



The Executive Committee of the **Indian Centre for Academic Rankings & Excellence (ICARE)** on recommendation of the Audit & Assessment Board has rated

## AMITY UNIVERSITY, HARYANA



as a **FIVE STAR** Institution with a score of **723 out of 1000** on the basis of comprehensive performance metrics as set out in the **ICARE Academic & Administrative Audit Framework** on the 30th June 2018.

PARAMETER	STAR RATINGS
CURRICULAR ASPECTS	★ ★ ★ ★ ★
TEACHING, LEARNING AND EVALUATION	★ ★ ★ ★ ★
RESEARCH, INNOVATIONS AND EXTENSION	★ ★ ★ ★ ★
INFRASTRUCTURE AND LEARNING RESOURCES	★ ★ ★ ★ ★
STUDENT SUPPORT AND PROGRESSION	★ ★ ★ ★ ★
GOVERNANCE, LEADERSHIP AND MANAGEMENT	★ ★ ★ ★ ★
INSTITUTIONAL VALUES AND BEST PRACTICES	★ ★ ★ ★ ★

*M. M. M.*

Registrar  
Amity University Haryana  
Manesar, Gurgaon - 122413

*Karthick Sridhar*

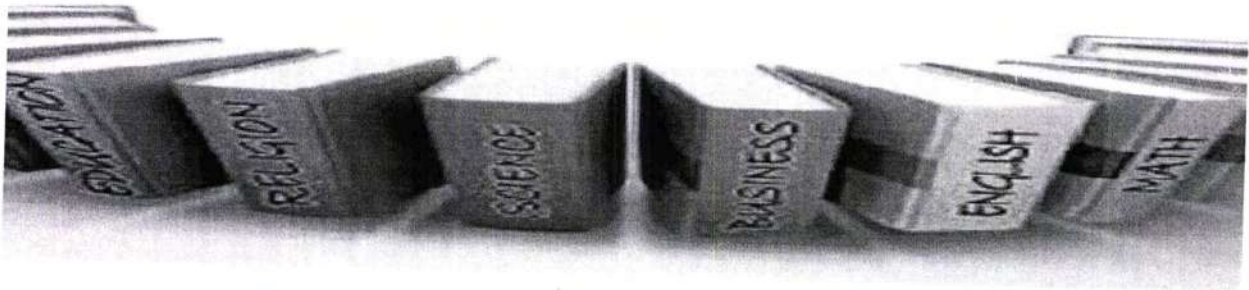
Dr Karthick Sridhar  
Vice Chairman

*Syed Mujahid*

Syed Mujahid  
Director - Ratings

VALID UPTO 30TH JUNE 2019

Annual Internal Quality  
ACADEMIC AND ADMINISTRATIVE AUDIT 2018-19



*Achieving Academic Excellence*



**AMITY UNIVERSITY HARYANA**

*Manish*  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413





# AMITY UNIVERSITY

## HARYANA

Established vide Government of Haryana Act No.10 of 2010

### INTERNAL QUALITY ASSURANCE CELL

#### ANNUAL REPORT OF INTERNAL ACADEMIC AND ADMINISTRATIVE AUDIT SESSION - 2018-2019

AUH has established an Internal Quality Assurance Cell (IQAC) to implement and improve quality standard and strategies through internal and external evaluation.

Academic and Administrative audit (AAA) gives a standard system based on parameters for quality education. The IQAC is merely an enabler. In this process documentation of a department is very useful for futuristic reference. IQAC undertakes periodic audits to improve processes related to teaching-learning, structures and methodologies. Recommendations and feedback by IQAC are analyzed and implemented for improvements. Academic standards set by particular institution tend to benchmark the institution on the quality it provides to its stakeholders.

The aims and objectives of AAA can be stated as below:

- Academic processes involved for students.
- The quality of students' learning opportunities.
- Developments in quality enhancement and assurance.
- The completion of departmental profile with evidences.
- The completion of administrative documents.

Amity University Haryana is an Innovation and Research driven university with focus on providing a multidisciplinary and multicultural learning environment to all students. The focus of AUH has been on student centric learning. The university focuses on providing a unique blend of theoretical and practical knowledge by using innovative pedagogical techniques and involving the students in various activities which provide them a host of opportunities to constantly reinvent themselves, handling new situations and technology, understanding people management skills and experimenting new things, thus, preparing them to become accomplished professionals and good human beings.

Achieving academic excellence is the core philosophy of Amity University Haryana and is the driving force behind its academic rigour and high quality teaching-learning process which instill a spirit of learning amongst students. This core philosophy is reflected in the 101 UG, PG and M.Phil programmes running at the university in diversified areas with Choice Based Credit System (CBCS).



Multidisciplinary flexible Choice Based Credit System (CBCS) focuses on leveraging the talent and innovative capabilities of students, making them industry-ready. It gives them the flexibility to design their own degree and do a minor in the area of their choice. Regular guest lecturers, corporate connect programs, industrial visits, expert talks by scientists and public figures and military training as a one credit course add to the required exposure for holistic development of students. Taking positive steps and joining hands with India's Skill Development Mission to bridge the skill gap and making students and professionals more employable by Amity Skill Institute under the umbrella of Academic affairs to all the departments of the university.

At Amity University Haryana there are Six departments v.i.z .

1. Faculty of Management Studies & Behavioural Sciences
2. Faculty of Health & Allied Sciences
3. Faculty of Science, Engineering & Technology
4. Faculty of Law
5. Faculty of Architecture And Planning
6. Faculty of Arts

### **Student Enrolment and Profile in all Departments**

The University has a vision to develop as a **Fully Industry Integrated University providing a global platform for nurturing talent**. The curriculum and methodologies are designed to enhance holistic development of students. The presence of students from across India and abroad adds the flavor of diversity of regions, ethnicities, and cuisines on the campus.

### **Internal Academic Audit**

Internal academic audit of Departments was carried out by IQAC with the objective to analyze the several criteria's of the departments.

### **1. FACULTY OF MANAGEMENT STUDIES & BEHAVIOURAL SCIENCES**

This department was established in 2010 and comprises of five institutes as under.

- Amity Business School
- Amity College of Commerce
- Amity School of Hospitality
- Amity Institute of Behavioral and Applied Sciences
- Amity Institute of Clinical Psychology





IQAC conducts internal audit before the commencement of every semester for academic monitoring of all internal processes. 22 programs are being offered in this department at under graduate and post graduate level. 4 programs are being offered at Ph.D level.

## 1. Observations

- 1.1. During the audit it was found that the faculty load was evenly distributed among the faculty members, faculty registers, course manuals and the event calendar were being maintained. It was observed that events were organized as per the event calendar designed at the beginning of the session. Postponement/rescheduling of any event is due to non availability of the resource. Course manuals have been prepared by the department for all the courses and were mapped with the course outcomes, programme outcomes and programme specific outcomes.
- 1.2. The department has some of the most talented and dedicated faculty who come from the best institutions. Not only are they academically and professionally amongst the best, but they also have values to become true role models. The sanctioned strength of the department is 66 and currently there are 63 faculty members who are well qualified and equipped to take up the required teaching assignments.
- 1.3. Faculty use ICT enabled state of the art smart classrooms along with Learning Management Systems (LMS) and E-learning resources for a more experiential learning. The student centric approach to teaching learning encourages students to undertake live projects, case studies, online courses and certification programs which enhance their knowledge quotient.
- 1.4. The department has incorporated the Mentor Mentee session in their time table. The mentorship programme helps to forge a valuable association between students and faculty which helps students take on personal and professional challenges in life. Each School/Institute comprises of examination subcommittee, placement committee, and departmental research committee. The relevant documents of the same are well maintained.
- 1.5. In the department Amity Business School has its own internal library for the students. It has daily newspaper, journals and books as ready reference for the students to prepare for debate, quiz etc. It has also established Centres of Excellence for BRICS studies, Rural Innovation & Social Entrepreneurship (RISE).
- 1.6. The department has computer labs, psychological labs, labs of hospitality are equipped with machines and equipments required for practical work. Stock registers of



consumable and non-consumable items are being maintained. The various psychological tests available in AIBAS are adequately used for guidance and counseling to faculty and students. Record of the same is being maintained by the school. The students work on social awareness programmes in the school. The students also visit NGOs and wellbeing centers.

1.7. During audit it was found that Amity Business School and Amity School of Hospitality are actively involved in promoting entrepreneurship activities. Students are encouraged to think out of the box and their ideas are incubated in the incubator cell of the University. 'Hunar se Rozgar Tak' skill initiative of ASH has increased the employability prospects of students.

1.8. The faculty members in the department are research orientated and publish research papers in reputed journals. Faculty participate in national and international conferences, workshops etc.

## 2. Initiation of follow up Action

1.1 It has been observed that the required number of session plans as per the credits were not uploaded by few faculty. There were few instances wherein the faculty has uploaded the session plans but it was less than the required number. During re-audit the non-conformities were closed.

1.2 In the year 2017-18, there was a shortfall of five faculty as per the sanctioned strength. Eight new faculty have been recruited.

1.5 Rural Innovation & Social Entrepreneurship (RISE) has been established in the academic session 2018-19 to promote entrepreneurship activity.

1.8 There is an increase in the number of publications by faculty in reputed journals of high impact factor. Books with ISBN number have also been published by faculty in the current academic session.

## 3. Areas of further improvement

- Faculties are advised to undertake consultancy projects.
- Few faculty members have professional membership. It can be encouraged.
- Interdisciplinary and interdepartmental research activities should be promoted for societal needs.





## 2. FACULTY OF HEALTH & ALLIED SCIENCES

This department was established in 2011 and comprises of three institutes as mentioned below.

- Amity Medical School
- Amity College of Nursing
- Amity Institute of Pharmacy

A total of 18 under graduate and post graduate are being offered in this department. 5 programs are being offered at Ph.D level. The sanctioned faculty strength is 48 out of which 46 are filled by faculty members. The department has well qualified faculty.

### 1. Observations:

- 1.1 The department promotes regular engagement of faculty, staff and students with the neighborhood community for the holistic development of students and sustained community development, of the villagers, through various activities. The exposure of the students to extension and outreach activities helps in sensitizing them towards social issues and motivates them to work for the society.

Few voluntary activities have been organized in AMS and Amity College of Nursing (ACON) as under:

1. Health check up camps for the villagers located in close proximity of the campus.
2. Free optometry and audiology consultation to nearby villagers.
3. Community awareness programs are being conducted by students in neighboring villages.

- 1.2 The department has tie ups with hospitals like Paras, Fortis for internship of Nursing students. The students visit hospitals as per their curriculum for hands on experience. The faculty in Amity Medical School is actively involved in research activities. Patents have been filed from this school. ACON has received grant in research project worth 1000 US dollar. Two faculty and two students have received national award. The department has signed many national and international MoUs in the department.

*Ami*

*S Sharma*  
*Dy. Dir*  
*IQAC*



- 1.3 During audit it was found that Mentor –Mentee practices are followed as per the time table. The mentors guide the students through challenging situations transforming them into suave professionals. The records in the department were well maintained. The course manuals, faculty registers, event calendar were available for perusal. The faculty load was evenly distributed. Class representative meetings are being held. Session plans were uploaded before the commencement of the session except a few faculty. Record of time table is being maintained. Faculty load has been distributed as per council norms in Amity Institute of Pharmacy.
- 1.4 Amity Medical School (AMS) organizes culinary competitions, blood donation camps health camps etc. The laboratories have maintained stock registers of consumable and non consumable items. Physical verification of stock is carried out annually. Event calendar was being maintained. It was observed that events were organized as per the event calendar designed at the beginning of the session. Postponement /rescheduling of any event is due to non availability of the resource. Course manuals have been prepared by the department for all the courses and were mapped with the course outcomes, programme outcomes and programme specific outcomes.
- 1.5 The faculty adopts blended learning pedagogy as mode of instructions in the department. Tutorials, lectures, demonstration in practical classes, presentation etc are a part of learning imparted in the department. The classes are equipped with LCD projectors and internet connectivity. ICT tools are extensively used during teaching learning process.
- 1.6 Each School/Institute comprises of examination subcommittee, placement committee, and departmental research committee. The relevant documents of the same are maintained except in Amity Institute of Pharmacy.
- 1.7 Amity institute of Pharmacy was established in 2016. The institute has state of the art, well equipped laboratories for experiential learning outcomes. The course manuals were as per the council norms. Most of the faculty was having doctorate degree. The faculty in the institute is research oriented and a number of papers have been published in reputed journals. The equipments and chemicals were not properly labeled and placed appropriately in the institute. The consumable and non consumable stock registers were incomplete. The institute is adhering to all the norms laid down by the council. Good lab practices are displayed in the ACON and AMS labs.

## 2. Initiation of follow up action

- 1.1 Extension and outreach activities have increased in comparison to previous years data.



*[Handwritten signature]*  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413



1.2 There is an increase in the publication of papers in the department in reputed journals w.r.t. previous year data. 8 books with ISBN number have been published by the department.

1.3 It has been observed that the required number of session plans as per the credits were not uploaded by few faculty. There were few instances wherein the faculty has uploaded the session plans but it was less than the required number. During re-audit the non-conformities were closed.

1.4 Health camp in collaboration with SRL Diagnostics is being organized.

1.6 Amity institute of Pharmacy is maintaining records as per the suggestions of IQAC.

1.7 The attendants in the laboratories are in the process of maintaining lab records as per the suggestions given by IQAC. Good lab practices are displayed in the Pharmacy labs.

### 3. Areas of further improvement

- Faculty is advised to take initiative on consulting projects.
- The department should organize more workshops, seminar, conference and faculty development programmes for enhancing the knowledge quotient of the students and faculty respectively.
- Social awareness programs in collaboration with NGOs / government recognized institutions can be initiated.
- The department should focus on developing patents.

### 3. FACULTY OF SCIENCE, ENGINEERING & TECHNOLOGY

This department was established in 2010 and comprises of four institutes mentioned below.

- Amity School of Engineering & Technology
- Amity School of Applied Sciences
- Amity Institute of Biotechnology
- Amity School of Earth & Environment Science (2015)

The department is offering 39 under-graduate and post-graduate programmes. 12 Ph.D programs are being offered in the department. The Department has the most experienced, qualified and renowned faculty from the best institutions in the nation. Currently the faculty strength is filled as per the sanctioned posts in the department. State of the art research labs are available in the department to carry out multidisciplinary and intra and inter collaborative research at AUH.

*Ami*  
*S. Sharma*  
*Dy. Dir*  
*IQAC*




*Mamta*  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413

## 1. Observations:

- 1.1. The department has many research fellows who have cleared JRF. Full time Ph.D scholars are actively involved in carrying out research activities. The faculty in Amity institute of Biotechnology (AIB) is holding doctorate degree and has received many accolades and awards which indicate highest global standards in research, industry integration and academics. Four faculty have been awarded nationally and 18 students have received award too.
- 1.2. Blended learning approach is followed in the department. Demonstration method and problem solving method is incorporated in the practical classes. Massive online open courses are used by faculty and students to enhance their learning and knowledge quotient.
- 1.3. Each School/Institute comprises of examination subcommittee, placement committee and departmental research committee. The relevant documents of the same are well maintained.
- 1.4. The faculty in the department has published 194 papers in Scopus indexed and other indexed journals, and books with ISBN number are 31. The participation of the faculty members in academic activities such as seminar/conferences/workshops is commendable.
- 1.5. The department has been granted 12 research projects from external funding agencies worth Rs. 440,69,08,585/-. It has 3 projects in national collaboration amounting to Rs. 173.52 Lakh and international collaboration in 2 Projects of worth Rs. 98.18 Lakh. Above this the department has also received DST-FIST grants amounting to Rs. 84,00,000/-. To add more it also has 2 consultancy projects of Rs. 25, 17,780/-. Three patents have also been recorded by the department. It was found while auditing that the department has maintained the utilization certificate, sanctioned letters etc in the file of all the research projects received/ granted.
- 1.6. Event calendar was being maintained. It was observed that events were organized as per the event calendar designed at the beginning of the session. Postponement /rescheduling of any event is due to non availability of the resource. Course manuals have been prepared by the department for all the courses and were mapped with the course outcomes, programme outcomes and programme specific outcomes.
- 1.7. Laboratory audit is carried out before the commencement of the academic session to ensure availability of chemicals and reagents required for performing practical work to the students. Lab manuals in the department were maintained, stock registers of



  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413



consumable and non consumable items were in place. Material Safety Data Sheet was available in the labs. Physical verification of stock is carried out annually.

1.8. The department has world class laboratories for carrying out research and Centres of Excellence v.i.z Amity Centre for Ocean Atmospheric Science and Technology, Centre for Robotics and Amity Centre for Stem Cell Research, Data Science and Computational Biology, Pollution Control, and Genomics and Proteomics. Central Instrument Research Facility (CIRF) and procured cutting edge equipments for biological as well physical science research increases the prospect of faculty and students to carry out interdisciplinary research. The department has computer labs, electronics labs, aerodynamics labs, mechanical labs, labs of bio-technology; forensic sciences, chemistry and bio-chemistry are equipped with machines and equipments required for practical work. Stock registers of consumable and non-consumable items, issue and return register of equipments, chemicals etc. for practical work in the research labs are also being maintained. Various research labs are also established in the department. Good lab practices were displayed in the lab.


1.9. AIB has also signed an MoU with GE health care to give hands on training to the students to enhance their employability. The students are given certificate after completion of the training.

1.10. It was found during audit that Course plans, faculty registers, session plan uploaded on Amizone is in place in the department barring few faculty members. Time table were available and maintained in the file. Mentor mentee list was not placed in the file. Mentor mentee list was available to calculate the ratio of mentor to mentee.

1.11. Amity School of Earth and Environmental Science (ASEES) has undertaken Social Initiatives in renewable energy, rainwater harvesting, sewage and effluent treatment plants, zero water discharge, and waste management. The schools conduct field trips on flora and fauna available in 110 acres of lush green campus. The school offers Environmental Studies a four credit core course to undergraduate program of the university in the first year as per UGC guidelines.

1.12. The performance indicators such as numbers of post graduate students/Ph.D scholars/post-doctoral fellows/ publications/patents etc. are out rightly giving impression that the department has extremely significant contributions in all fields of their relevance. A good track record is shown by the department to retain the credentials and stand as a top priority department amount the other various subjects of interest.



  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413

## 2. Initiation of follow up action

- 1.1 Online assignments are given to the students for self study.
- 1.4 There is an increase in the number of publications in Scopus indexed journals and in publication of books by faculty members.
- 1.5 Projects granted and applied have increased substantially in comparison to previous year data.
- 1.7 IQAC suggestion of placing hazardous chemical in a separate storage shelf was implemented. Manuals have been updated as per the suggestions.
- 1.10 Follow up was carried out by IQAC and it was seen that faculty have uploaded the session plans for all courses assigned to them as per the faculty load distribution.

## 3. Areas of further improvement

- To increase the student strength in Biotechnology and Earth Sciences.
- Amity School of Engineering and Technology should try for industry integration in the academic to enhance students' practical knowledge and employability.
- The number of students qualifying for national level competitive examinations like JRF,GATE etc., is low. Steps may be taken to provide special coaching etc. to the students.
- Projects/ assignments based on higher order thinking skills/ critical thinking should be given to students. It will enhance their applicative knowledge which will be fruitful in industry exposure or for patenting.
- The department has one renewable energy solar project. The faculty should be encouraged for more such projects. The department can try out for international collaboration in research and teaching.
- In Amity School of Applied Sciences (ASAS) very recent facilities for the chemical characterizations may be added to strengthen the basic research. The department can expand its scope to have inter-university collaborative projects.
- Scope for student teacher exchange programmes with global universities may be explored in Forensic Science and Cyber Crime.
- More impetus to be given to patents w.r.t commercialization of product.



Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413



#### 4. FACULTY OF LAW

This department was established in 2011 with the following programs under its umbrella:

- Bachelor of Art and Bachelor of Laws (BA LL. B)
- Bachelor of Business Administration and Bachelor of Laws (BBA LL. B)
- Bachelor of Commerce and Bachelor of Laws (B Com. LL. B)
- Master of Laws (LL. M)
- Ph. D in Law

The department follows all the statutory regulations of Bar Council of India (BCI).

##### 1. Observations:

- 1.1. There has been a marked increase in the number of students enrolled in the department. The required number of sanctioned posts for faculty is filled by the department.
- 1.2. The biggest strength of the school is its students as many of them have cleared the judiciary exams and all of them are actively placed. The students in the department participate in various inter university and intra university tournaments and win accolades for the school. The students are given coaching for competitive examinations and many of them have benefitted from it. Three students have received national award. The students progression in terms of percentage of pass is quite appreciable.
- 1.3. The department has its own library enriched with latest law books. E resources are also available in the library. The departmental library has sufficient books as per the norms of BCI.
- 1.4. Audit was conducted of the school. It was found that the School has its examination subcommittee, placement committee, departmental research committee. The relevant documents of the same were well maintained. Record of course plans, faculty load, event calendar, session plans uploaded, class representatives meeting held and mentor mentee session held were available for perusal but list was not placed in the file. Course manuals have been prepared by the department for all the courses and were mapped with the course outcomes, programme outcomes and programme specific outcomes.
- 1.5. Event calendar was being maintained. It was observed that events were organized as per the event calendar designed at the beginning of the session. Postponement/rescheduling of any event is due to non availability of the resource. Record of Legal aid cell a new initiative of the school was available. This cell teaches students to help the poor and needy by providing legal aid free of cost. Above that it helps the students to master their theoretical knowledge and apply it to real life situations.



  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413

- 1.6. The faculty adopts blended learning pedagogy as mode of instructions in the school. Tutorials, lectures, flipped classroom method with decided cases from various courts dealing with the issue at hand and presentation etc are a part of learning imparted in the department. The classes are equipped with LCD projectors and internet connectivity. ICT tools are extensively used during teaching learning process.
- 1.7. The school had initiated national Moot Court competition since 2016. This competition draws participation of students from other universities as eminent judges/ academicians / practicing advocates interact with the students. Former Chief Justice of India Hon'ble Dipak Misra was the guest of honor in the Moot Court competition organized by the school in this academic session 2018-19.
- 1.8. There is commendable success at individual level with several publications by faculty members. The number has increased from previous year data. The faculty members are young and motivated towards research and few are enrolled in Ph.D program although they are qualified as per the norms of BCI.
- 1.9. The major highlight of the department worth mentioning are its two international and national events organized in the campus. First is the 4<sup>th</sup> National Moot Court Competition in collaboration with SCC Online, Legal Bites and Luthra & Luthra Law firm. The second is the Amity International Conference on Legal Dimensions of Infrastructure, Growth and Development, in collaboration with SCC Online, Legal Bites and Luthra & Luthra Law firm and HARERA, Indian Lawyers Association, Legal Bites, SCC Online and Fenesta.

## 2. Initiation of follow up action

- 1.4 List of mentor mentee for calculating the ratio of mentor to mentee was available.
- 1.6 Students give presentations based on decided cases from various courts dealing with the issue at hand. Visit to the district court is organized for the first year students.
- 1.8 Number of publications has increased.

## 3. Areas of further improvement

- Recruitment of doctorate faculty to increase the research publications.
- Collaboration with international organization for faculty and students exchange programme.
- Further improving research facilities in the department.
- Enhancing publication of book with ISBN number though books and book chapters were available.
- Need for publishing a journal.





- To increase interaction with the industry to provide a wider platform to students e.g visit to higher level of courts.

## 5. FACULTY OF ARCHITECTURE AND PLANNING

This department was established in 2011. This department offers four UG, PG and Ph.D programme. The school is following the statutory regulations of Council of Architecture (CoA). The faculty strength is filled as per the sanctioned posts and norms of council.

AUH is platinum Leadership in Energy and Environmental Design (LEED) certified campus. The University has established the prestigious Leadership in Energy and Environmental Design (LEED) lab in collaboration with Green Business Certification Inc.(GBCI). Certification course is optional for students on LEED. It is an educational tool offered to suitable students across university mainly from Architecture, Planning, Civil and Mechanical Engineering and Environmental sciences. It is a class room as well as field based module offered to train students for green building design, operation and rating. The School of Architecture and Planning and School of Earth and Environmental Science are nodal institutes to offer this program.

### 1. Observations

- 1.1. During the audit it was found that the faculty load was evenly distributed among the faculty members, faculty registers, course manuals and the event calendar were being maintained. It was observed that events were organized as per the event calendar designed at the beginning of the session. Postponement/rescheduling of any event is only due to non availability of the resource. Course manuals have been prepared by the department for all the courses and were mapped with the course outcomes, programme outcomes and programme specific outcomes. It has been observed that the required number of session plans as per the credits were not uploaded by few faculty. There were few instances wherein the faculty has uploaded the session plans but it was less than the required number.
- 1.2. The department has its own library enriched with latest books on design and architecture. e-resources are also available in the library. The departmental library adds every year books as per the norms of Council. The student computer ratio is adequate. Softwares required for the completion of the course are available in the computer lab. Faculty in the school is as per the sanctioned strength. The school maintains its record as per the requirements of the council. The classrooms of this department are equipped with audio-visual facility. Each School/Institute comprises of examination subcommittee, placement committee, and departmental research committee. The relevant documents of the same are well maintained.



*[Handwritten Signature]*  
 Registrar  
 Amity University Haryana  
 Manesar, Gurgaon-122413

- 1.3. In the carpentry lab items were neither labeled nor placed at appropriate shelf. Stock register was not maintained. It was advised by IQAC to prepare lab manual wherein all the basic steps can be listed and compiled. Good lab practices to be displayed in the lab.
- 1.4. Educational tours are organized every year for the students as a part of their curriculum. Students gain experiential knowledge and make their projects based on their tour on which they are evaluated. Students actively participate in NOS plan and have won laurels for their school. Two students have received the prestigious GBCI award in the school. Students' progression w.r.t placement is good. Practically all students are placed after completion of the course. Several industry and site visits are regularly arranged to enable the students with the latest practices of the industry and to help them interact with Architects and Professionals of this field.
- 1.5. The faculty in the school is involved in research. 17 Papers have been published in national and international journals of repute. Faculty of the School carries out cutting edge research and extension activities, wherein two faculty of this department have won best papers awards. Further, it is worthy to mention that three books have been published from School with ISBN number. The faculty has professional membership, letters were perused during audit. The school has one national and two international collaborative projects. Consultancy projects are nil.


## 2. Initiation of follow up action

- 1.1 Faculty members have uploaded the session plans as per the course credit assigned to them.
- 1.3 List of equipments available in the lab has been maintained. In the carpentry lab items were neither labeled nor placed at appropriate shelf. Stock register has been maintained.
- 1.4 Active participation of students in educational activities and competitions resulting into achievement of awards.
- 1.5 Number of publications and books have increased.

## 3. Areas of further improvement

- The department is suggested to promote enthusiasm among teachers to work on research projects nationally as well as internationally.
- Use the core strengths in research for providing consultancy services.
- Utilize the scope for intra and extra departmental collaboration in conducting programmes / research.
- Increase in the strength of students.
- More technical programmes related to the discipline to be conducted for enhancement of knowledge in the students.



  
Registrar  
Amity University Haryana  
Manesar, Gurgaon 122413



- The department to strive for more Ph.D enrollment.

## 6. FACULTY OF ARTS

The department was established in 2010 and consists of three institutes mentioned below.

- Amity School of Liberal Arts and Foreign Languages
- Amity School of Communication
- Amity Institute of Design

The department has 14 under-graduate (UG) and post-graduate (PG). It offers 5 doctorate programmes (Ph.D). The department offers various language programmes which are value added course mandatory for UG & PG students. It also offers Communication Skills and Behavioural Science courses in workshop mode for all UG and PG students. Currently, the faculty strength is 59 out of 64 sanctioned posts. The main focus of the Departments is on academic, research and extension activities. Academic innovations play an integral role in all the departments.

### 1. Observations

1.1. IQAC conducts internal audit before the commencement of every semester for academic monitoring of all internal processes. During the audit, the faculty load was checked and it was available in the required format. Faculty registers and the event calendar were being maintained. It was observed that events were organized as per the event calendar designed at the beginning of the session. Postponement /rescheduling of any event is due to non availability of the resource. Course manuals have been prepared by the department for all the courses and were mapped with the course outcomes, programme outcomes and programme specific outcomes. It has been observed that the required number of session plans as per the credits were not uploaded by few faculty. There were few instances wherein the faculty has uploaded the session plans but it was less than the required number. During re-audit the non-conformities were closed. The mentor- mentee record was not being maintained as per the mentor-mentee guidelines issued. Each School/Institute comprises of examination subcommittee, placement committee, and departmental research committee. The relevant documents of the same are well maintained.

1.2. The faculty adopts blended learning pedagogy as mode of instructions in the department. Tutorials, lectures, role play, demonstration in practical classes, presentation etc are a part of learning imparted in the department. The classes are equipped with LCD projectors and internet connectivity. ICT tools are extensively used during teaching learning process.



*[Handwritten Signature]*  
 Registrar  
 Amity University Haryana  
 Manesar, Gurgaon-122413

- 1.3. Amity School of Liberal Arts and Foreign Languages (ASLAFL) has research project worth Rs 53,07,375/ and Amity School of Communication has project worth Rs 11.54 Lakhs. The department also has a consultancy project worth Rs 75,000/- which shows a marked improvement in the research arena. The number of publications has increased in the department as the faculty keenly focuses on doing quality research. To add the department has published 9 books with ISBN number which is commendable. The department has a Centre for Linguistics studies and courses are being offered through ASLAFL. The department recently established centre for Child Rights in Collaboration with Kailash Satyarthi Childrens foundation. The courses are currently being developed by joint committee consisting of 10 faculty members of AUH and equal number of academic staff from Kailash Satyarthi Childrens foundation.
- 1.4. In terms of addition to the adequate infrastructure facilities available in the department a language lab has been established in 2018. This lab equipped with software is instrumental in enhancing the understanding of foreign language for the students. The department has design labs - with various types of special machines to create costumes of different patterns. There is a 'Textile lab' where the students perform experiments on the fabric procured which helps them in understanding the texture of the fabric for designing costumes. Best out of waste is a competitive activity being organized in the department.
- 1.5. IQAC periodically monitors the lab and has also highlighted on the safety interventions to be implemented while working on machines. The carpentry lab, the sculpture lab, the fine arts lab and the studio are also advised to create lab manuals of basic steps/ methods followed while conducting practical work. The students enjoy the experiential learning being imparted in the department which motivates them to participate in inter university competitions and display their work in the Innovative Art Gallery located in the Academic block B. The Amity TV in Amity School of Communication is fruitful in giving first hand experience to the students in disciplines of Journalism, animation and Mass communication. Students actively create short films and animated short strips, prepare reports and cover live events held at AUH. This helps in understanding the theoretical aspect in practical perspective.
- 1.6. Cultural and sports activities form an integral part of our extracurricular activities. The department has been working very enthusiastically to provide the vital orientation for our students to imbibe the rich cultural dimensions of our great civilizations and help in development of their personality and character. The department has been organizing various cultural events in the university to enhance the students' experience. The department facilitates the implementation of 24\*7 activity programme across all institutes in the university. Each school houses one activity for keeping the students

*Ami*  
Amity University Haryana  
Gurgaon  
122413  
Manesar  
*S. Sharma*  
*D. Dix*  
IQAC

*M. Manu*  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413



engaged meaningfully in the evening post university closure for the day. In this program me, various cultural events are organized like fashion shows, chess competition, dance performances, DJ nights and many more.

## 2. Initiation of follow up action

- 1.1 Faculty members have uploaded the session plans as per the course credit assigned. Record of mentor-mentee has been maintained as per the guidelines.
- 1.2 Role play as a method of teaching has been adopted by faculty in the department.
- 1.3 Grants have been received from two national and one international collaborative project. One consultancy project has been received.
- 1.4 Safety interventions in AID (FT) have been implemented in the lab.
- 1.5 Students are given more exposure to practical work in Amity School of Communication by covering events held in the campus.


## 3. Areas of further improvement

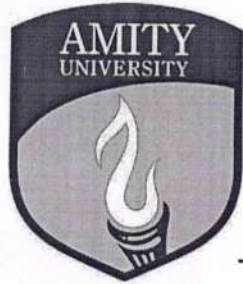
1. There is scope for the department to commercialize their research work. There has not been any patent filed or published by the department.
2. The faculty of the department is advised to encourage students to aspire for NET, SLET, civil services and other competitive examinations. The number of students qualifying for national level competitive examinations like JRF, NET etc., is low. Steps may be taken to provide special coaching etc. to the students.
3. Use the core strengths in research for providing consultancy services.
4. Utilize the scope for intra and extra departmental collaboration in conducting programmes / research.

### Conclusion:

Overall, a good track record and performance of all the departments is excellent and appreciated. The above mentioned observations and recommendations are for fruitful discussions which will lead to improvement in quality of teaching learning and research, ultimately enhancing the quality of higher education.

AWI  
Amity University Haryana  
Gurgaon  
122413  
Manesar  
D Sharma  
Dy. Dir  
IQAC

  
Registrar  
Amity University Haryana  
Manesar, Gurgaon-122413



**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**LIBRARY DEPARTMENT**



Registrar  
Amity University Haryana  
Manesar Gurugram 2013  
*[Handwritten Signature]*



**AMITY UNIVERSITY HARYANA  
IQAC DEPARTMENT**

**CHECK LIST FOR INTERNAL AUDIT LIBRARY- 2019**


S No	Details	Remarks
1	Is the library full automated?	Library is automated Using "KOHA-" integrated library management software. Also, OPAC-Online public access catalogue is implemented.
2	Does the library have an Advisory Committee?	Yes
3	How many members are there in the Advisory Committee?	17
4	What significant initiatives have been taken by the committee to render the library student/user friendly?	Delnet was activated.
5	Is the floor plan displayed prominently?	Yes
6	Is there a fire alarm system installed in the library?	Yes
7	Does the library have access to differently abled users?	Yes
8	Provide the number of books/journals/periodicals that have been added to the library during the last three years.	<b>Books Added:</b> 2014-15 : 4573 2015-16 : 10078 2016-17 : 4460 2017-18 : 3764 2018-19 : 1260 <b>Journals Added:</b> 2014-15 : 148 2015-16 : 56 2016-17 : 135 2017-18 : 46 2018-19 : 273
9	Is there a minimum of 1 to 5 as per AICTE/UGC books per student?	Yes
10	Is 1 new book per student added each year?	Yes
11	Do the materials reflect the range of reading levels, so that all students can find books that are appropriate to their independent reading level?	Yes

*[Signature]*  
 Librarian  
 Amity University Haryana  
 Manesar, Gurgaon-122413

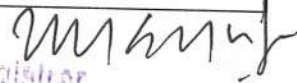


*[Signature]*  
 Registrar  
 Amity University Haryana  
 Manesar, Gurgaon-122413

12	Do the books reflect cultural and linguistic diversity?	Yes
13	Do the books represent a wide variety of genres and types: picture books, chapter books, poetry, folktales, joke books, historical fiction, mystery, science fiction, fantasy, biography, classical, series, multicultural, nonfiction, etc.?	Yes
14	Are the books selected for their quality and reader appeal, both in interest and reading level?	Yes, books are purchased as per recommendation from faculty
15	Are the books attractive and in good condition?	Yes
16	Are there multiple copies of popular titles, so that students can read books together?	Yes
17	Do the students have voice in recommending books for the collection?	Students give their choices to HoI/HoD. The department recommends it to Librarian.
18	Does the library contain a variety of materials: books, magazines, catalogs, listening center with books-on-tape, computer and computer software, art supplies and writing paper to respond to reading, etc.?	Yes, sufficiently contain variety of materials.
19	Are the materials accessible to the students?	Yes
20	Are the books categorized and arranged in a logical and clear manner: authors, genres, themes, series, topic, new books, read-aloud, award winners, etc.?	Books are categorized as per department & discipline wise. Award winning books (Wings of fire) in fiction section are found present.
21	Does the organization promote the reading of different genres, authors and types of materials?	Yes, new arrival lists are displayed on OPAC.
22	Is there easy-to-read and highly visible signage to aid the students in finding materials?	Yes
23	Does the organization and signage invite browsing and use?	Yes
24	Are many of the books arranged with their covers facing outward?	Yes
25	Is there a display area to highlight books and is the display changed frequently?	Yes
26	Is the library weeded of old, tattered, and worn books on a regular basis?	Yes
27	Is there a management system for checking out materials and monitoring their return?	Yes
28	Is the library located in one area of the room or are the reading	Yes

  
 Librarian  
 Amity University Haryana  
 Manesar, Gurgaon-122413



  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413



	materials and reading areas dispersed throughout the room?	
29	Are the reading areas defined with rugs or furniture arrangements?	Yes
30	Is there an area set aside for quiet reading?	Yes
31	The total no. of journals subscribed in the University: a) International— b) National— c) Peer Reviewed— d) Back Volume of journals— e) E-information resources— ▪ Cds/ Dvds— ▪ Databases—	a) International: 45 b) National: 228 c) Peer reviewed : 120 d) Back volume of journal: 350 e) E-Information resource: ▪ Cds/ Dvds— 1912 ▪ Databases—9
32	The total no. of magazines subscribed: a) National— b) International—	a) National— 8 b) International— 0
33	The total no. of Newspaper: a) Hindi— b) English— c) Any other—	Newspaper : Hindi: 02 ( Dainik Jagran, Amar Ujala ) English: 07 (TOI HT, ET, The Hindu)
34	Is there a feedback register in the library to collect feedback from its users?	2018 dt: 24.05.2018
35	Working hours of the library ▪ On working days— ▪ On holidays— ▪ During examination—	On working Days: 9AM to 9 PM 10 AM to 4 PM (Saturday and Sunday) During examination : 9 AM to 9 PM
36	Is there an issue & return registers maintained in the library? If Yes, Average number of books issued/returned per day— Maximum number of days books are permitted to be retained ▪ By students— ▪ By faculty— ▪ By staff—	Yes Average no of books issued/returned per day: 80-90 Maximum no of books permitted to be retained by : ▪ Students-14 days ▪ Faculty-1 month ▪ Staff-1 month

  
Librarian  
Amity University Haryana  
Manesar, Gurgaon-122413



  
Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

37	Is a visitor register maintained? If Yes, Average number of users who visited/consulted per month—	Visitor register is maintained. Average no of users who visited/consulted per month- 9199.
38	Are students allowed to retain books for examination?	Yes
39	Which of the following services/facilities are provided in the library? <ul style="list-style-type: none"> <li>▪ Circulation</li> <li>▪ Clipping</li> <li>▪ Bibliography Compilation</li> <li>▪ Reference</li> <li>▪ Information Display &amp; Notification</li> <li>▪ Book Bank</li> <li>▪ Photo Copying</li> <li>▪ Computer and Printer</li> <li>▪ Internet</li> <li>▪ Online Access Facility</li> <li>▪ Inter Library Borrowing</li> <li>▪ Any other</li> </ul>	Services that are provided in the library are: <ul style="list-style-type: none"> <li>▪ Circulation</li> <li>▪ Clipping</li> <li>▪ Reference</li> <li>▪ Information Display &amp; Notification</li> <li>▪ Internet</li> <li>▪ Online Access Facility</li> <li>▪ Inter Library Loan</li> </ul>

**Verification of books:-**

- Every year, physical verification of books is done by library staff.


**IQAC - Remarks:**

1. Display posters to promote reading habits amongst students.
2. Radio Frequency Identification Device (RFID) system should be installed in the library.

**New initiative:**

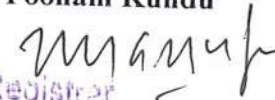
The library is in the process of creating a video for students on 'How to use library-OPAC' and 'Digital databases'.

**Date: 7<sup>th</sup> Feb 2019**

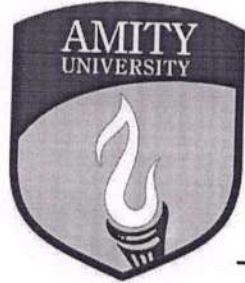
  
 Librarian  
 Amity University Haryana  
 Manesar, Gurgaon-122413



**Name of Checker: Dr Sunita Sharma and Ms Poonam Kundu**

  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413





**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**HUMAN RESOURCE DEPARTMENT**



Registrar  
Amity University Haryana  
Manesar Gurgaon - 22413  
*[Handwritten Signature]*



# AMITY UNIVERSITY HARYANA

## CHECKLIST - INTERNAL AUDIT

Check List No. 1, Rev I / 2017

Internal Auditor - Dr. Sunita Sharma

Date : 9 August 2018

### Checklist For HR Department

S.N	Points for Checking	Yes	No	If Yes, Records perused
1	<b>Process – Manpower Recruitment.</b>	√		
	(a) Is there a recruitment policy available with HR?	√		On 12th Aug 2018, a new revised recruitment manual has been prepared by Director, HR.
	(b) What is the recruitment calendar for the year 2018-19?	√		Recruitment calendar is scheduled from Oct- Nov 2018 & Mar-April 2019 so that the new joiners are made available to the respective institutes at the beginning of odd/even semester.
	(c) What is the process of consultation with the HOI/HODs w.r.t to the requirement?	√		HR departments seek the inputs from the respective HoI/HoD w.r.t existing teaching load on current faculty viz. students. These details are funded by respective institutes with detailed justification which are scrutinized and verified with the data available at HR department including authorized sanctioned strength for a particular institute.
	(d) Details of advertisements given for vacancies in 2018–19 sessions.	√		Advertisement are centralised and is placed via head Office.
	(e) What is the time lag between the requirements placed and fulfilled?	√		The time lag is between 6 to 8 weeks.
	(f) What are the guidelines for selection of candidates?	√		UGC norms are followed for selection of candidate.
	(g) What are the processes involved pre recruitment?	√		Pre recruitment the following steps are followed- (i) Tier -I: CV's are compiled and sent to respective HOIs for examination of the candidate. (ii) Tier-II: Then after HR Dept. shortlists CVs for interaction with respective HoI/HoD & Director, HR. (iii) Tier-III: Based on the demo class performance as well as



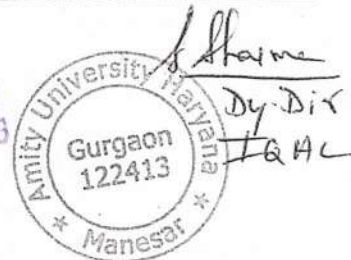
			interaction with the subject matter experts, few candidates are recommended for final interview headed by Hon'ble VC, PVC and respective HoI/HoDs.
	(h) Do Job description & specifications exist?	√	Job description and specification was available for senior executive marketing and counselors for Admission cell. Job description and specification are prepared by respective institutes based on the approved programs and courses requirement.
	(i) Are employees correctly designated?	√	Yes, they are designated as per their experience and qualification.
	(j) How do you handle shortage of faculty/staff during the academic session?	√	<b>Shortage of staff is handled as stated under:</b> (a) <b>For Teaching:</b> Visiting faculty has been appointed and list of 31 Odd semester (2018) and 33 (Even semester) visiting faculty for various institutes was available with HR. (b) <b>For Non Teaching:</b> Non teaching candidates are internally transferred by the Director HR in case a new appointment is required in a particular department.
	(k) Is there over staffing?	√	
2	<b>Process : Post Recruitment:</b>		
	(a) How are the policies communicated to the new employees?	√	A soft copy of Orientation document prepared by HR department is given to all employees at the time of joining.
	(b) Are the new employees trained on policies and work rules?	√	
	(c) What is the duration (by time) for training new employees?	√	1-2 Days



Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

*[Handwritten Signature]*

*[Handwritten Signature]*



	(d) What is the criterion for yearly appraisal?	√	Appraisal forms of Non-teaching staff are filled by their respective Heads/ Dir. In case of teaching staff PBAS forms along with appraisal forms are filled by faculty . The director gives his remarks on the form. Finally all the appraisals be it teaching or nonteaching are screened by the screening committee prior sending it for perusal of VC and Pro VC which are finally sent to head office for Hon'ble Chancellors approval. .
	(e) Is there a system for performance evaluation?	√	The appraisal form comprises of various parameters for judgement. The same are elucidated in HR policy manual.
	(f) Is performance tied to compensation?	√	It is tied to compensation based on the quality of teaching, research work and involvement in Co Curricular activities. Lastly evaluation of their performance based on the appraisal form filled is done by their respective directors and top management, students feedback is factored in.
	(g) Are compensation levels monitored and reviewed?	√	If a faculty performs well in research plus the various parameters filled by him/her is also reviewed with previous years performance.
3	<b>Process: Employee Motivation.</b>		
	(a) How do you motivate employees?	√	For nonteaching employees motivational talks and training sessions are organised in the university. Amity Skill Insitute frequently conducts training & orientation programs.
	(b) How many times in a year are they executed?	√	3 to 4 times for non teaching staff.
	(c) How do you make use of the inputs of exit interview?	√	A form is filled by the concerned person during exit which consists of various reasons for leaving.
	(d) Is critical analysis done of the reasons when a faculty leaves the job?	√	The reasons for leaving mentioned in the clearance form is analyzed. Finally the form is reviewed by Director, HR during his meeting with the employee.



*[Handwritten Signature]*

Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

*[Handwritten Signature]*



*[Handwritten Signature]*  
By: Dir  
IQAC



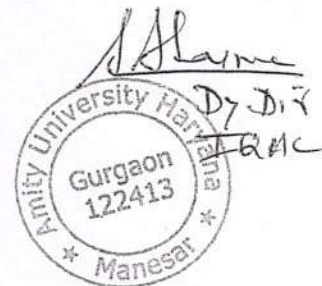
	(e) Is there a process for employees to lodge complaints/ grievances?	√	A Grievance cell headed by Director, HR is in vogue and any employee is free to make complaint/greivances and in few cases to Hols.
	(f) What new services and facilities have been implemented during the last year?	√	Faculty and staff can apply leave on Amizone from their account which is sanctioned by the authority. Emphasis of digitisation through HRMS solutions on TCS iON has been extended to all employees. The attendance & leave management is undertaken through this system. Thereby, we have moved from paper to paperless mode of day to day management.
	(g) Process for Employee Satisfaction.	√	Through annual performance appraisal and increment. Also the provident funds, ESI and medical insurance has been given a fresh thrust as a welfare measure.
4	How is monitoring of all processes done?	√	Regular interaction with the concerned officials and verification of documents from time to time.
5	Are objectives laid down by HR at the beginning of the session? If Yes	√	University objectives govern the HR objectives.
	(a) Are all the objectives fulfilled?	√	
	(b) In case of failure of particular objectives what steps are taken?	√	Rectification is done if there is any specific failure.
6	Are any SOP's laid down for all the processes?	√	Many of them.
7	Are roles and responsibilities known to all personnel of HR office?	√	

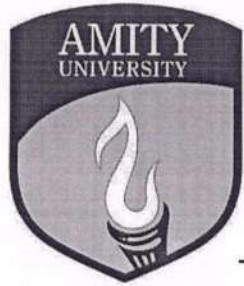
**IQAC Remarks:** HR has been reorganised into 2 teams who look after their respective institutes and departments. This division of responsibility has ensured focussed attention to meet the desired results in a time bound manners.



Registrar  
Amity University Haryana  
Manesar Gurgaon 122413

*Handwritten signature*





**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**REGISTRAR OFFICE**

Registrar  
Amity University Haryana  
Manesar Gurgaon-122413





**AMITY UNIVERSITY GURGAON**

**CHECKLIST - INTERNAL AUDIT**

**Check List No. 2016 - 1, Rev I**

**Date: 17th January 2018**

**Internal Auditor – Dr. Sunita Sharma**

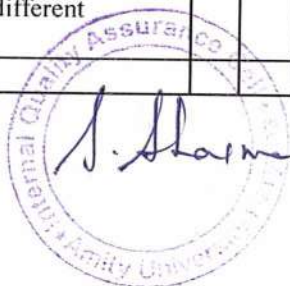
**Checklist For REGISTRAR OFFICE**

S.No.	Points for Checking	Yes	No	If Yes, Records Perused
1	Organization structure of Registrar office.			Copy was perused
2	The organizational structure and the details of the following:- (a) Academic Council (b) Governing Board, (c) Board of Management			Copy was perused
3	Frequency and Record of minutes of all councils & committees i.e. (a) Academic Council (b) Governing Body (c) Board of Management (D) Admission Council	√		Record of the meeting was available for a,b &c points. Attendance sheet with signatures of the members present was perused..
4	Are minutes of meetings above, conveyed in time? (time frame)	√		Within 10-15 days
5	How is timely conduct of statutory body meetings ensured? <b>Calendar</b>			As and when required and there are appropriate & relevant agenda items.
6	How is implementation on decisions taken in the meetings of the authorities of university, committees and sub- committees checked?			From time to time review is done
7	Progress on various policies, committees constituted time to time by the Registrar Office.	√		All relevant policies have been prepared. Committees function independently. Decisions are conveyed by the Registrar.
8	How does the Registrar ensure the implementation of different Policies?			Prompt supervision
9	Proposal, approval and Sanction of			
	(a) New Programs			(a) Prepared by Dean Academic office
	(b) New Institutes			(b) Prepared by Dean Academic office
	(c) Equipment, books, educational visits			(c) Departmental Responsibility
	(d) Financial assistance for seminar/conference			(d) Uploaded on Amizone promptly after obtaining signature of Authorities
	How are these proposals: (criteria for approval / rejection, time taken for granting approval) processed:-			



  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413

10	(a) Financial assistance to faculty for presenting papers / attend national / international conferences & workshops.		(a) Submission of documents/ recommendation of Department, then signature of PVC & VC obtained before uploading.
	(b) Approval for extraordinary / study leave. (define extra ordinary)		(b) Extra Ordinary Leave can be availed for two months for personal reasons. Beyond this period it can be extended for protracted illness.
11	How many amendments were made in the University Regulations & Guidelines last year? Review of existing guidelines and issue of new ones. (Date of Guidelines / regulations and page number) (If any)		NIL
12	Are there any RTI cases?	√	NA
13	Process of student cases:		
	(a) Exemption of late fee		Not beyond 50% of fine for late payment of fees can be exempt by the VC.
	(b) Shortage of attendance.		(b) Debarred but in special cases some exemption may be given
14	Are various Roles & Responsibilities of personnel in Registrar Office defined?		Roles and responsibilities of all personnel in the registrar office is defined. Copy is available attached.
15	Miscellaneous:		
	(a) Procedure of documentations		(a) Note/ Letter/E-mail communication etc.
	(b) Handling of University Law Suits		(b) By legal department. Registrar represents the University in Court of Law
	(c) Procedure followed for MOU's		(c) signed between two agencies i.e. (i) AUH (ii) other university/ research
16	Record of total No. of students in the University semester wise.		5296+328 Ph.D . Copy attached.
17	(a) Record of degrees awarded.		(a) In Convocation 1319 students were awarded degrees and 14 Ph.D student were awarded.
18	Policy on the following :		
	(a) Year back		Copy was perused
	(b) Students lateral entry		Copy was perused
	(c) Academic break		Copy was perused
19	Record of Convocation.		It was well maintained.
20	Records of incoming Dak from outside AUG & distribution to different Institutes.		Register were certified with the total number of pages.
21	Records of outgoing DaK collected from different Institutes.		Register were certified with the total number of pages.

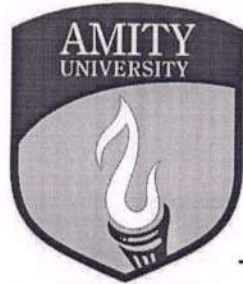




22	Is a separate register being maintained for the incoming and outgoing correspondence?		Register were certified with the total number of pages.
23	Are the entries in the register made on a day to day basis?		Register were certified with the total number of pages.
24	Is a separate record / register kept for documents/ correspondence sent through Registered post? (copies of Registry receipts should be preserved)		Register were certified with the total number of pages.
25	Is there proper record of Postage stamps?		Postage stamps are not purchased. Imprest of Rs 10k is issued by accounts section. Record of each and every post is maintained in the despatch register alongwith the speed post receipts.
26	Record of lost / duplicate ID cards & employees left (class IV employees.)		This is processed by HR
27	Procedure for maintaining the records of class IV employees.		HR maintains the record .
28	Academic Related Files:		
	Institutes		Students enrolled in various courses of all institutes is maintained separately.
	Academics(General)		Academic related files are maintained with the Admission Cell and in Registrar office
	(a) Conferences		File was maintained.
	(b) Sanghtan		Attendance record of faculty and staff present for Sangathan was maintained.
	(c) Office Orders		File was maintained.
	(d) Scholarship		File was maintained.
	(e)Faculty Development program (HR)		Deatiled record of Faculty development programme is being maintained by the Director Outcome and the institutes.



  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413



**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**HOSTEL**

Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

*[Handwritten signature]*





**AMITY UNIVERSITY GURGAON**  
**CHECKLIST - INTERNAL AUDIT 2017-2018**

Check List No. 2016 - 1, Rev I

Date : 14 July 2017

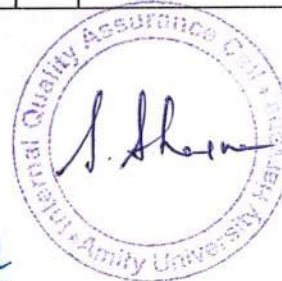
Internal Auditor- Dr Sunita Sharma and Mr Saurabh Jaglan

**Checklist For Hostel**

S.N	Points for Checking	Yes	No	Type of evidence (in brief)
1	Does the hostel meet the requirement to accommodate no more than the maximum number of boarders as per the availability of rooms?	Yes		Accommodation for two boarders in one room.
2	Does the hostel have on display, in a place easily inspected by visitors various rules and regulations for students?	Yes		Notice Board and Handbook(Hostel Rules and Regulations)
3	A notice which explains a procedure for handling complaints made by boarders or boarders' parents?	Yes		Students are informed to lodge complaints in designated registers.
4	Does the hostel have written policies and operating procedures to ensure that the boarders: <ul style="list-style-type: none"> <li>• Are supported in a positive learning environment?</li> <li>• Are given the opportunity to develop positively within reasonable boundaries?</li> <li>• Feel secure and valued?</li> <li>• Have ready access to people they can trust, confide in, and are supported in raising problems and issues of concern to them?</li> <li>• Have ready access to, and a degree of choice about health and other personal services they require?</li> </ul>	Yes		
		Yes		
		Yes		Study rooms for students , Scholarships for meritorius students
		Yes		Anti Ragging cell and security provisions are there for students. Entry of outsiders is restricted and can only be permitted after proper verification.
		Yes		Boarders can directly meet Wardens 24*7 . Also, floor coordinators are appointed and monthly meetings are carried out.
		Yes		Fully equipped Medical room with all First Aid and qualified medical officer. Also, in case of Chicken pox and other Chronic illness , a separate room can be allotted for boarders.



*Saurabh Jaglan*  
 Maj Gen Jaglan  
 Senior Vice-Chancellor President  
 Amity University Haryana  
 Manesar, Gurgaon



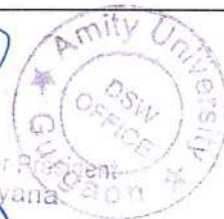
*S. Sharma*

*Sunita Sharma*  
 Registrar  
 Amity University Haryana  
 Manesar, Gurgaon-122413

5	<p>Is there for every boarder living in the hostel a record of</p> <p>(a) The boarder's name, date of birth, home address or addresses?</p> <p>(b) The name and, if it differs from the boarder's address, the home address of all guardians of the boarder?</p> <p>(c) Details of any chronic illness from which the boarder suffers, and of any medication the boarder has to take as a result?</p> <p>(d) The names and addresses of the people authorized by a guardian of the boarder to collect the boarder from the hostel; and people who by law-</p> <p>(i) Are entitled to have contact with, or access to the boarder; or</p> <p>(ii) Are forbidden to have contact with, or access to the boarder; or have an entitlement to have contact with, or access to, the boarder, that is subject to conditions.</p> <p>(e) Is the record retained until at least one year after the boarder ceases to be accommodated at the hostel?</p> <p>(f) Does the hostel have a procedure for resolving complaints by a boarder, boarder's parents, or from their respective institute in which they are enrolled?</p>	Yes	Registration form
		Yes	If the address differs the parents are consulted.
		Yes	Boarder - Ms Bhavya is a diabetic patient . She has to take injections daily .Hostel staff has provided refrigerator to keep the medication.
		Yes	
		Yes	Details of local guardians are maintained and entered in register.
		Yes	
		Yes	Boarder records are retained.
		Yes	Complaint register.
6	What procedure is adopted in the allotment of Rooms to students?		<p>1. For Freshers it is first come first basis . For seniors it is - Course wise , Session wise.</p> <p>2. Students submit Hostel forms ,Payment receipt and permission letter from Director/Deputy Director hostel to wardens , accordingly rooms are allotted .</p>
7	<p>What is the process for giving outpasses to students ?</p> <p>(a) For daytime</p> <p>(b) For night time</p> <p>(c) During examination</p>		Hostel Rules and Regulations Handbook
			Permission from Parents, HOD undersigned by Director/Deputy Director Hostels
			Permission from Parents and Director/Deputy Director Hostels
			Permission from Parents, HOD undersigned by Director/Deputy Director Hostels



*[Handwritten signature]*



*[Handwritten signature]*  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413




8	Is daily attendance taken in the hostel? (a) How many times is attendance taken? (b) What action is taken in case a student is missing from the hostel?	Yes		
				Only once at night time
9	Procedure adopted for resolving students grievances.	Yes		In case of grievance students submit request (verbal/written) to their Wardens. Wardens take action accordingly
10	Is a complaint register being maintained related to facilities? (a) How much time is taken to resolve the complaint?	Yes		Registers related to Carpentry , Plumbing , Electrical and Mess.
		Yes		Within 24 hours. In extreme cases it is 24 - 48 hours.
11	Are the hostel's premises ventilated and well lit by natural and artificial light?	Yes		Physical verification . All rooms have two windows
12	Does the hostel ensure that it has in place a system for ensuring the hygienic laundering of boarders' sheets and bath towels, and of other clothes, linen, or towels used in or as part of their bedding or bathing?	Yes		The students weekly give their cloths for lawndry and pay for it on monthly basis.
13	Does the hostel have a medical room and in-house doctor and nurse for both boys and girls in the premises?	Yes		One Medical room in the hostel and one Medical CMO with two male Nursing assistant and one female Nursing assistnt are present 24*7 .
14	Is there a procedure for granting the boarders leave of absence from the hostel? For how many days is the leave sanctioned and by whom?			Leave request should be approved from HOD and Director/Director-Hostels and permission from parents. Leave is sanctioned as per the recommendation of HOD & Director/Deputy Director hostels.
15	Does the hostel adopt any procedure in relation to abuse, harassment, or serious neglect of boarders?	Yes		Steps taken as per Hostel Rules and Regulations Book. Case history file is maintained.

  
 Manoj Kumar  
 Senior Adviser to Founder President  
 Amity University Haryana  
 Manesar, Gurgaon

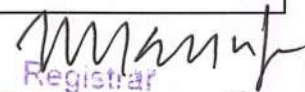


  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413

16	Does the hostel ensure that there are enough hostel staff or other adults with the boarders on any excursion or activity outside the hostel to ensure the safety of boarders?	Yes	Security personnels/Marshals are available in University.
17	Does the hostel ensure that— (a) Food is served in the hostel at such times, and in such variety, quantity, and quality as to meet the boarders' nutritional needs? And (b) Food is free of, and adequately protected against contamination when stored, prepared and served? and (c) An ample supply of potable water is available at all times to boarders for drinking?	Yes	Food is served in hostel 3 times i.e Breakfast,Lunch and Dinner . Proper Mess Menu is prepared monthly.
		Yes	Storage facility is provided in the mess i.e refrigerator, racks.
		Yes	Cold and RO water is supplied.
18	In case of a boarder or hostel staff suffering from or suspected to be suffering from an infectious disease? Does the hostel have an area and facilities for the temporary isolation and care of the concerned person?	Yes	Medical Room with Doctor ,Nurse and Emergency vehicle are available in case of health issue. Also, in case of Chicken Pox and other Chronic illness , a separate room (isolation) can be allotted for boarders/hostel staff.
19	Are all reasonably practicable steps taken to get medical aid and to notify a parent or other appropriate family member of the boarder in the case of an accident or serious illness?	Yes	All proper medical aid steps are taken immediately if the patient is beyond the control . Student is taken to hospital with a hostel attendant/medical attendant in ambulance, University has provided two medical van in case of emergency.
20	Are reasonably practicable steps taken to ensure that no member of the hostel staff and no boarder at the hostel uses or is affected by alcohol or any other substances to the extent that it is an actual or potential cause or source of harm to the person or others?	Yes	As per Hostel Rules & Regulations.

  
Maj Gen SS  
Senior Adviser to Founder President  
Amity University Haryana  
Manesar Gurgaon



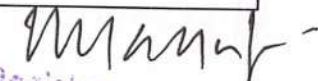
  
Registrar  
Amity University Haryana  
Manesar Gurgaon-122413



21	Are any activities organized for international students in respect of their- (a) Festivals (b) Cultural activities (c) National celebrations	Yes		
		Yes		International students (Nigerians) do prayers on Sundays with approval from Director - Hostel.
		No		
22	Has the hostel ensured that boarders or staff members who supervise them in the hostel are at all times supervised by a responsible person?	Yes		
23	1. Has the hostel ensured that- (a) all permanent staff members, and all people (excluding boarders and parents) who have regular access to the hostel or have unsupervised contact with boarders, are the subject of rigorous suitability checks (including Police vetting)? (b) no staff member has been convicted of a crime involving dishonesty and sentenced for that crime within the preceding 7 years, and (c) no staff member has been convicted of any sexual offence, or is unfit to be a staff member because of mental illness or serious behavioral problems? (d) staff and boarders are encouraged to maintain positive relationships with each other? (e) security measures are used to prevent unauthorized access to the hostel's premises?	No		No record found
		Yes		
		Yes		
24	What is the ratio of staff to boarders? (a) Boys hostel (b) Girls hostel			
				Girls Hostel :- Staff 8 , Borders : 864

  
 Maj Gen. S. S. Singh  
 Senior Lecturer / Founder, President  
 Amity University Haryana  
 Manesar Gurgaon



  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413

25	Are there appropriate internal procedures for receiving and dealing with information about serious wrongdoing?	Yes	Hostel Rules & Regulations book.
26	Has the hostel taken all reasonably practicable steps to ensure that the hostel's buildings and facilities are- (a) kept in good repair? And (b) Not used in ways that endanger boarders' safety? (c) A telephone is available for emergency calls to and from the hostel? (d) A plan for the boarders' evacuation, care, and temporary accommodation (if required) in emergencies? (e) Are the evacuation procedures prominently displayed on the hostel's premises? (f) Are all hostel staff trained in fire and earthquake drills and in other emergency procedures? (g) Regular evacuation drills are carried out?	Yes	For all facility and civil complaints, complaint registers are maintained . Regular repairs are carried on as and when required.
		No	
		Yes	Mobile and Landline phone (warden/supervisors)
		No	Plan/ procedure for Evacuation , care and temporary accommodation is not documented.
		No	
		No	
		Yes	Last fire drill was carried out in April 2017 . No earthquake or evacuation drill is carried out till date.
No			
27	Does the hostel have provisions for (a) quiet activities (for example, study)? And (b) boarders' indoor and outdoor recreation (whether as individuals or in groups)?	Yes	Study room facility is available on the first floor . Room for prayers ( for Nigeria and Afghani students ) is also allotted as and when required after seeking permission from Director/Deputy DirectorHostels.
		Yes	Indoor games - Recreation room facility is available on the first floor ( table tennis , carrom baord etc) . Outdoor games for hostellers on regular bases.

*Mai Singh*  
 Senior Advisor to Founder President  
 Amity University Haryana  
 Manesar, Gurgaon



*Mamta*  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413



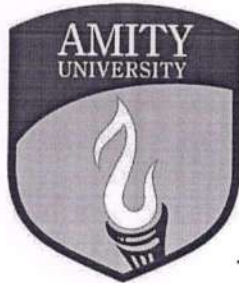
**Suggestion by IQAC :**

1. SOP on disposing of all item (Consumables / Non consumable) given to boarders for examples bath towels, bed sheets, blanket etc. was not available during audit by IQAC. They were found lying in the store room & inventory for the same was not maintained. IQAC has advised the wardens to maintain a full record of these items & if these are to be disposed, it should be done at the earliest as per the AUH hostel norms/ SOP on disposable items.
2. Lost and found register to be maintained.
3. Annual stock verification (physical count of items) should be carried out.
4. Indexing of the files (for examples Registration form file) should be done to segregate data year wise.
5. All the registers should be certified by the Deputy Director/Director Hostels.
6. Evacuations drills must be carried out regularly and record of same must be maintained.
7. In Mess, Nutrition chart should be referred while drafting the food plan.
8. At the time of admission ID proof ( Aadhar card / Voter card / Driving licence ) of the Parents/Guardians and students should be maintained for proper identification and futuristic reference.
9. Records of all the expelled students should be maintained & updated regularly. The letters should have the signature of the Registrar with the official seal.
10. Signage (dustbin, lift, exit plan) should be implemented on all floors.
11. The feedback given by students regarding the quality of food is recorded in a register.
12. African students requested that Non vegetarian food should be available in the campus.
13. Event file of international students should be maintained.
14. Block wise record of outsourced housekeeping staff should be maintained along with ID proof ( Aadhar card / Voter card / Driving licence )

  
Maj. General  
Senior Lecturer  
Amity University  
Manesar, Gurgaon



  
Registrar  
Amity University Haryana  
Manesar Gurgaon-122413



**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**SECURITY DEPARTMENT**

Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

*M. Singh*







# AMITY UNIVERSITY HARYANA

## CHECKLIST - INTERNAL AUDIT 2018-2019

Check List No. 1, Rev I / 2017

Internal Auditor - Dr. Sunita Sharma

Date: 19<sup>th</sup> December 2018

### Checklist For Security Department

S.N	Points for Checking	Yes	No	If Yes, Records perused
1	How is the campus security managed?	Yes		The campus security is managed as per the AUH Security Standing orders. The duties of personnel, security procedures and the posts required to be manned have been incorporated in the orders. Adequate training is provided to guard prior to giving him as independent charge at the post.
2	Is CCTV coverage report submitted to the concerned authority?	Yes		A daily status report on CCTV cameras is reported to IT Section and DD Security. The monthly CCTV report of important happenings is compiled and sent to the Honourable Chancellor.
3	Till how many days is CCTV record maintained?	Yes		Minimum 41 hrs in Academic Blocks 'A' and 'B'. Maximum one week in case of outdoor cameras and Academic block 'C'.
4	What are the total number of cameras installed in AUH?	Yes		66
5	How many times is the cleaning of the camera lens done?			Annually
6	Is CCTV coverage carried out in all Academic blocks?	Yes		Inside the corridors, library and laboratories except in Academic block 'D'.
7	Is CCTV coverage available in Parking area and Sports fields too?	Yes		CCTV coverage is available in both places.
8	How many personnels have access to Security Control Room (SCR)?	Yes		25 (CCTV operators, ASO, Supervisors, Marshals and Fire safety staff)
9	How is Security check carried out in all Academic blocks on Non working days?	Yes		By the guards, ASO and Security Supervisor regular rounds are taken.
10	Does security carry out a check of faculty residential blocks too?		No	Security staff enters faculty blocks only when required. Fire fighting staff enters for routine checks of operational status of fire fighting equipments.
11	In case of loss of any key is a locksmith called to the campus?	Yes		Locksmith is requisitioned only for repairing locks of student's lockers & tables/drawers. All other locks are replaced.



Registrar  
 Amity University Haryana  
 Manesar City, Gurgaon-122413  
 Dy. Dir. RAC  
 Cdr. NK Dahiya (Retd)



12	What is the method adopted for calling such people in the premises?	Yes	The locksmith is accompanied from the main gate by the hostel staff/guard who remains in attendance till he finishes and departs from the campus.
13	What is the method adopted for keeping a check on any unauthorized personnel in the Campus?	Yes	Through a multi layered security network.
14	How is entry of visitors managed in the university?	Yes	Write their names in the Visitor's register. Issued a Visitor's slip which is signed by the person visited by him. The slip is returned at the main gate.
15	Which method is adopted for keeping a check on any unauthorized vehicle in the Campus?	Yes	There is no possibility of any unauthorised vehicle entering the campus. Only vehicles having AUH tags are allowed to enter the campus.
16	Is frisking of person carried out at the Main Gate?	No	Not without a reason.
17	How is entry of contractual labours monitored in the university?	Yes	Entry of Contractor's labourer is subject to identification of individuals by contractor staff at main entrance to University campus.
18	Are smoke alarms installed in the university?	Yes	Connected to master panel in SCR through local fire alarm panels.
19	Is a layout plan available for smoke alarms?	No	Location is indicated on the nearby panel which transmits it to the main panel in SCR.
20	How is check of perimeter fencing carried out?	Yes	Using a dedicated vehicle assigned to the Security staff and on foot.
21	How is patrolling organised at night?	Yes	Roving patrol on foot is undertaken randomly.
22	What is the frequency of night patrolling?	Yes	Irregular rounds of the campus on foot.
23	What is the strength of patrolling car ?	Yes	One. (Maruti Gypsy)
24	Method of checking at the Main Gate.	Yes	The guards are adequately briefed on this.
25	Security staff turnout.	Yes	Checked by the ASO/Security Supervisor on change of shift.
26	Post maintained or not	Yes	The designated posts are manned round the clock.
27	Key boxes of AUH.	Yes	Key boxes are maintained by the Security Control Room.
28	Are the keys mustered every evening ?	Yes	Keys are mustered by the ASO/Security Supervisor at end of the day.
29	Check to see that rooms are locked ?	Yes	At the end of the day, ASO/Security Supervisor take rounds of the Academic Blocks.



Registrar  
Dy. Dir Amity University Haryana  
Manesar Gurgaon - 22413

*MMH*

*M. Dahiya*  
Off. Dir. (Retd.)  
By Director



30	Check on any damage in infrastructure	Yes	ASO/Security Spervisor/Marshals and other Security staff are always on a look out to check damage to the infrastructure.
31	Are the security personnel properly deployed over the area under their jurisdiction?	Yes	Guards are specified and allocated their area of jurisdiction.
32	Are the security personnel aware of their responsibilities?	Yes	They are made to learn about their duties as described in the SOPs kept in SCR.
33	Is a deployment plan available in the security office?	Yes	Deployment is as per the posts shown in the Security Standing Orders.
34	Is a register maintained at the security gates / security points ?	Yes	ASO/Security Supervisor/Marshals make entry of their rounds on each post including during the silent hours.
35	Is the attendance sheet of outsourced security personnel deployed during the month being maintained?	Yes	Attendance is maintained by the university management.
36	Is a fire safety SOP laid down?	Yes	As per the Haryana Government Fire Safety Act, 2009.
37	Is an Exit Plan deployed in case of a fire in the building?	Yes	Fire plans have been worked out for each floor of the Academic Blocks A, B, C, D.
38	Is a record of inventory maintained for Fire safety equipments ?	Yes	Inventory is maintained by the Fire Fighting personnel.
39	How often are fire extinguishers serviced / replenished.		As and when needle indicates reduced pressure.
40	Are drill exercises conducted for evacuation in case of fire?	Yes	Fire fighting drills are conducted every fortnight. Video clips are sent to the District Fire safety Officer prior to the annual inspection of the university.
41	Is there a list of fire safety personnel?	Yes	Director, Dy Director, Fire Supervisor(01) & Fire Technicians (04).
42	What is the procedure adopted for controlling parking within the campus?	Yes	Separate parking areas are laid down and marked accordingly.
43	What method is adopted by security to check people commuting in and out from the university premises?		Frisking of personnel in suspicious cases. Physical check is carried out of belongings of all housekeeping staff and construction labourer.
44	How does security identify an Amity employee and Non Amity employee?		Entry is strictly on the basis of Amity I Cards.
45	On what basis does security allow entry to relatives/ or family who are Non Amity employees?		Sentries at the gate inform the person concerned to whom they have come to meet.



Registrar  
Amity University Haryana  
Manesar Gurgaon - 122413  
*M. M. M.*

*M. Dahiya*  
Cdr MK Dahiya (Retd)  
Dy Director  
Security & MTP



46	What are the provisions for security in hostel blocks 24*7?		(i) Guards are posted on the main entrance of each block round the clock. (ii) Entry gates to the Hostel is locked at 9.30 PM. (iii) Every day attendance is taken at night around 9.30 PM. (iv) CCTV camera is installed in each foyer at entrance. (v) Girls hostel entrance is manned by lady guard.
47	What are the provisions for peripheral security 24*7?		Periphery is provided with a barbed wire fence. In places where the fence is not existing guards are positioned to oversee that there is no trespassing onto the campus.
48	How are cases of breach of peripheral security handled?		The intruder is brought to the ASO/DD security. In serious cases it is brought to the knowledge of the Director and the intrusion is reported to the local police.
49	How is the goodwill with the local police?		It is cordial. There is regular interaction with the staff of IMT Manesar Police station. Boarding and lodging are provided to Police staff on campus as and when required.
50	How are the cases of drinking, smoking and smuggling of these materials on to the campus handled?		The cases are investigated and students are warned for the first time. Repeat offenders are withdrawn from the University hostel.
51	Are the students allowed to enter faculty hostel accommodation?		No only after a written permission of the DSW, in advance.
52	Analysis of data and identification of critical areas which could be focus of our attention.		A continuous monitoring of all aspects of security is done regularly.
<p><b>Remarks:</b> All terraces are kept locked and keys are stored in security control room. Vehicles parked for long are monitored and owners are told to remove them. Vehicles with AUH tag only are allowed to enter campus.</p>			



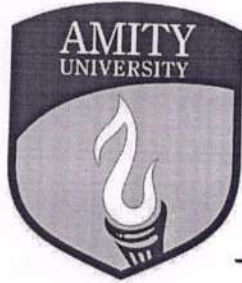
*S. Sharma*  
Dy. Dir  
IQAC

Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

*[Handwritten Signature]*

*[Handwritten Signature]*  
Dir NK Dahiya (Retd)  
Dy Director  
Security & MTC  
Amity University, Gurugram



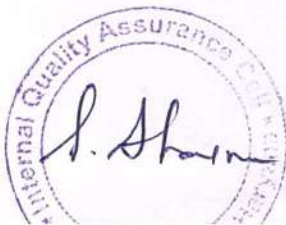


**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**MAINTENANCE DEPARTMENT**



Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

*Mansur*



# AMITY UNIVERSITY HARYANA

## CHECKLIST - INTERNAL AUDIT 2018-2019

Check List No. 2016 - 1, Rev I


Internal Auditor – Dr. Sunita Sharma

Date : 11.01.2019

### Checklist For Maintenance Department

S.N	Points for Checking	Yes	No	If Yes, Records perused
1	Are inventory items maintained in a secure location?	✓		Store Room
2	Is there adequate protection from fire and water?	✓		
3	Is inventory well organized?	✓		
4	Are receiving documents matched to purchase orders and invoices?	✓		
5	Are all materials received counted and inspected prior to entry on storeroom/inventory records?	✓		Supervisors physically count. All materials have stamp of Inward goods at Gate entry & also on the bill in Store entry.
6	Are inventory records maintained based on periodic physical counts or a perpetual system?	✓		Quarterly inventory is checked for plumbing & electrical items. The requirement is put up to Amity approved vendor. Director Administration after taking approval of VC sends it to Hon'ble Chancellor for final approval.
7	Are there currently any items in stock that are obsolete or slow-moving?		✓	Only Gate valves.
8	Do individuals independent of inventory custodian investigate unusually large discrepancies, between inventory records and physical counts?	✓		IQAC carries out a check.
9	Is any inventory stored or consigned at an outside location?		✓	
10	Procedure for lodging Complaints.	✓		Register is being maintained in the office and hostel premises.
11	Procedures being followed to resolve the complaints after these are lodged.	✓		Every day complaints are checked, resolved and supervisor crosschecks.

*S. Sharma*  
 Dy. Dir  
 IQAC



Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413  
*AK Mitra*  
 Amal Kumar Mitra  
 Dy Director (Maintenance)  
 Amity University, Haryana



12	<p>Schedule for checking and records of the following :</p> <p>a) R. O. System (In house &amp; Outside)</p> <p>b) ETPs &amp; STPs</p> <p>c) Water softening plant</p>	v	<p>a) RO water system - 3000 lt per hour is the capacity of 1 RO plant. . Daily PH is checked in 2 shifts. 6.00 AM - 2:30AM 2.30 PM - 11.00 PM PH - 7.5 constant. RO water TDS range is 55 - 95 and PH is 7.1 to 7.5 It works with 40 monoblock pumps &amp; underground tank.</p> <p>b) Samples are sent to Quantity lab for checking the quality. 8 parameters for testing were specified in the lab report. Report of 31st August 2018 was perused.</p>
13	<p>Procedure and records of waste disposal (including Electrical waste like tube lights and others like waste engine oil)</p>	v	<p>a) Contract has been signed with New Lubri Sales India Pvt.Ltd on 10.11.2016 for disposal of hazardous waste. This company is registered with Haryana Pollution Control Board.</p> <p>b) STP plants are Bio-decomposable.</p> <p>c) ETP waste from kitchen and laundry is kept in gunny bags presently. The department is in process to tie-up with GEPIL ( Gujarat Environment Protection and Infrastructure (HRY) Pvt.Ltd.</p>
14	<p>What is the frequency of cleaning over head tanks and water coolers?</p>	v	<p>Drinking water Tank - 3 months &amp; Water Coolers monthly.</p>
15	<p>Maintenance of Lifts</p> <p>a) Is there an AMC ?</p> <p>b) Are lifts serviced?</p>	v	<p>There are 15 lifts in AUH.4 in Academic Blocks- A, B,C &amp;D. 5 in Faculty Flats and 6 in Hostel Blocks -A, B,C,D,E &amp; F. Lifts of academic Block A &amp; B is under AMC of 1 yr which will expire on 26/04/2017. Academic Blocks C&amp;D lifts are under warranty till 23/04/2017. Similarly lifts in Hostel Blk A&amp;C are under AMC and lifts of Blocks B,D, E &amp; F are under warranty . The lifts are serviced under AMC/Warranty. Operation is done by 4 Operators of AUH deputed in Academic Blocks.</p>

Registrar  
Amity University Haryana  
Manesar Gurgaon-122413



*S. Sharma*  
By Sir *[Signature]*

16	Maintenance of Water coolers a) Is there an AMC? b) Are water coolers serviced?	√	There are in total 43 water coolers in AUH. The water coolers are serviced under AMC. The servicing vendor is authorized dealer of the product.
17	Maintenance of Air conditioners a) Is there an AMC? b) Are ACs serviced? c) Is there a procedure to take cooling levels in all buildings?	√	The vendor and servicing of the ACs is approved centrally from AKC house. There are 52 windows and split ACs in AUH of different capacities ranging from 1.5 to 2 tons. The servicing of these ACs is done by the maintenance department and if it is not in the hands of maintenance people than the authorized vendor is called and he is paid as per the centrally approved list. The maintenance and operation of the chiller plants is under AMC. The cooling levels are checked randomly in all blocks with a temperature monitoring equipment. Ideally temperature around 25 to 26 degree centigrade is maintained.
18	Schedule for checking and records of the telephone equipments.	√	There are 336 telephone connections in AUH. The PCB system is under AMC. All the records are maintained block wise
19	Record of telephone lines department wise and the payment procedure.	√	There are 14 line cards. One line card gives 24 connections. Presently, 310 connections are operational and 26 connections are reserved as per management decision for D Block. Payment of the telephones is done by Administration.

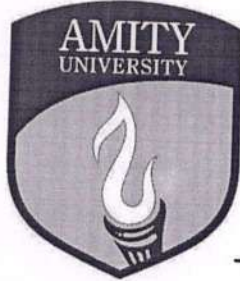


*S. Sharma*  
Dy. Dir  
IQA

Registrar  
Amity University Haryana  
Manesar Gurgaon-122413  
*AK Mittal*  
Dy Director (Maintenance)  
Amity University, Haryana

*MMM*





**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**ADMINISTRATION DEPARTMENT**



Registrar  
Amity University Haryana  
Manesar Gurgaon-122413

*Manish*

# AMITY UNIVERSITY GURGAON

## CHECKLIST - INTERNAL AUDIT

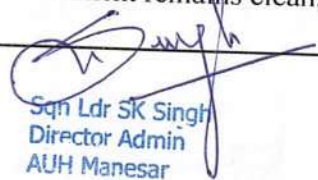
Check List No. 1, Rev I / 2019

Internal Auditor – Dr. Sunita Sharma

Date : 16.01.2019

### Checklist For Administration Department

S.No.	Points for Checking	Yes	No	If Yes, Records perused
<b>A. Hospitality</b>				
1	Are the requisition slips filled for providing hospitality in case of any event or demand by a particular Institute or Department in AUH?	√		Record of requisition slips was perused.
2	Is there a laid down SOP for getting approval of requisition slips? The Requisition slips should be properly filled in by the employees with necessary details like - Approval of the HOI /Director / authorized by / Date and time / details of Event / Name and Designation / purpose / signature etc.	√		Yes, record was perused.
3	What is the procedure adopted for local purchases?	√		It is done through Dir Admin.
4	Is a record of all bills maintained of any Event organised in AUH?	√		Records of all bills are well maintained.
<b>B. House Keeping</b>				
1	To whom is the demand for housekeeping materials placed? Is there any methodology adopted for it?	√		Quarterly demand is taken by all Institutes/ Departments and consolidated data is put to Dir Admin for procurement.
2	Are there currently any consumable items in stock?	√		Only housekeeping materials as they are procured on quarterly basis.
3	Is there a schedule followed for upkeep and cleaning of all Academic Blocks?	√		Verbally it is assigned for various activities like- Glass cleaning, façade cleaning and campus cleaning. In case of any writing on table/ desks it is carried out once a month.
4	What is the process adopted for maintaining cleanliness of Inside and Outside areas of the entire campus?	√		Daily cleaning of classrooms, washrooms, clearance of dustbins is carried out. Every Saturday Housekeeping staff clean the campus upto the fencing area by picking up litters or garbage in dustbins and disposal bags.
5	Is there any laid down SOP for Waste management?	√		It is segregated and disposed off.
6	How do you ensure that the environment remains clean, green and non polluted?	√		Periodically cleaning- monthly and annually.

  
 Sqn Ldr SK Singh  
 Director Admin  
 AUH Manesar



  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413



7	Is there an Incinerator for waste disposal in AUH?		√	
8	Is a record being maintained in stock register of all furniture in Academic Blocks?	√		Record is being maintained Room wise of all blocks.
9	What method is adopted for projecting requirement of furniture and its repair to Director Administration?	√		E mail and through Stock taking mode (STM).
10	What is the total number of Lab attendants and Office peons in AUH?	√		Total Lab attendants are- 52 and Peons are - 55.
11	What is the procedure adopted for assigning duties to them?		√	They are permanently allotted to an Institute / Department and they directly report to their respective Institute/ Department. Task is assigned to them by their HoIs/HoDs.
12	Are any workshops conducted for improving their skills?	√		One workshop is organized every quarterly. Till date 3 workshops have been organized.
13	What steps are taken to ensure that welfare schemes are laid for them?	√		Outstation candidates who are very needy are provided single accommodation in the campus. Meals are provided to them at concessional rates in the Mess. Basic amenities are provided free of cost. Free Uniform is also provided to them. Evening classes are organized by in-house clubs to educate them and their children.
14	How are their leave records maintained?	√		It is sanctioned by Dy. Dir .Admin and maintained centrally by HR office.
15	Are uniforms issued to Lab attendants and office peons in AUH?	√		Record of issuing register was not available.
16	What is the frequency of issuing uniforms to Lab attendants and Office peons in AUH?	√		It is issued on yearly basis.
17	Is a comparative quotation obtained prior to giving contract to the outsourced contractor of Cafeterias?	√		It is centrally done by Educational Stores Organization (ESO).
18	What method is adopted for fixing the rates of items in cafeterias to ensure affordability by all stakeholders?	√		Rates are revised every year by the committee nominated for the purpose under the chairmanship of Hon'ble VC.
19	What steps are taken to ensure hygiene and cleanliness in the cafeterias?	√		Every quarter a Medical officer takes a round.
20	Is a check carried out randomly by Dy Dir Admin to ensure that good quality food is being served in cafeterias?	√		Check is carried out regularly by DSW, Dy. Dir admin and supervisors.
21	Procedure for lodging Complaints.	√		E mail, verbal or on Amizone. Action is initiated immediately and in case of severe complaints the vendor is penalised by imposing fine.

*SK Singh*  
 Sqn Dir SK Singh  
 Director Admin  
 AUH Manesar

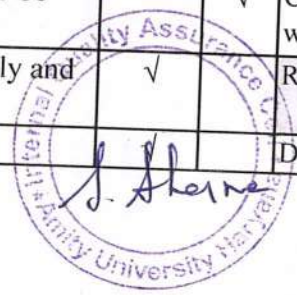


*M. Manoj*  
 Amity University Manesar  
 Manesar Gurgaon-122413



22	Procedure being followed to resolve the complaints after they are lodged.	√	Immediate remedial steps are taken.
23	Procedure of feedback to user after complaint is acted upon.	√	The Frequency of inspection or monitoring is increased.
24	Analysis of data and identification of critical areas which could be focus of our attention.	√	Frequent complaint of meals in Cafeterias and Mess is dealt by DSW.
25	In case of any problem faced by residents in the campus, what action is taken to resolve the same?	√	The matter is immediately reported to higher authorities and remedial action suggested by them is taken.
26	Is a record of such problems being maintained?		√ IQAC had advised to maintain a register for the same.
27	How is tea being served to faculty and staff monitored?	√	Institute wise, it is distributed twice in the morning and evening. The strength of each institute is taken every month from the HR office. Monthly bill is raised at DVC office.
28	How is the quality of vegetables/ fruits monitored (including rates).	√	Random inspection is carried out by Dy Dir admin, Supervisors and security personnel.
29	Does an SOP exist for actions to be taken during Admission test that are conducted in AUH?	√	Responsibilities and duties are fixed for supervisors during Admissions.
30	Control procedure of Laundry.	√	Rates are fixed for students and faculty. Each student and faculty is issued a bag in which they bring their laundry, which is collected from all blocks and sent back after washing to the respective points of pickup.
<b>C. Outsourced staff</b>			
1	Is an approval obtained for outsourced housekeeping staff?	√	Yes, relevant documents were checked.
2	Is a comparative quotation obtained prior to giving contract to the outsourced contractor?	√	It is centrally done. Only renewal of contract is done in AUH.
3	What is the sanctioned strength of housekeeping personnel in AUH?	√	Supervisors on AUH rolls - 4 Supervisors Outsourced- 2 Housekeeping staff-130
4	Is a record of their attendance maintained in AUH or is it with the contractor?	√	In AUH.
5	Is a checklist maintained to check the activities / work to be performed by housekeeping?		√ Checklist for cleaning washrooms was provided by IQAC For other activities work it needs to be made.
6	System for control/reporting of supervisors- daily, weekly and monthly.	√	Reporting directly to Dy Dir Admin
7	Are the roles and responsibilities known to them?		Duties are divided as per Blocks: A, B & C -14 each.

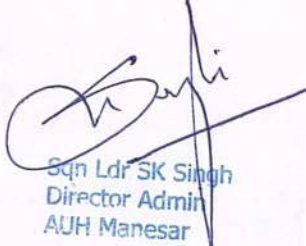
*[Signature]*  
 Sqn Ldr SK Singh  
 Director Admin  
 AUH Manesar



*[Signature]*  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413

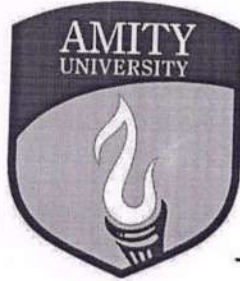


8	What is the method adopted for assigning duties to them?	√		Their roles & duties are known to them. As such individual duties are not given to them.
9	Are the supervisors checking the blocks as per their checklist?		√	Checklist will be shortly prepared by Dy Dir Admin. Roles and responsibilities are known to all
10	What is the process of arrangement for another housekeeping staff in case of an emergency where the regular cleaner is absent?	√		Contractor provides replacement if 10 % of staff remains absent for more than 10 days. If he fails to do so, he is penalized and is paid as per the available strength in the entire month.
11	In case of any indiscipline on the part of any housekeeping staff, what action is taken?	√		Dy Dir Admin tries to resolve by warning them but if it persists, contractor is informed and replacement is sought for the same.
12	Is a record of any such instances being maintained?		√	The contractor is informed verbally.
13	How is the leave record maintained of outsourced personnel?	√		An attendance register is being maintained at the department level, which is forwarded to the contractor.

  
 Sqn Ldr SK Singh  
 Director Admin  
 AUH Manesar



  
 Registrar  
 Amity University Haryana  
 Manesar Gurgaon-122413



**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**TRANSPORT DEPARTMENT**



Registrar  
Amity University Haryana  
Manesar Gurgaon-122413



**AMITY UNIVERSITY HARYANA**  
**INTERNAL QUALITY ASSURANCE CELL**  
**CHECKLIST - INTERNAL AUDIT 2017-2018**

**AUH/IQAC/CL - Transport/Rev - I/2017**

**Name of Auditor - Dr. Sunita Sharma, Mr Saurabh Jaglan**

**Date:28-05-2018**

S.N	Points for Checking	Yes	No	If Yes, Records perused
1	What are the total number of vehicles at AUH?			<b>Total - 28.</b>
2	Is the Registration book maintained?	✓		
3	Are the log books of the vehicles being maintained properly?	✓		
4	Process of arrangement for another driver in case of an emergency where the on-route driver is not available.			The drivers enter the Kms in the log books daily. There are in total 26 drivers ,9 tempo traveller routes and 18 bus routes.Even if any drivers is on leave, re-adjustment is resorted to. Buses are outsourced.
5	Is insurance cover available for all vehicles ?	✓		Random checking is done and found evident Vehicle no : <b>HR55U 1331</b> - Ins.no: OG-18-1123-1812-00000066 , <b>HR 55 AC 4638</b> - Ins.no: OG-18-1123-1801 - 00000072, <b>HR26 DL5530</b> - Ins.no: OG-18-1123-1801 - 00001528 , <b>HR26 BH 2338</b> - Ins.no: OG-18-1123-1801-00001557
6	Is the renewal of insurance cover done timely?	✓		It is done at AKC house by Mr .M.P.Malhotra.Follow up is done by AUH Manager Mr Amit Uppadhaya.
7	Is a vehicle register available in respect of every vehicle entered giving details of mileage covered , Bill No./ Date and the amount spent ?	✓		Yes
8	Is a monthly exercise carried out to calculate the running and maintenance cost of every vehicle per Kms ? Total number of Running + Maintenance expenditure Number of kms as per the log book	✓		It is carried out on 25th of every month.
9	What is Time frame for getting the vehicles serviced?			Vehicles like cars are serviced after 5000 Kms of Run and Travellers and Bus are serviced after 10,000 Kms of run.Bike is serviced after 3000-5000Kms of run.
10	Is a check of vehicle carried out daily?	✓		By the Drivers.
11	Is the vehicle daily washed or cleaned before going on route?	✓		It is done only once a week, on week end.
12	Are the requisition slips filled before providing transport?	✓		Approval is given by Dir admin for Amity vehicles and For hired vehicles approval is given by Dy. VC
13	Is there a laid down SOP for getting approval of requisition slips? The Requisition slips should be properly filled in by the employees with necessary details like - Approval of the HOD / authorized by / Date and time / details of travel / Name and designation / purpose / signature etc.	✓		SOP was not approved .
14	Are receiving documents matched to purchase orders and invoices?	✓		These are matched at the time of receiving the vehicle.

*(Signature)*  
 Sqn Ldr SK Singh  
 Director Admin

*(Signature)*  
 Internal Quality Assurance Cell - AUH

*(Signature)*  
 Registrar  
 Amity University Haryana

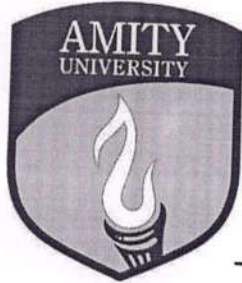
15	Is there a system for control/reporting of drivers- daily, weekly and monthly?	✓	Attendance of drivers is taken through BioMetric machine.
16	Is a duty chart of drivers available?	✓	
17	Procedure for lodging Complaints.		Complaint Register is not maintained. Complaints are received through mails only.
18	Procedure being followed to resolve the complaints after these are lodged.		It is resolved by Addl Dir Admin and Manager at the earliest.
19	Procedure of feedback to user after complaint is acted upon.		By Mail
20	Analysis of data and identification of critical areas which could be focus of our attention.		Complaint register of hired buses was perused and the following points were noted - (i) Non bus pass students enter the bus and make it overcrowded. (ii) Buses are not clean. (iii) Behaviour of driver is rude.(iv) Drivers reach the stop late.
21	Approval of outsourced vehicle rates & hiring record.	✓	
22	Is diesel record register being maintained?	✓	Well maintained.
23	Is bus pass issue record register being maintained?	✓	Well maintained.
24	Are over time register being maintained?	✓	Well maintained.
25	Isare vendor buses record register being maintained?	✓	There are two outsources bus vendors : 1. Rao travels 2. Aditya travels. Records are well maintained and timings of the buses entering the campus in the morning is noted by guards posted on the gate.
26	Is there a saved trip register being maintained for bus vendor?	✓	Well maintained. These trips are used for conveyance of candidates from Gurgaon seeking admission.
27	Are dayscholars provided any transport ?	✓	Buses are outsourced



*[Signature]*  
Sqn Ldr SK Singh  
Director Admin  
AUH Manesar

*[Signature]*  
Registrar  
Amity University Haryana  
Manesar Gurgaon-122413





**AMITY**  
**UNIVERSITY**  
HARYANA

**INTERNAL QUALITY ASSURANCE CELL**

**Internal Administrative Audit Report**

**HOUSEKEEPING DEPARTMENT**



Registrar  
Amity University Haryana  
Manesar Gurgaon-122413  
*Mamit*

**AMITY UNIVERSITY HARYANA**  
**INTERNAL QUALITY ASSURANCE CELL**  
**Checklist For Housekeeping Department**

**AUH/IQAC/CL - Housekeeping/ Rev -I/2017**

**Name of Auditor -Dr Sunita Sharma , Mr Saurabh Jaglan**

**Date : 29.05.2018**

S.No.	Points for Checking	Yes	No	If Yes, Records perused
1	Are the requisition slips filled for providing hospitality in case of any event or demand by a particular Institute or Department in AUH?	√		Record of requisition slips was perused. Record checked : Event : Campus hiring, Company Visited :Rockland Representatives , Institute : CRC, Requisition date : 09.05.2018, Approval date : 10.05.2018 , Approval for 6 personnel.
2	Is there a laid down SOP for getting approval of requisition slips? The Requisition slips should be properly filled in by the employees with necessary details like - Approval of the HOI /Director / authorized by / Date and time / details of Event / Name and Designation / purpose / signature etc.	√		Record was perused. SOP was not approved.
3	What is the procedure adopted for local purchases?	√		It is done through Dir Admin, Sq Ldr. S. K. Singh.
4	Is a record of all bills maintained of any Event organised in AUH?	√		Records of all bills are well maintained. Record checked :bills maintained for ISO workshop conducted in August 2017
5	Are there currently any consummable items in stock ?	√		Only Housekeeping materials as they are procured on quaterly basis. Last request received from AICP department on 23.03.2018 duly signed by HOD.Request was forwarded to ESO Noida on 27.03.2018
6	Is an approval obtained for outsourced housekeeping staff?	√		Relevant documents were checked and found in order.
7	Is a comparative quotation obtained prior to giving contract to the outsourced contractor?	√		It is centrally done. Only renewal of contract is done in AUH.
8	What is the sanctioned strength of housekeeping personnel in AUH?	√		Supervisors : Outsourced- 3, AUH - 5 Housekeeping Staff-142, Mail ref : 4078 , date of approval 02.08.2017 & 08.04.2016 .Approving authority honourable Chancellor.
9	Is a record of their attendance maintained in AUH or is it with the contractor?	√		In AUH. Daily attendance record, dated 27.04.2018 was cross checked with monthly attendance report.
10	Is a checklist maintained to check the activities / work to be performed by housekeeping?	√		Checklist for checking of cleanliness of academic blocks by supervisor is available. Washroom checklists are maintained by concern staff on daily basis.
11	System for control/reporting of supervisors- daily, weekly and monthly.	√		Reporting directly to Additional Dir Admin, Col. Harbans Singh.
12	Are the roles and responsibilities (R&R) known to them?	√		Duties are divided block wise. Cross checked with block C supervisor Mr A.K.Yadav He is aware of his R&R.
13	What is the method adopted for assigning duties to them?	√		Their roles are known to them.

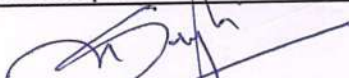
*S.K. Singh*  
 Sqn Ldr SK Singh  
 Director Admin

*S. Sharma*  
 Internal Quality Assurance Cell

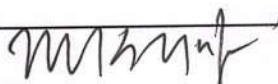
*M. Manoj*  
 Registrar  
 Amity University Haryana



14	Are the supervisors checking the blocks as per their checklist?	√	
15	What is the process of arrangement for another housekeeping staff in case of an emergency where the regular cleaner is absent?	√	As stated by Addl Director contractor provides replacement as and when required. Contract valid till 31.12.2018. Contract number and Penalised conditions are not documented in the contract.
16	In case of any indiscipline on the part of any housekeeping staff, what action is taken?	√	Add. Dir Admin tries to resolve by warning them but if it persists, contractor is informed and replacement is sought for the same.
17	Is a record of any such instances being maintained?	√	Ref : Mail communication dated 15.03.2018 to M/S Everest house .Complaint was raised against Ms Krishna .
18	To whom is the demand for housekeeping materials placed? Is there any methodology adopted for it?	√	Quarterly demand is taken by all Institutes/ Departments and consolidated data is put to Addl. Dir Admin for procurement.
19	Is there a schedule followed for upkeep and cleaning of all Academic Blocks?	√	Verbally it is assigned for various activities like- Glass cleaning, façade cleaning and campus cleaning. In case of any writing on table/ desks it is carried out once a month.
20	What is the process adopted for maintaining cleanliness of Inside and Outside areas of the entire campus?	√	Daily cleaning of classrooms, washrooms, clearance of dustbins is carried out. Every Saturday Housekeeping staff cleans the campus upto the fencing area by picking up litters or garbage and putting in dustbins and disposal bags.
21	How is the leave record maintained of outsourced personnel?	√	An attendance register is being maintained at the department level, which is forwarded to the contractor.
22	Is there any laid down SOP for Waste management?	√	It is segregated and disposed off. Ref : Point no 15,16,17 of SOP 'Cleaning & House keeping'
23	How do you ensure that the environment remains clean, green and non polluted?	√	Periodically cleaning- monthly and annually.
24	Is there an Incinerator for waste disposal in AUH?		√
25	Is a record being maintained in stock register of all furniture in Academic Blocks?	√	Record is being maintained Room wise of all blocks.
26	What method is adopted for projecting requirement of furniture and its repair to Director Administration?	√	Projecting via E mail. Repair work is done on monthly basis.
27	What is the total number of Lab attendants and Office peons in AUH?	√	Total Lab attendants are- 51 and Peons are - 51.
28	What is the procedure adopted for assigning duties to them?		√ They are permanently allotted Institute / Department and they directly report in their respective places. Task is assigned to them by their Heads.
29	Are any workshops conducted for improving their skills?	√	5 workshops have been organised this year.
30	What steps are taken to ensure that welfare schemes are laid for them?	√	Outstation candidates who are very needy are provided single accommodation in the campus.Meals are provided to them at concessional rates in the Mess. Basic amenities are provided free of cost.Free Uniform is also provided to them on annual basis. Evening classes are organised by inhouse clubs to educate them and their children. PF, ESI, LIC are provided. Evidence : Staff name : Mr Monu , Designation : Peon , PF no : GNGGN003168-200000-10648
31	How is their leave record maintained?	√	It is sanctioned by Addl.Dir .Admin and maintained centrally by HR office.
32	Are uniforms issued to Lab attendants and office peons in AUH?	√	Record of issuing uniform was not available.
33	What is the frequency of issuing uniforms to Lab attendants and Office peons in AUH?	√	It is issued on yearly basis.

  
Sanjay K. Singh



  
Registrar  
Amity University



34	Is a comparative quotation obtained prior to giving contract to the outsourced contractor of Cafeterias ?	√	It is centrally done by Educational Stores organisation (ESO).
35	What method is adopted for fixing the rates of items in cafeterias to ensure affordability by all stakeholders?	√	Rates are revised every year by the committee nominated for the purpose under the chairmanship of hon'ble VC.
36	What steps are taken to ensure hygiene and cleanliness in the cafeterias?	√	Every month a Medical officer takes round. Medical officer : Dr Sapan Kumar Ghosh Evidence - Mail dated , 16.05.2018, 18.04.2018 and 22.03.2018
37	Is a check carried out randomly by Addl Dir Admin to ensure that good quality food is being served in cafeterias?	√	Check is carried out regularly by DSW, Addl. Dir admin and supervisors.
38	Procedure for lodging Complaints.	√	E mail, verbal or on Amizone. Action is initiated immediately and in case of severe complaints the vendor is penalised by imposing fine.
39	Procedure being followed to resolve the complaints after these are lodged.	√	Immediate remedial steps are taken.
40	Procedure of feedback to user after complaint is acted upon.	√	The Frequency of inspection or monitoring is increased.
41	Analysis of data and identification of critical areas which could be focus of our attention.	√	Frequent complaint of meals in Cafeterias and Mess is dealt by DSW.
42	In case of any problem faced by residents in the campus , what action is taken to resolve the same?	√	The matter is immediately reported to higher authorities and remedial action suggested by them is taken.
43	Is a record of such problems being maintained ?	√	Complaint register is not maintained.
44	How is tea being served to faculty and staff monitored.	√	It is distributed twice morning and evening institute wise. The strength of each institute is taken every month from the HR office. Monthly bill is raised at DVC office.
45	How is the quality of vegetables/ fruits monitored ( including rates).	√	Random inspection is carried out by Addl Dir admin, Supervisors and security personnel.
46	Does an SOP exist for actions to be taken during Admission test that are conducted in AUH.	√	Responsibilities and duties are fixed for supervisors during Admissions. SOP is available.
47	Control procedure of Laundry.	√	Rates are fixed for students and faculty. Each student and faculty is issued a bag in which they bring their laundry, which is collected from all blocks and sent back after washing to the respective points of pickup.

  
San Ldr SK Singh  
Director Admin  
AUH Manesar



  
Registrar  
Amity University Haryana  
Manesar Gurgaon-122413