

## EVALUATIVE REPORT OF TOURISM, HOTEL, HOSPITALITY AND HERITAGE STUDIES

1. Name of the Department: Tourism, Hotel, Hospitality and Heritage Studies
2. Year of establishment: 2012
3. Is the Department part of a School/Faculty of the university? Yes
4. Names of Programmes offered (UG, PG, M.Phil., Ph.D., Integrated Masters; Integrated Ph.D., etc.):

S. N.	Programme	Duration	Nature	Intake
1	UG, B.A. (H) Hotel Management, Travel and Tourism	6 Semesters	Fulltime	30
2	UG, B.A. (H) Hotel Management, Travel and Tourism	3 Years	Full Time	30
3	Diploma in Tourism and Travel Management	1 Year	Full Time	30
4	Certificate in Tourism and Travel Management	1 Year	Full Time	30

5. Interdisciplinary courses and departments involved :
  - (1) History (History, Heritage and Culture)
  - (2) Geography (Travel and Tourism Geography and Ecology)
  - (3) Centre for Management Studies (Marketing Management in Tourism, Hotel and Hospitality)
6. Courses in collaboration with other universities, industries, foreign institutions, etc.: BIRDETA
7. Details of programmes / courses discontinued, if any, with reasons: None
8. Examination System Annual/ Semester/Choice Based Credit System:

S. No.	Programme	Mode	Status
1.	B. A. (H) Hotel Management, Travel and Tourism	Semester	Current
2	B. A. (H) Hotel Management, Travel and Tourism	Annual	Current
3	B. A. Programme (III, IV, V and VI Semester)	Semester	Current
4	B. A. Programme (III, IV, V and VI Semester)	Semester	Completed
5	B. A. Subsidiary (I, II, III and IV Semester)	Semester	Current
6	Diploma in Tourism and Travel Management	Annual	Current
7	Certificate in Tourism and Travel Management	Annual	Current

9. Participation of the department in the courses offered by other departments:

S. No.	Class	Semester/Annual	Course Title	Departments involved
1	B.A. (H) HMTT	Semester-I and II	Foreign Languages: Spanish, French and Italian	Centre for European and Latin American Studies
2	B.A. (H) HMTT	Semester-III and IV	Foreign Languages: Spanish, French and	Centre for European and Latin American Studies

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			Italian	
3	B.A. (H) HMTT	Semester-V and VI	Foreign Languages: Spanish, French and Italian	Centre for European and Latin American Studies

10. Number of teaching posts sanctioned and filled (Professors/Associate Professors/Asst. Professors)

Teaching post	Sanctioned	Filled	Actual
Professor	01	..	..
Associate Professors	01	..	..
Asst. Professors	03	02	02

11. Faculty profile with name, qualification, designation and specialization (D.Sc./D.Litt./ Ph.D./ M.Phil., etc.)

Name	Qualification	Designation	Specialization	No. of Years of Experience	No. of Ph.D. students guided for the last 4 years	
					Awarded	Ongoing
Abdul Qadir	Ph.D.	Asst. Professor	Tourism Geography	6	NIL	NIL
Vijay Kumar	Ph.D	Asst. Professor	Tourism	3	NIL	NIL

12. List of senior Visiting Fellows, faculty, adjunct faculty, emeritus professors:

Prof .Justin Podur, Visiting Professor Canada

13. Percentage of classes taken by temporary faculty – programme-wise information:

Year	BA Programme/ BA Pass/Subsidiary	BA (Hons)	Certificate	Diploma
2008	100	--	100	100
2009	100	--	100	100
2010	100	100	100	100
2011	100	70	100	60
2012	50	70	100	60
2013	70	50	100	60
2014	75	50	100	60

There was no permanent faculty till 2010, only two permanent Asstt. Professor has joined the department in Dec, 2011.

14. Programme-wise Student Teacher Ratio:

S.No.	Programme	Student-Teacher Ratio
1.	BA (Hons.) Hotel Management, Travel and Tourism	45:1

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2.	Diploma in Tourism and Travel Management	15:1
3.	Certificate in Tourism and Travel Management	15:1

15. Number of academic support staff (technical) and administrative staff: sanctioned and filled:

S. No.	Post	Nature	Total
1	Group C	Administrative	01
2	Group D	Technical	01

16. Research thrust areas recognized by funding agencies: None

17. Number of faculty with ongoing projects from a) national b) international funding agencies and c)

Total grants received. Give the names of the funding agencies and grants received project-wise :

A) UGC National Project (Major Research Project)

Dr. Abdul Qadir: At present Serving as Co-investigator in UGC sponsored Major Research Project, "Role and Promotion of Heritage Culture Tourism: A Study of *Tafrih-ul Imarat- Edition, Annotation and Translation*".

18. Inter-institutional collaborative projects and grants received

a) National collaboration: None

b) International: None

19. Departmental projects funded by DST-FIST; UGC-SAP/CAS, DPE; DBT, ICSSR, etc.; total grants received: None

20. Research facility / centre with : N/A

- state recognition
- national recognition
- international recognition

21. Special research laboratories sponsored by / created by industry or corporate bodies : N/A

22. Publications (2008-2014):

Name	Number of papers published in peer reviewed journals (national / international)	Monographs	Chapters in Books	Edited Books	Books with ISBN with details of publishers	Number listed in International Database (For e.g. Web of Science, Scopus, Humanities International Complete, Dare Database - International Social Sciences Directory, EBSCO host, etc.)	Citation Index – range / average	SNIP	SJR	Impact Factor – range / average	h-index
Abdul Qadir	-	-	-	-	-	-	-	-	-	-	-
Vijay Kumar	2	-	2	-	-	-	-	-	-	-	-
<b>Total</b>	<b>2</b>	-	<b>2</b>	-	-	-	-	-	-	-	-

Dr. Vijay Kumar

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S.No	Title of the Paper	Author(s)	Journal	Volume Nos Year, Page No	Publisher /ISSN No/Int Database
1	Prospects Of Cave Tourism In Meghalaya	Dr Vijay Kumar	International Research Journal Of Commerce, Arts And Science	In Volume 5 Issue 8 , Sep, 2014	CASIRJ, ISSN 2319 – 9202
2.	Shifting Outset Of Safe And Security In Tourism	Dr Vijay Kumar	Bhartiya Bhasha, Siksha, Sahitya Evam Shodh	In Volume 5 Issue 8 , Sep, 2014	BBSES, ISSN 2321 – 9726

Dr. Abdul Qadir

1. Written book “Travel Resources” for class XI<sup>th</sup> (CBSE), 2013.
2. Written Chapters in Travel and Tourism Modules (National Open Learning School) for Senior Secondary School, 2013.

23. Details of patents and income generated : N/A

24. Areas of consultancy and income generated: N/A

25. Faculty selected nationally/ internationally to visit other laboratories in India and abroad : N/A

26. Faculty serving in

a) National committees    b) International committees    c) Editorial Boards d) any other (please specify):

a) National Committee:

S.No	Name	International	National	Editorial Board	Any Other
1.	Dr. Abdul Qadir	----	<ul style="list-style-type: none"> <li>• Member of B.O.S. Department of Tourism, Hotel, Hospitality and Heritage Studies, JMI</li> <li>• Life Member of Indian Tourism Congress</li> </ul>	-- --	-- --
2.	Dr. Vijay Kumar	Member of TTRA. (2012-13)	<ul style="list-style-type: none"> <li>• Member of B.O.S. Department of Tourism, Hotel, Hospitality and Heritage Studies, JMI</li> <li>• Life Member of Indian Tourism &amp; Hospitality Congress</li> </ul>	-- --	-- --

27. Faculty recharging strategies:

Dr. Abdul Qadir

- Ten days Training on Remote Sensing Techniques, sponsored by Department of Space (ISRO), organised by Department of Geography, Jamia Millia Islamia, June 2013.

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- UGC sponsored Refresher course (Three weeks) from UGC Academic Staff College, Jamia Millia Islamia, December 2013.
- Attended workshop to set Question papers for Tourism Administration and Management SLET exams, Himachal Pradesh Service Commission, Himachal Bhavan, New Delhi, 2013
- Four weeks Training in “Geo-Spatial Technologies” sponsored by Department of Science & Technology (DST), Ministry Of Science and Technology, organised by Department of Geography, Jamia Millia Islamia, New Delhi, June 2014.
- UGC sponsored Orientation programme (Four weeks) from UGC Academic Staff College, Jamia Millia Islamia, August 2014.
- At present Serving as Co-investigator in UGC sponsored Major Research Project, “Role and Promotion of Heritage Culture Tourism: A Study of *Tafrih-ul Imarat- Edition, Annotation and Translation*”.

Dr. Vijay Kumar

UGC sponsored Orientation programme (Four weeks) from UGC Academic Staff College, Bharthiar University, Coimbatore, TN, May 2013.

28. Student projects :

- percentage of students who have done in-house projects including inter-departmental projects:  
In-house projects

S.No.	Course	% of students
1.	Certificate in TTM	100 % students
2.	Diploma in TTM	100 % students

- percentage of students doing projects in collaboration with other universities / industry / institute: None

29. Awards / recognitions received at the national and international level by : None

30. Seminars/ Conferences/Workshops organized and the source of funding (national / international) with details of outstanding participants, if any.

S.No.	Title of the Conference/ Workshop	National/ International	Funding agency	Date	Outstanding Participants
1.	EWYL	National	MOT	June, 2009	Director IITTM, Gwalior and others from tourism field
2.	EWYL	National	MOT	July, 2009	Director IITTM, Gwalior and others from tourism field
3.	EWYL	National	MOT	November, 2009	Director IITTM, Gwalior and others from tourism field
4.	EWYL	National	MOT	January, 2010	Director IITTM, Gwalior and others from tourism field
5.	EWYL	National	MOT	February, 2010	Director IITTM, Gwalior and

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					others from tourism field
6.	EWYL	National	MOT	March, 2010	Director IITTM, Gwalior and others from tourism field
7.	EWYL	National	MOT	October, 2010	Director IITTM, Gwalior and others from tourism field
8.	EWYL	National	MOT	November, 2010	Director IITTM, Gwalior and others from tourism field
9.	EWYL	National	MOT	January, 2012	Director IITTM, Gwalior and others from tourism field
10.	Tourism knowledge for Nizamuddin Basti Youngsters	Workshop	Agha Khan Trust	1-3 July, 2010	--
11.	“Tourism as a Career oriented programme”	University Level	JMI	20/01/2011	Director IITTM Gwalior, Professor Sandeep Kulsheshta, Gwalior, Dr. Pawan Gupta, IITTM, Delhi
12.	Human Rights in South Asia	International Seminar	JMI	19/02/2014	Panelists from Pakistan and India
13.	Further Education/Career in Tourism	Workshop	JMI	14/03/2014	The Chopra’s – HR Manager
14.	Getting started: Preparation for corporate world	Workshop	JMI	19/03/2014	Training and Placement officer, Jamia Placement Cell, Mr Rihan Khan Suri

31. Code of ethics for research followed by the departments: Ethics followed through Board of Studies

32. Student profile course-wise:

Name of the Course (refer to question no. 4)	Applications received	Selected		Pass percentage	
		Male	Female	Male	Female
Certificate (2008-09)	274	18	13	100	100
Diploma(2008-09)	190	25	7	100	100

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Name of the Course (refer to question no. 4)	Applications received	Selected		Pass percentage	
		Male	Female	Male	Female
Certificate (2009-10)	387	24	7	84	100
Diploma(2009-10)	214	24	7	74.10	85.7
Certificate (2010-11)	290	24	3	95.8	100
Diploma(2010-11)	151	16	8	96	87.5
B.A.(2010-11)	616	32	1	100	100
Certificate (2011-12)	132	26	4	88.4	100
Diploma(2011-12)	138	20	7	92	100
B.A.(2011-12)	1280	25	3	100	100
Certificate (2012-13)	170	26	2	100	100
Diploma(2012-13)	166	22	9	100	100
B.A.(2012-13)	2193	27	6	--	--
Certificate (2013-14)	184	27	3	100	100
Diploma (2013-14)	152	25	3	100	100
B.A. (2013-14)	2757	22	5	--	--
Certificate (2014-15)	191	22	7	--	--
Diploma (2014-15)	124	25	5	--	--
B.A. (2014-15)	2653	28	4	--	--

### 33. Diversity of students –

Name of the Course (refer to question no. 4)	% of students from the same university	% of students from other universities within the State	% of students from universities outside the State	% of students from other countries
B.A. (H) 2010	13	26	60	-----
B.A. (H) 2011	12	28	57	3
B.A. (H) 2012	15	24	54	6
B.A. (H) 2013	17	20	60	3
B.A. (H) 2014	23	40	37	-----

34. How many students have cleared Civil Services and Defence Services examinations, NET, SET, GATE and other competitive examinations? Give details category-wise: One

### 35. Student progression

Student progression	Percentag e against enrolled	Perce ntage against	Percenta ge against	Percenta ge against	Perce ntage against	Percent age against	Percent age against

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	2008	enrolled 2009	enrolled 2010	enrolled 2011	enrolled 2012	enrolled 2013	enrolled 2014
Certificate to Diploma	15.50	17.34	23.46	40.25	33.80	17.85	10.00
Employed • Campus selection • Other than campus recruitment	Students got selected in various tourism agencies through Campus Recruitment process and also independently						
Entrepreneurs	--						

36. Diversity of staff

Percentage of faculty who are graduates	
of the same university	50
from other universities within the State	50
from universities from other States	--
from universities outside the country	--

37. Number of faculty who were awarded Ph.D., D.Sc. and D.Litt. during the assessment period: One

38. Present details of infrastructural facilities with regard to

S.No.	Library	Internet Facilities for Staff and Students	Total number of class rooms	Class rooms with ICT facility	Students' laboratories	Research laboratories	No. of Books
1.	Students' Library	Yes	04	One	1 (CRS Lab)	NOT APPLICABLE	1147

39. List of doctoral, post-doctoral students and Research Associates

From Host University	From Other University	Doctoral
NIL	Imosongla Jamir	Awarded
	Vijay Kumar	Awarded
	Nagendra Pandey	--

40. Number of post graduate students getting financial assistance from the university. N/A

41. Was any need assessment exercise undertaken before the development of new programme(s)? If so, highlight the methodology.

Yes, proposal was prepared and discussed with the experts of tourism field. Requirements of the students was taken into consideration. Tourism market was surveyed.



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Names of the Expertise:

- (1) Prof. Ravinder Kumar: Director, SOTHSSM, IGNOU
- (2) Dr. Pawan Kumar Gupta, NODAL Officer, IITTM, PUSA, Delhi
- (3) Prof. Sandeep Kulshreshta, IITTM, Gwalior

42. Does the department obtain feedback from :

a. Faculty on curriculum as well as teaching-learning-evaluation? If yes, how does the department utilize the feedback?

1. Intensive exercise in curriculum development was done in the presence of external experts. Department meetings and Board of Studies meetings held regularly.
2. By revising course content, introducing new papers, revision of internal assessment.

b. Students on staff, curriculum and teaching-learning-evaluation and how does the department utilize the feedback?

Curriculum has been developed systematically. Students, Tourism experts from IITTM, faculty members of Jamia gave their suggestions. On the basis of their feedback changes were made in the curriculum. Suggestions were invited for acquiring books for library and books were purchased accordingly. Professional trends were taken care of in developing the course structure.

c. Alumni and employers on the programmes offered and how does the department utilize the feedback?

Employers suggest the current trends in the Tourism industry. Their suggestions are incorporated in the syllabus for employment opportunities.

43. List the distinguished alumni of the department (maximum 10):

S.No.	Name of Alumni	Place/ Position
1.	Mr. Zubair Ahmad	Lead Executive in KOUNI Travels
2.	Mr. Gaurav Kumar. Gupta	Sr. Executive Informative Travels
3.	Mr Abdur Rehman Usmani	India Dream Holiday, Assistant Manager
4.	Mr Arshad Khan	India Dream Holiday, Executive
5.	Ms Ayesha Khan	N Chirag Travels, Head Visa Dept
6.	Ms Nazish Nusrat	Air India SATS, Customer Service Agent
7.	Mr Syed Saquib	Alishar Company, Jeddah, Travel Coordinator
8.	Mohammed Muharib	Bonton tours India, Senior Executive
9.	Sharjeel Khan	Emirates Holidays, Senior Executive
10.	Mohd Sameer	Yayavar Tours, Senior Ticketing Manager

44. Give details of student enrichment programmes (special lectures / workshops / seminar) involving external experts:

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Extension Lectures
Personality Development Programme
Workshops
Interactive sessions with foreign delegates
Election for Subject Association
Extra Curricular Activities (Essay, Debate, Quiz, Documentary, poster making etc.)

45. List the teaching methods adopted by the faculty for different programmes.

Lecture, Power Point Presentation, Study Tours, Project work, Field Work, CRS, Exercises in Spanish and English languages.

46. How does the department ensure that programme objectives are constantly met and learning outcomes are monitored?

Department organizes Students' seminars regularly, experts from the respective fields of tourism industry are invited, regularly faculty meetings are organized

47. Highlight the participation of students and faculty in extension activities.

Activity	Student Participation	Faculty Participation
Extension Lectures	100%	100%
Workshops	100%	100%
Posters, Books Exhibition	100%	100%

48. Give details of "beyond syllabus scholarly activities" of the department.

Students Seminars
Extension Lectures
Workshops
Programmes organized by MOT, Amity, IITTM related to tourism

49. State whether the programme/ department is accredited/ graded by other agencies? If yes, give details. None

50. Briefly highlight the contributions of the department in generating new knowledge, basic or applied.

- By contributing study material for Open School, IGNOU, CBSE
- Evaluating research dissertations and framing other universities courses
- Faculty has served as advisor to other universities, SSC
- Served as committee member of the Archaeological survey of India for Lucknow and Nagpur

51. Detail any five Strengths, Weaknesses, Opportunities and Challenges (SWOC) of the department.

Strengths:

1. In entire Delhi Jamia is the only University which offers regular three years degree course in tourism.

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2. Courses attract NRI and Foreign students. CRS training is imparted to the students which are an essential component of tourism job market.
3. Foreign language is taught, it opens up variety of job opportunities for the students.
4. Faculty is actively engaged in research, they are also preparing course structure for CBSE, NIOS, Kashmir Central University and Himachal Pradesh Central University.
5. CRS lab has setup for students training in ticketing and Air Fares

### **Weaknesses:**

1. Lack of adequate faculty: We have not been provided the adequate faculty as the programme has been recently launched 2 years back. We are expecting adequate faculty in the XII Plan period.
2. More infrastructure in form of equipments is needed
3. More class rooms are required
4. There is absence of library assistant which hampers the utilization of library facility
5. There is absence of CRS lab attendant to take care of the lab

### **Opportunities:**

1. Students have opportunity to be absorbed in the Tourism and Travel market after completing course from the Dept.
2. Students have better prospect of getting exposure in Travel Agencies and Hotels.
3. Students are getting better opportunities after being proficiency in Foreign Languages from the Dept.
4. Tourism as a newly emerging employment generating discipline is potential to enter into exchange programmes and collaborate with other agencies.
5. Students have opportunity to serve to medical tourists in the various Hospitals in India.

### **Challenges:**

1. Communication skill in languages, particularly in English is essential
2. Personality development and exposure to the tourism industry is important and necessary.
3. Students have to be prepared well to find good placement.
4. Sincere and devoted faculty is to be selected.
5. Facility and funding to the students as well as faculty to carry out through quality research, surveys and field work is a challenge. Department is in infancy it needs to be built.

### **52. Future plans of the department**

The department plans to open new long term and short term courses such as:

#### Long term courses:

1. M.A. in Travel and Tourism Studies
2. M.Phil
3. Ph.D.

#### Short term courses:

1. Tourist guides and Escorts
2. Travel agencies and Tour operator

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3. CRS (Computerized Reservation System)
4. Hotel Management and Hospitality
5. CARGO Management
6. Event Management