

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

Minutes of the 29th School Board Meeting held on 30th March, 2022 at 11:00 hrs in the Classroom, SOTHSM, Block 15(I), IGNOU, Maidan Garhi, New Delhi - 68

The following members were present at the meeting:

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| 1. Prof. Paramita Suklabaidya, Director, SOTHSM, IGNOU | - Chairperson |
| 2. Prof. Sitikantha Mishra, Advisor cum Dean, SOA | - Member |
| 3. Mr. Manoj Mishra, Director, Zenith Leisure Holiday Ltd. | - Member |
| 4. Mr. Kamal Manaktola, Head, Hospitality Deptt., Aura University | - Member |
| 5. Prof. Satish Kumar, Professor, SOSS, IGNOU | - Member |
| 6. Dr. Devesh Mishra, Associate Professor, SOH, IGNOU | - Member |
| 7. Dr. Rashmi Bansal, Associate Professor, SOMS, IGNOU | - Member |
| 8. Dr. Mita Sinhamahapatra, Assistant Professor, SOA, IGNOU | - Member |
| 9. Dr. Sonia Sharma, Associate Professor, SOTHSM, IGNOU | - Member |
| 10. Dr. Arvind Kumar Dubey, Associate Professor, SOTHSM, IGNOU | - Member |
| 11. Dr. Jatashankar R. Tewari, Associate Professor, SOTHSM, IGNOU | - Member |
| 12. Dr. Tangjakhombi Akoijam, Asstt. Professor, SOTHSM, IGNOU | - Member |

While the following members joined the meeting virtually through Google meet

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| 1. Prof. S. K. Gupta, Dean, Garhwal University, Srinagar (Online) | - Member |
| 2. Prof. Luvkush Mishra, Director, ITHM, Ambedkar University(Online) | - Member |
| 3. Prof. Harkirat Bains, Professor, SOTHSM, IGNOU (Online) | - Member |

At the outset, Chairperson and Director, Prof.(Dr) Paramita Suklabaidya welcomed all the members to the 29th meeting of the School Board. She welcomed the five new co-opted members of the School. The Meeting commenced and transacted the following business:

Item No. SB: 29.1:

Confirmation of the minutes of Twenty Eighth School Board meeting held on 17th January, 2021

Minutes of the 28th School Board meeting held on 17th November, 2021 was presented by the Director, Prof. (Dr.) Paramita Suklabaidya. It was proposed to confirm the minutes.

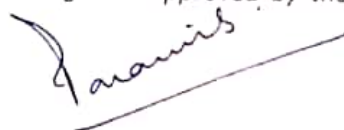
The minutes of the 28th School Board meeting were confirmed.

Item No. SB: 29.2:

Consideration of Action Taken Reports of Twenty Eighth School Board meeting

The Action Taken Report of the Twenty Eighth School Board meeting was discussed with the members present.

The Action Taken Report of the Twenty Eighth School Board Meeting was approved by the members.



Item No. SB: 29.3:

To ratify agenda items approved via circulation

- a) To approve the proposed names of moderators for the courses offered in the various programmes (ODL & Online) MHA, MTTM, BHM, BTS, BTS(OL), BAVTM, DTS, DTS(OL), CTS, CTS(OL), PGDHO, CFO, CFBO, CHO.
- b) To approve the proposed names of co-option members to the School Board under clause (2) (e) of Statute 10A.
- c) To approve the list of experts for organizing Expert Committee meeting for Bachelor Degree programme in Facility Management

Director thanked the members for sending approval for the above three agenda items that were sent via email / circulation. Director placed the minutes of the above three agenda items before the members for ratification.

The members observed that the above mentioned three agenda items were already approved via circulation. The resolution of the above three agenda items were ratified.

Item No. SB: 29.4:

To Approve the minutes of 47th Doctoral Committee meeting.

The Programme Coordinator, Dr. Arvind Kumar Dubey apprised the members about the 47th Doctoral Committee Meeting. He informed the members that progress report of PhD Scholars were presented in this DRC. At the same time registration of one (01) scholar Mr. Saurav Choudhary was cancelled on the recommendation of his supervisor. Comments of Prof. Harkirat Bains on her scholar Mr. Vikas Kumar was noted in the minutes of the Doctoral Committee Meeting. The minutes of the meeting was placed before the members for approval.

The School Board members approved the minutes of the 47th Doctoral Committee Meeting.

Item No. SB: 29.5:

To approve the name of Dr. Jatashankar R Tewari, Associate Professor, SOTHSM, as PhD Supervisor

Programme Coordinator, Dr. Arvind Kumar Dubey informed the members that Dr. Jatashankar R. Tewari has the requisite publications and teaching experience. Director informed the members that Dr. Tewari has joined the school as an Associate Professor and he was already a PhD Supervisor while employed in his previous University. Further his name was proposed and approved as a PhD Supervisor in the school DRC.

The School Board members approved the name of Dr. Jatashankar R. Tewari, Associate Professor as PhD Supervisor of SOTHSM.

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Item No. SB: 29.6:

To approve the proposal to launch new programme in the area of Revenue Management – PG Diploma in Revenue Management

Dr. Jatashankar R Tewari informed the members about the proposal to launch a new academic programme namely Post Graduate Diploma in Revenue Management. The programme in the area of Revenue Management is aimed to provide basic knowledge and skill to learners so that, they attain the core competencies required to work in the industry. The programme Proposal form was also placed for approval of the members. Dr. Jatashankar R Tewari informed the members that if the proposed programme is approved, then an expert committee meeting will be held as per University norms to discuss and frame the syllabus and course structure of the said programme. Resource persons from both industry and academia will comprise the team for the Expert Committee meeting.

Members discussed the eligibility qualification for admission in the programme. In Programme Proposal form, Graduate in Tourism and Hospitality was mentioned as eligibility criteria. It was resolved that Revenue Management may be open to other streams as well. It was resolved to change the eligibility qualification in the programme to Graduate in Tourism/Hospitality/Hotel Management, and allied discipline/subjects. Further, members asked programme coordinator to share the need assessment study through email.

Members approved the proposal to launch P. G. Diploma in Revenue Management from January 2023 academic session. The approval of Resource persons for the Expert Committee meeting will be taken by the Director through e-mail/circulation after sharing the need assessment study taken up by Dr. Jatashankar Tewari. Eligibility criteria will be Graduate in Tourism/Hospitality and allied subjects

Item No. SB: 29.7:

To approve the criteria for BTS programme Project Supervision.

Dr. Arvind Kumar Dubey informed the members that in the 66th School Council Meeting, the Eligibility criteria, Number of projects to be supervised and payment norms for the project work of BTS Programme were discussed. The same was placed for approval of the School Board.

Director proposed to approve the same, so that the norms can be shared with SED, RSD and COE for further action at the end.

The members discussed and resolved that a manager with 5 years experience must be at least a Graduate to supervise BTS Projects. Members approved the criteria for BTS programme project supervision as given below:

1) Eligibility criteria for BTS projects supervision:

- Any teacher in related field/discipline from recognized colleges/universities*

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- A Graduate with at least 5 years of managerial experience in any of the tourism/hospitality related enterprise
- ii) Number of project supervision per supervisor per semester
- BTS projects Synopsis - 40
- iii) Payment to Project Supervisor will be made as per University norms

Item No. SB: 29.8:

To approve the Course Code of BTS Project (ODL & Online)

Dr. Arvind Kumar Dubey, Programme Coordinator BTS ODL programme informed members that the BTS ODL programme has been restructured from July 2021 session. In order to avoid confusion between old structure with project codes as PTS 4, PTS 5, and PTS 6, the new codes for BTS ODL and BTSOL projects will be PTS 1 and PTS 2. PTS 1 is of 8 credits while PTS 2 is of 4 credits.

The change in the course code was noted and approved by the School Board.

Item No. SB: 29.9:

To approve the Guidelines for courses on project work of the BTSOL (Online) programme

Dr. Arvind Kumar Dubey, Programme Coordinator for BTS(OL), informed the members that as per University decision, the student counseling part of BTSOL (Online) has been allocated to RC Delhi-3. The respective academic counselors will also be the Supervisor of the Project work (PTS-1, 2).


BTSOL learners will also submit project work in the same patron as BTS (ODL) learners are submitting at present. BTSOL learners can submit assignment of BTS ODL learners, (uploaded on University Website) to course coordinators in case of non submission of MCQ on LMS and date of submission of LMS is over. The same will be evaluated by Course Coordinator and marks will be submitted to SED/COE for updation.

The guidelines for project submission by BTSOL learners and the submission of Assignment to respective course coordinators was approved by School Board.

Item No. SB: 29.10:

To approve the change in Course Code of DTS project and Criteria of DTS Project Supervisor (ODL & Online).

Prof. Paramita Suklabaidya, Programme Coordinator the DTS Project and Criteria of DTS Project Supervisor(ODL/Online). She informed that the change of Course code for the DTS project stands withdrawn since it cannot be applied for both DTS(ODL) and /DTS(OL)

 Prof. Paramita Suklabaidya informed the members that in the 66th School Council Meeting, the Eligibility criteria, Number of projects to be supervised and payment norms for the

project of DTS Programme were discussed. The same was placed for approval of the School Board.

Director proposed to approve the same, so that the norms can be shared with SED, RSD and COE for further action at the end.

The criteria for DTS programme project supervision as approved by the School Board is given below:

i) Eligibility criteria for BTS projects supervision:

- Any teacher in related field/discipline from recognized colleges/universities
- A Graduate with at least 5 years of managerial experience in any of the tourism/hospitality related enterprise

ii) Number of project supervision per supervisor per semester

- DTS projects Synopsis - 40

iii) Payment to Project Supervisor will be made as per University norms

Item No. SB: 29.11:

To approve change in the guidelines of Project of the DTSOL (Online) Programme

Programme Coordinator, Prof.(Dr) Paramita Suklabaidya informed the members that as per University decision, the student counseling part of DTSOL (Online) has been allocated to RC Delhi-3. The respective academic counselors will be Supervisor of the Project work (PTS-1, 2).

DTSOL learners will also submit project work in the same pattern as DTS (ODL) learners are submitting at present. DTSOL learners can submit assignment of DTS ODL learners, (uploaded on University Website) to course coordinators in case of non submission of MCQ on LMS and date of submission of LMS is over. The same will be evaluated by Course Coordinator and marks will be submitted to SED/COE for updation.

The guidelines for project submission by DTSOL learners and the submission of Assignment to respective course coordinators was approved by School Board.

Item No. SB: 29.12:

To approve Major Revision of CHO, CFO, CFBO and PGDHO programme

Director informed that the agenda item stands withdrawn in the light of the constitution of a Committee in IGNOU to develop sample structure of UG and PG degree programme in compliance with the guidelines of UGC.

Item No. SB: 29.13:

To approve the launch of CHO, CFO, CFBO and PGDHO at a Pan India level.

Director informed that the agenda item stands withdrawn and will be placed in the subsequent School Board along with the revision of the above mentioned programme


Paramita

Item No. SB: 29.14:

To consider and approve the list of Paper Setters and Evaluators for CTS, DTS, BTS, BAVTM, BHM, MTTM, MHA programme

Programme Coordinators of CTS, DTS, BTS, BAVTM, BHM, MHA and MTTM placed before the School Board the list of evaluators (TEE, Projects) & Question Paper Setters for approval

The proposed list of evaluators (TEE, Projects) & Question Paper Setters, for CTS, DTS, BTS, BAVTM, BHM, MHA and MTTM programmes placed before the School Board members were approved.

Item No. SB: 29.15:

To approve the syllabus structure and phase form of Bachelor, Diploma and Certificate in Facility and Services Management.

The chairperson informed the members that, an expert committee meeting was held on 11th March 2022 for finalizing the syllabus and programme structure (1st to 6th Semester) for Bachelor's degree in Facility and Services Management. The structure approved in modular format was presented before the members of the school board. The members pointed out that there were more courses on English and a course on 'Ethics', which should be included according to NEP. One course on English (English in Daily Life in the First semester) may be dropped and a new course on 'Ethics' may be incorporated in the structure.

Distinguished board member pointed out that in the structure Fundamentals of Management should be in the first semester instead of being taught in the fifth semester. Students must be introduced to the basics first.

The members concurred with the Programme Coordinator that the students will be given industrial exposure of 6-8 weeks in the form of internship if the programme is to be of four-year duration. Phase form was presented by the chairperson, and one of the respected board members raised the issue of placing the need assessment report. Chairperson assured the members that the need assessment report will be shared via email.

The chairperson apprised the board members that, all the suggestions received from the respected board members will be incorporated and the final structure of the programmes will be circulated alongwith the minutes. The PPF form and syllabus structure of Bachelor, Diploma and Certificate in Facility and Services Management were approved. The final structure (revised) with the changes is given below:

Semester	Serial No.	Title of Course	Credits
First	1	English Communication Skills (BEGAE-182)	4
	2	Fundamentals of Management	6
	3	Building Services and Maintenance-I	6
	4	Basics of Facility Management	6
Total Credits for 1st Semester			22

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Second	5	English at Work Place (BEGLA-136)	6
	6	Ethics	4
	7	Building Services and Maintenance-II	6
	8	Fire Safety	6
Total Credits for 2nd Semester			22
Third	9	Fundamentals of Computers (CIT-001)	4
	10	Environmental Studies (BEVAE-181)	6
	11	Safety and Security	6
	12	Managing Housekeeping Services	6
Total Credits for 3rd Semester			22
Fourth	13	Human Resource Management	4
	14	Hygiene, Sanitation and Waste Management	6
	15	Introduction to Information Technology (CIT-02)	6
	16	Managing Facilities-I (Catering Facilities)	6
Total Credits for 4th Semester			22
Fifth	17	Managerial Accounts and Finance (BTMC-138)	6
	18	Material Management	6
	19	Practices and Applications of Facility Management-I	4
	20	Managing Facilities-II (Accommodation Facilities)	6
Total Credits for 5th Semester			22
Sixth	21	Emergency Preparedness	6
	22	Practices and Applications of Facility Management-II	6
	23	Entrepreneurship and Small Business	4
	24	Dissertation	6
Total Credits for 6th Semester			22
Total Credits for Entire Programme			132

Item No. SB: 29.16:

Any other item with the permission of the Chair

- (i) To approve the name of Prof. Manohar Sajnani (Amity University) and Dr. Sumit Prasad (Utrakhand Open University, Haldwani) as resource person for recording video modules of TS-7 course (BTSOL Online Programme)

Course Coordinator of TS-7 Dr. Jatashankar R. Tewari apprised the members regarding pressing need to complete the video module of TS-7 for which additional resource persons are needed.

The School Board members approved the name of Prof. Manohar Sajnani (Amity University) and Dr. Sumit Prasad (Utrakhand open University, Haldwani) as resource persons for the recording of video modules of TS-7 course.

Parvati

(ii) **Renewal of MoU between IGNOU and National Council for Hotel Management & Catering Technology (NCHMCT) for running B.Sc. in Hospitality & Hotel Administration (BHM) programme**

Programme Coordinator, Dr. Sonia Sharma informed the members that the MoU with NCHMCT for offering BHM is due for renewal. The BHM Programme is on offer since 2002 through a MoU between IGNOU & NCHMCT which is renewed periodically. The present MoU was signed by both the parties on 11th March 2017 with a validity period of 5 years and has expired on 10th March 2022. The MoU is proposed for renewal and the process was initiated by the School.

School Board members discussed that popularity and acceptability of BHM programme in the industry. Members approved the renewal of MoU between IGNOU and NCHMCT for offering BHM programme.

(iii) **Credit Transfer Scheme for NCHMCT components of BHM & MHA programmes**

Programme Coordinator, Dr. Sonia Sharma apprised the members about Credit Transfer Scheme for NCHMCT components of BHM & MHA programme. IGNOU has credit transfer scheme in which students who take fresh admission once they complete their maximum time period of registration are given the opportunity for credit transfer and clear their pending IGNOU components of the programme NCHMCT has proposed a similar scheme in line with the IGNOU credit transfer scheme for old students of BHM who have completed duration of six years and for some reason have not been able to complete the NCHMCT components.

A detailed scheme for the credit transfer synchronizing with the existing credit transfer scheme of IGNOU prepared by the NCHMCT was placed before the School Board.

School Board Members observed that this credit transfer policy is similar to what is being followed in IGNOU and would be a great support to the candidates waiting to complete their degree. The members recommended the proposed Credit Transfer Scheme for NCHMCT components of BHM & MHA programme.

(iv) **Updating the status of MHA Programme of the School**

Programme Coordinator, Dr. Sonia Sharma apprised members about MHA programme of the school. MHA programme, offered through MoU with National Council for Hotel Management & Catering Technology (NCHMCT) will continue to be offered at 17 Institutes of Hotel Management (IHMs) across the country. Regional Centres (RCs) will monitor the learner support (counseling and assignment evaluation) provided at these 17 IHMs.

RCs will make payment of the bills for learner support (counseling & assignment evaluation) to these 17 IHMs on the verification of bills and attendance as per existing norms. No payment will be made to the Coordinator of the 17 IHMs. Term End

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Examination (TEE) for the MHA students will be conducted along with the BHM students at IGNOU examination centres

School Board members noted the updated status of MHA Programme.

(v) **To approve the list of evaluators for Ph.D Scholar**

Director informed the members about the process of submission of Ph.D. thesis by Scholars for evaluation and placed before the School Board members the Evaluator list for Bireshwar Pradhan, PhD Scholars of the School for approval.

The School board approved the Evaluator list of the PhD thesis evaluation for Bireshwar Pradhan, PhD Scholar.



Prof. Paramita Suklabaidya
Director, SOTHSM
&
Chairman, School Board