprived sections of the society in the form of liberal fee concessions,

scholarships, maintenance of infrastructure and developmental activities of the university get spared.

- (v) To look at the present financial health of the University, it is highly desirable that an in depth document in the form of a status paper on current financial health is generated by the experts in economy and finance on the campus to put before the stake holders a reality check of the suggestions in a holistic and objective manner by analyzing the data of last four decades of the University.
- (vi) Till date no effort has been made to raise endowments for various well identified projects of the University by reaching out to well placed alumni of the University and the industrial houses in the state. It was suggested that University needs to move very fast in this direction and tap the philanthropic endowments for the University for which University can chalk out a scheme through income tax department to provide income tax benefits to the contributors.
- (vii) Many departments and Institutes which have scope for generating funds, such as University Institute of Information Technology, University College of Business Studies. University Law College. University Business School, Institute of Hotel Management, International Centre for Distance Education and Open Learning; need to be strengthened by offering new courses with a self financing fee structure to strengthen the financial health of the University. Quality of human resource and infrastructure needs to be enhanced substantially for these institutes to attract a large number of perspective candidates. This also requires placing permanent faculty as mandated by regulatory agencies such as AIEEE, UGC etc.
- (viii) There are funds in projects carved by the faculty which University can use to overcome the problems like supporting staff, maintenance of computers etc.
- (ix) The transport facility of the University is in need of putting on a self sustaining mode by devising a rationalized bus fare.
- (x) To make financial practices on the campus hassle free and transparent, time has come to give a detailed re-look to the accounts and purchase manual of the University and if necessary it be revised to bring in current practices through the use of information and communication technology. Also e-versions of the updated accounts manuals should be made and put on the website of the university to make their availability widespread.
- (xi) It was pointed out that the terms and conditions of the funding agencies in utilization of the grants are not followed in letter and spirit, particularly the opening of a separate account in the bank for the funds received for each project and its auditing

through a chartered account. The members felt that the following of this practice can remove many bottlenecks in the utilization of project funds.

(f) Good Practices:

Members felt that time has come when we start showcasing the best practices which we follow on the campus which remain un-noticed. In this direction following suggestions were made:

- (i) Collect good practices being already followed in each department/ institute and administration which are of innovative nature both with regard to curricular, extra curricular activities, administrative processes, financial processes etc..
- (ii) Visit websites of other universities to know the best practices being followed there and make an effort to put these to practice on the campus
- (iii) Visit NAAC website and look at the case studies of good and innovative practices posted there to be adopted on the campus
- (iv) IQAC must encourage good practices through organization of workshops seminars etc. from time to time to sensitize stake holders about their importance.
- (v) Good practices in cleanliness on the campus are a must. The peer team of the NAAC made a special mention about the appalling cleanliness conditions on the campus particularly of toilets. University Community including students, teachers, University administration and employees and students organization should be involved in special cleanliness campaigns/drives to clean the campus both from outside and inside, should be made. If required agencies like Sulabh with credit ability can be engaged to provide 24x7 cleanliness.
- (vi) The safai Karamcharis should be answerable directly to the officer incharge in whose office they are working. The list of safai tasks which they are supposed to perform daily should be made public so as to keep a watch on the practice being followed by them in cleaning offices, classrooms, toilets, corridors and surrounding areas with proper garbage disposal without littering it on the slopes of the university campus.
- (vii) Since on the campus lot of garbage in the form of used waste papers is generated an effort should be made to collect these papers periodically and get these processed to produce recycled stationary for use in departments and offices. In this direction department of Environment Government of Himachal Pradesh can be approached for establishing recycling of recyclable materials.
- (viii) It was pointed out by members that a round around the campus presents to any lay visitor a picture of heaped abandoned broken office chairs, class room chairs, tables, almirahas etc. which either need to be put in the process of repair or write off. The practice of periodic repair or write off needs to be followed with responsibility of the

respective officers to clear the clutter of garbage's from the corridors of the University buildings. It needs to be made a regular annual practice to recover precious space resource for the university which is occupied by such junk.

- (ix) In the last one decade lot of computers are being purchased and abandoned in the name of obsolescence, which may be true to some extent. Such computers and paraphernalia in departments are unnecessarily cluttering the space and need to be written off or handed over to perspective users in schools or offices where they can be put to use. Scientific disposal of such computer garbage is an essential task to provide clean and green environment and must be taken with sincerity by following codal formalities.

(g) Placement Cell and Guidance Bureau

There was a strong feeling among the members that an effective and professionally managed placement cell and Guidance Bureau need to be in place to bring job opportunities at the door step of students through on the campus or off the campus opportunities as per the needs and aspirations of the students doing various courses both technical and non-technical.

ITEM No.III: Introduction of Credit Based Systems in the University for initiating interdisciplinary mobility

- (i) The University Grants Commission since 2009 has been stressing on establishing choice-based and credit-based grading system through number of communications addressed to the Vice-Chancellors of various universities in the country. Such communications have been received from time to time by Himachal Pradesh University also. In this regard a working paper prepared by Prof. B.S. Marh, Department of Geography, H.P. University, was discussed in the meeting and it was informed that on 28th November, 2011, IQAC in collaboration with Department of Geography, H.P.University, will organize a one day National Seminar-cum-Colloquium on theme of Choice-Based and Credit-Based System of Assessment and Evaluation (CBCBAE). Members were requested to attend the seminar and participate in its deliberations.
- (ii) Another suggestion which emerged during discussion was that Choice Based Credit based open evaluation system may be introduced as a pilot implementation in the beginning through small departments like Physical Education, geography, Visual Art, Music etc. where not more than 30-40 students are there.

ITEM No.IV: Working Groups/ Committees of IQAC

After the marathon discussion, it was proposed to form working groups/Committees on various identified tasks to ensure monitoring and preparation of guidelines for their implementation. It was proposed that one of the members of IQAC for each task be made chair/ convener of each of the working groups/committee with complete liberty to identify a group of members from IQAC or from among faculty members in various departments or offices to give shape to the tasks in the form of a working paper and a road map:-

- (i) *Working group for Drafting of student charter* (with well defined students responsibilities and Universities responsibilities) – Prof. T.C Bhalla, D.S.W. (Chair) & Dr. A.K. Bhatt
- (ii) *Working group for Identification of process, design of forms for maintaining records pertaining to quality assurance initiatives and activities in various teaching and research departments and branches of the administration, Finance and Examination Wings of the University*– Prof. Mamta Mokta(Chair)
- (iii) *Working group for Academic Auditing and Drafting of Evaluation Sheets for and holding of workshop on the same:*
 - i. Evaluation of teachers by students
 - ii. Evaluation of course
 - iii. Evaluation of Department –Prof. Shyam Lal Kaushal (Chair)
- (iv) *Working group for Financial health, improvement of financial resources of the University revision of account manual and other forms of accounts wing.*
–Prof. Neeraj Sharma (Chair) & Prof. Aparna Negi
- (v) *Working group for ICT intervention in Quality Assurance*
– Dr. Manu Sood(Chair) & Dr. Dhirender Sharma
- (vi) *Working group for Evaluation and aesthetic design of the current Website of H.P. University* –Dr. Vikas Sharma(Chair). Dr. Him Chatterjee
- (vi) *Working group for Workshops on Quality Assurance (for Teachers, Administrators & Non-Teaching Employees)* –Prof. B.S. Marh (Chair)
- (vii) *Working group for Workshop on Student Charter with students representatives*
–Prof. T.C. Bhalla (Chair) & Prof. Neeraj Sharma
- (viii) *Working group for Identification of best practices going on in different department of the University* –Prof. P.K. Ahluwalia (Chair)
- (xiii) *Working group for Innovations in teaching and research*
–Prof. H.S. Banyal, Dean of Studies (Chair)
- (xiv) *Working group for Quality Assurance in residencies of students*
–Dr. Kamaljeet Singh, Chief Warden (Chair) & Dr. Surinder Kumar Sharma
- (xv) *Working group for Introduction of internal evaluation and assessment in smaller departments* –Prof. R.G. Shandil (Chair) & Dr. Surinder Kumar Sharma
- (xvi) *Working group for Efficiency in administration*
–Sh. Virender K. Vohra , A.C.O.E. & Incharge(Estt.) (Chair)

- (xvii) *Working group for Computerization of Library and converting it into an Academic Information Hub* – Dr. K.R. Pant, Dy. Librarian/Incharge(Library)
(Chair)
- (xviii) *Working group for Environment and cleanliness Drive Committee* – Dr. A.K. Bhat (Chair)

It was further decided that the minutes be got approved from the Chairman IQAC, Hon'ble Vice Chancellor Prof. A.D.N. Bajpai and thereafter circulated among the members for further necessary action.

Meeting ended with a vote of thanks to the chair.

Sd/-
(Prof. P.K. Ahluwalia)

Approved

Sd/-
Hon'ble Vice Chancellor