

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

**Minutes of the 12<sup>th</sup> School Board meeting held on 4<sup>th</sup> October 2013 at 11:30 a.m  
in the Conference Room, Block - 15, IGNOU, Maidan Garhi, New Delhi - 110068**

The following members attended the meeting:

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|---|---------------|
| 1. Prof. Kapil Kumar, Director, SOTHSM, IGNOU   | - Chairperson |
| 2. Prof. Susmita Pandey, HOD, Department of Tourism,<br>Vikram University, Ujjain                             | - Member      |
| 3. Prof. Sandeep Kulshreshtha, Chairperson Academics, IITTM,<br>Gwalior (M.P.)                                | - Member      |
| 4. Prof. B.B. Parida, Deptt. of Tourism Management,<br>University of Burdwan                                  | - Member      |
| 5. Prof. Manoj Dixit, Director, Institute of Tourism Studies,<br>Lucknow University                           | - Member      |
| 6. Ms. Pratibha Seth, Asstt. Vice-President, Training, Oberoi Centre<br>For Learning & Development, New Delhi | - Member      |
| 7. Prof. A.R. Khan, Professor, SOSS, IGNOU  | - Member      |
| 8. Dr. Paramita Suklabaidya, Asstt. Professor, SOTHSM, IGNOU  | - Member      |
| 9. Ms. Tangjakhombi Akoijam, Asstt. Professor, SOTHSM, IGNOU  | - Member      |
| 10. Dr. Sonia Sharma, Asstt. Professor, SOTHSM, IGNOU   | - Member      |

The following members could not attend the meeting due to other commitments:

1. Prof. C.R.K. Murthy, Professor, STRIDE, IGNOU
2. Prof. B.B. Khanna, Professor, SOMS, IGNOU
3. Dr. Ashok Gaba, Associate Professor, SOVET, IGNOU
4. Dr. Arvind Kumar Dubey, Asstt. Professor, SOTHSM, IGNOU

The meeting started with a welcome address by the Chairperson. He gave a brief about the existing programmes and the ones that have been closed. The Chairperson also mentioned that the School is soon going to undertake minor as well as major revision of all programmes/courses. The Chairperson also stressed that while considering topics for research, due emphasis should be given on the relevance of the subject and extreme caution should be there in allocating/approving supervisors as regard to their ability to guide research in that area. Keeping in view of the workload, the Chairperson also informed that a request has been made to the competent authority to provide consultants till the permanent faculty is in position.

As regard to faculty members, the Board was informed that revised areas of specialization have been sent to the Academic Coordination Division. Thereafter the items were taken.

**Item No. SB: 12.1:**

**To confirm the minutes of the Eleventh School Board meeting held on 21<sup>st</sup> December 2012**

The minutes of the 11<sup>th</sup> School Board meeting held on 21<sup>st</sup> December 2012 were circulated to the School Board members. The minutes were discussed at length with the following observations:

1. Prof Kapil Kumar, Director, informed the board members that all the programmes being offered through MoUs with private parties were terminated.
2. Prof. Sandeep Kulshreshtha observed that Hospitality Professionals employed in the industry are constantly looking for Masters Programme in ODL mode. These employed professionals cannot take leave to pursue master's programme, therefore the School should consider launching Hospitality Masters programme in ODL mode. It was observed by other members that the practical part of the Masters programme could be taken up through tie-ups with hotels. The Chairperson assured that the matter will be taken up with NCHMCT and other relevant bodies.
3. Prof. Khan observed that the School should consider certification for prior learning for the professionals employed in the industry for long. The certification process can involve evaluation through tests/exams, interview, viva voce as well as their experience in the industry. The Chairperson informed that the faculty will keep this in mind while developing a bridge course for the earlier diploma holders prior to 2002.

*The minutes of the 11<sup>th</sup> School Board meeting stands approved.*

**Item No. SB: 12.2:**

**Action Taken Report of the 11<sup>th</sup> School Board meeting.**

The Action Taken Report of the Eleventh School Board was discussed and submitted for the confirmation of the School Board. Director informed the board members that the School is going to adopt the earlier practice of centralized evaluation for Tourism courses and recommend to the SED to discontinue the practice of decentralization at Regional Centres as lots of complaints have been received from the students.

*The Action Taken Report stands approved.*

**Item No. SB: 12.3:**

**To consider and approve additional names of Unit writers for BHY 012 course**

Ms. Akoijam informed the members about a new course BHY-012 that was being developed by the School as part of the 8<sup>th</sup> semester syllabus of B.Sc Honours International Hospitality Administration (BSCHIHA) programme, which the School has been offering in collaboration with FHRAI-ET since July 2009. Due to some last minute cancellation by approved unit writers, two new unit writers were approached to write units, with the approval of the Director.

*The Board members observed that the total number of students in the Programme is very less and therefore it was resolved that the course will not be printed. The course material will be provided to the students in softcopy version. Further, expert committee will review the course to check whether the units could be partly or fully used in other tourism programme/ course.*

*The two additional names – Dr. Suvidha Khanna and Dr. Syed Ahmad Rizwan as unit writers for BHY- 012 stands approved.*

**Item No. SB: 12.4:**

**To consider and approve the change in nomenclature of MA (Tourism Management) programme to MBA (Tourism) / Master of Travel and Tourism Management (MTTM)**

Ms. Akoijam apprised the board members that the nomenclature of the Masters in Tourism Management (MTM) was changed to MA (Tourism Management). Director Prof. Kapil Kumar informed the members that the matter was taken up in the Academic Council and a special committee was set up to look into the matter.

*The members observed that a change in nomenclature is needed to help students in their professional growth. Further, the new nomenclature should help the students in opening new job opportunities as well as make them eligible for higher education. It was resolved that the nomenclature should revert back to Masters in Tourism Management (MTM)/MBA Tourism/Masters in Tourism and Travel Management. The matter should be taken up by the Director of the School with the special committee members set up by the Academic Council.*

**Item No. SB: 12.5:**

**To consider and approve the names of TEE paper setters, moderators and evaluators for the CTS, DTS, BTS and the IGNOU components BHM, BA- IHA and BSCHIIHA programmes (Course wise: TS – 01 to TS – 07, BHY – 011, BHY – 012 and projects PTS – 4, 5 and 5)**

Dr. Paramita Suklabaidya apprised the members that the tourism courses TS – 01, TS – 2, TS – 3, TS – 4, TS – 5, TS – 6 and TS – 07 are offered in the Certificate in Tourism Studies (CTS), Diploma in Tourism Studies (DTS), Bachelor in Tourism Studies (BTS) as well as Bsc in Hospitality (BHM), BA in International Hospitality Administration (BA- IHA) and BSc Hons in International Hospitality Administration (BSCHIIHA) programmes. Projects PTS – 4, PTS – 5 and PTS – 6 are offered in the DTS and BTS programmes of the School. The list placed was a comprehensive list for all the programmes wherein these courses are being offered.

*The School Board approved the list and authorized the Chairperson to make any additional changes in the list in case of any emergency and report them in the next School Board Meeting for ratification.*

**Item No. SB: 12.6:**

**To consider and approve the names of TEE paper setters, moderators and evaluators for MTM, MBAHM and MBAIHM**

Ms. Tangjakhombi Akoijam apprised the members that the tourism courses MTM - 01, MTM - 02, MTM - 03, MTM - 04, MTM - 05, MTM - 06, MTM - 07, MTM - 08, MTM - 09, MTM - 10, MTM - 11, MTM - 12, MTM - 13, MTM - 14, MTM - 15 and MTM - 16 are offered in the Masters in Tourism Management (MTM), MBA in Hospitality Management (MBAHM) and MBA in International Hospitality Management (MBAIHM) programmes of the School. The

list placed was a comprehensive list for all the programmes wherein these courses are being offered.

*The School Board approved the list and authorized the Chairperson to make any additional changes in the list in case of any emergency and report them in the next School Board Meeting for ratification.*

**Item No. SB: 12.7:**

**To consider and approve the names of TEE paper setters, moderators and evaluators for the IGNOU components of MHA, MBAHM and MBAIHM programmes**

Ms. Tangjakhombi Akoijam apprised the members that the courses MHA - 01, MHA - 04, MHA - 06, MHA - 08, MHA - 09, MHA - 10, MHA - 13, MHA - 14, MHA - 18, MHA - 19, MHA - 20 and MHY - 001 are offered in the Masters in Hospitality Administration (MHA), MBA in Hospitality Management (MBAHM) and MBA in International Hospitality Management (MBAIHM) programmes of the School. The list placed was a comprehensive list for all the programmes wherein these courses are being offered.

*The School Board approved the list and authorized the Chairperson to make any additional changes in the list in case of any emergency and report them in the next School Board Meeting for ratification.*

**Item No. SB: 12.8:**

**To consider and approve the names of TEE paper setters, moderators and evaluators for BIHM, MBAIHM and EMBAIHM programmes**

Dr. Sonia Sharma apprised the members that the Bachelor of Hotel Management (BIHM), MBA in International Hospitality Management (MBAIHM) and Executive MBA in International Hospitality Management (EMBAIHM) programmes are offered through IGNOU - MCC (Munnar Catering College) collaboration. The list placed was for all the courses offered in these programmes.

*The School Board approved the list and authorized the Chairperson to make any additional changes in the list in case of any emergency and report them in the next School Board Meeting for ratification.*

**Item No. SB: 12.9:**

**To report the final editing of TS - 07 (Human Resource Development) in Hindi, Block - 1 and 2 (24 units) and its printing by MPDD**

The Board noted the reporting with the following observation:

The School Board feels concerned about the long period taken to do the editing and in future this observation should be kept in mind and such activities should be done within a time frame.

**Item No. SB: 12.10:**

**To consider and approve the minutes of the 19<sup>th</sup> Doctoral Committee Meeting**

Prof. Khan made the following observation about the minutes:

- Chef. Singh is a professional and can provide guidance and assistance to the PhD candidate Mr. Jata Shanker Tiwari without being his co-supervisor.

- Dr. Abdul Qadir of Jamia Milia Islamia as a PhD Supervisor can be considered later, not now as we are not taking new PhD candidates.
- In the case of cancellation of registration, the programme coordinator should propose the same in the event of a candidate missing out the submission of three progress reports, consecutively.
- A brief CV of the supervisor and co-supervisor justifying the competency of the supervisor in relevant to the topic of the candidate should be attached with the minutes while they are being placed in the School Board.
- Delay in the admission process of selected candidates to be avoided in future.

*School Board approved the item with the observation that the points raised by Prof. Khan must be adhered to in research operations.*

**Item No. SB: 12.11:**

**To consider and approve the minutes of the 20<sup>th</sup> Doctoral Committee Meeting**

Prof. Khan made the following observation about the minutes:

- Change of supervisor of Mr. Pralay Ganguli will be approved on the submission of letter from both the present and proposed supervisor. A consent letter from proposed supervisor is not enough.
- The examiner list for the thesis of Ms. Malini Singh to include Prof. Sandeep Kulshrestha in place of Dr. Ashish Dahiya.
- The five year qualification of Category - B candidates needs to fixed as five years of university or college level teaching and/or experience in a research project post masters and/or professional experience in the industry at supervisory level.

*School Board approved the suggestions made by Prof. Khan. Further, the board members expressed concerns at Ms. Sadaf Shah not taking her course work till date and resolved that if she fails to take the exams for the course work in December 2013, her registration will be cancelled. Programme coordinator should apprise the candidate of this decision of School Board. The minutes of the 20<sup>th</sup> Doctoral Committee Meeting stands approved with the above mentioned changes in the minutes.*

**Item No. SB: 12.12:**

**To consider and approve the list of paper setters, moderators and evaluators for the PhD Programme**

Prof. Khan observed that the evaluation methodology of the course work needs to be revisited. He made the following recommendations:

- i. Term End Examination as per SED norms should be changed for course work 1 and 3. Instead it should read as Term End Examination as per the evaluation methodology.
- ii. Evaluation methodology for course work 2 should reflect that the evaluators will be recommended by Doctoral Committee as per specialisation during Term End Examination.
- iii. Course 4 must have an evaluation methodology wherein it is suggested that 50% should be for the presentation by the candidate and 50% will be based on the review of the research papers submitted by the candidate. Both of them will be undertaken by the Doctoral Committee or experts recognized by Doctoral committee for the same.

*School Board members approved the recommendations of Prof. Khan. It was resolved that the Chairperson will ensure that these observations are incorporated in the next Research Doctoral Committee and it should be reported to the School Board. It was also resolved that the Chairperson of the School Board will approve the list of evaluators for each course and report to the School Board.*

*The School Board approved the list and authorized the Chairperson to make any additional changes in the list in case of any emergency and report them in the next School Board Meeting for ratification.*

**SB: 12.13:**

**To report the status on Programmes offered through Collaboration**

The Director, Prof. Kapil Kumar placed the status report on each programme offered through MoU with private organisations AH & LEI, FHRAI -ET and MCC. He informed that the MoUs were terminated and admission was kept in abeyance since July 2012. Yet few students were admitted in BAIHA, BIHM, MBAIHM and EMBAIHM due to the order of Honourable High Court.

*School Board noted the status report submitted by the Director. It was resolved that the School should now devote time to develop new courses and programmes.*

**SB: 12.14:**

**To consider and approve the Phase Zero form for TS-05 course (Major Revision)**

Ms. Akoijam informed the members that the course TS-5 'Ecology, Environment and Tourism' offered in BTS programme since 1996 was reviewed by the faculty members. A need was felt to make the course content more contemporary, considering the immense linkage between Environment and Tourism Development.

*School Board approved Phase-zero form for the major revision in TS-05 course. The tentative list of names of expert for the expert committee meeting also stands approved with the addition of one name Dr. Ram Bhunj, UNESCO. It further authorized the Chairperson to include other experts in case any of the present ones are not available and report the same to the next School Board.*

**SB: 12.15:**

**To consider and approve Minor Revision for MTM-15 course**

Ms. Akoijam informed the members that the course MTM-15 'Meeting, Incentives, Conferences and Expositions' is being offered in MTM programme since 2002. A detailed review was undertaken by the faculty members and a need was felt to make revisions in the course content.

*School Board approved minor revision in MTM-15 course with the incorporation of the role and application of IT in each unit.*

**SB: 12.16:****To Consider and approve phase- zero form for one year Diploma programme in Group Tour Management**

Prof. Kapil Kumar apprised the members regarding the need of the industry for professionally qualified Group Tour Manager. The diploma will be open to people with some certification/qualification in foreign language and internship with Tour Operators will be a part of the curriculum. He further informed the members that the phase-zero form was not being placed as the concept and feasibility of the programme and course content needs to be discussed with industry experts and other academicians.

School Board members made the following observations:

- i. The School should establish relationship with the professional associations of the industry and such organizations that utilize the services of tour leaders and escorts and also the licensing authorities. This will enable the job prospect of the students taking this programme.
- ii. Few other names for the programme were also suggested such as Post Graduate Diploma in Tour Manager/Tour Leader/Tour Escort/Tour Interpreter.

*School board approved in principle the programme so as to enable the School to explore the feasibility of the Programme in expert committee meetings involving academics and industry experts with an assurance to keep in view the suggestions made by the members.*

**SB: 12.17:****To consider and approve the TEE Paper Setters, Evaluators, Assignments and Moderators for BHM (NCHMCT Components) and MHA (NCHMCT Components) programmes.**

Director, Prof. Kapil Kumar informed the members that as per the MoU with National Council of Hotel Management and Catering Technology (NCHMCT), all the TEE Paper Setters, Evaluators, Moderators and assignment paper setters and evaluators for BHM (NCHMCT Components) and MHA (NCHMCT Components) programmes will be placed before the School Board for approval.

*The School Board approved the list and authorized the Chairperson to make any additional changes in the list in case of any emergency and report them in the next School Board Meeting for ratification.*

**SB: 12.18:****Any Other Item**

The following couple of points were discussed with the permission of the chair:

**i. Supervision of DTS, BTS and MTM project**

It was observed by members that the supervision of projects at all the levels is not up to the mark. Some guidelines with regard to the supervision of the projects is required for the supervisors

*It was resolved that guidelines for the project Supervisors will be attached in the Project Guide and the supervisor will sign that as a consent form for initiating the supervision of the project.*

*The Chairperson also informed that the project guide for PTS-4,5,6 and MTM-16 is being revised and will be available from January 2014 academic session.*

**ii. Collaboration with IITTM**

It was proposed by Prof. Kapil Kumar and Prof. Sandeep Kulshreshtha that some joint venture with (IITTM) under Ministry of Tourism needs to be initiated between these two premier educational institutions.

*School Board members resolved that IITTM can be recognized as a Research Center of IGNOU for offering PhD programme. A detailed note will be placed before the competent authority for approval of the same.*

**iii. Approval of the Programme Coordinators and Academic Counsellors of National Council of Hotel Management and Catering Technology (NCHMCT)**

A list of Programme coordinators of BHM and MHA programmes offered in Collaboration with NCHMCT along with the academic counsellors at the different IHMs all over the country was placed by the Director of the School Prof. Kapil Kumar. He apprised the members that this list has been pending for long.

*The School Board resolved to approve the names of the Programme Coordinators and academic counsellors associated with BHM and MHA programmes of NCHMCT as per the list placed in the School Board. Further, the chairperson was authorized to approve any more names in case of any urgency and the same will be placed in the next School Board Meeting for ratification.*

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

**Prof. Kapil Kumar  
Director, SOTHSM  
&  
Chairman, School Board**