

DVV 6.3.5: Metric Level Deviations

Quality assurance initiatives of the institution include

S.No	Details	Link
1.	Proceedings of meetings of IQAC	https://srcc.edu/iqac/minutes-of-IQAC
2.	Feedback analysis and action taken report of followings can be accessed	Employers: https://www.srcc.edu/sites/default/files/EMPLOYERS%20FEEDBACK%20SUMMARY_0.pdf Parents: https://www.srcc.edu/sites/default/files/PARENTS%20FEEDBACK%20SUMMARY_0.pdf Alumni: https://www.srcc.edu/sites/default/files/ALUMNI%20FEEDBACK%20SUMMARY_0.pdf Faculty: https://www.srcc.edu/sites/default/files/TEACHERS%20FEEDBACK%20SUMMARY_0.pdf
3.	Supporting documents pertaining to NIRF (along with link to the HEI's ranking in the NIRF portal)	2021: https://www.nirfindia.org/2021/CollegeRanking.html 2020 : https://www.nirfindia.org/2020/CollegeRanking.html 2019: https://www.nirfindia.org/2019/CollegeRanking.html 2018: https://www.nirfindia.org/2018/CollegeRanking.html 2017: https://www.nirfindia.org/2017/CollegeRanking.html Link of NIRF on College Website: https://www.nirfindia.org/2021/CollegeRanking.html



श्री राम कॉलेज ऑफ कॉमर्स SHRI RAM COLLEGE OF COMMERCE

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Minutes of the Virtual Meeting of the Internal Quality Assurance Cell

Saturday, 10th October, 2020

At 9.00 am through Google Meet

Members Present:

1. Prof. Simrit Kaur	Principal and Chairperson, IQAC
2. Dr. C.S. Sharma	Coordinator, IQAC
3. Dr. Anil Kumar	Faculty Member
4. Ms. Smita Sharma	Faculty Member
5. Ms. Reena Chadha	Faculty Member
6. Dr. Amit Sachdeva	Faculty Member
7. Dr. Rachna Jawa	Faculty Member
8. Ms. Aruna Jha	Faculty Member
9. Ms. Priyanka Bhatia	Faculty Member
10. Dr. Tarun Manjhi	Faculty Member
11. Mr. P.K. Jain	Member
12. Mr. Sandeep Nawani	Member
13. Mr. Shiv Nandan	Member
14. Dr. P.C. Jain	Management Representative
15. Dr. Girish Ahuja	Alumni Nominee
16. Prof. Madhu Vij	External Expert
17. Mr. B.M. Gupta	Community Representative



1. Confirmation of Minutes:

The minutes of the last meeting held on 30-07-2020 were confirmed with two amendments:

1.1. The point no. 5 was rephrased in view of the observations made by Dr. Anil Kumar. The rephrased point no. 5 is reproduced hereunder:

"5. Discussion on GBO course: Regarding the GBO course it was reported that the College has been able to make significant strides in the area of placements which have

been quite impressive as in the range of 94-98% in the last few years. For the academic year 2019-20 the highest package of Rs. 19 lakh per annum was offered by the reputed American Express Bank. is not able to take this course to a respectable position. However, this course is still much behind College's UG courses which have established SRCC as one of the premiere Colleges in the country. There is a need to make concerted efforts to elevate the level of the Course."

- 1.2. Regarding his observation on the feedback of GBO faculty the following resolution was unanimously adopted:

"As far as possible, the Feedback of each faculty should be taken twice in a semester, and if any faculty scores less than 4 both the times, the services of faculty may not be continued.

This replaces the previous minutes which read as, *"It was resolved that only those teachers should be repeated who have a feedback score of 4 points or more on the current scale in use."*

2. Up-gradation of IT infrastructure

- 2.1. It was observed that there is need to up-graduate IT infrastructure of the College to cater the need of enhanced students' strength on account of implementation of EWS quota.
- 2.2. A new Computer Lab is to be added with at least 45 new computers.
- 2.3. At least two rooms are to be converted into Smart Class Rooms
- 2.4. The College Seminar Room to be equipped with big-size Smart TV Board/Backdrop for Video Conferencing, Showing videos, short films, presentations during curricular, extracurricular and training programmes, and Smart TV to also act as backdrop for such programme.
- 2.5. The existing studio to be strengthen for promoting recording of lecturers by faculty members for students, scholars and projects assigned to the College, like NRC.

3. Students Satisfaction Survey

It was reported that the IQAC had carried out the Student Satisfaction Survey for the Academic Year 2019-20.



4. Standard Operating Procedures (SOP) during Pandemic:

Dr. Suman Bhakri and her team presented the SoP to be observed during the Pandemic period. It was noted that as per directives of the Government of India the Colleges are to remain closed for students and faculty, with only non-teaching staff being permitted in a very limited strength. It was resolved that the precautionary guidelines as given by the Government for control and management of Covid 19 pandemic should be observed till such time as the College is Closed for students and faculty.

5. The meeting ended with thanks to the Chair.

Dr. C.S. Sharma
Coordinator, IQAC



Professor Simrit Kaur
Principal



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Minutes of the Meeting of the Internal Quality Assurance Cell

Friday, 12th March, 2021 (9.00 A.M.)
(On-line Meeting through the Google Meet)

Members Present:

1. Prof. Simrit Kaur	Principal
2. Prof. C.S. Sharma	Coordinator
3. Ms. Smita Sharma	Associate Professor
4. Dr. Rachna Jawa	Associate Professor
5. Dr. Aruna Jha	Associate Professor
6. Ms. Priyanka Bhatia	Associate Professor
7. Dr. Kuljeet Kaur	Associate Professor
8. Mr. Vikas Madan	Associate Professor
9. Dr. Abhay Jain	Assistant Professor
10. Dr. Monika Bansal	Assistant Professor
11. Mr. Harish Kumar	Assistant Professor
12. Ms. Varda Sardana	Assistant Professor
13. Prof. Madhu Vij	External Expert
14. Dr. Girish Ahuja	Alumni Nominee
15. CA Dr. Sanjay Goyal	Local Society Nominee
16. CA Sunil Goel	Industrialist/Stakeholder/Employers Nominee
17. Mr. Sanjay Dobhal	Administrative Officer, Accounts (Officiating)
18. Mr. Shiv Nandan	Sr. P.A. to Principal and Administrative Officer, Admin. (Officiating)
19. Mr. Sandeep Nawani	Librarian (Officiating)

Leave of Absence:

1. Dr. P.C. Jain

Resolution No. 1 Confirmation of Minutes

Minutes of the IQAC meeting, held on 10th October, 2020, sent to the members by email were confirmed.

Resolution No. 2

Teaching and Learning during the Pandemic

The Principal apprised the members that the teaching and learning process went on quite satisfactorily during the pandemic and the issues related to internet connectivity, being uncontrollable and extraneous, were encountered occasionally. Members discussed the issue and expressed satisfaction over the adaptation made by all for carrying diverse tasks involved in the teaching-learning process.



It was noted that the one-year experience with the free version of MS Teams as a platform for teaching, as well as conducting meetings, has been good. It was informed that the trial version of MS Teams is expiring on 31st March, 2021. The IQAC recommended that the College may buy the paid version of this platform.

Resolution No. 3

Minimum Attendance requirement for recommending students for Placements, Internships, Prizes, Scholarships, Financial Assistance, etc.

The Committee observed that attendance is an instrumental aspect in the academic portfolio of a student. Hence, it is necessary that a benchmark must be fixed in the requirement of attendance for availing various facilities, viz. considering students for award of Prizes, Scholarships & Financial Assistance, getting NOC for Internships/Articleships and Placement services.

The IQAC recommended a benchmark of minimum 75% Attendance for availing the above facilities from the following academic year.

Resolution No. 4

Preparation for Second Cycle of National Assessment and Accreditation Council (NAAC)

It was informed that substantial work on NAAC is on-going across all the seven criteria, especially criteria II and VII. A team of faculty members under the guidance of Dr. Esther N. Ngahite and Ms. Priyanka Bhatia has been working on NAAC Criterion II and Criterion VII as per the Accreditation formats.

The IQAC recommended that reporting by similar teams for other criteria may also be submitted to the IQAC in the forthcoming IQAC meetings.

Resolution No. 5

Consideration of Centre For Academic Excellence (CAE) Report

The matter was deferred as Dr. P.C. Jain, Management Representative and a member of two-member committee who redrafted the Scheme, could not participate in the meeting due to his prior commitments and travel plans.

It was resolved that final recommendations may be deliberated in Dr. Jain's presence in the next meeting.

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

Prof. C.S. Sharma
Coordinator, IQAC



Prof. Simrit Kaur
Principal



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Minutes of the Meeting of the Internal Quality Assurance Cell

Thursday 20th May, 2021 (9.00 A.M.)
(Online Meeting through the Google Meet)

Members Present:

1. Prof. Simrit Kaur	Principal
2. Prof. C.S. Sharma	Coordinator
3. Ms. Smita Sharma	Associate Professor
4. Dr. Rachna Jawa	Associate Professor
5. Dr. Aruna Jha	Associate Professor
6. Ms. Priyanka Bhatia	Associate Professor
7. Dr. Kuljeet Kaur	Associate Professor
8. Mr. Vikas Madan	Associate Professor
9. Dr. Abhay Jain	Associate Professor
10. Dr. Monika Bansal	Assistant Professor
11. Dr. P.C. Jain	Management Representative
12. Prof. Madhu Vij	External Expert
13. Dr. Girish Ahuja	Alumni Nominee
14. CA Dr. Sanjay Goyal	Local Society Nominee
15. CA Sunil Goel	Industrialist/Stakeholder/Employers Nominee
16. Mr. Sanjay Dobhal	Administrative Officer, Accounts (Officiating)
17. Mr. Shiv Nandan	Sr. P.A. to Principal and Administrative Officer, Admin. (Officiating)
18. Mr. Sandeep Nawani	Librarian (Officiating)

Leave of Absence:

1. Mr. Harish Kumar
2. Ms. Varda Sardana

Resolution No. 1 Confirmation of Minutes

Minutes of the IQAC meeting held on March 12, 2021 sent to members along with the invitation mail were confirmed.

Resolution No. 2

AQAR Report 2019-20 was circulated among members for seeking their inputs and approval. A few suggestions for minor changes were made and the Principal and Coordinator IQAC were authorized to make necessary changes and proceed with the submission.



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Resolution No. 3

An Amendment to **Centre for Academic Excellence Report submitted by Two Member Committee** was suggested by Management Representative Dr. P. C. Jain that the minimum number of years of experience required for Ad-hoc faculty to qualify for benefits of international fellowships should be five years and not two years. The amendment was adopted unanimously. The proposed final report with filename "Revised_CAE_New_VersionPresented to IQAC on May 20, 2021.pdf", incorporating the suggested amendment was circulated among **members along with the invitation mail for this meeting.**

Resolution No. 4

It was decided to recommend to the Chairman, Governing Body that the Ad-hoc teachers with less than five years of experience at SRCC, who attended the Conference at South Korea on October 18-19th, 2019, should be reimbursed expenses as per aforementioned report with the filename "Revised_CAE_New Version Presented to IQAC on May 20, 2021.pdf", as a special case. The International Conference was jointly organized by SRCC and Department of International Business & Trade, Kyunghee University, Seoul, South Korea, on the topic Globalization, Trade and Economic Policy: Way Towards Achieving Sustainable Development.

The meeting ended with a vote of thanks to the Chair

Prof. C.S. Sharma
Coordinator, IQAC



Professor Simrit Kaur
Principal



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Minutes of the Meeting of Internal Quality Assurance Cell

Friday, 9th July, 2021 (9.30 A.M.)

Physical Mode (Committee Room, SRCC) and Virtual Mode (Google Meet)

Members Present:

1. Prof. Simrit Kaur	Principal
2. Prof. C.S. Sharma	Coordinator
3. Ms. Smita Sharma	Associate Professor
4. Dr. Rachna Jawa	Associate Professor
5. Dr. Aruna Jha	Associate Professor
6. Dr. Abhay Jain	Assistant Professor
7. Dr. Monika Bansal	Assistant Professor
8. Mr. Harish Kumar	Assistant Professor
9. Ms. Varda Sardana	Assistant Professor
10. Dr. P.C. Jain	Management Representative
11. Dr. Girish Ahuja	Alumni Nominee
12. Prof. Madhu Vij	External Expert
13. CA Sunil Goel	Industrialist/Stakeholder/Employers Nominee
14. Mr. Sanjay Dhobal	Administrative Officer, Accounts (Officiating)
15. Mr. Shiv Nandan	Sr. P.A. to Principal and Admin Officer, Admin (Officiating)
16. Mr. Sandeep Nawani	Librarian (Officiating)

Leave of Absence

1. Ms. Priyanka Bhatia
2. Mr. Vikas Madan
3. Dr. Kuljeet Kaur
4. Dr. Sanjay Goel

Resolution No. 1

Confirmation of Minutes

Minutes of the IQAC meeting held on 20th May, 2021, sent to the members by email were confirmed.

Resolution No. 2

Updates Pertaining to National Assessment and Accreditation Council (NAAC) and Self-Study Report (SSR)

The Principal apprised the members of the progress being made towards the participation of SRCC in the second cycle of NAAC accreditation. It was informed that registration for re-accreditation of the College at the NAAC portal has been completed and the required registration fee has been submitted. The opening of the Portal from the NAAC for feeding the data is awaited.

It was also informed that the process of the preparation of the Self-Study Report (SSR) had been initiated. This time, the report requires quantitative data as well as qualitative descriptions, supported by documentary evidence. The team of faculty members and administrative staff are compiling the data as well as preparing the qualitative descriptions. A few inputs were provided by the members for the SSR.

Resolution No. 3

Teaching-Learning Outcomes for GBO Programme

Consequent upon the deliberations undertaken at the previous meeting of IQAC on teaching-learning enhancement of Post Graduate Diploma in Global Business Operations (PGD-GBO) Course of the College, the IQAC recommended that hiring of faculty members or/and experts from the industry be done in the following manner:

- The names of visiting faculty holding senior positions or/and having rich experience in their field shall be decided by the Principal in consultation with the coordinators, who shall extend them invitations directly.
- Other identified external faculty/experts would be sent invitations for interaction before the final decision on their induction.
- The internal faculty members desirous of teaching the PGD Course may send their applications and they shall be called for the interaction without screening of their applications.

Resolution No. 4

Any other matter

Under any other matter, an agenda left from the last meeting, pertaining to the Green Audit, was taken up. The Principal informed the members that the process of Green Audit has been initiated in the College with an aim to evaluate the adequacy of the management control framework of environment sustainability, as well as the degree to which the departments are in compliance with the applicable regulations, policies and standards. The members were pleased to note about this development as it would help in strengthening the environmental condition in and around the College.

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



Prof. C.S. Sharma
Coordinator, IQAC



Prof. Simrit Kaur
Principal



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ACTION TAKEN REPORT OF THE INSTITUTION ON THE FEEDBACK REPORT AS STATED IN THE MINUTES OF GOVERNING BODY (COUNCIL)

Prof. C.S. Sharma
Convenor, NAAC
Shri Ram College of Commerce

Prof. Simrit Kaur
Principal
Shri Ram College of Commerce



1. CURRICULAR ASPECTS

Synoptic View

Sr. No.	Feedback	Source	Action Taken	Reference to the GB Minutes
1.1	Opportunities to learn and grow beyond the classroom	Students, Parents and Employers	Pursuant to the GB resolution on the issue, the Institution offers Value-Added Courses each year to enable the students to gain knowledge on relevant contemporary subjects, beyond the curriculum. Feedback is taken from students every semester, for understanding their interests for various language as well as skill-oriented courses, and the same is implemented.	Date: 18.10.2018, Resolution No. 33, Item 4 under Non-Infrastructural updates Date: 27.09.2019, Resolution No. 11, Item 3
1.2	Inculcation of soft skills, industry skills and other essential life skills among students	Students, Parents and Employers	The matter was placed before the GB, and it was resolved to organise Faculty Lecture Series and Distinguished Lecture Series each year to enable the students to learn from the expertise of faculty members on topics beyond the academia. In addition, lectures by eminent alumni and experts from corporates are also organised to enlighten the students about the contemporary dimensions of their work.	Date: 18.10.2018, Resolution No. 33, Item 6 under Non-Infrastructural updates

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Detailed Version

1.1 Feedback Received: Provision of opportunities to learn and grow beyond the classroom

Source of Feedback: Students, Parents and Employers

Reference to Governing Body (GB) Minutes:

GB Minutes dated 18.10.2018, Resolution No. 33, Item 4 under Non-Infrastructural updates

GB Minutes dated 27.09.2019, Resolution No. 11, Item 3

Action Taken:

Keeping in mind the need to augment and enhance the existing skill set in students and with the aim to provide greater value to the existing curriculum and align it to industry expectation, the Value-Added Course were started. A Value-Added/Add-On Course committee was constituted under the chairmanship of Prof. Simrit Kaur, Principal SRCC, in the year 2018. The Committee established the framework for introduction and development of value-added/add-on courses to be launched in the College. A systematic survey approach has been adopted to identify the needs of the students, keeping in mind the academic and industry relevance of the needs.

The committee, considering the industry's expectations and the changing dynamics of finance world introduces many courses every semester in collaboration with external knowledge delivery partners at a very nominal fee. The sessions of these courses are generally held on weekends so that students can pursue such courses without affecting their regular degree course classes. The committee, as an initiative to uplift weaker section students, offers Merit-cum-Need scholarship in the form of 50% fee waiver to 10 percent students of total batch size in every course. Additionally, taking into cognizance the industry orientation of PGDGBO programme, multiple value-added courses relevant to the industry commenced during the academic year are Managerial Communication, German Language, SPSS and Advance Excel amongst others.

The Internal Quality Assurance Cell (IQAC) of the College periodically discusses and reviews the need for value added courses. It also explores the gaps in the existing curriculum and requirement of add-on courses for students to enhance the value of the course. Details of all the Value-Added/Add-On Courses offered by the College is as follows:

Name of Value Added/ Add-On Courses offered	Year of offering	Duration of course	Number of students enrolled in the year
Business Analytics - Introductory Courses using R	2018-19	30 hours	67
Data Analytics with R	2019-20	30 hours	37
A-star(Accounting Star-Chartered Global Management Accountant)	2019-20	6 months	10
Legal Literacy Course	2019-20	16 hours	100
German & Derivatives	2019-20	3 Months	75



KPMG Six Sigma	2019-20	30 hours	28
Certificate Course in Foreign Language	2020-21	150 hours	37
Certificate Course in Fundamental and Technical Analysis	2020-2021	30 hours	28
German & Derivatives	2020-21	4 Months	86
Communication Skills	2020-21	3 Months	86
Workshop for URstyle Coach	2020-21	4 Months	86
ERNST & Young Associates LLP	2020-21	60 Hours	86
Havish M Consulting	2020-21	12 hours	83
KPMG Six Sigma	2020-21	30 hours	83

1.2 Feedback Received: Inculcation of soft skills, industry skills and other essential life skills among students

Source of Feedback: Students, Parents and Employers

Reference to Governing Body (GB) Minutes:

GB Minutes dated 18.10.2018, Resolution No. 33, Item 6 under Non-Infrastructural Updates

Action Taken:

In its endeavour to promote quality in education and broaden the horizons of learning beyond the curriculum, SRCC organised the following lectures series and webinars with the aim to enhance curricular value for students through integration of contemporary and multidisciplinary topics and by providing them vicarious learning through academia-industry interface:

- IQAC Faculty Lecture Series:** In this lecture series, faculty members delivered lectures on contemporary topics such as Behavioural Finance and Corporate Spirituality amongst others. The lecture series provided faculty members to deliver value-adding lectures, beyond the prescribed curriculum, and helped enhance the knowledge of the students attending. The learning outcomes of the lecture series included providing greater insight into the application, industry practices, and shape of the things to come in future. More than 30 Faculty Lectures have been organised on topics ranging from Budget to Big Data and Analytics to How to Make Money in Stock Markets and the like.
- IQAC Distinguished Lecture Series:** Under this lecture series, industry experts and professionals delivered lectures on topics currently and potentially relevant to the industry. Various lectures such as Artificial Intelligence in Industry, Reimagining Finance and Audit in contemporary times were delivered by management professionals from globally renowned organisations such as Boston Consulting Group, Chartered Institute of Management

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Accountants and PWC amongst others. This lecture series helps students understand the nuances of the application of their subjects in the real world, and further enhance the industry-academia interface of the institution. More than 15 interactive lectures were organised under the IQAC Distinguished Lecture Series.

- c) *Webinars during COVID-19 induced lockdown:* Continuing the endeavour to enhance industry-academia and academia-academia interface during the COVID-19 induced lockdown and applying extensional learning beyond the curriculum, several webinars were organised on themes ranging from "Leadership", "Virtual Audit" and "Happiness during lockdown" amongst others. Renowned personalities from global organisations were invited to interact with students and faculty members. These webinars touched areas such as effect of COVID-19 on business, social and interpersonal aspects as well as the possible scenarios in a Post COVID-19 world. More than 10 such webinars were organised which were attended by over 1000 participants on the online platform.

Furthermore, in the initial days of pandemic induced lockdown, there was a disruption in the learning curve of the students. The COVID-19 pandemic abruptly changed the employability profile, shifting the focus of employers to favour application-oriented understanding over theoretical domains. Sensing this paradigm shift in the learning process as well as expectations of the employers, the College collaborated with **Coursera**, a globally renowned online learning platform offering anywhere, anytime access to online courses and degrees from world-class universities and companies. The goal of this collaboration is to further enhance the knowledge and application profile of the students and faculty members; absolutely free of cost.

Under this collaboration, both students and faculty members of Shri Ram College of Commerce could access over 1000 courses of Coursera in various domains such as Advanced Data Science, Big Data, Blockchain, Business Leadership, Communication, Data management, Data warehousing, Deep learning, Mathematics, Music and Arts amongst others, at zero cost. Over 1500 students and faculty members enthusiastically enrolled for these courses on Coursera. This initiative ensured significant learning and reskilling of students on technical, highly contemporary and multidisciplinary topics by both globally renowned academic institutions such as HSE University, INSEAD, John Hopkins University, University of California and University of Michigan amongst several others as well as from global corporate organisations such as SAS and Cloudera amongst others.




2. TEACHING AND LEARNING

Synoptic View

Sr. No.	Feedback	Source	Action Taken	Reference to the GB Minutes
2.1	Use of ICT tools and student centric methods for teaching-learning	Students and Faculty	The College established a Recording Media Lab in the Sports Complex, as part of the overall Learning Management Systems (LMS). Various other ICT and digitalization initiatives such as network strengthening and hybrid classrooms are underway. The GB took note of the developments and the same were appreciated.	Date: 27.09.2019, Resolution No. 11, Item 11 Date: 19.03.2021, Resolution No. 16
2.2	Continuation of teaching-learning on multiple platforms	Students, Parents and Faculty	The GB was apprised that to ensure academic well-being during the lockdown, students have been provided access to a multi-modal approach for learning. Multiple mediums of teaching-learning have been employed such as upload of e-content on website, instant messaging (WhatsApp, telegram), online classes (MS Teams, Zoom, Google Meets) and recordings (YouTube and Moodle).	Date: 27.06.2020, Resolution No. 7
2.3	Maintenance of teacher-student ratio	Collaborative interaction between Admin, Principal Office, Faculty and Students	The GB has been concerned about this issue, and has discussed it in all of its Meetings. The Roster has been prepared and sent to the University of Delhi. Pending Roster approval, all actions have been taken to maintain the full teacher sanctioned strength through the appointment of teachers on ad-hoc basis, as per the extant rules of the University of Delhi, each year. This ensures the maintenance of student-teacher ratio, as per UGC sanctioned faculty positions for SRCC.	Date: 12.07.2016, Resolution No. 8 Date: 23.03.2017, Resolution No. 4 Date: 02.11.2017, Resolution No. 3 Date: 18.10.2018, Resolution No. 6 Date: 27.09.2019, Resolution No. 5 Date: 18.11.2019, Resolution No. 1 Date: 27.06.2020, Resolution No. 4 Date: 19.03.2021, Resolution No. 5

(Signature)
Dr



Detailed Version

2.1 Feedback Received: Use of Information and Communication Technology (ICT tools) and student centric methods for teaching-learning

Source of Feedback: Students and Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 27.09.2019, Resolution No. 11, Item 11

GB Minutes Dated 19.03.2021, Resolution No. 16

Action Taken:

As technology advances and hardware and software improve, it becomes much more essential to integrate multimedia into whole new ways of thinking about curriculum, interactions with students, transferring knowledge through the world wide web and even the nature of learning itself. In order to facilitate this and beyond, Shri Ram College of Commerce has set up **State of the Art – Sound-Proof Media Lab** consisting of modern multimedia capabilities and internet connectivity with Broadcast Quality Professional HD Camera supported by high functionality and flexible Camera Tripod designed for a high quality drag system to ensure a multiple level counterbalance for recording. The Handheld camera has a storage medium of SD Card with a writing speed of; 90MBPS, which is perfectly suitable for recording Full HD 4K videos, camera photography, and other purposes that require continuous shooting or time-lapse. An Interactive HD display board has also been set up in the Media lab which enables the facilitator to use it as a realistic handwriting tool as well as for detailed complex content such as drawings with adjustable pen thickness and touch screen facility. Apart from this the studio is well equipped with LED Lighting Control System, Analog Audio Mixer, Wireless Microphone, Audio Monitors and Chroma Sheet for facilitating post production and background enhancement.

The College envisions to have the following for the Media Lab in order to facilitate seamless nationwide dissemination:

- Non-linear editing set up and Apple Streaming server/desktop for post-production and video streaming.
- Facilitating Video conferencing for faculty/ Board meetings.
- Provision and maintenance of AV equipment for Virtual classroom teaching.
- Provide Infrastructure and expertise for developing Computer Aided Instruction/Learning materials for higher education.
- To launch different types and levels of training programmes for faculty, staff, students, and in-service professionals across the country.
- Enable classroom support, transparencies, slides, video clips and print support materials.

Furthermore, 2 classrooms have also been converted into 'smart classrooms' for a better and technological efficient teaching-learning process. Various other ICT and digitalization initiatives such as network strengthening and hybrid classrooms are underway.



2.2 Feedback Received: Continuation of teaching-learning on multiple platforms during the COVID-19 induced lockdown

Source of Feedback: Students, Parents and Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated: 27.06.2020, Resolution No. 7

Action Taken:

The College took pro-active steps to maintain digitalisation and continuity of academic process during the pandemic induced lockdown. The IQAC, SRCC was instrumental in ensuring continuity of the teaching-learning process at Shri Ram College of Commerce by recommending the creation of a separate digital identity and the use of a dedicated digital classroom platform. Training sessions were provided to faculty members to help them rapidly adapt to the technological changes and ensure smooth transition to online mode of teaching-learning. Additionally, during the lockdown, the College ensured regular communication with the primary stakeholders i.e. students and faculty members. Periodic feedback on the teaching-learning process as well as the emotional state of students and faculty members was obtained. This feedback was utilised to develop academic teaching-learning processes such as recommending MS Teams as the general online platform for teaching-learning in the College.

Pursuant to the University notice of March 13, 2020, a Staff Council meeting was convened on March 16, 2020 for strategizing how best the process of teaching learning would continue during lockdown. The Council discussed and explored all possible aspects of online teaching and their viability. Paper-wise meetings of the faculty members were held immediately to take into account the peculiar requirements of the teaching-learning in different papers and to maintain uniformity across different class sections.

It was decided that:

- Teachers shall ensure their availability for their students through WhatsApp/email.
- Class/subject wise WhatsApp groups shall be created to address the specific needs of the students.
- Teachers may upload the study material on the website of the College and may even upload lecture videos on YouTube and their links may be shared with the students in the larger interest.
- Teachers may take online classes through Zoom, Google Meet, or any other suitable platform in consultation with the class representatives. These immediate steps helped gain grip over the disruption cause by the pandemic.






2.3 Feedback Received: Collaborative interaction between Admin, Principal Office, Faculty and Students

Source of Feedback: Students and Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 12.07.2016, Resolution No. 8
GB Minutes Dated 23.03.2017, Resolution No. 4
GB Minutes Dated 02.11.2017, Resolution No. 3
GB Minutes Dated 18.10.2018, Resolution No. 6
GB Minutes Dated 27.09.2019, Resolution No. 5
GB Minutes Dated 18.11.2019, Resolution No. 1
GB Minutes Dated 27.06.2020, Resolution No. 4
GB Minutes Dated 19.03.2021, Resolution No. 5

Action Taken:

The Roster for the College has been prepared and sent to the University of Delhi. Pending Roster approval, all actions have been taken to maintain the full teacher sanctioned strength through the appointment of teachers on ad-hoc basis, as per the extant rules of the University of Delhi, each year.






3. RESEARCH INNOVATION AND EXTENSION

Synoptic View

Sr. No.	Feedback	Source	Action Taken	Reference to the GB Minutes
3.1	Enhancing promotion and support for research and consultancy endeavours of the Faculty	Principal's and IQAC vision	The institution entered into MoUs with organisations such as Reserve Bank of India, Indian Corporate Law Services, Competition Commission of India and Tourism Finance Corporation of India to provide consultancy, hands-on-training and lend its research expertise to these organisations through its faculty members. The GB appreciated the progress of the College in this direction.	Date: 27.09.2019, Resolution No. 11, Item 2 and Item 4 Date: 19.03.2021, Resolution No. 17
3.2	Improvement in the NIRF Ranking of the Institution, with special emphasis on Research Output	Faculty	Multiple initiatives have been undertaken by the Institution, Principal and Faculty to improve the research output such as encouraging the Faculty to create their research profiles, engage in research discussions on multiple platforms and extending support for Ph.D. Financial assistance is provided to teaching staff, non-teaching staff as well students for participation in conferences as well as research publications; under the Scheme of Centre for Academic Excellence (CAE), which was approved and appreciated by the GB.	Date: 12.07.2016, Resolution No. 15 Date: 18.10.2018, Resolution No. 14 Date: 18.10.2018, Resolution No. 16 Date: 27.09.2019, Resolution No. 8, Resolution No. 10 Date: 27.06.2020, Resolution No. 8 Date: 19.03.2021, Resolution No. 4 Date: 19.03.2021, Resolution No. 12
3.3	Planning of extension and extra-curricular activities	Students, Faculty and Parents	The extension activities of the College, including the Society fests, are well-planned in advance and are documented to ensure smooth conduct. A calendar for student-related and extra-curricular activities is prepared each year, which is detailed in the College Handbook. The Societies, Clubs and Cells work as per the plans and rules, to ensure minimum disruption to the academic activities. Students are also motivated to take part in outreach, extension and extra-curricular activities along with academic activities, and multiple medals as well as	Date: 18.10.2018, Resolution No. 33, Item 7 under Non-Infrastructural Updates Date: 27.09.2019, Resolution No. 12, Item 10 Date: 27.09.2019, Resolution No. 33 Date: 27.09.2019, Resolution No. 34

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			scholarships have been initiated for recognising and appreciating such students.	Date: 27.06.2020, Resolution No. 7 Date: 19.03.2021, Resolution No. 11 Date: 19.03.2021, Resolution No. 12 Date: 19.03.2021, Resolution No. 16
3.4	Research Initiatives in the form of organisation of National and International Conferences	Principal, Department Heads and Programme Heads	The College has been making continuous attempts to strengthen the research base and outlook of the faculty and students, by organising National and International Conferences on multi-disciplinary topics. It of the three Conferences organised, one took place across the boundaries of India, in South Korea. These initiatives have provided a push to the research culture in the College. The GB has been lending full support to these endeavours.	Date: 18.10.2018, Resolution No. 33, Item 2 under Non-Infrastructural Updates Date: 27.09.2019, Resolution No. 11, Item 5 and Item 6

Detailed Version

3.1 Feedback Received: Enhancing promotion and support for research and consultancy endeavours of the Faculty

Source of Feedback: Principal's and IQAC vision

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 27.09.2019, Resolution No. 11, Item 2 and Item 4

GB Minutes Dated 19.03.2021, Resolution No. 17

Action Taken:

Organisations of all types do not always have expertise, time or resources to address some of their challenges. When this occurs, some hire consultancy services. SRCC took a major step towards providing consultancy services by offering its academic capital in research and subject knowledge. The College created arrangements for consultancy at institutional level, in order to leverage its niche-academic capability. It was aimed at equipping the incumbents with knowledge in areas which are although not essential, yet necessary for discharging their official duties.

The college carried out four major consultancy projects:

- Indian Corporate Law Services (ICLS):* Under its MoU with Indian Corporate Law Services (ICLS), Faculty members of the college designed and administered training modules for new

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recruits of Indian Corporate Law service at Manesar, Haryana. The faculty members actively interacted with the Indian Institute of Corporate affairs in identifying the areas in which training should be given to the candidates so that it empowers them to carry out their duties at Ministry of Corporate Affairs efficiently. The training programme was integrated with their regular probationary training. Five training modules namely, Introductory Accounting, Advanced Accounting, Advanced Auditing, Corporate Financing and Valuation, and Financial Derivatives were developed and delivered under the MoU. Such projects provide passionate teachers of SRCC bigger ways to make a difference and benefit pupil beyond classrooms. Taken as an opportunity to challenge and position oneself as an expert in an area, such consultancy projects provide faculty members with real life experiences and quality professional development. Several Faculty members have imparted training to the ICLS officers across various Modules.

- b) *Reserve Bank of India (RBI)*: SRCC signed a MoU of training and development with the RBI academy in the month of March 2019. Under this MoU, Faculty members from Shri Ram College of Commerce conducted a training programme at RBI Academy, RBI, Mumbai on the fundamentals on Microeconomics. The participants in this programme were the Grade B and Grade C officers of RBI. SRCC has achieved the twin distinction of not only conducting two consecutive training programs for the middle level and senior officers of India's premier financial institution, The Reserve Bank of India, but also scoring extremely high on assessment from the participants (with a score of 4.5 and above out of maximum 5) with respect to the content and delivery of training sessions in the domain of "Fundamentals of Microeconomics". The College faculty while conducting these training sessions have not only imparted clarity to the participants in understanding the fundamentals of microeconomics but have also showcased with the help of real-life case studies how these concepts of microeconomics are applied and implemented both at the firm level and industry level. This helps the policy makers to grasp how their macro policies impact micro level stakeholders.

The first training program was conducted from April 22 to 26, 2019 at Mumbai in person by three senior faculty members at RBI Academy in Mumbai. The second training program was conducted from November 02-06, 2020 and November 23-27, 2020 respectively in virtual mode by few senior faculty members of SRCC.

- c) *Competition Commission of India (CCI)*: During the academic year 2019-20, the College undertook a consultancy research project with a budget of Rs.23,34,000, awarded to it by the Competition Commission of India. The research project titled "Competition and Regulatory issues related to Taxi and Cab Aggregator Industry: with special reference to Surge Pricing and Algorithmic Collusion in the Indian Context" was assigned to Prof. Simrit Kaur, while she was still at the Faculty of Management Studies (FMS), University of Delhi. However, by the time the modalities of the same could be completed, Prof. Kaur had joined SRCC as its Principal.

The research project entailed primary data collection from four cities including two Tier-I and two Tier-II cities. Statistical and Econometric techniques were to be applied upon to understand efficiencies pertaining to "Surge Pricing" specifically, and issues pertaining to Algorithmic Collusion". Based upon the findings, suitable policy recommendations will be provided to Competition Commission of India. The Draft Report on Competition and Regulatory Issues pertaining to Cab Aggregators in India was submitted to the Competition Commission of India






(CCI), and a presentation was made to the Board. Basis the same, two further works are being undertaken, the process of which is ongoing.

- d) *Tourism Finance Corporation of India Ltd (TFCI)*: A Research Proposal titled "Indian Tourism Industry Post-Pandemic: Policy Recommendations for Demand Inducement" was granted approval by Tourism Finance Corporation of India Ltd (TFCI) to be undertaken by selected colleagues of Shri Ram College of Commerce (SRCC). This research project was to be carried out in consultancy form. Under this project, data was collected through formal questionnaires from prospective customers and service providers and analyzed using techniques such as Factor Analysis and Structural Equation Modelling. Based upon the findings appropriate policies for revival of the Tourism Sector have been proposed. The Draft Report has been submitted to TFCI. TFCI's observations on the submission are presently awaited.

3.2 Feedback Received: Need to improve the NIRF Ranking of the Institution, with special emphasis on Research Output

Source of Feedback: Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 12.07.2016, Resolution No. 15
GB Minutes Dated 18.10.2018, Resolution No. 14
GB Minutes Dated 18.10.2018, Resolution No. 16
GB Minutes Dated 27.09.2019, Resolution No. 8
GB Minutes Dated 27.09.2019, Resolution No. 10
GB Minutes Dated 27.06.2020, Resolution No. 8
GB Minutes Dated 19.03.2021, Resolution No. 4
GB Minutes Dated 19.03.2021, Resolution No. 12

Action Taken:

Multiple initiatives have been undertaken by the Institution, Principal and faculty to improve the research output that would have a direct impact on the College rankings. The action taken is listed below:

- A Strategy Paper, detailing the measures to be undertaken for improving the various parameters for NIRF Ranking, has been prepared by faculty members, Prof. C.S. Sharma and Mr. Harish Kumar.
- The Principal has sent letter to concerned appellate authorities at National Board of Accreditation, pointing out certain anomalies in the ranking framework. Proactive stance has been undertaken to meet and discuss the various parameters of the ranking framework with authorities, so as allow a favourable consideration to the College on certain parameters which otherwise put the College in a disadvantageous position.
- As far as low research output is concerned, the teaching faculty at the College, both permanent and ad-hoc are encouraged to undertake research and Ph.D. They have also been encouraged and guided on building their research profiles on platforms such as ResearchGate, Academia, Google Scholar. Two faculty members, Dr. Gaurav Rana and Dr. Arjun Mittal have taken up



the responsibility of taking follow-ups from the Faculty members and motivating them to take part in various research discussions on multiple forums.

- Two senior faculty members, Dr. Rajiv Jha and Dr. Rajiv Kumar, whose Ph.D was long pending for more than 10 years, have been encouraged to complete and submit their Ph.D. Such encouragement is extended to all faculty members, which has further led to an increased number of faculty members enrolling for and completing their Ph.Ds.
- A scheme for Center for Academic Excellence (CAE) has been introduced for students, teaching staff and non-teaching staff under which financial assistance is provided to them for participating, presenting papers in national and international conferences, seminars, workshops and training programmes. The Scheme was approved by the GB, with an appreciation from the Chairman.
- Through the initiatives of the students of the Economics Society, the College received a proposal for instituting a Research Scholarship titled, "Prof Jagdish Bhagwati Research Scholarship" for students of the College. Prof Jagdish Bhagwati, a renowned India-born American economist and Professor at Columbia University, has graciously consented to contribute appropriate funds for creating an Endowment for the said Scholarship. A detailed proposal along with the specific guidelines/norms for awarding the Scholarship has been prepared.

3.3 Feedback Received: Planning of extension and extra-curricular activities in advance

Source of Feedback: Students, Faculty and Parents

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 7 under Non-Infrastructural Updates

GB Minutes Dated 27.09.2019, Resolution No. 12, Item 10

GB Minutes Dated 27.09.2019, Resolution No. 33

GB Minutes Dated 27.09.2019, Resolution No. 34

GB Minutes Dated 27.06.2020, Resolution No. 7

GB Minutes Dated 19.03.2021, Resolution No. 11

GB Minutes Dated 19.03.2021, Resolution No. 12

GB Minutes Dated 19.03.2021, Resolution No. 16

Action Taken:

The College's role in extension activities and commitment to social causes extends its overall impact in the society. Throughout the year, the College, through its societies, clubs and committees, undertakes various projects and community engagement activities which focus on environmental care and concern, financial literacy and making differently-abled members of the society empowered. The following activities under Extension and Institutional Social Responsibility have been organised from time to time:

- a) *Extension activities under the Centre for Green Initiatives:* Taking into cognizance the importance of environmental care and awareness, the College has established a Centre for Green Initiatives. The Centre proactively takes initiatives such as plantation drives, energy conservation and water management as well as drives various social media campaigns for

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environmental awareness. Further, for spread of various environmental initiatives, the Centre celebrates "Tatva"-a one of a kind Green festival engaging discussion from government, corporate and academics as well as partaking various activities for the development of a sense of environmental responsibility amongst the College constituents and general public.

In February, 2019, the CGI, in collaboration with Green Ride Pvt. Ltd, launched the Green Ride Public Bicycle Sharing Service, a project funded by the Tech Mahindra Foundation, in the campus. The initiative promotes the use of clean transport and also enhances the environmental responsibility profile of the College. The service was inaugurated by Mr. Ajay S. Shriram, Chairman, SRCC Governing Body on February 7, 2019. Under this service, a well-designed modern bicycle stand has been constructed in the College campus housing twenty bicycles provided by Green Ride Pvt. Ltd, free of charge for students and staff members. The Governing Body commended the initiative taken by the Centre of Green Initiatives, SRCC noting the overall impact of the initiatives taken towards environment.

b) *Extension activities under National Service Scheme, SRCC:* NSS, Shri Ram College of Commerce, as a unit of NSS, involves students and faculty into nation building by organising various activities throughout the year. NSS, SRCC organises different activities like imparting education to underprivileged children, organising organ donation awareness fest, blood donation camps, visit to slums, visit to hospitals etc.

- **Project Sanskar:** Project Sanskar focuses on urban literacy where the student volunteers of NSS, SRCC teach children upto class V from nearby slum areas in the College premises after the completion of regular college classes.
- **Project Vishwas:** This project focuses on empowerment of differently-abled persons. Under this project, a manufacturing unit for spices has been set up where differently-abled persons are employed. The project looks at various aspects from procurement of raw materials to end distribution of the ground spices to the customers while providing the differently abled persons a source of livelihood.
- **Project Kali:** Under Project Kali, The Jhatav community of Shadipur is adopted where 350+ people live in transit camps slum because their homes have been demolished. They pick rag and sell nimbu-mirchi for survival, unaware of the opportunities available to them. Also, they lack basic amenities and literacy.
- **Project Ankush:** The first of a kind Project Ankush - an initiative to minimize food wastage, wherein the leftover food collected from hostels, PGs and restaurants is distributed to the needy. Over the last one year, 150+ lives have been impacted and 2500+ meals have been served under this initiative by collaborating with 11+ kitchens and running the project in 5 areas of Delhi University.
- **COVID-19 Activities:** The NSS conducted multiple webinars around mental health, stress and pressure, and undertook multiple food distribution drives at the peak of the pandemic.

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- c) *Extension activities under Vittshala, the Financial Literacy Cell:* Under Vittshala, various projects pertaining to financial literacy and empowerment are undertaken such as:
- Project Khushhali: The members of Vittshala worked directly with the residents of Basaoudi village in Sonapat district of Haryana to improve financial inclusion.
 - Project Sashakt-The project aimed at financial empowerment of urban slum dwellers, so that they become proficient enough to manage their finances. The project targeted areas of Rohini in Delhi where members started a financial literacy campaign.
 - Project Samarth-Project Samarth focused on improving financial literacy amongst rickshaw pullers around the North Campus, New Delhi.
 - Project Utthaan- Under this project, the market of Kamla Nagar was chosen as the case market to study and improve the financial literacy of the street vendors.
 - Project Pahal: Under this project, the Vittshala team visited various villages of Lahaul and Spiti district in Himachal Pradesh and performed various activities such as street play to spread financial literacy.
- d) *Extension activities under ENACTUS-SRCC:* Enactus, SRCC is a student-run not-for-profit organization which undertakes social entrepreneurship projects to uplift society and solve some of the most pressing social and environmental problems.
- Project Ashah: The project aims to provide clean drinking water to rural households and urban slums by setting up Community RO models in areas which lack access to clean drinking water. Through these RO models they intend to provide the rural and semi-urban masses, who can't afford sophisticated filtration mechanism, with clean drinking water at affordable prices.
 - Project Amal: The project aims at tackling stubble burning and has been adjudged as 1 of the Top 5 projects at the 'Race for Climate Action', from over 174 projects across 20 countries worldwide.
 - Project Leher: Project Leher, meaning a wave, tackles the environmental spillover of the world's most littered toxic yet taboo waste- cigarette butts, by collecting, detoxifying and recycling cigarette waste into utility products like planters, pen stands and other table top items. The Project provides an end-to-end recycling solution to this grave problem in India.
 - Project Amal: This project aims to tackle the catastrophic impact of stubble burning on society, by mobilising the farmer community and converting agricultural waste into smokeless biochar briquettes, a green alternative to fossil fuels.
 - Project Sattva: This is an initiative in dairy sector is undertaken to empower rural women, counter inefficiencies in the supply chain and enhance quality of products available to consumers.

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e) *Extension activities under CDF-SRCC:* Connecting Dreams Foundation is a pan India non-profit foundation, registered and licensed under Sec 8 of the Companies Act, 1956, Government of India, with its branches spread across various institutions. CDF is committed to initiating the development of society, creating social entrepreneurship models, and empowering the underprivileged and the specially-abled. CDF-SRCC, established in 2014, is a branch of umbrella organization- Connecting Dreams Foundation and has been ranked #1 for the last 5 years. The CDF-SRCC undertakes the following projects and outreach programs:

- **Project Rivaayat:** Rivaayat is a social initiative to uplift the legacy and to revive the ethnicity of the shrinking art of Terracotta pottery by creating direct market linkages for the potters thereby eliminating the chain of middlemen while connecting them with professional designers to modernize their existing designs.
- **Project Arpan:** Arpan offers a solution to the flower waste by converting the same into incense sticks. The aim is to disrupt this massive waste stream by using flower waste as a primary aromatic and eco-friendly ingredient in the incense products.
- **Project Aarogya:** The project aims at providing good quality sanitary napkins to women of rural and slum areas at very affordable prices through a regular supply chain model.
- **Dream Library:** Dream Library is a social outreach initiative with an aim to uplift the condition of the urban slum schools and connect the underprivileged children to their dreams by providing them access to education and a blissful childhood.
- **Indian Co-win Network:** CDF-SRCC has spearheaded the I-CAN initiative by Connecting Dreams Foundation and Atal Incubation Centre - RMP. I-CAN (India Co-Win Action Network) is an initiative to help underprivileged communities that have been hardest hit due to COVID-19.

f) *Extension activities under The Gender Champions of SRCC:* The Gender Champions of SRCC takes active steps to promote gender equality in and outside the campus. Various sessions and movie screenings have been conducted on topics such 'patriarchy and its manifestations', 'gender equality', 'cervical cancer' and the like among College students as well as underprivileged students, along with open talks. The aim is to urge the young minds to think with a rational mind about the equality of genders and actively oppose the inherent mindset of patriarchy in the society.

The extension activities of the College, including the society fests, are well-planned in advance and are documented to ensure smooth conduct. A calendar for student-related and extra-curricular activities is prepared each year, which is detailed in the College Handbook. The Societies, Clubs and Cells work as per the plans and rules, to ensure minimum disruption to the academic activities.

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3.4 Feedback Received: Research Initiatives in the form of organisation of National and International Conferences

Source of Feedback: Principal, Department Heads and Programme Heads

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 2 under Non-Infrastructural Updates

GB Minutes Dated 27.09.2019, Resolution No. 11, Item 5 and Item 6

Action Taken:

- a) *International Conference in collaboration with NITI Aayog:* The GB was informed that an International Conference was organized at IIC, New Delhi in collaboration with the NITI Aayog on July 16th and 17th, 2018 on the theme "Empowering Women: Fostering Entrepreneurship, Innovation, & Sustainability". The programme was inaugurated by Hon'ble Vice-President of India. Dr. Kiran Bedi (LG of Puducherry) and Mr. Amitabh Kant (CEO, NITI Aayog) delivered their special lecture at the inaugural session. In addition, plenary session, panel discussions, case study competitions, business ideas pitch competition, poster presentation competition, and research paper presentations were held across the two days. The two-day programme witnessed participation from 17 countries and several Indian states. The Governing Body extended its compliments to the organizing team members for successfully organizing the Conference.
- b) *National Conference on "Global Risks, Sustainability and Inclusive Growth: India's Policy Responses":* The GB was apprised that the Department of Economics, SRCC in collaboration with Rural Electrification Corporation Ltd. organized a National Conference on "Global Risks, Sustainability and Inclusive Growth: India's Policy Responses" on 16-17 April, 2019 at India Habitat Centre, New Delhi. The conference deliberated on policies and programmes, while adding new perspectives to contemporary economic issues. The Chief Guest for the Conference was Shri Hardeep Singh Puri, Minister of State, Housing and Urban Affairs, Government of India. Through speaker sessions and panel discussions, the conference offered fresh insights and a meaningful and enriching experience. The valedictory for the conference was delivered by Shri Narendra Jadhav, Member of Parliament, Rajya Sabha. The G.B. placed its appreciation towards the Department of Economics, SRCC for the successful organization of the National Conference.
- c) *International Conference at in collaboration with Kyung Hee university at Seoul, South Korea:* It was reported to the that a two-day International Conference on "Globalization, Trade and Economic Policy: Way Towards Achieving Sustainable Development" jointly organized by Shri Ram College of Commerce and Department of International Trade and Business, Kyung Hee University, South Korea was held on October 18-19, 2019 in Seoul, South Korea. An initiative of the Office of International Programmes, SRCC, the same was organized under the convenorship of Dr. Mallika Kumar. Twelve faculty members, including the Principal, participated in the Conference.

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4. INFRASTRUCTURE

Synoptic View

Sr. No.	Feedback	Source	Action Taken	Reference to the GB Minutes
4.1	Upgradation of the IT Infrastructure of the College	Students and Faculty	The College has been undertaking multiple initiatives to upgrade the IT Infrastructure to ensure smooth digitalization of education and administrative processes, such as procuring hybrid education solution, campus management systems, network strengthening and conversion of classrooms into smart classrooms. The GB expressed its appreciation for the pro-active move of the College in enhancing the infrastructure.	Date: 02.11.2017, Resolution No. 25 under Miscellaneous Date: 18.10.2018, Resolution No. 33, Item 12 under Infrastructural Updates Date: 27.09.2019, Resolution No. 11, Item 11 Date: 19.03.2021, Resolution No. 16
4.2	Upgradation of the physical infrastructure of the College	Students, Faculty and Alumni	Various matters related to the need to upgrade and enhance the physical infrastructure of the College were intimated to the GB. Subsequent to the approval, infrastructural improvements in the form of auditorium renovation, establishment of new girls' hostel, new pipelines for supply of adequate drinking water, efforts to expand the floor area ratio of the College, laying down of piped gaslines, infrastructural improvements in sports complex installation of new on-wheels kiosk, and were undertaken.	Date: 12.07.2016, Resolution No. 12, Item 3 Date: 02.11.2017, Resolution No. 25 Date: 18.10.2018, Resolution No. 33, Item 1, Item 2, Item 3, Item 9 and Item 10 under Infrastructural updates Date: 27.09.2019, Resolution No. 12, Item 1, Item 2, Item 3, Item 4, Item 7 and Item 8 Date: 27.06.2020, Resolution No. 9, Item 1, Item 2, Item 4 and Item 7

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Detailed Version

4.1 Feedback Received: Upgradation of the IT Infrastructure of the College

Source of Feedback: Students and Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 02.11.2017, Resolution No. 25 under Miscellaneous

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 12 under Infrastructural Updates

GB Minutes Dated 27.09.2019, Resolution No. 11, Item 11

GB Minutes Dated 19.03.2021, Resolution No. 16

Action Taken:

The College is working in the following initiatives to upgrade the IT Infrastructure and streamline digitalization of education and administrative processes:

- a) *Hybrid education solution:* The college issued a purchase order to procure 'Impartus' lecture capture solution for hybrid (online + offline) education for two classrooms as a prototype. The hardware part of Impartus solution has been installed in room 1 and 2. The online part of the same will be operational in coming one or two weeks.
- b) *Campus Management System (CMS):* The College has issued a purchase order to procure two core modules of Campus Management System (Internal Assessment and Student Life Cycle Management) from Mobiquil/Weekender Innovations Pvt. Ltd. These modules have been installed on the cloud and are accessible to the students and teachers through a new URL <https://online.srcc.edu>. The modules have been used for Internal Assessment and marking attendance of students. The other functionalities of the new modules will be gradually rolled out as and when those will be needed in the coming months.

The College has also procured additional modules pertaining to Student Activities, Student's profile and Faculty profile for strengthening IQAC/NAAC/Other Ranking Frameworks monitoring and reporting from Mobiquil/Weekender Innovations Pvt. Ltd. The system will be installed online on the cloud alongside IA and student Life Cycle systems to be accessed through the same URL <https://online.srcc.edu>.

- c) *Network Strengthening:* The College had experienced problems with Internet connectivity in the past year. Some of the main reasons contributing towards problems with Internet were frequent disruptions in DU network, faulty models of access points as admitted by Cisco, unsuitable Wi-Fi layout for Internet for classroom teaching (earlier the Wi-Fi was meant to be made available only in the corridors and not in the classrooms), and poor models of access points for distribution of Internet over a larger area.

Keeping these into account, the College undertook the following solutions:

- Getting the faulty access points replaced by Cisco.
- Increasing the number of Cisco access points (APs) for the coverage in the classrooms as well as in open spaces.
- Providing 8 new broadband connections of 100 Mbps around tutorial block as an additional parallel Internet line for teachers only.

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- d) *Smart Classrooms*: The College has proposed to upgrade few locations in the campus to smart rooms. The locations selected for the upgrade include seminar room, committee room, and four normal classrooms. The seminar room will be upgraded with two interactive LCD panels and committee room will have one interactive LCD panel. Two of four rooms have been upgraded with mobile/fixed graphic tablets and the remaining two will be upgraded with optical wall interactive panel. The exact items to be procured for each location is under process after taking demos from vendors for some new solutions.
- e) *Enterprise Resource Planning (ERP) Solutions*: A need for integrated ERP solution was realised in the College, considering the fact that the Accounts, Admin and Library had separate softwares. Other academic and non-academic units also needed to be covered and integrated into one ERP solution. Following this, six companies that provide ERP solutions were invited to give their respective presentations. Proposals are being analyzed vis-à-vis their cost and efficacy. The GB desired that procurement of ERP solution be expedited, and if the same is far-fetched to launch in one go, modular approach may be adopted.

4.2 Feedback Received: Upgradation of the physical infrastructure of the College, consisting of classrooms and extra-curricular infrastructure

Source of Feedback: Students, Faculty and Alumni

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 12.07.2016, Resolution No. 12, Item 3

GB Minutes Dated 02.11.2017, Resolution No. 25

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 1, Item 2, Item 3, Item 9 and Item 10 under Infrastructural Updates

GB Minutes Dated 27.09.2019, Resolution No. 12, Item 1, Item 2, Item 3, Item 4, Item 7 and Item 8

GB Minutes Dated 27.06.2020, Resolution No. 9, Item 1, Item 2, Item 4 and Item 7

Action Taken:

- a) *Renovation of Auditorium*: An important feature of the College is its Auditorium, which is operational since the commissioning of the current building in 1953. It was reported to the GB in 2018 that the auditorium's false ceiling had become weak leading to a small section falling off as well. The Chairman apprised the G.B. that it has been decided to remove the wooden false ceiling completely. To avoid possibility of any mishap it had been decided not to use the auditorium till its ceiling is completely removed. The G.B. resolved that expeditious steps shall be taken to renovate the auditorium. Following this, with an aim to build a state-of-the-art-auditorium, in line with the brand and vision of the College, it was decided that the old Auditorium be demolished and be reconstructed as per the building norms applicable to the College.

The renovation for the College Auditorium was assigned to CPWD in December 2017. However, due to delays in the commencement of the works, CPWD officials were informed of the College's intention to source the renovation of auditorium to another agency. The matter



was taken up and approved in the meeting of Building Committee on January 31, 2019. It was also decided in the meeting that an architect may be hired on consultancy basis on nomination basis, provided such consultancy fees is paid for by the Sir Shri Ram Foundation. Consequent to the meeting, M/S Vijay Gupta & Associates were nominated for the renovation of the auditorium. A meeting of the Building Committee was held on May 6, 2019 to finalize the MoU to be entered between the architect and the College. Post discussion during Building Committee meeting, the modified MoU was approved by the Building Committee and sent to the architect.

A preliminary design, budget estimate and presentation of the same were made by the Architect to the Chairman, Principal and few senior college Faculty on September 11, 2019. The tender for the Renovation of Auditorium (Package 1 for Civil, Electrical, Plumbing, Firefighting and HVAC works) was released on 17.02. 2020. Total six bids were received and opening of technical bids had been done by the Building Committee on March 12, 2020. Site visits of all bidders by Committee was undertaken to complete the Technical Bid evaluation. Based on the Technical Bid evaluation, Financial Bids of qualified bidders were also opened and completed.

- b) *New Girls Hostel:* To accommodate more girl students in the College campus the construction of the New Girls Hostel had been started in 2017. The GB was informed that the civil work had been completed, water and electric connections had been applied, electric line had been laid and tenders for laying new water line has been floated. Thereafter, procurement of furniture, fixtures, utensils and crockeries for the kitchen, and soft furnishing items were undertaken

The Completion certificate had also been applied for by the Architect for which a fee of Rs.18,000 has been paid to the Civic body. The College has procured and installed beds and steel almirahs from the L-1 bidder with other procurements under process. All necessary steps for expediting the process of early opening of Girls Hostel. However, during the safety audit, concerns were raised about the electrical works undertaken in the New Girls Hostel, following which it was decided to ensure 100% compliance by modifying the electrical infrastructure in the New Girls Hostel. It is expected that post compliance of safety norms, the New Girls Hostel will be commenced.

- c) *New Water Connections and Drinking Water Management:* It was recognised in 2018 that the College was reeling with inadequate supply of water from the Delhi Jal Board lines. Consequently, the College had been depending on underground hard water which is difficult to drink. The GB was informed that for ensuring adequate drinking water supply in the college, it has been decided to carry out the following:

- Laying down new pipe-line/connection from Maurice Nagar Crossing to College.
- Replacement of old pipe-line from Maurice Nagar Crossing to College.
- Replacement of old pipe-line from Patel Chest Crossing to College.

Subsequently, tender for the replacement of old and rusted water supply pipelines (2 lines from Maurice Nagar Chowk to College and 1 line from Patel Chest Chowk to College) were released on June 10, 2020. Tender for the replacement of water supply pipeline from Sant






Kirpal Singh Marg to College through D.R. College was also been released on 19.06 2020. Some repair work of the existing lines for the new staff quarter were done on urgent basis since complete water supply was stopped due to sudden fault in the lines near Maurice Nagar Crossing.

The overall Master Plan of SRCC for the water supply network, rain-water harvesting, sewage treatment plant, etc. and upgradation of firefighting work as per current norms of National Building Code is being looked into. The GB has expressed its satisfaction on the proposed initiatives for improving the drinking water requirement of the college.

- d) *Infrastructure Expansion:* The College has been unable to expand its infrastructure because of three basic problems, viz, proximity of SRCC to an archaeological site, non-regularization of Stadium built during Commonwealth Games by the Government of India, and classification of the College as 'Old College' instead of 'General College', due to which College's Ground Coverage Area (GCA) and Floor Area Ratio (FAR) has been reduced.

For regularization of Stadium, College has written several letters to different authorities, such as the Ministry of Urban Development, DDA, MCD and LG Office. The LG Office has orally communicated through its Jt. Secretary (also an alumnus of SRCC) that regularization falls under the purview of North Delhi Municipal Corporation (NDMC). The college is taking up the matter with them. The college proposes to seek an in-person meeting with the Chairman, NDMC for regularization of sports stadium. For increasing the GCA and FAR, matter was taken up with the concerned civic authority by the Principal in her meeting and it was suggested that college should first get its buildings regularized and thereafter apply for one time permission for expansion of infrastructure. The Governing Body desired that matter of regularization may be pursued with the NDMC and issue of FAR and GCA with the LG office, since the latter is subject matter of city's master plan that falls under the domain of the Lieutenant Governor. Post meeting in LG Special Secretary's office (Ms. Chanchal Yadav) with DDA representatives (Ms. Manju Paul, Add. Commissioner) and NDMC representative (Mr. A. D. Vishwas, Chief Town Planner) on November 30, 2018 and further follow ups, NDMC had asked SRCC to submit the necessary Layout Plan for the regularization of Stadium and one-time Ground Coverage (GC)/ Floor Area Ratio (FAR) relaxation for the future expansion requirements, instead of seeking the status of General College. It was also reported that the GC and FAR for the category of "General College" exceeds that of the category "Old College". Therefore, a one-time expansion is being sought for infrastructure expansion in the College.

- e) *Piped Gas Line for College Canteen, Hostels and Staff Quarters:* The College had initiated the process of laying down the underground Medium Density Polyethylene (MDPE) Pipeline in August, 2019 for supply of gas for the College canteen, the hostels as well as the staff quarters. The same has been completed. The GB expressed its satisfaction on the piped gas initiative.






- f) *Infrastructural Maintenance in Sports Complex:* For the maintenance of the sports complex, the process of relaying of wooden floor had been initiated. The reinstallation of Hard Maple Wood Flooring has been completed by M/s B-Sure Interiors. It was observed that additional drainage was required to prevent water logging. For the additional storm water drain, revised scheme with sketch and estimate as per the discussion in Building Committee had been released for further planning and execution. Work for the North side drain has been completed. The Governing Body noted the progress on the relaying of the wooden floor and desired that the work on the additional drainage be expedited.
- g) *New On-Wheel Kiosk:* Following the destruction of the old kiosk of the College nears boys hostel, a new On-Wheel Kiosk has been set up in collaboration with Nestle. This kiosk has been established within the permissible norms keeping in view the requirement of the day-scholars and hostlers.


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5. STUDENT SUPPORT AND PROGRESSION

Synoptic View

Sr. No.	Feedback	Source	Action Taken	Reference to the GB Minutes
5.1	Strengthening the connections with and among the Alumni	Alumni and Students	The College has an Alumni Association, which was registered in 2001, under the Societies Registration Act 1860. However, the need for strengthening the direct connection of the Institution with its alumni was realized and brought to the knowledge of the GB. Following this, online alumni management system was launched and an official Alumni Platform of the College (www.alumni.srcc.edu) was established. The online alumni management system is being managed by a specialised agency, Alma Shines.	Date: 18.10.2018, Resolution No. 33, Item 7 under Infrastructural updates
5.2	Corporate Relations Manager to strengthen the placement process for students	Students, Employers and Alumni	To strengthen the functioning of the College placement process and to facilitate the connection and relationship of the alumni with the students, the Chairman, GB graciously provided the services of a Corporate and Alumni Relationship Manager.	Date: 27.06.2020, Any Other Matter
5.3	Social and emotional well-being	Students, Parents and Faculty	The Institution has proactively taken steps to ensure the emotional and psychological well-being of its stakeholders. It entered into a collaboration with YourDOST, a counselling services provider, to provide 24*7 counselling services to the students as well as staff, through online (chats/audio calls, videos calls) as well as offline platforms (visiting counsellor at the campus). During the lockdown, multiple webinars were organised and regular communications were undertaken with students to address their anxiety and stress. A number of students and teachers availed the counselling services to manage their emotional turbulence, and anxiety. The counselling service successfully handled many extreme cases of depression too.	Date: 18.10.2018, Resolution No. 33, Item 8 under Infrastructural updates Date: 27.06.2020, Resolution No. 7

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5.1 Feedback Received: Strengthening the connections with and among the Alumni

Source of Feedback: Alumni and Students

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 7 under Infrastructural updates

Action Taken:

- a) *SRCC Alumni Association:* The SRCC Alumni Association is a vibrant body of the alumni of the College which offers a platform to its members to interact with each other and also acts as a connecting medium to its alma mater. It seeks to bring together alumni together for the development and advancement of the college. The Association organizes its annual get together in the month of February every year.

Alumni are the brand ambassadors of an institution, personifying its ethos. Their experience, learning and contributions to the society bring prestige to their alma mater. The illustrious history of Shri Ram College of Commerce is defined by its cherished alumni, who have contributed immensely for the growth and development of their beloved alma mater. For the College, its alumni are always amongst the most important stakeholders. As such, the Official SRCC Alumni Portal was launched in July 2020 with the aim to enhance alumni engagement, to foster a greater sense of a community belongingness and to deepen institutional ties with the alumni. Through this portal, the College and the alumni will be able to engage in a mutually beneficial and meaningful long-term communication. This portal also is envisaged as a forum for connecting generations of SRCC alumni with each other. The SRCC Alumni Portal personifies the belief of the College to integrate its alumni in the qualitative framework of the institution. The portal will serve as an important channel to further the Alumni-Academia interface of Shri Ram College of Commerce. The portal is designed keeping in mind the needs of Alumni. SRCC Alumni, registered as users, can explore a host of features of the portal embedded to facilitate two-way communication between the College and the Alumni. Alumni can also engage directly and contribute to the initiatives of the College. The portal also facilitates alumni to communicate and collaborate with each other.

The Alumni Association of the college takes various initiatives for the students and college welfare. To promote student welfare and development, the Alumni Association provides monetary assistance to needy students in form of scholarships under the SRCC Alumni Association Scholarship. It is a need-cum-merit scholarship of ₹ 12,000/- per annum for first year B.Com. (Hons.) or B.A. (Hons.) Economics student. The Alumni Association organises a Faculty Honour Program every year to honor retired faculty members of the College. During the difficult times of COVID-19 pandemic, the Alumni Association made immense efforts to serve the common good at the local, state and national level to help everyone to cope with the new normal. The Association helped the society in various ways:

- Helped thousands of those who needed food to sustain themselves during COVID-19 pandemic through Shri Avinash Gupta, Secretary, SRCC Alumni Association.

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- Distributed hand sanitizers, face shields & masks and PPE kits to the front-line workers such as security guards, police personnel, doctors and other hospital staff.
- Organized COVID-19 awareness programme in association with Northern India Regional Council & All Branches of NIRC of ICAI.

b) *Online Alumni Management System:* As per the feedback received, it was recognised that there is a need of direct connection of College with its alumni to maintain strong symbiotic relations. So far, College is connected with its alumni through the SRCC Alumni Association. Following this, an agency 'Alma Shine', which caters on-line alumni management system, was tapped by the College to look for possibilities of hiring its services for connecting with alumni of the College. The firm provides services on different aspects of connecting with alumni, such as, database management, event management, fund raising, placement support and mobile application. After multiple rounds of talks with the representative of Alma Shines, the process has been complete and Alma Shines has been hired.

Subsequently, an official Alumni Platform of the College (www.alumni.srcc.edu) has established, being managed by Alma Shines. More than 3000 alumni have registered on the platform as of now.

5.2 Feedback Received: Facilities of a Corporate Relations Manager to strengthen the placement process for students

Source of Feedback: Students, Employers and Alumni

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 27.06.2020, Any Other Matter

Action Taken:

To strengthen the functioning of the College placement process and to facilitate the connection and relationship of the alumni with the students, the need for a dedicated relationship manager was felt and recognised through feedback from students, employers and alumni alike. The GB was apprised of the same and in the year 2020-21, the Chairman, GB graciously provided the services of a Corporate and Alumni Relationship Manager.

5.3 Feedback Received: Social and emotional well-being of students and faculty

Source of Feedback: Students, Parents and Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 8 under Infrastructural updates

GB Minutes Dated 27.06.2020, Resolution No. 7

Action Taken:

For a long time, there had been demand for students counselling in the college. Applications for the same were invited through advertisement, but due to the lack of suitable responses, the assistance of

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college's alumni body, SRCC Alumni Association was sought. The Alumni Association facilitated College by recommending candidates for counselling services. After several rounds of consideration, the services of YourDOST, a comprehensive counselling services provider, was found to be most suitable. Pursuant to the discussions and approval from the GB, the College entered into a contract with YourDOST in September 2018, to provide the following services to students, teaching and nonteaching staff:

- a) *Emotional and Psychological Counselling:* 24 x 7 Support through YourDOST platform in the form of Chat based Sessions, Audio/ Video Calls on Appointment, Visiting Counsellor at campus for three hours a day, Female Counsellor for 8 sessions in a month, Male Counsellor for 4 sessions in a month, Career Counsellor for 1 session in a month and a Workshop/Webinar per 12 months. The Governing Body expressed its satisfaction on the initiative and approved for provision of all kinds of services. A number of students are availing the Counselling services to get over their disturbed psychological mind-sets. In fact, the effort played instrumental role in handling even the red-flag cases appropriately.
- b) *Counselling during the pandemic:* The College proactively took steps prior to and during the COVID-19 situation towards commitment of emotional and psychological well-being of its stakeholders, especially the students. For understandable reasons students were not too comfortable in the new scenario of uncertainty and ambiguity. To address anxiety and stress, especially of the students, during the lockdown, a coordinated strategy was formulated and implemented by the Counselling Services Committee under the aegis of Dr. Rachna Jawa. Amongst others, the following steps were taken:
 - 8 webinars on various topics such as exploring job opportunities, personal relations, online learning and emotional wellness among others were organized during the COVID period for students.
 - Regular communication with students regarding availability of counselling services.
 - Two senior faculty members, Ms. Smita Sharma and Dr. Rachna Jawa were appointed as nodal officers for formally counselling and addressing student queries, along with the designated days and timings of their availability.

From the commencement of the lockdown till December 2020, there has been a 16% increase in the average number of monthly counselling sessions from approximately 760 cases for the eight months pre-COVID to 880 cases during the 8 months during COVID period. There were also 9 serious cases during the COVID period (called "Red flag cases") which required intensive and close follow up with the students as per structured three phase protocol developed by the Counselling Services Committee. Each of the red flag cases were closed with favourable outcomes of ensuring normal mental state of the affected students. Prior to the lockdown, no such red-flag cases were reported. During the COVID phase, a higher proportion of counselling sessions were undertaken towards managing issues of job-related insecurities, examination uncertainties and psychological problems due to the isolation and lockdown. In the pre-COVID phase, the higher proportion of counselling sessions were undertaken towards managing issues of personal relation, self-confidence and academics.

- c) *Career Counselling:* To give the students a direction for future, the College provides career counselling through dedicated experts and counsellors.






6. GOVERNANCE, LEADERSHIP AND MANAGEMENT

Synoptic View

Sr. No.	Feedback	Source	Action Taken	Reference to the GB Minutes
6.1	Support of the GB for research and academic activities, and interactions with stakeholders	Students and Faculty	Financial assistance is provided to teaching staff, non-teaching staff as well students for participation in conferences as well as research publications, under the Scheme of Centre for Academic Excellence (CAE), which was approved and appreciated by the GB. The leadership of the institution also takes active role in interacting with the stakeholders of the College, including teaching staff, non-teaching staff and students. The Governing Body also takes interest in the well-being of the stakeholders. As an example, the Chairman, GB ensured the provision of oxygen concentrators to the staff of the College during the second-wave of COVID-19.	Date: 12.07.2016, Resolution No. 15 Date: 18.10.2018, Resolution No. 16 Date: 19.03.2021, Resolution No. 10
6.2	Initiatives to be undertaken by the Principal for achieving the mission and vision of College	Principal's Vision, Faculty, Students, Alumni and Employers	The College, under the leadership of its Principal, Prof. Simrit Kaur has undertaken multiple initiatives for promoting research and consultancy expertise, teacher training and development, outreach and brand-building of the College, mentoring, inclusivity and capacity building. Further the leadership of the Institution has paid special attention to staff and student emotional psychological well-being as well as environmental sustainability and energy conservation.	Date: 18.10.2018, Resolution No. 33, Item 5, Item 6 and Item 8 under Infrastructural updates Date: 27.09.2019, Resolution No. 11, Item 1, Item 2, Item 4 Resolution No. 12, Item 5 and 9 Date: 27.06.2020, Resolution No. 7 Date: 27.06.2020, Resolution No. 9, Item 5 and Item 6 Date: 19.03.2021, Resolution No. 17

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6.1 Feedback Received: Support of the GB for research and academic activities, and interactions with stakeholders

Source of Feedback: Students and Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 12.07.2016, Resolution No. 15

GB Minutes Dated 18.10.2018, Resolution No. 16

GB Minutes Dated 19.03.2021, Resolution No. 10

Action Taken:

- a) *Centre for Academic Excellence:* A scheme for Centre for Academic Excellence has been introduced for faculty and staff under which financial assistance is provided to them for participating, presenting papers in national and international conferences, seminars, workshops and training programmes. The Scheme was approved by the GB, with an appreciation from the Chairman. Further, after having experienced the usefulness and limitations of the schemes in practice, certain amendments to the Scheme was proposed, primarily focused on increasing the funds for participation in the national and international conferences/workshops/training programs in view of rise in costs of boarding and lodging, the trend of uses of funds from each designated fund and its limitation in facilitating academic excellence. There have been major changes in the students' schemes to make field-visits a major component of on-hand learning and teaching methods in the College, which will benefit the majority of students and also familiarize with the practical aspects of learning and social and economic realities. Notably, the amendment also extends the benefits of the Scheme to the adhoc faculty members. The leadership of the College welcomed and approved these amendments as a step towards supporting the research activities in the College.
- b) *Regular interactions:* The leadership of the institution takes active role in interacting with the stakeholders of the College, including teaching staff, non-teaching staff and students. The Governing Body takes interest in the well-being of the stakeholders. As an example, the Chairman, GB ensured the provision of oxygen concentrators to the staff of the College during the second-wave of COVID-19.
- c) *SRCC Centenary Celebrations:* The GB noted that the centenary of the College is due in the year 2025-26, and it is inevitable that a proactive thought process is initiated for celebrations of College's centenary. The GB suggested that a committee comprising of four to five members from the College and Management is constituted; the mega event may be organized through an event management company, and alumni across the countries should be involved to make the centenary an international event. Preliminary discussions have been undertaken in the SRCC Staff Council for the same.

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6.2 Feedback Received: Initiatives to be undertaken by the Principal for achieving the mission and vision of College

Source of Feedback: Principal's Vision, Faculty, Students, Alumni and Employers

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 5, Item 6 and Item 8 under Infrastructural updates

GB Minutes Dated 27.09.2019, Resolution No. 11, Item 1, Item 2, Item 4 and Resolution No. 12, Item 5 and 9

GB Minutes Dated 27.06.2020, Resolution No. 7 and Resolution No. 9, Item 5 and Item 6

GB Minutes Dated 19.03.2021, Resolution No. 17

Action Taken:

The College, under the leadership of its Principal, Prof. Simrit Kaur has undertaken multiple initiatives for promoting research and consultancy expertise, teacher training and development, outreach and brand-building of the College, mentoring, inclusivity and capacity building. Further the leadership of the Institution has paid special attention to staff and student emotional psychological well-being as well as environmental sustainability and energy conservation. The following actions highlight the same:

- a) *Designated as National Resource Centre by Ministry of Education, Government of India:* Shri Ram College of Commerce, under the able guidance of Principal Prof. Simrit Kaur, and the efforts of Dr. C.S Sharm and Dr. Mallika Kumar had been awarded National Resource Centre (NRC) in Commerce and Economics by the Ministry of Education, Government of India, under the Annual Refresher Programme in Teaching (ARPIT), 2019 and 2020 through SWAYAM (Study Webs of Active-Learning for Young Aspiring Minds). For the discipline of 'Economics', SRCC is the only designated NRC in the country. For the Commerce discipline, SRCC was one amongst the two Centres to have been awarded the same. Under this, the College has to develop online Refresher course of 40 hours duration (20 hours video and 20 hours non-video content) for the faculty in their respective discipline. The College had been sanctioned Rs.14.70 lakhs each for the Commerce and Economics discipline. As such, the total amount sanctioned to the College was Rs. 29.40 lakhs.

The "Refresher Course in Commerce" addressed contemporary and core areas such as 'Behavioural Finance', 'Competitive Strategy and Business Warfare', 'Contemporary Issues in Taxation', 'Industry 4.0', 'International Financial Reporting System', 'Cooperative Business Model', 'Insolvency and Bankruptcy Code'. A total of 10,182 participants enrolled for the Course from across India. The online "Refresher Course in Economics" was also well received. The resource persons for this Course were internal faculty members supplemented by experts from Ministries (Mr. Sanjeev Sanyal, Principal Advisor, Ministry of Finance; Dr. K.L. Prasad, Principal Advisor (Secretary Level) Ministry of Agriculture and Farmers Welfare; Ms. Rajshree Ray, Economic Adviser in Dept. of Economic Affairs, MoF), and other distinguished professors. The refresher course addressed latest developments in areas such as 'Economic



Policy: Growth, Inclusiveness and Sustainability', 'Sector Analysis and Linkages', 'Fiscal and Monetary Policy', 'Sustainable Development', 'Contemporary Developments in the Banking Sector', 'Resource Challenges in Indian Economy', and 'Climate Action'. As for research methods, the refresher course incorporated modules such as 'Contemporary Issues in Research Methodology', 'Book Reviews', 'Analysing Indian Economy through Data' and 'Research Writing and Publication'. A total of 5,108 registrations were received from close to 30 countries across the globe. Participants represented India, Ghana, Nigeria, United States, Thailand, Sri Lanka, Nepal, United Arab Emirates, Afghanistan, Australia, Bahrain, Cameroon, Germany, Fiji, France, United Kingdom, Iran, Kazakhstan, Morocco, Malaysia, Qatar, Sudan, Sweden, East Timor, Yemen, South Africa and Zambia. Participants from several prominent institutions around the globe such as Columbia University, USA; Harvard University, USA; University of Pennsylvania, USA; James Cook University, Australia; Stockholm School of Economics, Sweden; Thammasat University, Thailand also participated. In addition, a YouTube Channel was created for community wide reach and inclusion. Till date, there are 1,220 subscribers with over 1 Lakh views on the uploaded videos.

The G.B. appreciated the pro-active initiative taken by the College towards promulgation and expansion of academic horizons of the community

- b) *Mentoring & Capacity Building*: In addition to harbouring excellence within the institution, it was felt that the College should also harness its collective expertise to help enhance the overall quality of teaching-learning pedagogy of the profession. In line with this ideology, it was decided to shoulder greater responsibility in providing consulting, research and academic mentoring to other academic institutions. SRCC is engaged in regular mentoring of faculty and students from other institutions. Multiple MoUs have been signed with colleges outside Delhi NCR to provide them the right training, mentorship and preparation for competitive exams like UPSC, Bank PO and NET-JRF.

The College hosted a visit from a seven member delegation from Dhananjay Rao Gadgil College (DRGC) Satara, Maharashtra headed by its Principal on September 24, 2019 where the College provided academic guidance to the visiting institution on mutually beneficial issues of academic frameworks, infrastructure, student support services and research. A MoU was signed with University of Melbourne with the objective to provide student exchange, research and academic advice for enhancing the quality of education in broad areas related to institutional governance, faculty development and creation of competencies in teaching and learning methodologies. Further, another MoU was signed on an international level with University of Kelaniya, Sri Lanka to encourage academic cooperation and faculty-student exchange between the two institutions

The G.B. commended the College on its demonstrated training potential and outreach initiatives and also expressed its desire to continue the same in future.

- c) *Faculty Development Programmes and Professional Development Programmes (FDPs and PDPs)*: The college, through the Internal Quality Assurance Cell has been making continuous efforts to develop its teaching and non-teaching staff and extend its development programmes across the boundaries of the College. In this spirit, the following two major development programmes, apart from multiple workshops/webinar have been organised:

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- The IQAC, SRCC organized a One Week Development Program titled "Mind-Sets, Knowledge-Sets and Skill-Sets for 21st Century Youth: Innovations and Adaptations" in association with Atman: Mind, Body and Soul Club of SRCC from 27th May, 2020 till 03rd June, 2020 in virtual mode via the platform Go To Webinar. The One Week Development Program turned out to be a huge success owing to the relentless efforts of the college administration, the IQAC and ATMAN faculty members and the student volunteers. Receiving over 1200 registrations, each session saw attendees turning up in big numbers to benefit from the program. The program garnered positive reviews and feedback from all attendees and guest speakers, all of whom lauded the efforts made to create and offer such a unique and value-generating opportunity leading to enhancement in everyone's knowledge and skill-sets. IQAC, SRCC continually strives to create value for its stakeholders resulting in their all-round and holistic development through quality practices and initiatives. The resource persons for the FDP included seasoned trainers from organizations such as Art of Living and Anandi Foundation, experienced professionals from Chartered Accountancy, Cyber Security, and law as well as eminent academicians from the University of Delhi.

- SRCC organised a five day online Faculty Development programme (FDP) / Professional Development Programme (PDP) on 'Emerging Paradigms in Organisational Behaviour' from 5th July 2021 to 9th July 2021. The programme was sponsored by All India Council for Technical Education and managed by Internal Quality Assurance Cell, SRCC. It was open for all faculty members in Higher Education institute, research scholars, students pursuing postgraduate degrees, government and industry professionals and teachers and principals from school provided they have registered on ATAL AICTE portal. The workshop was free of cost and witnessed a registration of 200 participants. It was a five-day long FDP with 14 sessions, conducted via the web based platform-Zoom.

Following a continuous series of sessions, the FDP programme ended with an exit exam that allowed for the analysis and grading of students based on their learning. Individual feedbacks were also received from the participants regarding their experience and one on one interaction also took place. All the videos were recorded and posted on IQAC YouTube channel: <https://www.youtube.com/channel/UCC5gJzTWG7XDZmttMTqlqnA>

- d) Various initiatives such as Value Added Courses, 24*7 Counselling, Solid Waste Management System, installation of solar panels, energy audits, green audits, safety audits, various consultancy and research projects have been possible because of the strong leadership of the College. Additionally, the principal also reached out to the College staff on a one-to-one basis to enquire about their well-being during the COVID-19 pandemic, relaxed the rules for research for teaching staff and also undertook adequate measures for teacher training and support during the said period.

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7. INSTITUTIONAL BEST PRACTICES

Synoptic View

Sr. No.	Feedback	Source	Action Taken	Reference to the GB Minutes
7.1	Introduction of Waste Management System in the College	Faculty	To reduce and eliminate the adverse impacts of waste materials on human health and environment, the College representative discussed the possibility of establishing a Solid Waste management in the GB Meeting. Pursuant to the approval from the GB, the College considered several proposals of Solid Waste Management and narrowed down on Feedback Foundation for establishing the process, infrastructure and training of manpower for the project implementation. The College also initiated the process of sale of scrap materials lying in the College premises to ensure proper disposal.	Date: 18.10.2018, Resolution No. 33, Item 5 under Infrastructural updates Date: 27.09.2019, Resolution No. 12, Item 9 Date: 27.06.2020, Resolution No. 9, Item 5 Date: 19.03.2021, resolution No. 18
7.2	Taking steps towards employing clean and renewable source of energy at the College	Faculty and Students	To enable power generation in the College through utilisation of solar energy, a proposal was placed in the GB for solar panelling on the roofs the College building. The GB expressed its desire to go ahead with the proposal. Thereafter, a 425 kw Solar Power Plant has been installed in the institution's campus (rooftops), which generates approximately 45% of the College's energy, and results in huge cost savings and provision of clean energy for the College.	Date: 18.10.2018, Resolution No. 33, Item 6 under Infrastructural updates Date: 27.09.2019, Resolution No. 12, Item 5 Date: 27.06.2020, Resolution No. 9, Item 6

Detailed Version

7.1 Feedback Received: Introduction of Waste Management System in the College

Source of Feedback: Faculty

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 5 under Infrastructural updates

GB Minutes Dated 27.09.2019, Resolution No. 12, Item 9

GB Minutes Dated 27.06.2020, Resolution No. 9, Item 5

GB Minutes Dated 19.03.2021, resolution No. 18

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Action Taken:

To reduce and eliminate the adverse impacts of waste materials on human health and environment, the College representative discussed the possibility of establishing a Solid Waste management in the GB Meeting. Pursuant to the approval from the GB, the College considered several proposals of Solid Waste Management, the College narrowed down on Feedback Foundation, which also works in the field of sustainable solid waste management. The Foundation conducted survey and held discussions with the members of the College's Center for Green Initiative (CGI), nodal unit for implementing the project. The Foundation has submitted their initial proposal, with a tentative cost estimated at Rs.20 Lacs for the project.

The Solid Waste Management (SWM) project was launched in February 2019, with a vision of the to create an innovative, demonstrable and scalable model for decentralized SWM, which can be replicated across the National Capital Territory of Delhi, in particular, and educational institutions in general. The proposed project aims to transform the SRCC premises into a No Open Waste (NOW) zone in five months. The SWM project is a unique initiative that will position the college as a role model in Solid Waste Management for other institutions. By the end of this project, SRCC will be the first college in the region segregating, collecting and processing waste in four categories with treatment of over 90% of the waste collected inside the campus itself in a safe, scientific and sustainable manner. The project is the outcome of continuous and sustained efforts of the Centre for Green Initiatives, SRCC under the coordination of Dr. Rachna Jawa, in collaboration with the Feedback Foundation Charitable Trust, which after careful study, analysis and discussion of several competing models selected this proposal over its long-term vision and proposed outcomes.

Currently, the project has two major components:

- Decentralized Solid Waste (NOW),
- Transforming mind-set of SRCC fraternity and building capacity of SRCC staff for the sustainability of the NOW status in the long run.

Under the project, a college wide holistic mechanism will be set up for management of solid waste comprising dry, wet, hazardous and bio-medical waste. A Sanitation Park is proposed to be set up for managing various categories of waste within the campus itself. The project also aims to look at the waste generated in the campus from an economic perspective and create value added products from waste through proper and scientific processing. The project uses participatory approaches for citizen mobilization and collective behaviour change towards achieving decentralized solid waste management. A multi-stakeholder approach is being followed, that seeks to bring all internal stakeholder i.e. students, faculty, shop and establishments visitors and residents together to participate in the dialogue, decision making, and implementation of solution toward common goal.

The broad activities planned under the project are as follows:

- Conducting a comprehensive situational assessment with solid waste mapping and bottleneck analysis.
- Creation of an innovation Sanitation Park within the campus.
- Process & supply chain outlined for collection, transportation, treatment and disposal of waste.
- Technology options for in-situ and institutional composting of bio-degradable waste.
- Tie-up to be facilitated for safe disposal of hazardous and non-recycle waste.



- Capacity building & mass mobilization.
- Policy guidelines for long term sustainability.
- Installation of a proper monitoring mechanism for closed supervision.
- Communication & brand building

The quantum diversity and the nature of waste generated in the campus across all its units and areas was assessed through a week-long survey conducted in the month of March 2019. The findings and assessment of the survey were presented on March 27, 2019 in the Seminar Room to the members of the CGI who then finalised the strategies for successful execution of the project.

Furthermore, the College has initiated the process of sale of scrap materials (non e-waste) lying in the College premises through the Metal Scrap Trading Corporation Limited (MSTC), a Government of India Enterprise, on 'As is where basis'. The G.B. also noted that the total bid value of scrap material through MSTC e-auction has been Rs. 4,63,773/- and it has passed through the Building Committee. Such a timely sale would ensure better waste management and waste disposal to keep the campus clean.

7.2 Feedback Received: Taking steps towards employing clean and renewable source of energy at the College

Source of Feedback: Faculty and Students

Reference to Governing Body (GB) Minutes:

GB Minutes Dated 18.10.2018, Resolution No. 33, Item 6 under Infrastructural updates

GB Minutes Dated 27.09.2019, Resolution No. 12, Item 5

GB Minutes Dated 27.06.2020, Resolution No. 9, Item 6

Action Taken:

Society expects that educational institutions which are torch bearers of knowledge and wisdom, should present examples of adopting environmental protection practices by way of taking concrete steps for the reduction of carbon footprint. In pursuit of its commitment to environmental protection, the College has launched a program to adopt renewable energy sources to meet its electricity requirements.

As a proactive institution concerned towards environment protection and making college premises an eco-friendly zone, Centre for Green Initiatives, SRCC launched a one of its kind initiative "SOLAR POWER PROJECT" for generating electricity using solar panels in the college. The College Installed a solar energy generation plant with 1310 solar panels-- one of largest in the University of Delhi, in the College. The electricity generated by the solar panels is being utilised to meet electricity needs. The Solar Power project, constructed without compromising the aesthetic of the campus, possesses a capacity of 425kw generating 1500 units of electricity per day which constitutes about 45% of the College's net energy requirements. This initiative not only reduces the dependence of the College on grid-based electricity systems but also ensures that the College is able to reduce its carbon footprint. The college has generated and exported over 5, 85,000 units since the commencement of the plant, resulting in cost saving of Rs. 47,67,750/- and reduction in Carbon Dioxide emission of over 450 tonnes.

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The initiative is under a 25 years agreement with Tata Power Renewable Ltd. (TPREL) totally funded by Tata Power Delhi Distribution Ltd. (TPDDL) for generating electricity in the College premises for in house purposes as well as selling out. The panelling commenced in October 2019, which is expected to get full capacity installation done by 2020. Owing to lockdown and pandemic the progress has slowed down but savings on use of conventional energy usage is continuing unbridled.

The planning, coordination and execution of the project required close coordination both within the College and between the College and agencies responsible for implementation of the project. A faculty member representative from the Centre for Green Initiatives, SRCC was appointed as the Project Liaison Officer for the solar project. Non-teaching members of the Centre for Green Initiatives, SRCC from the Administrative and Accounts Office facilitated the required administrative and finance formalities required for the completion of the project. Extensive coordination and communication were undertaken by faculty members with agencies such as Tata Power Ltd. The objective is to make a contribution towards developing cultural ethos in which the ideal of creating a physical environment protection with low carbon footprint is implemented by the College through generation of clean and renewable energy for environmental.








श्री राम कॉलेज ऑफ कॉमर्स SHRI RAM COLLEGE OF COMMERCE

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Supporting Documents

6.5.3: Quality assurance initiatives of the institution.

Annexure No.	Description	Evidence (Website Link/Images/ Documents)
6.5.3_1	Minutes of the Meetings of IQAC	https://srcc.edu/iqac/minutes-of-IQAC
6.5.3_2	Feedback and ATR	https://www.srcc.edu/iqac/feedback-contact
6.5.3_3	NIRF Certificates	Appended below
6.5.3_4	AISHE Certificates	Appended below

Note: Workable links are accessible on the next page.

Prof. C. S. Sharma
Convenor, NAAC
Shri Ram College of Commerce

Prof. Simrit Kaur
Principal
Shri Ram College of Commerce

Supporting Documents

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Ministry of Human Resource Development
Government of India




National Institutional Ranking Framework
India Rankings 2017

Shri Ram College of Commerce, Delhi

ranked **3** in **College** **Category**


CHAIRMAN, NBA


MEMBER SECRETARY, NBA



Government of India
Ministry of Human Resource Development



India Rankings 2018

(National Institutional Ranking Framework)

Shri Ram College of Commerce, Delhi

ranked 7 in College Category


CHAIRMAN, NBA


MEMBER SECRETARY, NBA



Government of India
Ministry of Human Resource Development



Certificate

NATIONAL INSTITUTIONAL RANKING FRAMEWORK

INDIA RANKINGS 2019

Shri Ram College of Commerce, Delhi
Ranked 7 in College Category

CHAIRMAN, NBA

MEMBER SECRETARY, NBA





Government of India
Ministry of Human Resource Development



Certificate

NATIONAL INSTITUTIONAL RANKING FRAMEWORK

INDIA RANKINGS 2020

Shri Ram College of Commerce, Delhi

Ranked 12 in College Category

CHAIRMAN, NBA

MEMBER SECRETARY, NBA



Ministry of Education
Government of India



Certificate

NATIONAL INSTITUTIONAL RANKING FRAMEWORK

INDIA RANKINGS 2021

Shri Ram College of Commerce, Delhi
Ranked 10 in Colleges Category

CHAIRMAN, NBA

MEMBER SECRETARY, NBA



Government of India

Ministry of Human Resource Development

Department of Higher Education

Statistics Division

New Delhi

Certificate



Reference No. C-6419-2016

This is to certify that JATIN LAMBA of Shri Ram College of Commerce has successfully uploaded the data of All India Survey on Higher Education(AISHE) 2016-2017.

B N Tiwari

(B N Tiwari)

Deputy Director General

Dated: 24/04/2017



सत्यमेव जयते
Government of India

Ministry of Human Resource Development

Department of Higher Education

Statistics Division

New Delhi

Certificate



Reference No. C-6419-2017

This is to certify that JATIN LAMBA of Shri Ram College of Commerce has successfully uploaded the data of All India Survey on Higher Education(AISHE) 2017-2018.

(B N Tiwari)

Deputy Director General

Dated: 01/03/2018



Government of India

Ministry of Human Resource Development

Department of Higher Education

Statistics Division

New Delhi

Certificate



Reference No. C-6419-2019

This is to certify that SHIV NANDAN of Shri Ram College of Commerce has successfully uploaded the data of All India Survey on Higher Education(AISHE) 2019-2020.

(Madan Mohan)
Additional Director General

Dated: 20/03/2020

Name of the signatory



Government of India

Ministry of Education

Department of Higher Education

Statistics Division

New Delhi

Certificate



Reference No. C-6419-2020

This is to certify that **SANJAY DOBHAL** of **Shri Ram College of Commerce** has successfully uploaded the data of All India Survey on Higher Education(AISHE) 2020-2021.

RRajesh

(Shri R. Rajesh)

Deputy Director General

Dated: 23/02/2022