

### **Vidyalankar School of Information Technology**

# Committees Standard Operating Procedure





### Index

OPERATIONS OF COMMITTEES	3
PROCESS DESCRIPTION	3
GRIEVANCE ADDRESSAL COMMITTEE	5
ANTI RAGGING / DISCIPLINE COMMITTEE	5
ALUMNI COMMITTEE	6
CAREER COUNSELING COMMITTEE	7
CORPORATE COMMUNICATIONS COMMITTEE	7
ENTREPRENEURSHIP DEVELOPMENT ACTIVITIES COMMITTEE	8
FINAL YEAR PROJECTS QUALITY ASSURANCE COMMITTEE	8
FOOD AND BEVERAGES COMMITTEE	
HOBBY CLUBS COMMITTEE	9
INDUSTRY-INSTITUTE INTERACTION COMMITTEE	10
LABORATORY DEVELOPMENT COMMITTEE	11
LIBRARY	11
PARENT INTERACTION COMMITTEE	12
PERSONALITY ENRICHMENT COMMITTEE	12
PLACEMENT COMMITTEE	13
RESEARCH & DEVELOPMENT COMMITTEE	14
STAFF WELFARE COMMITTEE	15
VIDYALANKAR VOLUNTEERING COMMITTEE	16
WOMEN DEVELOPMENT CELL COMMITTEE	17
STUDENT COUNCIL COMMITTEE	18
REPORT USAGE LIMITATIONS	20
LIMITATIONS OF PROCEDURES	20



OPERATIONS OF COMMITTEES		
Key Objectives	<ul> <li>To ensure the improvement &amp; sustenance of quality education in the institution, various committees under the leadership of different teachers should be constituted.</li> </ul>	
Key Inputs	List of committees	

PROCESS DESCRIPTION			
Key Activities	Description		
1. Decision on Committee Formation	1.1 The Principal in discussion with Vice Principal, Chief Academic Officer(CAO) and IQAC Coordinator should finalize the committees that need to be formed, maintained or discontinued. This should be done at start of the academic session		
	1.2 The areas of activities should be discussed and accordingly broad goals and scope for each activity and committee should be decided		
	1.3 A proposed list of committees with goals and scope should be displayed on the Website and Notice board		
	1.4 IQAC Coordinator should be act as 'Mentor' for all the committees		
2. Invite  Nominations/ Appoint conveners/me mbers	<ul> <li>2.1 The Principal should nominate Conveners for each meeting. Post discussion with proposed 'Conveners' should finalize the same for a particular meeting</li> <li>2.2 In addition to Convener, Principal should decide on number of members to be appointed assist Convener in smooth functioning of the Committee. This should be called as 'executive committee'</li> <li>2.3 A monitoring committee comprising of CAO and IQAC Coordinator should be appointed</li> </ul>		
3. Activity Calendar and Budget Preparation	<ul> <li>3.1 The Conveners within 15 days of appointment should decide on key activities/events that they plan to undertake in academic year. Some of these activities may be recurring while some may be new.</li> <li>3.2 An activity calendar should be prepared before commencement of academic year and presented in committee activity preview conducted by IQAC Coordinator.</li> <li>3.3 Principal should get the Budget for each committee approved from the Institute's governing body</li> </ul>		
4. Committee Meetings	<ul> <li>4.1 The conveners should hold meetings of its committee members atleast once a week to discuss the committees operations</li> <li>4.2 He/ She should update Principal on status of committees' activities by way of minutes of meetings</li> </ul>		



PROCESS DESCRIP	PTION
Key Activities	Description
5. Committee Report	<ul> <li>5.1 The Committees should submit bi-annual report to Mentor/ Principal /Director in December and May every Academic year. The report should contain:         <ul> <li>Details of activities conducted, attendees, Output</li> <li>Budget and Expense report on activity</li> <li>Feedback received</li> <li>Any other point as may be relevant</li> </ul> </li> <li>5.2 The convener should present report in committee activity review conducted by IQAC Coordinator.</li> </ul>

Note: The key objectives and responsibilities of the key committees is included as Annexure to the document



#### **Annexure**

GRIEVANCE ADDRESSAL COMMITTEE			
Key Objectives	<ul> <li>To provide a structured and effective complaints redressal mechanism.</li> <li>To provide an opportunity to everyone in VSIT to be listened to so that</li> </ul>		
	any feeling of injustice is sorted out promptly		

#### **KEY RESPONSIBILITIES**

- 1. To form a grievance redressal cells to handle grievances.
- 2. To redress students', staff and faculty grievances separately
- 3. Redress girl students', lady staff and faculty grievances separately.
- 4. Formation of a separate cell for ladies.
- 5. Suitable timings for students', staff and faculty should be arranged.
- 6. Grievances should be redressed promptly.
- 7. Employees should be able to present their issues without prejudging or commenting
- 8. Positive, friendly ways to resolve the crisis should be used rather than punitive steps, which disturb the system.
- 9. Reassure them that the authorities will be acting impartially and will try to resolve the matter as amicably as possible
- 10. Effective, sensitive and confidential communication should be reassured between the involved in the grievance
- 11. Proper investigation of the facts and figures related the problem should be ensured.
- 12. Documentation of the procedures and of all necessary steps taken to resolve the problem/complaint should be followed.

ANTI RAGGING /DISC	PLINE COMMITTEE	
Key Objectives	<ul> <li>To foster a healthy interaction among all the students an enable them to bond with each other.</li> </ul>	
Key Inputs	<ul> <li>Development and progress of the students to be m</li> </ul>	onitored

- 1. To ensure that students wear Identity Cards.
- 2. To always display posters regarding Anti-ragging
- 3. To monitor the student's anti ragging Convener.
- 4. Discipline related issues in the college
- 5. To look after dress code issues in the college



#### **KEY RESPONSIBILITIES**

- 6. To maintain a code of conduct
- 7. To create awareness of harmful impact of smoking, Drug addiction etc. on Posters
- 8. To conduct regular meetings with Security and counsel indiscipline students quarterly and as when needed-Convener

ALUMNI COMMITTEE		
Key Objectives	To foster interactions and reinforce the bonds between Institute through activities, programs and services to beneficial relationships.	

- 1. Conduct Two Alumni Meets in a year
- 2. Regularly maintain and update database of all the graduating students.
- 3. Print Annual Directory and mail it to students.
- 4. Maintain e-mail/SMS contact to greet alumni on birthdays, intimate about meets, college events, conferences, VSIT newsletter etc.
- 5. Identify special achievements by alumni and arrange for felicitation
- 6. Tracking of position and designation of alumni students
- 7. Enhance alumni involvement in college activities by receiving inputs for guest sessions within and beyond syllabus
- 8. Communicate that the college infrastructural facilities (Library/ Sports/Conference Halls/ Canteen etc.) are available to alumni.
- 9. Organize Seminars to promote alumni involvement in Placement, Career Counseling, Guest Lectures, Projects, and Endowments etc. The details of alumni to be forwarded to departments or specific committees.
- 10. Explore and implement the efforts put in by other national/international institutes to develop alumni associations
- 11. Explore and implement the efforts put in by other national/international institutes to develop alumni associations.
- 12. Collect feedback from alumni, consolidate the inputs and provide it to concerned departments for future planning



#### **CAREER COUNSELING COMMITTEE**

**Key Objectives** 

 To equip students with the skills, practical training and languages useful in working across diverse cultures and nationalities in

#### **KEY RESPONSIBILITIES**

The committee should arrange:

- 1. Training courses for success in CAT/GATE/GRE
- 2. Training courses on Oracle, JAVA, CCNA, Embedded Systems, VLSI, Web Designing etc. for improving technical skills
- 3. Short term training courses and workshops on Animation, Robotics, Tally ERP, Mock Trading.
- 4. Training courses on foreign languages such as French, Mandarin and Japanese to help students land global assignments.
- 5. Organizing career counseling to enhance awareness of diverse job opportunities

#### **CORPORATE COMMUNICATIONS COMMITTEE**

**Key Objectives** 

- To be an active portal, enabling the college to publish current news and events, updated regularly.
- To communicate the strategic vision of its founders, to make it easy for current students to pursue their education and prospective students who wish to apply to find necessary information.
- To provide excellent networking facilities for our alumni spread worldwide.

- 1. To develop, update and enhance the accessibility of the Internal and External Websites per department to benefit all existing and prospective members of the institution.
- 2. To coordinate efforts to design a creative and flexible website while maintaining current and relevant content for the website and increasing the usability.
- 3. To update Institutional data on the website Internal/External on a regular basis
- 4. To study websites of other leading educational institutes and incorporate suitable and innovative modifications such as including Campus Diary / Weekly activities etc.
- 5. To use the latest technology to enable online registration and payment of fees, online submission of all application forms, chat sessions before exams, mock tests for GATE/CAT/GRE



ENTREPRENEURSHIP DEVELOPMENT ACTIVITIES COMMITTEE			
Key Objectives	To identify and nurture the talent and entrepreneurial spirit of students		
	To provide students with opportunities for excellence		
	<ul> <li>To help students build financial security by designing and implementing innovative, practical, efficient and effective entrepreneurial solutions.</li> </ul>		

#### **KEY RESPONSIBILITIES**

- 1.To identify and advise on the type of business the individuals or groups can carry out based on their competencies and skills.
- 2.To build entrepreneurship feeling in students by conducting seminars, workshops, e-week on campus.
- 3. To provide infrastructural facilities (office / labs etc.) for developing entrepreneurs.
- 4. To organize Guest Lectures by Practicing Entrepreneurs from other Institutes.
- 5. To tie up with other Entrepreneur Training Institutes.
- 6. To advise the entrepreneurs on legal and statutory requirements
- 7. To advise them on for execution of Business Ideas and Projects
- 8. To assist them on market research and survey to identify possible business opportunities

FINAL YEAR PROJECTS QUALITY ASSURANCE COMMITTEE			
Key Objectives To achieve meaningful, useful projects			
	To educate students on project handling skills		
Key Inputs	To communicate with students on projects to be made.		

- 1. To arrange project exhibition
- 2. To conduct a project audit
- 3. To conduct project mock examination
- 4. To arrange project examination
- 5. To ensure that projects per staff member have not exceeded the limit as assigned



#### **FOOD AND BEVERAGES COMMITTEE**

#### **Key Objectives**

- To ensure that there is always access to food on the campus and that the cafeteria and kitchen premises and also conform high standards of cleanliness.
- To regularly monitor matters related to pricing, variety and meal plans and address issues and concerns from the college community regarding the food services.

#### **KEY RESPONSIBILITIES**

- 1. Food Courts serve good quality; hygienic food should be ensured.
- 2. Periodic meetings and visits with Consultants and other cafeterias and implement innovative ideas should be organized
- 3. Canteen to arrange for reasonably priced packed lunch should be coordinated.
- 4. Monitor menu, provide inputs on a variety of cuisines
- 5. Periodic training programs for Serving Staff on hygiene, kitchen maintenance, uniforms; conduct seminars on table etiquette should be organized.
- 6. Renting of premises and culinary arrangements for parties/functions should be promoted.
- 7. Vending Machines, crockery, adequate seating arrangements, LCD TV's in Food Courts should be monitored.
- 8. Food Festivals should be organized
- 9. Adequacy of safe drinking water and periodic maintenance of water coolers in the Institute should be ensured.
- 10. Regular feedback and consider suggestions for improvement should be ensured.
- 11. Sponsorship deals should be arranged.

#### HOBBY CLUBS COMMITTEE

**Key Objectives** 

To inspire students to pursue a hobby and explore their potential in areas like music, photography, painting, gardening, star gazing, reading, trekking etc.

- 1. Hobby clubs and activities such as Music, Dance, Reading, Dramatics should be initiated
- 2. Exhibitions for displaying creativity in Painting, Photography, Blogging etc should be arranged.
- 3. Outdoor activities like Gardening, Trekking, Amateur astronomy should be arranged.
- 4. Experts to guide students in pursuing hobbies should be invited.



#### **KEY RESPONSIBILITIES**

- 5. Workshops or training sessions in fields like Animation, Web Designing, Ethical Hacking, Innovation Lab etc. should be conducted
- 6. Indoor Arts activity should be arranged e.g. Performing Arts, Arts, etc.
- 7. Hobby Exhibition should be conducted

#### **INDUSTRY-INSTITUTE INTERACTION COMMITTEE**

#### **Key Objectives**

- To work towards designing a curriculum which prepares students for jobs in multinational companies, by exposing them to the newest technologies and practical methodologies by way of strategic collaborations with industries
- To achieve a symbiotic blend of academia and industry to enhance placement opportunities

- 1. MOUs should be displayed.
- 2. Significant ties with Industry should be initiated to enhance student employability.
- 3. Feedback of the expectations of Industry from graduating students and subsequently equipping students with industry-oriented requirements should be arranged.
- 4. Database of industry contacts should be built and the same should be shared with departments to assist in organizing seminars and guest lectures by experts and eminent industrialists to increase awareness on the latest technological developments.
- 5. Industry Requirements should be forecasted.
- 6. Details of resource persons as experts for Short Term Technical Courses, Workshops/Guest Lectures, Project guidance should be given.
- 7. Joint research programmes and field studies by faculty and people from industries should be arranged
- 8. Memorandum of Understanding between the Institute and industries
- 9. Final Year projects under the joint guidance of the faculty and experts from industry should be co-ordinated.
- 10. A close nexus with the Placement cell and the Alumni committee should be formed.
- 11. Short Term Training in technical skills and soft skills for faculty/non-teaching staff as well as students should be arranged
- 12. Getting Testing and Consultancy Assignments
- 13. Industrial Chair should be created.
- 14. Quarterly Report of MOU activities



#### LABORATORY DEVELOPMENT COMMITTEE

**Key Objectives** 

To set up with latest infrastructure and meaningful experiment set ups.

#### **KEY RESPONSIBILITIES**

- 1. Equipments & Consumables to be purchased
- 2. Equipment & consumables stock register should be maintained
- 3. Equipments which are not required should be disposed
- 4. Practical set with subject teacher should be updated.
- 5. Projects to fetch grants should be submitted
- 6. Functioning of Laboratory should be managed on daily basis
- 7. Lab Equipments should be maintained.
- 8. Charts, photographs in laboratory should be displayed.
- 9. A team to achieve expertise in the field should be developed,
- 10. Training / demo of new equipments should be given.
- 11. Training of Laboratory staff.

LIBRARY		
Key Objectives	To assist in developing operational procedures and to suggest various measures for improvement and development of the library resources.	
Key Inputs	To ensure smooth functioning of Institute's library	
Key Outputs	<ul> <li>To provide Value Added Services to students in recognition of the new to prepare them with the skills, practical training and languages used in working across diverse cultures and nationalities.</li> </ul>	
	<ul> <li>To focus on improving institutional effectiveness by arranging strategic training courses with the existing curriculum.</li> </ul>	

- 1. To review and update library material on a continuous basis
- 2. To provide a reading room to the students
- 3. To provide a reference section for the books
- 4. To display on library notice, board the details for working hours, extended hours and holidays
- 5. To obtain a database of current students, alumni and visitor/community
- 6. To ensure database for book issue and issue period is maintained by the library in charge
- 7. To ensure periodicals and books are disposed.
- 8. To prepare a yearly budget for the library requirements
- 9. To conduct a stock verification on a regular basis



#### PARENT INTERACTION COMMITTEE

#### **Key Objectives**

- To assist the parents in understanding the influence they exercise on the career development of the students to enable them to provide constructive and knowledgeable advice.
- To counsel sessions with parents on positive parenting styles, support, guidance and responsiveness for a stress-free academic life of students
- To provide a common forum for interaction of parents and teachers to exchange feedback and jointly motivate the student to put in his/her best efforts.

#### **KEY RESPONSIBILITIES**

- 1. To standardize communication with parents
- 2. To arrange seminars for parents on bridging the gulf between high school and college life.
- 3. To ensure an open communication channel for conveying the performance, attendance and behavioral patterns of students regularly.
- 4. To conduct sessions on dealing with failures and provide moral support.
- 5. To communicate requirements and possible expenditure on books, stationery, etc
- 6. To enhance awareness of the benefits and pitfalls of internet surfing by adolescents and the subsequent restraint necessary in providing personal computers.
- 7. To inform about career and placement opportunities for the students after their Engineering career
- 8. Counseling on the financial planning and emotional aspects involved when students opt for studying abroad
- 9. To arrange lectures and panel discussions by experts to educate parents on dealing with teenage young adults, on the necessity of barring them from drugs and alcohol, crossing railway tracks, ragging etc.
- 10. To impart information about the facilities available on the campus
- 11. To coordinate parents involvement in college activities.

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 To organize and coordinate an interesting blend of courses ranging from soft skills to grooming sessions to educate employees to qualitatively upgrade their life and career.



#### **KEY RESPONSIBILITIES**

- 1. To organize seminars and workshops comprising of training material designed by inspiring personalities
- 2. To organizing lectures that increases employee morale
- 3. To organize Yoga and Meditation sessions
- 4. To co-ordinate Avishkar meets
- 5. To arrange seminars on dress codes, grooming sessions, table etiquettes in consultation with experts.
- 6. To conduct workshops on Public Speaking, Conversation, Communication, Inter personal Skills
- 7. To engage sessions that enhances awareness on healthy living habits anti-smoking, avoidance of drugs, sex education, road safety
- 8. To conduct training sessions to teach employees tips to handle emergencies and First Aid, or critical incidents such as in adverse weather or political situations.

#### PLACEMENT COMMITTEE

#### **Key Objectives**

- To serve as an interface to establish the best student- organization fit by arranging campus interviews.
- To act as a nodal point for all placement-related activities and assists students in developing an effective job search strategy by providing relevant information and resources.
- To facilitate prospective employers by organizing institute-industry interactions regularly, providing complete support for arranging placement activities on the campus and recommending students to them for internship and placement
- To organize pre-placement training by way of group discussions, personal interviews and workshops on personality enrichment and communication skills in an attempt to train students with the necessary skills required to meet the challenges of recruitment.

- 1. To prepare a common database, plan for pre-placement training.
- 2. To prepare an attractive and comprehensive Placement Brochure
- 3. To organize Pre-Placement Seminars by Companies for all branches
- 4. To get the Pre-Placement Job Announcement Form filled in by the representatives of each visiting company
- 5. To maintain and regularly update database of students by getting information from the exam cell
- 6. To maintain database of companies and establishing strategic links for campus recruitments



#### **KEY RESPONSIBILITIES**

- 7. To gather information about job fairs and all relevant recruitment advertisements
- 8. To co-ordinate with companies to learn about their recruitment procedures
- 9. To consolidate inputs obtained from companies coming to the institute for recruitment and forwarding them to departments for improving quality of students in future.
- 10. To identify the needs and expectations of the companies to assist them in recruiting the most suitable candidates.
- 11. To organize pre-placement training for students (Soft Skills, Dress Codes, Mock Interviews). The same shall be organized in the vacation period and is to be arranged with Humanities department faculty
- 12. To arrange periodic meetings with Human Resources Departments and Recruitment department of companies to promote our Institute
- 13. To collect feedback from employers where the Institutes students are placed

#### RESEARCH & DEVELOPMENT COMMITTEE

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- To facilitate the interchange of information, establishment of standards, new techniques and fresh approaches to old problems.
- To provide an atmosphere conducive to research and development for faculty and students by entering into strategic collaborations with industries and other institutes at the national and international levels.

- 1. To organize National and International Conferences
- 2. To encourage all departments to organize Short Term Training Programs and workshops. At least one per year per department.
- 3. To establishing linkages with other R&D Institutes / Labs / Organizations for projects
- 4. Seminars on paper presentation techniques for faculty and students, designed to meet international standards should be arranged.
- 5. The concept of research among students by arranging paper presentation competitions should be promoted
- 6. Publication of research articles by sending deserving entries to journals should be promoted.
- 7. The faculty members who are research-oriented should be given recognition.
- 8. Student projects should be scrutinize, selected and guided and measures should be suggested to develop set up Innovation Hub, projects to convert them into a viable Research Project FYPQAC.
- 9. Departments should be encouraged to submit project reports to facilitate funding, fetch grants etc.



#### **KEY RESPONSIBILITIES**

- 10. The Research/Development/Consultancy projects from Industry/Research Laboratory should be undertaken.
- 11. Provide Registered PG/Research Lab at the Institute.
- 12. Proficiency/Co-curricular/value added courses should be conducted.

#### STAFF WELFARE COMMITTEE

**Key Objectives** 

- To encourages a positive atmosphere of open communication which contributes to high employee morale and a dedicated and motivated workforce.
- To create a bond of solidarity and a spirit of satisfaction amongst the staff members, it enhances the quality of teaching imparted at the Institute.

- 1. Health Awareness Programs on healthy nutrition habits, Yoga, Stress Management should be arranged.
- 2. Annual Health Check-ups at reputed hospitals should be arranged
- 3. Seminars on the dangers of smoking, alcohol-consumption and drugs staff should be coordinated.
- 4. Annual picnics or get-togethers should be organized
- 5. Group vacations should be initiated
- 6. Passport Applications, Driving Lessons, Swimming Lessons, Bill payments, ticket-bookings should be facilitated.
- 7. Activities such as Car Pool should be promoted.
- 8. Experts on Wealth Management for tips on investment and tax planning, group or individual Insurance plans for life, health and pension should be conducted.
- 9. Assistance in locating accommodation to staff members should be provided
- 10. Personality Enrichment sessions should be organized.
- 11. Guest lectures on good parenting styles should be initiated
- 12. Confidential sessions with professional counselors should be organized.



#### **VIDYALANKAR VOLUNTEERING COMMITTEE**

#### **Key Objectives**

- To provide an opportunity to engineering students to apply their ideas and simultaneously offer specialized input in the development of devices (e.g. technology to help the aged or disabled).
- To motivate students to willingly participate in 'on-the field' social service activities, build partnerships with NGO's to address common goals and raise awareness of volunteering as it is also an important part of the role of educators

- 1. To spread awareness of Learn–Earn–Return: Vidyalankar Volunteering Talk
- 2. To initiate programs such as Blood Donation Camps across campus, Anti-Pollution drives, Voting Registrations etc.
- 3. To ensure student participation in community service.
- 4. To arrange guest lectures and seminars by eminent philanthropists to enhance awareness on Volunteering.
- 5. To organize events to increase awareness among community members and involve them in social work so that they can work hand-in-glove with students.
- 6. To promote special days like World AIDS day, World Health Day etc.
- 7. To enter into understandings with NGO's to work for the benefit of society.
- 8. To interact with NGOs and promote objectives like Plastic ban, literacy drive, no smoking etc.
- 9. To encourage and organize disaster Management course.



#### WOMEN DEVELOPMENT CELL COMMITTEE

#### **Key Objectives**

- To empower women and at creating wider gender sensitivity so as to facilitate a congenial working environment
- To create awareness among women employees so that they are not subjected to gender-specific discrimination or sexual harassment and ensure that their fundamental rights (provided by the Constitution of India) are not violated.
- To promote respect for women at the workplace, address feminist issues, identify problems of working women and try to resolve them in a well-negotiated manner.

- 1. To organize guest lecturers to enhance awareness on rights, safety, health care, balancing work and home
- 2. To provide a forum for discussion and interaction with eminent ladies
- 3. To coordinate Women's Day celebrations.
- 4. To organize Seminars on women related issues
- 5. To work with Vidyalankar Volunteering committee and be involved in activities for "Women Empowerment" in the Community.
- 6. To organize classes for training on recipes, interior decoration.
- 7. To coordinate with NGO's for and protection of rights, for women empowerment
- 8. To arrange confidential counseling sessions for female staff and students



#### STUDENT COUNCIL COMMITTEE

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- To bring out the hidden potential, talents and creative skills of the students to the fullest by organizing cultural, sports-related, community, technical and literary activities and events.
- To provide a much needed outlet from studying, it also moulds the students to face the challenges which exist in the highly competitive environment.

#### **KEY RESPONSIBILITIES**

#### 1. Cultural Activities

- Attractive photos and posters showcasing the enchanting cultural diversity of India should be displayed.
  - Entertainment events with a judicious blend of traditional and modern culture should be conducted
- Ensuring that obscenity, vulgarity, abuse and imitation of any caste, creed or religion is strictly avoided
  - Encouraging participation and providing necessary guidance to students
  - Allowing freedom to students in planning, executing events and activities but constantly monitoring that they do not deviate from the acceptable norms
  - Observing and celebrating days like Traditional Day, Cultural Day etc.
  - Identifying students who are trained in Classical Indian Arts (music, dance) and arranging performances at the Campus, State and National levels

#### 2. Sports Activities

- Work towards establishing VSIT as a premier institute which has a healthy mix of academia and sports
  - Plan and organize Inter and Intra College sporting events
  - Encourage students to participate
  - Identify students who are specially talented in any sport and groom them
  - Ensure that the Gymnasium is properly equipped and maintained to accommodate a wide range of indoor games
  - Facilitate expert coaching in exceptional cases
  - Arrange sponsors for sporting events
  - Organize sporting events utilizing the facilities and space on the campus

#### 3. Tech fest Activities

- Coordinating and organizing the annual Techfest
- Making provisions for theme–based technical events



- Including activities that answer societal needs (e.g. inventing devices/ websites facilitating the aged or disabled)
- Planning the content in such a manner that students are inspired to think innovatively and become research-oriented
- Conducting the techfest with a motive to complement the technical education students receive in the curriculum and enable them to experience new vistas
- Providing a forum for industry-institute interaction
- Enabling students to have a hands-on approach in organizing events
- Managing the fiscal and sponsorship activities



#### REPORT USAGE LIMITATIONS

This report is intended solely for the information and use of the management of VSIT and is not intended to be and should not be used by anyone other than these specified parties. Ernst & Young therefore assumes no responsibility to any user of the report other than VSIT Management. Any other persons who choose to rely on our report do so entirely at their own risk.

#### **LIMITATIONS OF PROCEDURES**

As it is practically not possible to study all aspects of a process in its entirety thoroughly during the limited time period of a review, based on our methodology for conducting the exercise, we conducted a review of the process and held discussions with the process owners and other key people in the process during the planning stage of audit which helped us in identifying specific areas where control weaknesses & process gaps may exist, opportunities for process improvement and/or cost reduction/revenue enhancement. Our subsequent test work, study of issues in detail and developing action plans are directed towards the issues identified. Consequently, this report may not necessarily comment on all the function / process related matters perceived as important by the management.

The issues identified and proposed action plans in this report are based on our discussions with the people engaged in the process, review of relevant documents/records and our physical observation of the activities in the process. We made specific efforts to verify the accuracy and authenticity of the information gathered only in those cases where it was felt necessary. The work carried out and the analysis thereof is based on the interviews with the personnel and the records provided by them.

The identification of the issues in the report is mainly based on the review of records, sample verification of documents / transactions and physical observation of the events. As the basis of sample selection is purely judgmental in view of the time available, the outcome of the analysis may not be exhaustive and representing all possibilities, though we have taken reasonable care to cover the major eventualities.



