

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**SCHOOL OF TOURISM & HOSPITALITY SERVICES MANAGEMENT**

**Minutes of the Tenth Meeting of the School Board of School of Tourism and Hospitality Services Management held on 31<sup>st</sup> August, 2012 at 11:30 a.m. in the Conference Room, Block - 07, IGNOU, Maidan Garhi, New Delhi - 110068**

The Tenth Meeting of the School Board of School of Tourism and Hospitality Services Management was held on 31st August, 2012 at 11:30 a.m. in the Conference Room, Block - 07, IGNOU, Maidan Garhi, New Delhi – 110068.

The following members attended the meeting:

Prof. Ravindra Kumar, Director - SOTHSM, IGNOU	-(Chairman)
Prof. A.R. Khan, SOSS, IGNOU	- (Member)
Prof. B.B. Khanna, SOMS, IGNOU	- (Member)
Prof. C.R.K. Murthy, STRIDE, IGNOU	- (Member)
Dr. Ashok Gaba, Associate Professor, SOVET, IGNOU	- (Member)
Dr. Paramita Suklabaidya, Asstt. Professor, SOTHSM, IGNOU	- (Member)
Ms. Tangjakhombi Akoijam, Asstt. Professor, SOTHSM, IGNOU	- (Member)
Dr. Arvind Kumar Dubey, Asstt. Professor, SOTHSM, IGNOU	- (Member)

The following members could not attend the meeting due to medical reasons:

Dr. Harkirat Bains, Associate Professor, SOTHSM Training Cell, RC Bhopal.

Dr. Sonia Sharma, Assistant Professor, SOTHSM, IGNOU

The meeting started with a note of welcome extended by the Chairman to all the members for making it convenient to attend the meeting. The following business was transacted in the meeting:

**Item No. SB: 10.1:**

**To confirm the minutes of the Ninth Meeting of the School Board of School of Tourism and Hospitality Services Management held on 27<sup>th</sup> April 2012.**

The minutes of the Ninth Meeting of the School Board of School of Tourism and Hospitality Services Management were circulated to the members inviting comments, if any, on the minutes. Although, no comments were received by the Chairman, it was proposed by him to discuss the minutes and rectify any anomalies that were noted by the members. The suggestion was welcomed by the members and several corrections/modifications were noted by the members.

**The minutes were approved with the changes as mentioned above.**

**Item No. SB: 10.2:**

**Action Taken Report on the minutes of the Ninth Meeting of the School Board of School of Tourism and Hospitality Services Management.**

The Action Taken Report of the Ninth Meeting of the School Board of School of Tourism and Hospitality Services Management was presented. It was decided that the Action Taken Report should be modified in the wake of the modified and approved minutes of the Ninth Meeting of the School Board of School of Tourism and Hospitality Services Management.

**The modified Action Taken Report was approved.**

**Item No. SB: 10.3:**

**Consideration of Prof. B.B. Khanna Committee Report vide SB: 9.18**

**The item was deferred for consideration at the next Meeting of the School Board.**

**Item No. SB: 10.4:**

**Consideration of Status Paper on American Hotel and Lodging Education Institute (AH&LEI)**

The Status Paper, prepared in deference to SB: 9.1-2 by Dr. Paramita Suklabaidya was discussed by the members. It was noted that BA in International Hospitality Administration (BA-IHA), a three year hospitality degree programme was on offer since 2008 through a collaborative arrangement with AH&LEI. It was also noted that as part of this arrangement with AH&LEI, several programme centres, spread in different parts of the county, were recognized by IGNOU for running the programme. However, approval for BA-IHA was pending in the Academic Council for want of certain clarifications related to fee-sharing, credit-weightage and examination issues.

It was also noted that finance had observed that revised fee sharing was not approved by any of the statutory bodies of the University and the examination methodology of AH&LEI was yet to be placed before the Academic Council. School Board members also noted that the 27<sup>th</sup> School Council held in January 2012 had taken a decision to discontinue with this collaboration due to the various enquiries initiated by CVC, CBI as well as Audit.

**The School Board decided to suspend the programme and referred the matter to the subcommittee constituted in the 9<sup>th</sup> School Board, chaired by Prof. B.B. Khanna for its comments & and further recommendation. The same will be placed before the next School Board.**

**Item No. SB: 10.5**

**Consideration of Status Paper on IGNOU - Federation of Hotel & Restaurant Association of India – Education Trust (FHRAI-ET) collaboration**

The members were informed that the MoU with FHRAI spoke of launching 04 programmes of which only 03 were launched. Among the 03 programmes launched only 02 of the Programmes viz. B.Sc. (Hons.) International Hospitality Administration (BSCHIIHA) and MBA in Hospitality Management (MBAHM) were on offer presently. The third programme, Executive MBA in Hospitality Management (EMBAHM) was offered for only one year and thereafter, due to lack of students, it was not offered again. Ms. Akoijam mentioned that the fourth programme, B.Sc. in Culinary Arts, was never launched.

**The School Board noted the status of the programmes and observed that the student intake in all the programmes were very low. Further, the School Board resolved to close all the programmes of FHRAI-ET from 2012-12 academic session onwards as MBA programmes needed approval from AICTE.**

**Item No. SB: 10.6**

**Consideration of Status Paper on MP State Institute of Hospitality Training**

The members noted the status paper on the programme as well as the request to renew the MoU to offer these 04 programmes i.e.

Certificate in Front Office (CFO)

Certificate in Housekeeping Operations (CHO)

Certificate in Food & Beverage Service Operations (CFBO)

Post Graduate Diploma in Hotel Operations (PGDHO)

Prof. Murthy observed that it was not clear whether these programmes were academic programmes or regular training programmes undertaken by the School. He also stated that Academic programmes whether credit or non- credit could be offered only through Schools and not through training cell. Prof. Khan observed that there were similar operational problems.

**School Board resolved that the MoU should not be renewed and the possibility of offering programmes from the School should be explored.**

**Item No. SB: 10.7**

**Status paper on IGNOU – Munnar Catering College (MCC) collaboration**

The status paper was discussed. The members were apprised that as per the directives of the 9<sup>th</sup> meeting of the School Board intimation was sent to the International Division to stop any enrolment from Ras Al Khaimeah International Centre and hence no admission was taken for the same. Dr. Arvind Kumar Dubey informed the members that the erstwhile Director I/c, Dr. Sonia Sharma had informed MCC regarding the resolution of School Board to keep admission in abeyance; hence no admission was taken up in any of the programmes for 2012. Further, a legal case was filed by MCC regarding the abeyance notice. Director Prof. Ravindra Kumar informed the members that sufficient reasons were sent to the Legal Cell for terminating the MoC with MCC and Dr. Arvind Kumar Dubey was pursuing the matter.

**School Board members noted the status of the programme and resolved that the MoC with MCC may be terminated. Further, if the School received a demand for hospitality programmes then the same may be developed by the School as independent programmes and study centers for these hospitality programmes could be identified at a later stage.**

**Item No. SB: 10.8**

**Consideration of the programmes offered through Centre for Corporate Education Training and Consultancy (CCETC)**

The members were apprised regarding DOHTM programme offered by CCETC through. Phase form 1, 2 & 3 were approved by School Board & Academic Council respectively but phase – 4 was kept on hold by the School in order to incorporate some desired changes in the syllabus.

**School Board resolved that the launch of the programme was not as per IGNOU norms. Therefore School would neither participate in any activity related to the programme nor would the School accept the shifting of the programme from CCETC to the School as it was launched without the consent of the School.**

**Item No. SB: 10.9**

**To consider and approve matters related to the PhD Programme of the School**

**10.9 A:**

**To consider and approve PhD Candidates for July 2012 Academic Session**

**It was resolved that the topics would be referred back to the Doctoral Committee for review/ reconsideration.**

**10.9 B:**

**To consider and approve the Progress Reports of 02 RTAs and their extension**

Ms. Neha Tandon and Ms. Rubita Irengbam are the 02 RTAs with School. Doctoral Committee approved their extension for one year with Sr. Research Fellowship. Programme Coordinator placed their progress reports and extension paper for consideration & approval of the School Board. The Progress Report of 14 candidates as found satisfactory by the Doctoral Committee was placed before the School Board for approval.

**The School Board considered & approved the extension of term for Ms. Neha Tandon and Ms. Rubita Irengbam with Sr. Research Fellowship.**

**10.9 C:**

**To consider and approve the Progress Reports of registered Ph.D candidates**  
School Board members noted the progress reports submitted by 14 Ph.D candidates.

**The School Board considered & approved the progress reports.**

**10.9 D:**

**To consider and approve the change in the title of the Research Topic of Mr. Sandilyan P.R**

The Programme Coordinator reported that the change in the title of the Research topic of Mr. Sandilyan P.R. was sought due to a typographical error. As the research being undertaken was in the field of Hospitality not Tourism, the title may be changed from "Managing Human Resources in Tourism Organisations: An Empirical Study of Select Organisations in Eastern India" to "Managing Human Resources in Hospitality Industry: An Empirical Study of Select Organisations in Eastern India". The same was approved by Doctoral Committee.

**The School Board considered & approved the change in the title of the Research topic of Ph.D candidate Mr. Sandilyan P.R.**

**10.9 E:**

**To Change the Co – Supervisor for Ms. Shivani K. Nanda**

Dr. Paramita Suklabaidya apprised the School Board members that Ms. Shivani K. Nanda was based out of Shimla and therefore had requested a change of supervisor to Shimla based Prof. S.P. Bansal instead of Jammu based Prof. AIMA. Prof S.P. Bansal had given his consent for the same and Doctoral Committee had approved it.

**The School Board approved the change of external supervisor for Ms. Shivani K. Nanda from Prof. Aima to Prof. S.P. Bansal.**

**10.9 F:**

**Eligibility criteria for students seeking admission in the PhD Programme**

School Board considered the change in the eligibility criteria as proposed by the Doctoral Committee. "Master in Tourism and /or Hospitality along with M. Phil or 5 years work experience" will be considered as eligibility for admission through Category-A.

**The School Board approved the eligibility criteria as proposed by Doctoral Committee.**

**Item No. SB: 10.10**

**Co-option of members to the School Board**

The School Council had discussed and approved following five names for Co-option to the School Board.

Dr. Susmita Pandey, Professor & HOD, Deptt of Tourism, Vikram University, Ujjain, MP.

Prof. Sandeep Kulshreshtha, Chairman Academics, IITTM, Govindpuri, Gwalior (M.P.)

Prof. B.B. Parida, Department of Tourism Management, The University of Burdwan, Burdwan, West Bengal – 713104

Prof. Manoj Dixit, Director, Institute of Tourism Studies, Lucknow University.

Ms. Pratibha Seth, Vice-President Training, Oberoi Centre for Learning & Development.

**Members approved the above five names as the external members of the School Board.**

**Item No. SB: 10.11. A (Any Other Item)**

**Approval of MoU between IGNOU & National Council of Hotel Management & Catering Technology (NCHMCT) Ministry of Tourism, GOI**

It was informed that as per the suggestion of MoU review committee and the last School Board, the new MoU gave IGNOU a bigger role in the operations of the programme such as:

The JCC now will have 05 IGNOU & 03 NCHMCT members.

IGNOU will participate in the counselling and evaluation process.

The IGNOU fee component will be increased to Rs. 4500/- for BHM & Rs. 10,000/- MHA students from the next academic session.

**School Board approved the renewal of MoU with NCHMCT.**

**Item No. SB: 10.11. B (Any Other Item)**

**Updated list of evaluators for TEE (TS-1, 2, 3, 4, 5, 6, 7) etc. for CTS, DTS and BTS programme**

School Board members observed that the comprehensive list needed to be forwarded to SED for necessary action.

**School approved the updated list of evaluators for CTS, DTS & BTS programmes.**

**Item No. SB: 10.11. C (Any Other Item)**

**Updating the list of Paper Setters/ Evaluators for MBAIHM, MBAHM & BA-IHA programmes**

Dr. Paramita Suklabaidya informed the members that the list of evaluators for the above three programmes were approved in the last School Board. This list was an addition to the previous list.

**School Board approved the additional names of paper setters and evaluators for BA-IHA, MBAHM & MBAIHM programmes.**

**Item No. SB: 10.11. D (Any Other Item)**

**Bachelor in Tourism Study (BTS) – Restructuring of courses**

Prof. Khan observed that the BTS programme was launched in 1995 and considering the changing tourism scenario a complete revamp of the BTS programme structure which should include recognition and credit assignment to language courses be undertaken. Further 03 projects at Bachelor's level were difficult and needed to be revised.

**It was resolved that an expert committee meeting would be held at the earliest to restructure and revamp BTS programme as per requirement. The Programme structure would also include credit for language courses undertaken at recognised institutes as well as a revised comprehensive project guide.**

**Item No. SB: 10.11. E (Any Other Item)**

**TEE for MTM programme**

Ms. Akoijam, Coordinator, MTM informed the members that the MTM programme in was being offered in annual system but the courses were being offered as semester courses. Therefore, students needed to submit their fees only once in a year but they could take exam after every six months. Since the MTM programme was mentioned as annual system many RCs were not allowing students to take TEE after six months as in semester system.

Members observed that the confusion needs to be rectified at the level of SRD & SED.

**It was resolved that the Re-registration fee for the MTM programme could be collected year-wise but the student would be allowed to sit for their TEE after the completion of each semester. Further, a revised evaluation methodology for the MTM programme needed to be placed before the next School Board.**

**Item No. SB: 10.11. F (Any Other Item)**

**Approval of additional unit writer name for BHY -012 course**

Ms. Akoijam informed the School Board that she was writing a Unit for BHY-012:

Ms. Rubita Irengbam, RTA of the School was assisting her in the unit writing and her name may be approved as a co-writer for the unit.

**School Board approved the name of Ms. Rubita Irengbam, RTA as a unit writer for BHY-012.**

The meeting ended with a vote of thanks to the chair.

**Chairman**

**Prof. Ravindra Kumar**