



**Internal Quality Assurance Committee**

**Minutes of 8<sup>th</sup> Meeting held at 10:30 AM on 21<sup>st</sup> February, 2019**

**Venue: T1, Big-bang Conference Room**

**Chairman**

Prof. (Dr.) C. Raj Kumar, Vice Chancellor

**Members**

Prof. (Dr.) Y.S.R. Murthy,  
Prof. Sridhar Patnaik  
Prof. S.G. Sreejith  
Prof. Indranath Gupta

Jeremy Wade  
Mr. Ankur Bahel (for CFO)  
Ms. Ruchika Jain Bala  
Mr. Sanjay Khurana (for COO)

**Special Invitees**

Dr. Sanjay Mishra  
Dr. Jatinder Sachdeva  
Mr. Anirudh C. Phadke  
Ms. Rosemary Thomas  
Ms. Hemlata Verma (for HOD U-Hall)  
Mr. Sanjiv Rana (For HOD U-Hall)

Prof. (Dr.) Asim Talukdar  
Mr. Vipul Dhawan  
Mr. Ashish Kaul  
Mr. Rinku Saini  
Mr. Dhaval Movaliya

**In Attendance**

Ms. Jyoti Bansal

Ms. Ritika Manchanda

**Apologies**

Prof. (Dr.) Sanjeev P. Sahni  
Prof. Gudmundur Eriksson  
Prof. Rajesh Chakraborty  
Prof. Sreeram S. Chaulia  
Prof. R. Sudarshan  
Prof. Kathleen Modrowski

Dr. Esther Christine Schmidt  
Prof. Arjya B. Majumdar  
Prof. Kishalay Bhattacharjee  
Dr. Alopeperna Sengupta  
Prof. Manoj Kumar Sinha  
Dr. Sugandha Nagpal

Prof. Thomas James Goldstein  
Dr. Ashish Bharadwaj  
Prof. Thomas E. Mical  
Dr. Manisha Mishra  
Dr. Pradeep Guin  
Dr. Galina Yovtcheva Rousseva  
Prof. Stephen Marks

Ms. Surinder Kaur  
Mr. Aman Shah  
Mr. Arun Kumar Jain  
Mr. Lokesh Sharma  
Mr. Jitu Mishra  
Student Council Representative

**Welcome**

1. The Director, IQAC extended a warm welcome to all the members of Internal Quality Assurance Committee and the Chairperson.

### Apologies

2. The Internal Quality Assurance Committee noted the apologies received from a few members who were unable to attend the meeting as noted above.

### Confirmation of Minutes

3. The Committee confirmed the minutes (QAA/2019/IQAC/7M: Annexure 1) of its 7<sup>th</sup> meeting held at 11:30 am on 10<sup>th</sup> January, 2019 at T3, New Faculty Lounge Conference Room, as a true record of the Meeting.

### Matters Arising

4. The Committee received the follow up action and reviewed matters arising from the Minutes of the last meeting. (document QAA/2019/IQAC/8M.1: Annexure 2)

The Committee observed the Quality improvements made in the last 2 years after the NAAC Team visit in March, 2016 in the form of a report presented by The Director, IQAC.

### Items for Discussion and Decision

5. The Committee received a document on Observations made on U-Hall audit conducted on 24<sup>th</sup> & 25<sup>th</sup> January, 2019 (document QAA/2019/IQAC/8M.2: Annexure 3). It is suggested by The Committee to organize fire-safety and first-aid trainings for all the hostel wardens on a regular basis.

**[Action: HOD, U-Hall; Time Frame: 15<sup>th</sup> March, 2019]**

The Chairman asked Office of the Registrar to check the satisfaction survey questions before rolling it out for the Students/Employees by the Departments in order to increase its effectiveness.

**[Action: Office of the Registrar and HODs of Departments; Time Frame: 20<sup>th</sup> March, 2019]**

The Chairman asked the HODs of all the Schools and departments to start implementing the Model proforma (which has been shared by Office of The Registrar). All the meetings that are conducted within the department shall be minuted and the minutes of the meeting shall be shared with all concerned including the Registrar Office.

**[Action: Office of the Registrar and HODs of Departments]**

6. The Committee received a document on Quality Audit Report of FMT department (document QAA/2019/IQAC/8M.3: Annexure 4). The Chairman advised to send a confirmatory report on the observations made in the Internal Audit held on 18<sup>th</sup> – 19<sup>th</sup> December, 2017

**[Action: HOD, FMT Department; Time Frame: 15<sup>th</sup> March, 2019]**

7. The Committee received a document on Quality Audit Report of Food Services (document QAA/2019/IQAC/8M.4: Annexure 5).

The Chairman appreciated and observed the Food Satisfaction Survey conducted by the Food Services department and asked other departments to conduct similar kind of survey for all the services.

The Committee has asked Food Services Department to use more signage on the doors of all dining halls to keep them closed. It has also been advised to immediately get the broken glass door fixed near the dining hall area to prevent dogs from entering the dining hall.

**[Action: HOD, Food Services Department; Time Frame: 15<sup>th</sup> March, 2019]**

8. The Committee received a document on Quality Audit Report of Health Centre (document QAA/2019/IQAC/8M.5: Annexure 6)

In addition to the observations of the Quality Audit report, The Committee advised the team at Health Centre to segregate the male and female wards with a security guard so that no student of

the opposite gender enters the ward. It is recommended that Health Centre shall start obtaining regular feedback from the students and do a comprehensive analysis.

The Director, IQAC has also advised to plan a regular visit of Psychiatrist.

**[Action: HOD, Health Centre; Time Frame: 15<sup>th</sup> March, 2019]**

9. The Committee received a document on Quality Audit Report of CDPD (document QAA/2019/IQAC/8M.6: Annexure 7). The Committee noted the improvements and the changes highlighted by Prof. (Dr.) Asim Talukdar, Head – Office of Career Services.
10. The Committee received a document on Quality Audit Report and the actions taken by the Examinations Office (document QAA/2019/IQAC/8M.7: Annexure 8). The Committee noted the automation of Examination related processes & procedures, for example: examinations office webpage, uploading of internal & external marks on Academia, addressing of all exam related queries via Collpoll, online filing of no-dues form by students, uploading of Academic Awards on National Academic Depository.

The Committee asked the team to initiate a more formal process of obtaining feedback from the stakeholders.

**[Action: Controller of Examinations, Exams Office; Time Frame: 15<sup>th</sup> March, 2019]**

11. The Committee received a document on Quality Audit Report of Infrastructure (document QAA/2019/IQAC/8M.8: Annexure 9). The Committee noted the use of online application Collpoll to handle the complaint and the job request related to infrastructure. The Committee also noted the change of lights from CFL to Led in all the hostels.

The Chairman has asked to place safety certificates in all the lifts throughout the University including U-Hall.

**[Action: HOD, Infrastructure; Time Frame: 15<sup>th</sup> March, 2019]**

The Director, IQAC has asked all the HODs of departments to send a confirmatory report on the action taken on the Internal Quality Audit Reports.

**[Action: All the HODs of departments; Time Frame: 20<sup>th</sup> March, 2019]**

The Chairman has asked all the HODs of Departments at the University to create stakeholders' satisfaction survey form with not more than 8-10 questions and to set a benchmark of maintaining the survey percentage as not less than 50%. The Chairman has also recommended to take a consent from the QA – Office of The Registrar, before making it available to the stakeholders.

**[Action: Office of The Registrar; Time Frame: 20<sup>th</sup> March, 2019]**

The Committee has agreed to the recommendation made by Prof. Dr. Asim Talukdar that the students be not allowed access their end semester results unless they complete the Teaching-Learning feedback questionnaire, as is being done in some institutions. This will help to increase the survey response.

The Chairman has asked Office of the Registrar to follow-up on the implementation of the same.

**[Action: Deputy Registrar, Controller of Examinations, IT]**

The Chairman has asked all the HODs of the departments to sensitize their team members towards handling student grievances as some complaints have started reaching the Vice Chancellor directly.

**[Action: All the HODs of departments; Time Frame: 20<sup>th</sup> March, 2019]**

12. The Committee has noted an update on JGU website and asked all the stakeholders to check the authenticity of the information on their webpages specifically related to the telephone numbers and the details of the employees.

**[Action: COO & Senior Director HR, and HODs of all Departments; Time Frame: 20<sup>th</sup> March, 2019]**

**Items for Information**

1. The Committee received for information, a copy of Quality Audit Report – U-Hall. (document QAA/2019/IQAC/8M.9: Annexure 10)
2. The Committee received for information, a copy of observations made from the Classrooms Inspection conducted on 30<sup>th</sup> January, 2019. (document QAA/2019/IQAC/8M.10: Annexure 11). A confirmatory action taken report needs to be sent to Quality Assurance with a copy to the Registrar.

**[Action: HOD, FMT Department; Time Frame: 15<sup>th</sup> March, 2019]**

3. The Committee received for information, an update on Submission of BCI Compliance Report. (document QAA/2019/IQAC/8M.11: Annexure 12)
4. The Committee received for information, an update on Implementation of automation of Time Office (document QAA/2019/IQAC/8M.12: Annexure 13)

**Any Other Business**

The Committee agreed to have more Internal Quality Assurance meetings instead of once in a quarter.

**Date of next Meeting:**

To be declared.

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**Prof. (Dr.) C. Raj Kumar**  
Chairman

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**Prof. (Dr.) Y. S. R. Murthy**  
Member Secretary