



INSTITUTIONAL ASSESSMENT AND ACCREDITATION
(Effective from July 2017)

Accreditation - (Cycle - 1)

PEER TEAM REPORT ON
INSTITUTIONAL ACCREDITATION OF
MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND
CATERING TECHNOLOGY PUNE
C-41326
PUNE
Maharashtra
411016

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL
An Autonomous Institution of the University Grants Commission
P.O. Box No. 1075, Nagarbhavi, Bengaluru - 560 072, INDIA

Section I: GENERAL INFORMATION

1.Name & Address of the institution:	MAHARASHTRA STATE INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY PUNE PUNE Maharashtra 411016	
2.Year of Establishment	2002	
3.Current Academic Activities at the Institution(Numbers):		
Faculties/Schools:	1	
Departments/Centres:	4	
Programmes/Course offered:	2	
Permanent Faculty Members:	8	
Permanent Support Staff:	18	
Students:	434	
4.Three major features in the institutional Context (Asperceived by the Peer Team):	1. Institute with the State of Art Facilities and Fifty Years of legacy 2. Excellent Training and Placement 3. Industry and Instituional Linkages having about 28 MoUs and Collaborations	
5.Dates of visit of the Peer Team (A detailed visit schedule may be included as Annexure):	From : 30-08-2024 To : 31-08-2024	
6.Composition of Peer Team which undertook the on site visit:		
	Name	Designation & Organisation Name
Chairperson	DR. ASHISH DAHIYA	Director,Maharshi Dayanand University
Member Co-ordinator:	DR. RAJEEV KUMAR SHUKLA	Professor,Indira Gandhi National Open University Maidan Garhi New Delhi
Member:	DR. SATINDER SINGH	FormerPrincipal,GOVT GANDHI MEMORIAL SCIENCE COLLEGE JAMMU
NAAC Co - ordinator:	Dr. Priya N	

Section II: CRITERION WISE ANALYSIS

Observations (Strengths and/or Weaknesses) on each qualitative metrics of the key Indicator under the respective criterion (This will be a qualitative analysis of descriptive nature aimed at critical analysis presenting strength and weakness of HEI under each criteria)

Criterion1 - Curricular Aspects (Key Indicator and Qualitative Metrics(QIM) in Criterion1)	
1.1	Curricular Planning and Implementation
1.1.1 QIM	The Institution ensures effective curriculum planning and delivery through a well-planned and documented process including Academic calendar and conduct of continuous internal Assessment
1.2	Academic Flexibility
1.3	Curriculum Enrichment
1.3.1 QIM	<i>Institution integrates crosscutting issues relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability in transacting the Curriculum</i>
1.4	Feedback System

Qualitative analysis of Criterion 1

Maharashtra State Institute of Hotel Management and Catering Technology is a Govt. Self-financing Institute offering 01 eight semester UG and 01 four semester PG programs in Hotel Management and Catering Technology, approved by All India Council for Technical Education (AICTE) and affiliated to Savitribhai Phule Pune University (SPPU). It adheres to the credit-based curriculum duly approved by BOS and Academic Council of the University. Its faculty is involved in the framing/revision of the curriculum based on Cafeteria approach beside considering its relevance and applicability. It follows a planned and documented process for effective curriculum delivery through lectures, visits, workshops and demonstrations etc. The commencement of the new session is so designed that it helps students to orient themselves to its policies, schedules, course work and faculty etc. The institute prepares its academic plan in consultation with course coordinators and IQAC which is in tune with the University calendar that includes dates for term end examinations, internal assessment, mark-sheet submissions, backlog examinations and academic monitoring etc.

The institute is sensitive to various social issues and makes concerted efforts to sensitize its students. University curriculum promotes value-based education, professional ethics, gender equity, environment and sustainability. Various programs are organized in the institution on gender equity. These programs include counseling sessions, awareness sessions and grievance redressal mechanisms. It also ensures equal opportunities for all genders in academic and extra-curricular activities. To promote sustainable practices, it took initiatives like tree plantation drives, waste segregation, solar water heater installation, Waste Management through Vermipit etc. Feedback is collected from all stakeholders, analyzed and action taken is posted on the college website.

Criterion2 - Teaching-learning and Evaluation (Key Indicator and Qualitative Metrics(QIM) in Criterion2)	
2.1	Student Enrollment and Profile
2.2	Student Teacher Ratio
2.3	Teaching- Learning Process
2.3.1 QIM	Student centric methods, such as experiential learning, participative learning and problem solving methodologies are used for enhancing learning experiences and teachers use ICT-enabled tools including online resources for effective teaching and learning process
2.4	Teacher Profile and Quality
2.5	Evaluation Process and Reforms
2.5.1 QIM	Mechanism of internal/ external assessment is transparent and the grievance redressal system is time- bound and efficient
2.6	Student Performance and Learning Outcomes
2.6.1 QIM	<i>Programme Outcomes (POs) and Course Outcomes (COs) for all Programmes offered by the institution are stated and displayed on website</i>
2.6.2 QIM	<i>Attainment of POs and COs are evaluated.</i> Explain with evidence in a maximum of 500 words
2.7	Student Satisfaction Survey

Qualitative analysis of Criterion 2

Along with traditional teaching methods, ICT-enabled tools are used to enhance soft skills in the students. Activities such as ‘ BASKET COOKERY’ and ‘MODEL MAKING’ of restaurants and rooms develop in their practical experience in the hospitality industry. Experiential and participative methodologies such as 15-week mandatory internship program in the reputed hotel industry, annual food festivals, holding of theme events etc. is used for developing practical skill in them. Besides, it also encourage its students to participate in brainstorming sessions, case studies, presentations, seminars as well as on-job activities like Outdoor Catering. In order to enhance learning experience, it conducts activities like visits to hotels, restaurants and other hospitality-related venues. In order to develop entrepreneurial skills, start-up and Innovation cell and Entrepreneurial cell provides platform for critical thinking, problem-solving methodologies and business acumen.

The institute has developed adequate ICT infrastructure in the form of IT-enabled smart classrooms, LCDs, computers and Google classrooms for effective teaching-learning processes. Tools like Microsoft Teams and Zoom facilitate virtual meetings besides Faculty Development programs and Guest Lectures. It has also maintained a Facebook, Linked In and Instagram handle for providing updates on events, activities and opportunities.

It follows the affiliating University norms for the conduct of Credit Based Evaluation system that is done through unit tests, practical exams, assignments, field-work and prelims. The performance of the internal evaluation is discussed and any discrepancy found is immediately addressed by the concerned teacher. Transparency is maintained during the evaluation process and all stakeholders are well informed about the methodology adopted.

The Principal, College Exam Officer and concerned faculty deal with internal examination-related grievances. Student grievances related to University Term End examinations, name corrections, exam form fillings, result discrepancies, course dropouts, mark sheets, re-evaluation and other certificates are forwarded to the University for redressal.

The institute has adopted the Program Outcomes (POs) as specified by AICTE in its handbook and accordingly, Course Outcomes(Cos) are crafted into it. The COs include the essential skill, knowledge and attributes the student should acquire by the time he completes his degree and enter the job market. Regular assessments based on class tests, practical exams, and end-term theory exams evaluate students achievement in each specific course outcome. It has also devised an objective mechanism to measure the attainment of desired level of outcome.

Criterion3 - Research, Innovations and Extension (Key Indicator and Qualitative Metrics(QIM) in Criterion3)	
3.1	Resource Mobilization for Research
3.2	Innovation Ecosystem
3.2.1 QIM	Institution has created an ecosystem for innovations, Indian Knowledge System (IKS),including awareness about IPR, establishment of IPR cell, Incubation centre and other initiatives for the creation and transfer of knowledge/technology and the outcomes of the same are evident
3.3	Research Publications and Awards
3.4	Extension Activities
3.4.1 QIM	Outcomes of Extension activities in the neighborhood community in terms of impact and sensitizing the students to social issues for their holistic development during the last five years.
3.4.2 QIM	Awards and recognitions received for extension activities from government / government recognised bodies
3.5	Collaboration

Qualitative analysis of Criterion 3

The institution has created an eco-system for developing research and innovation culture as well as transfer of knowledge. The Innovation and Incubation Cell of the institute organized motivational talks, seminars and practical workshops to foster entrepreneurial skills in students besides holding Festive Treats, Modak-o-Sav and Deepawali Delights. Its students also participate in competitions such as 'Avishkar' organized by the Innovation and Incubation Centre of SPPU. To promote innovation culture within the campus, it organised regular demonstrations by Industry Experts, visits and hands-on workshops. Faculty and students are encouraged to participate in research seminars, conferences and workshops to develop a culture of innovation and collaboration.

The institute conducts various programs/activities to sensitize its students to social issues. These activities include holding an annual bakery workshop for children with special needs at Bal Kalyan Sanstha, Pune. Such workshops instill in them a sense of compassion. To address the environmental challenges, it organised cleanliness and tree plantation drives besides participating in community events like Pune Cyclothon for promoting environmental sustainability and healthy lifestyles. For creating awareness for preserving cultural heritage and tourism, exhibitions and heritage walks are conducted. These extension activities help them understand student-community relationship and develop in them leadership, social, perceptual and organising and planning skills.

Although the institute conducts many extension activities like conducting training sessions on resort sanitization for the staff of Maharashtra Tourism Development Corporation during the Covid-19 pandemic. Due to these efforts, it received recognition and appreciation from MTDC. For her contribution in Hospitality and Tourism education, the Principal of the institute received the 2019 Hospitality Educators Award. The

institution shall also need to make provision for monetary/non-monetary incentives for faculty and students who receive state/National/ International awards/recognition.

Criterion4 - Infrastructure and Learning Resources (Key Indicator and Qualitative Metrics(QIM) in Criterion4)	
4.1	Physical Facilities
4.1.1 QIM	<p>The Institution has adequate infrastructure and other facilities for,</p> <ul style="list-style-type: none"> • teaching – learning, viz., classrooms, laboratories, computing equipment etc • ICT – enabled facilities such as smart class, LMS etc. <p>Facilities for Cultural and sports activities, yoga centre, games (indoor and outdoor), Gymnasium, auditorium etc (Describe the adequacy of facilities in maximum of 500 words.)</p>
4.2	Library as a Learning Resource
4.2.1 QIM	<i>Library is automated with digital facilities using Integrated Library Management System (ILMS), adequate subscriptions to e-resources and journals are made. The library is optimally used by the faculty and students</i>
4.3	IT Infrastructure
4.3.1 QIM	<p>Institution frequently updates its IT facilities and provides sufficient bandwidth for internet connection</p> <p><i>Describe IT facilities including Wi-Fi with date and nature of updation, available internet bandwidth within a maximum of 500 words</i></p>
4.4	Maintenance of Campus Infrastructure

Qualitative analysis of Criterion 4

The institute possesses adequate physical infrastructure in the form of classrooms, a library, computer labs, a conference hall, separate washrooms for boys and girls, state of the art kitchen and allied equipment that cater to the academic needs of the students pursuing courses in hotel management and catering technology. It has classrooms, two tutorial rooms, a research center, a conference hall, Principal's office, an administrative office, a Peswa Board room, training restaurants, advance training kitchens, a housekeeping lab with mock hotel rooms and dressers, training guest room, R&D kitchen, Bakery and Confectionery section, Faculty common rooms, computer lab, multi-purpose assembly hall, two ultra-modern ovens, one combi-oven in the Bakery section, etc. A fully loaded automated library and 14-room Girls hostel equipped with an elevator, warden's room and a canteen are other additional physical facilities available with the institution.

Situated on the 5th floor, it has a fully automated library with digital facilities using the Integrated Library Management System (ILMS) software. Sufficient learning resources that cater to the academic needs of Bachelor's and Master degree programs are available. In addition, 04 computers equipped with WI-FI and the Internet provide access to e-resources. Magazine and annual newsletter 'The Stock Pot' provides space to the students to showcase their creativity and share perspectives on recent industry trends. It needs to ensure that the available resources are optimally utilized by the faculty and students.

The institution provides ICT facilities to its academic depts., administrative section, library and labs etc. These facilities are periodically upgraded as per the academic requirements. WI-FI with 2000 GB of data per month from BSNL is also available. It has also installed CCTVs to handle its security concerns.

Criterion5 - Student Support and Progression (Key Indicator and Qualitative Metrics(QIM) in Criterion5)	
5.1	Student Support
5.2	Student Progression
5.3	Student Participation and Activities
5.4	Alumni Engagement
5.4.1 QIM	There is a registered Alumni Association that contributes significantly to the development of the institution through financial and/or other support services

Qualitative analysis of Criterion 5

Good number of students has availed the benefits of scholarships and free-ships provided by the institution, Govt. and non-Govt. bodies. It guides competitive examinations and career counseling but it need to strengthen these programs so that more number of students qualify for state/national/international level examinations.

The Alumni of the institution is active and vibrant. It provides financial incentives to toppers in UG & PG programs. Besides, as members of IQAC and CDC, they help the institution in conducting placement drives, career guidance and counselling and internships. They are, also, invited as Guest Lecturers to share their prospective and practical knowledge. The Alumni arrange industrial visits for the students and faculty and their interaction with the industry professionals helps them gain hands-on experience and expose them to real-world practices and also support for various food festivals in the ever-growing hospitality sector.

Criterion6 - Governance, Leadership and Management (Key Indicator and Qualitative Metrics(QIM) in Criterion6)	
6.1	Institutional Vision and Leadership
6.1.1 QIM	<i>The institutional governance and leadership are in accordance with the vision and mission of the Institution and it is visible in various institutional practices such as NEP implementation, sustained institutional growth, decentralization, participation in the institutional governance and in their short term and long term Institutional Perspective Plan.</i>
6.2	Strategy Development and Deployment
6.2.1 QIM	<i>The institutional perspective plan is effectively deployed and functioning of the institutional bodies is effective and efficient as visible from policies, administrative setup, appointment, service rules, and procedures, etc</i>
6.3	Faculty Empowerment Strategies
6.3.1 QIM	The institution has performance appraisal system, effective welfare measures for teaching and non-teaching staff and avenues for career development/progression
6.4	Financial Management and Resource Mobilization
6.4.1 QIM	Institution has strategies for mobilization and optimal utilization of resources and funds from various sources (government/ nongovernment organizations) and it conducts financial audits regularly (internal and external)
6.5	Internal Quality Assurance System
6.5.1 QIM	Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and processes. It reviews teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals and records the incremental improvement in various activities

Qualitative analysis of Criterion 6

MSIHMCT is a Govt. Self-financing institution and is affiliated with SPPU and approved by AICTE and Directorate of Technical Education, Govt. of Maharashtra. The vision and mission of the institute is to become the preferred destination for all stakeholders and set high standards of knowledge and practice, empower them for progressive careers, encourage research in Tourism and Hospitality, and promote ethical principles. It has a defined organizational structure to evolve strategies and policies and practices of decentralization and participative management through various committees like the Board of Governors, College Development Committee, IQAC, Training and Placement Committee, Research and Development Committee, Academic Committee etc. comprising the Principal, HODs, Faculty, students and Alumni, The institution has prepared an action plan for implementation of NEP-2020.

The prospective plan of the institution comprises short-term and long-term goals. Short-term goals/plans focus on course promotion and creating awareness to hospitality opportunities. Long-term goals/plans include increased intake, fostering research and innovation, enhancing infrastructure and developing a centre of excellence. Being Govt. a self-financing institution, appointments, service rules, and procedures are governed by Maharashtra Civil Service Rules (MCSR).

The teaching and non-teaching staff of the institute enjoys the welfare measures as enjoyed by the Govt. employees of the Maharashtra state. These measures include casual leave, earned leave, medical leave, maternity leave, EPF, provision for leave to pursue Ph.D., Medi-claim and Accidental Insurance Policy, financial incentive for attending FDPs, Visits, Seminars etc.

To ensure accuracy and transparency, it conducts both internal as well as external audit. Internal audit is done with the object of identifying errors and accordingly suggesting their rectification. External/Statutory audit is conducted by an External Auditor/Statutory auditor engaged by the institution. It uses 'Tally' software for the maintenance of financial records. Fee from students is the major source of funds for the institution. It needs to mobilize funds from offering more job-oriented/specialized courses, research projects and counseling, alumni and private donors and CSR. It should also ensure their optimal utilization.

Since its inception in 2022, IQAC has initiated a few strategies and processes to review the effectiveness of the teaching-learning process, structures and methodologies of operations and learning outcomes. It is instrumental in preparing Academic Calender, monitoring of the functioning of various committees, ensures maintenance of course completion files and enhances record keeping practices. IQAC encourages the faculty to pursue Ph.D program. It organised Guest Lectures, workshops, seminars etc. to update the faculty and students with the latest developments in the industry. In order to enhance the teaching-learning processes, it emphasizes the faculty to use smart classrooms, computers, e-book databases, social media channels and Google classrooms. It also contributes in entering into MOUs with Institutions and similar enterprises.

Criterion7 - Institutional Values and Best Practices (Key Indicator and Qualitative Metrics(QIM) in Criterion7)	
7.1	Institutional Values and Social Responsibilities
7.1.1 QIM	Institution has initiated the Gender Audit and measures for the promotion of gender equity during the last five years. <i>Describe the gender equity & sensitization in curricular and co-curricular activities, facilities for women on campus etc., within 500 words</i>
7.1.4 QIM	Describe the Institutional efforts/initiatives in providing an inclusive environment i.e., tolerance and harmony towards cultural, regional, linguistic, communal socioeconomic and Sensitization of students and employees to the constitutional obligations: values, rights, duties and responsibilities of citizens (Within 500 words)
7.2	Best Practices
7.2.1 QIM	Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual
7.3	Institutional Distinctiveness
7.3.1 QIM	Portray the performance of the Institution in one area distinctive to its priority and thrust within 1000 words

Qualitative analysis of Criterion 7

The institution is sensitive to the security needs of women as it has installed CCTV surveillance in the campus. It organises various programs to promote gender equity thus fostering a safe and inclusive environment. Internal Complaint Committee (ICC), Grievance Redressal cell and Anti-ragging committee takes care of the complaints regarding gender disparity, sexual harassment, ragging etc. Counselling sessions are conducted by external experts for boys and girls for the promotion of mental health that includes stress management, inter-personal relationships and gender related issues. The self-defence training program 'Nirbhay Kanya' for girls is organized in campus.

It organized various programs/activities to promote an inclusive environment and foster human values and professional ethics amongst the students. Celebration of Constitution Day inculcates a sense of social responsibilities and duties. It also celebrates the birth and death anniversaries of National and Community leaders. The curriculum on Indian cuisine promotes the recipes and culture of various regions. Celebration of Marathi Bhasha Din, visit to the specially-abled cultural centre, blood donation etc. are some other significant activities that reinforce the importance of community service and humanity among the students.

Institutional best practices are (a) From Concept to Creation to promote Entrepreneurship among the students. This practice has resulted in remarkable success in managing events, consistently surpassing sales targets and efficiently handling orders. From booking to despatching orders, students take charge of every aspect, (b) the second best practice adopted by the institute is the organization of Blood Donation Camps to promote humanity and social responsibility amongst the students and staff. This practice has resulted in increased awareness and significance of blood donation and tries to dispel myths surrounding the process.

Being established in 1969 as the most esteemed institute in Hotel and Hospitality Industry with distinctiveness of upholding its core value of knowledge and equip its students not only with Academic powers but also develop in them a sense of integrity, professionalism and social responsibility. This could be achieved as it has done collaboration with Bal Kalyan Sanstha-Pune who work for the welfare of specially-abled individuals.

Section III:OVERALL ANALYSISbased on Institutional strengths.Weaknesses,Opportunities & Challenges(SWOC)(up to 500 words)

Overall Analysis

Strength:

- One of the oldest Institute in Maharashtra offering four years bachelor and two year Master degree programs in Hotel Management and Catering Technology.
- It has visionary and committed management supported by dedicated and qualified faculty.
- Centrally located with easy accessibility.
- Distinguished and active alumni with a global presence.
- Has developed an excellent Industry-Academia interface in terms of Skill Development, training, placements etc.
- Has established strategic partnerships with leading brands in the Hospitality Industry.
- Has constructed state of art infrastructure that includes class rooms, well equipped laboratories and advance kitchen facilities.

Weaknesses:

- Fee from students is the only source of revenue.
- Less number of students seeking admission against the intake capacity.
- Limited Sports & Cultural Facilities
- Has the weakness of exposing its faculty to International platforms.
- Perception of lower pay packages and career prospects in Hospitality sector.
- Limited Financial Reserves for Future.

Opportunities:

- The institute has the opportunity to upgrade its academic model in view of NEP-2020 through adoption of inter-disciplinary and multi-disciplinary courses.
- Developing branding strategies for attracting more students from within the state and beyond.
- Has the opportunity to further strengthen industry collaboration for the internship, guest lectures and industry-sponsored projects.
- Has the opportunity to increase girl enrolment to promote Gender diversity and inclusivity.
- The Institute has an opportunity to develop Centre for Innovation, Incubation and Entrepreneurship, promote Startups, Launch Value Added Courses, and explore Faculty Exchange Programms

Challenges:

- It also faces the challenge of controlling external factors such as economic conditions, regulatory changes or shift in industry demand that impacts the enrolment.
- Designing of curriculum to meet the industry expectations is another challenge.
- Raising donations from the community, alumni and corporate is a big challenge.
- There is a challenge of generating funds through Industry-sponsored projects.
- Faculty is facing the challenge of making classroom and laboratory teaching more interesting and

joyful.

- Due to delay in the admission process post-Covid-19, the institute faces the challenge of reduced enrolment and academic planning.

Section IV: Recommendations for Quality Enhancement of the Institution

(Please limit to **ten major ones** and use telegraphic language) (It is not necessary to indicate all the ten bullets)

- The Institute may strengthen e-resources and implement ERP and LMS. Softwares for Hotel Operations/ Food Service Operations
- The Institute may explore Faculty and Student Exchange Programmes with leading Institutions of Hospitality both within India & Abroad
- The Institute may develop the Centre for Innovation, Incubation and Entrepreneurship and come up with Startups, promote innovation and entrepreneurship
- The Institute may explore a strategic plan to strengthen Research Facilities and Research Eco System by having a Think Tank/ Advisory Board, Planning & Organising Seminars/ Conferences and come up with research publications.
- The Institute may explore introducing Short Term Skill based Courses in view of NEP 2020 on Life Skills, Bakery, Culinary, and Food Services. Housekeeping etc.
- The Institute may explore avenues to strengthen financial health through the introduction of new courses, consultancy, projects and industry, alumni funding/support
- The Institute may explore professional memberships of Hospitality & Tourism Bodies/ Associations/ Organisations/ National Tourism Youth Club
- The Institute may have a dedicated Faculty Development Policy and Administrative Development Plan
- The Institute may adopt a Mentor-Mentee System
- The Institute may explore avenues for promotion of Sports, Cultural and Wellbeing Activities

I have gone through the observations of the Peer Team as mentioned in this report

Signature of the Head of the Institution

Seal of the Institution

Sl.No	Name		Signature with date
1	DR. ASHISH DAHIYA	Chairperson	
2	DR. RAJEEV KUMAR SHUKLA	Member Co-ordinator	
3	DR. SATINDER SINGH	Member	
4	Dr. Priya N	NAAC Co - ordinator	

Place

Date