

**ACTION TAKEN REPORT ON THE
MEETING OF THE INTERNAL QUALITY ASSURANCE CELL
SHRI RAM COLLEGE OF COMMERCE
ON APRIL 24, 2024**

S.No.	Particulars	Action Taken
1.	<p>Resolution 1: Confirmation of Minutes.</p>	<p>Matter of Record. Confirmed Minutes of the Meeting dated October 23, 2023 have been uploaded on the College Website. LINK</p>
2.	<p>Resolution 2: Approval of Annual Quality Assurance Report (AQAR) for the Academic Year 2022-23.</p> <p>It was suggested that the College explore greater avenues of quality culture, especially in avenues of digitalisation, and quality certifications such as ISO Certification.</p>	<p>The Annual Quality Assurance Report approved by the IQAC was placed for information of the Governing Body in its Meeting dated September 25, 2024. LINK</p> <p>A. Digital Interfaces:</p> <ul style="list-style-type: none"> • MoUs with Startups of Alumni: The College has entered into Memorandum of Understanding (MoUs) with the following to expand its digital interfaces while simultaneously promoting alumni relations: <ul style="list-style-type: none"> 1. Trumio Pvt. Ltd., a US based Startup co-founded by a SRCC Alumni. It is an AI-powered marketplace that allows students to search for paid work from home internships and jobs from companies around the world. Under the MoU, SRCC students get an exclusive window for applying for internships and also earn while they are learning in the College. 2. EdgyPixels Pvt.Ltd., an Indian Startup by a SRCC Alumni which aims to replicate HEIs in the virtual space. The Startup will create a Metaverse for SRCC. • Media Lab: The Media Lab of the College, constructed for the purpose of recording lectures and e-content for the National

		<p>Resource Centre, SRCC, is being re-vitalised. The Media-Lab will be used to create e-learning content such as video lecture and content capsules. A Media Lab Committee has been constituted for the same.</p> <p>B. ISO Certification: The matter of ISO Certification for the College was placed and approved by the Governing Body in its Meeting dated September 25, 2024.</p> <p>C. Other avenues of Quality Culture:</p> <ul style="list-style-type: none"> • <i>Exploring avenues of Alumni Engagement:</i> The Governing Body has approved the engagement of PricewaterhouseCoopers (PwC) for expanding and enhancing Alumni Outreach. Further, PwC will provide substantial consultancy services for the growth, exposure and enhancing the brand value of the GBO Programme through Alumni Connect. Since the GBO remains a Diploma Programme till date, a stronger alumni-connect will make the internships and placements stronger for the Programme. Additionally, strong industry-academia linkages, which will emerge through alumni connect, will also improve the perception of the Programme. • <i>Expanding infrastructure through HEFA Financing:</i> The College is in the process for applying for a loan of Rs. 118 Crores from Higher Education Financing Agency (HEFA) for renovation, upgradation and expansion of the infrastructure. The Governing Body has approved the Proposal for obtaining loan from HEFA duly recommended by the Building Committee and the Finance Committee of the College. • <i>Building Academia-Industry Interfaces:</i> The Global Business Operations (GBO) program at Shri Ram College of Commerce
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		<p>(SRCC), in collaboration with the Federation of Indian Chambers of Commerce and Industry (FICCI), successfully hosted the Global Business, Sustainability, and Digital Economy Colloquium. A detailed Report is attached as Annexure 1.</p>
3.	<p>Resolution No. 3: Best Practice I: Ensuring Holistic Development of Students: Going Beyond Classrooms.</p>	
	<p>It was decided to explore further avenues through which holistic development of the students is ensured.</p>	<ul style="list-style-type: none"> • The Kaushal Sashaktikaran Committee, SRCC organized a Seminar on International Financial Research Analyst (IFRA) offered by the Association for International Financial Research Analysts, Canada. SRCC Students are eligible for exclusive enrollment benefits for the IFRA programme. • The Kaushal Sashaktikaran Committee, SRCC has launched an Add-On Course titled, Certificate Course in Consulting. This 20 Hour Certificate Course open to all students of undergraduate and postgraduate programmes of the University of Delhi is designed to equip students with the necessary skills for consulting and strategy roles. • The Kaushal Sashaktikaran Committee, SRCC in collaboration with Society for Applied Value Education (SAVE) launched a Certificate Course in Leadership Siddhanta. The 30 hours course offered free of cost to first year undergraduate and postgraduate students of SRCC was launched with the aim of helping students develop managerial skills by imbibing learnings from Ancient Indian Knowledge System. • The Foreign Language Cell, SRCC commenced the Part-Certificate Course in

		<p>Foreign Language-French for the Academic Year 2024-25 wherein students from SRCC and other individuals would learn French language as per the prescribed syllabus of the Department of Germanic and Romance Studies, University of Delhi.</p> <ul style="list-style-type: none"> • Taking forward the Faculty Lecture Series, which had commenced in the year 2018, a Faculty Lecture was organised on 'Bibliometric Analysis using VOSviewer' during the period.
4.	<p>Best Practice II: Building Interfaces through Research, Training, and Consultancy</p> <p>It was decided that a brief report on the initiatives by the College in the area of Research, Training, and Consultancy is prepared and presented.</p> <p>It was also decided to explore further avenues for Faculty and Staff Trainings.</p>	<p>A brief Report of the Research, Training and Consultancy Initiatives of Shri Ram College of Commerce is attached as Annexure 2.</p> <ul style="list-style-type: none"> • To expand academia-industry connect, Faculty Members of the College visited the DCM Shriram Plant at Kota to gain first hand knowledge of industrial processes and workflows. This visit helped the faculty members further deepen their understanding of theoretical concepts, particularly, relating to human resource management and sustainability are applied in practice. • The College has been awarded a Malaviya Mission Teacher Training Centre (MMTTC) by the Minister of Education, Government of India under its Malaviya Mission Teacher Training Programme (MMTTP). The MMTTC, SRCC will address the needs of teachers in colleges/universities as determined by the UGC through: <ul style="list-style-type: none"> ▪ NEP Orientation and Sensitization Programmes (NEP O&SP) ▪ Faculty Induction Programmes (FIPs) ▪ Faculty Development Programmes (FDPs)

		<ul style="list-style-type: none">▪ Refresher Courses▪ Short Term Programmes (STPs) <p>A Brief Report on the MMTTC, SRCC is attached as Annexure 3.</p>
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Annexure:

1. Report on the Global Business, Sustainability, and Digital Economy Colloquium organized by PGDGBO Programme.
2. Brief Report on Research, Training and Consultancy at Shri Ram College of Commerce
3. Brief Report on Malaviya Mission Teacher Training Centre, Shri Ram College of Commerce (MMTTC, SRCC)

Annexure 1:
Report on the Global Business, Sustainability, and Digital Economy Colloquium
organized by PGDGBO Programme

The **Post Graduate Diploma in Global Business Operations (GBO)** program at **Shri Ram College of Commerce (SRCC)**, in collaboration with the **Federation of Indian Chambers of Commerce and Industry (FICCI)**, organised a One Day Conclave on **Global Business, Sustainability, and the Digital Economy** on October 4, 2024. This event was designed to inspire future business leaders by facilitating engagement with eminent industry experts, policymakers, and innovators who are shaping the global business ecosystem.

The Colloquium featured thought-provoking discussions on the intersection of sustainability and digital innovation, offering participants an opportunity to deepen their understanding of emerging trends and integrate them into their professional aspirations. The event explored pivotal themes, including:

- **Policy & Regulation:** Developing forward-looking regulatory frameworks for sustainable global business practices.
- **Sustainable Business Models in the Digital Age:** Examining the role of digital transformation in driving competitive and sustainable business models.
- **Sustainability Reporting:** Establishing tools and standards to measure success in a digitally connected, sustainability-focused economy.
- **The Future of Work and Sustainability:** Understanding how sustainability is redefining workforce dynamics and expectations.

The colloquium attracted notable speakers from various industries, providing an unparalleled platform for participants to gain real-world insights. **Ms. Neelima Khetan**, an eminent CSR and Social Sector Adviser, delivered the keynote address, drawing from her extensive experience in leadership roles at Coca-Cola India, Vedanta, and Brookings India. Other distinguished speakers included **Mr. Richard Bright** (CEO, Carbon Registry India), **Mr. Priyank Kuchhal** (Director, Global Banking, HSBC), **Ms. Rita Roy Chaudhary** (Managing Partner, ECube Investment Advisors), and several leaders from organizations such as ITC Limited, WWF-India, and Amazon Web Services.

Participants gained actionable knowledge and strategies on navigating the intersection of sustainability and digital transformation:

1. **Sustainability Integration:** Embedding sustainability into governance, operations, and employee engagement is critical for modern business success.
2. **Technology and Innovation:** Harnessing AI, data analytics, and advanced tools boosts efficiency, fosters innovation, and balances profitability with environmental objectives.
3. **ESG Frameworks and Reporting:** Transparent ESG practices and reporting ensure accountability, facilitate progress tracking, and strengthen alignment with sustainability goals.

4. **Finance and Governance:** Green finance initiatives, such as green bonds and well-structured governance frameworks, help overcome regulatory challenges while advancing sustainability targets.
5. **Community Collaboration:** Partnering with local communities and stakeholders amplifies environmental and societal impact.

This colloquium enriched participants with actionable knowledge and strategies, equipping them to navigate the complexities of sustainability and digital transformation in today's corporate landscape.

Annexure 2:

Brief Report in Research, Training and Consultancy at Shri Ram College of Commerce

Shri Ram College of Commerce undertakes various activities for academic enhancement and enrichment of the faculty and students through research, training, consultancy and other activities in consonance with its Vision and Mission. Some of these are listed below:

- i. Malaviya Mission Teacher Training Programme (MMTTP) under the Ministry of Education, Government of India
- ii. Training Programme for Probationary Officers of Indian Corporate Law Service under the SRCC-ICLS Academy Training Programme
- iii. Training Programme for Grade B and Grade C Officers of Reserve Bank of India under SRCC-RBI Academy Training Programme
- iv. Projects with Ministry of Consumer Affairs, Government of India
- v. Projects with Ministry of Culture, Government of India
- vi. Project with Indira Gandhi National Centre for the Arts (IGNCA)
- vii. Project with Delhi School of Economics, University of Delhi on Financial Inclusion
- viii. Project with Indian Council of Social Science Research (ICSSR)
- ix. Project with Competition Commission of India (CCI)-Phase 1 and Phase 2

Details of the same are briefly provided below:

i. Malaviya Mission Teacher Training Programme (MMTTP) under the Ministry of Education, Government of India

Shri Ram College of Commerce (SRCC) has been designated as a Centre under the Malaviya Mission Teacher Training Programme (MMTTP), aiming to enhance the quality of teacher education. The Centre will conduct 36 programs annually, including 24 online NEP Sensitization programs, two Faculty Induction Program, three Short-Term Programs, and two Refresher Programs. The expected number of total participants is 2,000 per year.

ii. Training Programme for Probationary Officers of Indian Corporate Law Service under the SRCC-ICLS Academy training programme

SRCC has, recently, completed the fifth batch of training-cum-consultancy program for the XIV batch of Probationary Officers of the Indian Corporate Law Service under the SRCC-ICLS Academy training programme.

iii. Training Programme for Grade B and Grade C Officers of Reserve Bank of India under SRCC-RBI Academy Training Programme

SRCC signed a MoU of training and development with the RBI Academy in 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 Grade B and Grade C officers of Reserve Bank of India. In 2023, faculty members of SRCC also conducted a training programme for officers of RBI in Pune. In 2024, faculty members organized training programmes for officers of RBI in Delhi.

iv. Projects with Ministry of Consumer Affairs, Government of India

SRCC has also been sanctioned a project with the Ministry of Consumer Affairs, Government of India, titled "Consumer Protection & Legal Metrology in Ancient India: Thought and Wisdom." The project report and documentary were submitted to the Department of Consumer Affairs. The project report was released by Shri Piyush Goyal, Hon'ble Minister of Commerce & Industry, Consumer Affairs & Food & Public Distribution and Textiles, Government of India on March 15, 2024, in Mumbai.

v. Projects with Ministry of Culture, Government of India

Shri Ram College of Commerce has been sanctioned three projects by the Ministry of Culture, Government of India, focusing on the development and dissemination of knowledge, research, and competencies on economic history, wisdom, and thought of Ancient India.

vi. Project with Indira Gandhi National Centre for the Arts (IGNCA)

The College has also entered into a Memorandum of Understanding with the Indira Gandhi National Centre for the Arts (IGNCA) to undertake a short-term project on Ancient Indian Economic History.

vii. Project with Delhi School of Economics, University of Delhi on Financial Inclusion

The Delhi School of Economics, University of Delhi selected SRCC to contribute to a research study on Financial Inclusion with the sub-theme "Lowering Tax on Essential Items." The research study was included in a book published by the National Book Trust under its "Creating Intellectual Heritage Project." in the year 2023 and was released by Shri Dharmendra Pradhan, Hon'ble Minister for Education and Skill Development, Government of India.

viii. Project with Indian Council of Social Science Research (ICSSR)

The Indian Council of Social Science Research awarded a major project titled "Neural Basis of Financial, Economic, and Marketing Decision Making: An Experimental Study" to a group of faculty members, SRCC to gauge the impact of social media advertisements and reels on investment decisions.

ix. Project with Competition Commission of India (CCI)-Phase 1 and Phase-2

SRCC was awarded a 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" in April 2019 from the Competition Commission of India (CCI). The broad objective of the study has been to analyze the competition and regulatory issues pertaining to Online Cab Aggregators (CAs), particularly their policies pertaining to surge pricing. The study has assisted the Competition Commission of India in appreciating the competitive dynamics in markets and has formed a useful basis for proposing appropriate policy recommendations.

The research project entailed primary data collection from four cities including two Tier-I and two Tier-II cities. Statistical and Econometric techniques were applied upon to understand efficiencies pertaining to “Surge Pricing” specifically and issues pertaining to “Algorithmic Collusion”. The report of the project was submitted to CCI in 2020.

In view of highly positive response and appreciation to the first phase of the research project, Shri Ram College of Commerce has been further commissioned to undertake the Second Phase of the Market Research Project by the Competition Commission of India, Government of India. The Second Phase of the study comprises obtaining inputs from Cab Aggregators, representatives of traditional taxi industry, and transport authorities on matters pertaining to surge pricing and algorithmic collusion both through formal questionnaires and in-person/virtual meetings.

Annexure 3:
**Brief Report on Malaviya Mission Teacher Training Centre, Shri Ram College of
Commerce (MMTTC, SRCC)**

The **Malaviya Mission Teacher Training Centre, Shri Ram College of Commerce (MMTTC, SRCC)** was established in 2024 under the **Malaviya Mission Teacher Training Programme (MMTTP)** of the **Ministry of Education, Government of India** for the knowledge and skills upgradation, development and progression of faculty members, administration and research scholars of Colleges and Universities. The MMTTC, SRCC will implement the ideals of **Malaviya Mission Teacher Training Programme (MMTTP)** which aims to implement NEP recommendations, focusing on quality teaching, equity, online education, technology use, Indian language promotion, vocational education, and multidisciplinary education. The MMTTC, SRCC will address the needs of teachers in colleges/universities as determined by the UGC through:

- ❖ NEP Orientation and Sensitization Programmes (NEP O&SP)
- ❖ Faculty Induction Programmes (FIPs)
- ❖ Faculty Development Programmes (FDPs)
- ❖ Refresher Courses
- ❖ Short Term Programmes (STPs)

As on November 2024, the MMTTC, SRCC has successfully conducted:

- (a) 15 National Education Policy (NEP) Orientation and Sensitization Programs
- (b) 1 Faculty Induction Program (Guru Dakshita)
- (c) 1 Short-Term Training Program (STP) on Research Methodology
- (d) 1 Short-Term Training Program for Non-Teaching Staff titled *“Empowering Non-Teaching Staff for Institutional Excellence”*

Close to ~1300 participants have been trained including:

- (i) 1,021 participants through NEP programs
- (ii) 88 participants through the Faculty Induction Program (FIP)
- (iii) 94 participants in the STP on Research Methodology
- (iv) 80 participants in the Short-Term Training Program for Non-Teaching Staff

The response to these programmes has been overwhelmingly positive. The centre takes pride in maintaining high-quality standards, with contributions from renowned resource persons from prestigious institutions such as: Indian Institutes of Technology (IITs); Indian Institutes of Management (IIMs); National Institute of Public Administration (NIPA); University Grants Commission (UGC); Delhi University; Banaras Hindu University (BHU), and others. These programs underscore the Centre’s commitment to advancing academic excellence and fostering institutional development.