

Report of Academic Audit (2018-19 & 2019-20)

1. Basic Information

Name and Address of the College		
Name:	Patuck-Gala College of Commerce & Management	
Address:	Patuck Campus, 100, Nehru Road, Rustomba Patuck Marg, Vakola Bridge, Santacruz (E), Mumbai 400 055	
City:	Mumbai	Pin: 400055 State: Maharashtra
Website:	https://www.patuck.edu.in/degree-college/	

2. For Communication

Designation	Name	Mobile	Email
Principal	Dr. Meeta Pathade	9167232152	meeta.pathade@patuck.edu.in
Vice Principal	Mrs. Priti Surve	9987693843	priti.surve@patuck.edu.in
IQAC Co-ordinator	Mrs. Renita Vazirani	990660522	renita.vazirani@patuck.edu.in

3. Status of the institution: Affiliated to University of Mumbai.

4. Date of Visit: Thursday, 18th February, 2021

5. Name of Team Members :
Dr. Ancy Jose - Convenor
Dr. Rashmi Oza – Member
Mr. Raghavendra L. – Member

6. Type of Institution

a. By Gender

i)	For Men	
ii)	For Women	
iii)	Co-education	√

b. By Shift

i)	Regular	√
ii)	Day	
iii)	Evening	

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7. It is recognized minority institution

Yes	√	No.	
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8. Sources of funding : **Self-financing**

9. Date of establishment of the College: **12th August, 2002**

10. Location of the campus and area in

Sq. mts Location	Urban
Campus area in sq. mts	5301
Built up area in sq. mts	3667

11. Details of programmes offered by the College

Program me Level	Name of the Programme / Course	Dura tion	Entry Qualif ication	Medium of Instruction	Sanctioned approved student strength	No. of students admitted (A.Y. 2020-21)
Under-Graduate	B.Com.	03	HSC	English	480	215
	BMS	Year			60	60
	B.Com.(B&I)	s			60	16

12. Number of teaching and Non-teaching positions in the Institution (as per current records).

Position	Teaching Faculty						Non-Teaching Staff		Technical Staff	
	Professor		Associate Professor		Assistant Professor		M	F	M	F
	M	F	M	F	M	F				
Sanctioned by the UGC / University / State Government Recruited	-	-	-	-	-	-	-	-	-	-
Yet to recruit	-	-	-	-	-	-	-	-	-	-
Sanctioned by the Management / Society or other authorized bodies Recruited	-	-	-	-	06	12	3	2	1	2
Yet to recruit	-	-	-	-	-	-	-	-	-	-

13. Qualification of the teaching Staff (as per current records)

Highest Qualification	Professor		Associate Professor		Assistant Professor		Total
	Male	Female	Male	Female	Male	Female	
Ph.D.	-	-	-	-	2	3	-
M.Phil.	-	-	-	-	-	2	-
PG	-	-	-	-	4	7	-

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14. Number of Visiting Faculty / Guest Faculty engaged with the College: **01**
15. Enrolment in the College during the current academic year: **290**

Type of students	UG	PG	M.Phil.	Ph.D.	Total
Students from the same state where the college is located	290	NA	NA	NA	290
Students from other states of India	01	NA	NA	NA	01
NRI Students	00	NA	NA	NA	00
Foreign students	00	NA	NA	NA	00

16. Date of accreditation *

Cycle 1 : 04/09/2010 Accreditation Outcome / result **C**

Cycle 2 : 04/08/2016 Accreditation Outcome / result **B++**

17. Date of establishment of Internal Quality Assurance Cell (IQAC): **08/10/2010**

18. Details regarding submission of Annual Quality Assurance Reports (AQAR) to NAAC

AQAR (i) 29/09/2016

(ii) 31/08/2017

(iii) 31/08/2018

(iv) 22/11/2019

General Observations:

- The College has a very proactive Management, and they are doing their best for the Institution. College falls under self-finance category and have appointed 18 full time faculty, out of which only 5 faculty members are Ph.D. holders. Teachers are encouraged to attend workshop and seminars for creating effective leadership. Teachers research activities are supported by the Trust with the provisions in budget.
- Preparations and monitoring of teaching plans are in place. College has a well-developed mechanism to deal with exam related issues. Interactive teaching methods are adopted by all teachers. College has very supportive faculties who are contributing immensely for the College. Mentoring system is implemented well.
- Effective IQAC and timely submission of AQAR as per NAAC requirements. Adequate infrastructure and student support facilities available in the College.
- The College has significant number of extra-curricular activities. The College provides remedial lectures for slow learners. The College also conducts Performance Improvement meetings for advanced learning.

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- The College has its policy documents in place relating to (1) provision of financial support to needy students by way of scholarships and freeships (2) creation of disabled-friendly, barrier free environment in the campus for Divyangjan students (3) optimum utilisation and maintenance of campus facilities.

Recommendations:

- The College needs to focus more on overall results and strengthen the mechanism of remedial coaching for weak learners.
- The College must introduce some advance level skills development courses and training programs.
- There should be proper awareness meetings for improved admission.
- The College must take initiatives for social outreach activities. Library should be equipped with more collections. The College must also take initiative to strengthen financial support to the needy students.
- College being self-financed should make provision for the research.
- Competitive exam guidance should be arranged for students.
- Approval of staff should be considered seriously.
- College should go for permanent affiliation and UGC recognition.



Dr. Ancy Jose
Convenor



Dr. Rashmi Oza
Member



Mr. Raghvendra L.
Member



I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055



ADMINISTRATIVE AUDIT REPORT FOR THE YEAR 2018-19 & 2019-20

Sr. No.	Institutional Data	
1	Name of the College Address Mobile No.	Patuck-Gala College of Commerce & Management Patuck Campus, 100 Nehru Road Rustomba Patuck Marg, Vakola Bridge, Santacruz (E), Mumbai: 400 055 8828877021
2	Name of the Principal	Dr. (Mrs.) Meeta Pathade
3	Name of the Office Superintendent /Head Clerk	Mr. Ajit Chawan
4	Year of Establishment University of Mumbai Letter No. Date Government of Maharashtra Letter No Date	Year 2002 No. Aff. / Recog. / 3721 of 2002 Date 12th August, 2002 क.एनजीसी. 2002 नमवि (01 2002) माशि - 3 दिनांक :- 15 जुलै 2002
5	Date of Visit of the Committee Name of the Auditors	18 th February, 2021 Dr. Ancy Jose Dr. Rashmi Oza Mr. Raghavendra L.
6	Number of full time Teachers (Including Principal & Librarian)	2018-19: 20 2019-20: 19
7	Number of Non – teaching staff	2018-19: 08 2019-20: 08
8	Name of the Courses, and Strength	2018-19: Course - B.Com., Strength – 836 Course - BMS, Strength – 161 Course - B.Com. (B&I), Strength - 87 2019-20: Course - B.Com., Strength – 842 Course - BMS, Strength – 155 Course - B.Com. (B&I), Strength - 55

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ADMINISTRATIVE OFFICE AUDIT REPORT

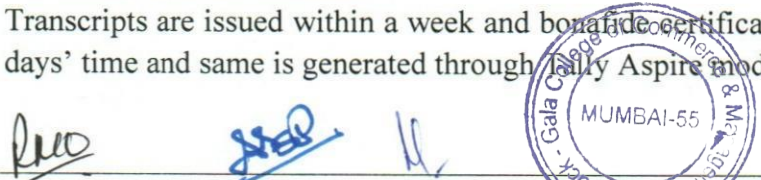
Sr. No.	Particulars	Observation on Key Aspects
1.	General Administration	<ul style="list-style-type: none"> - Fees Register is maintained manually - General Register is maintained in print format - Fees Receipt are generated from Tally ERP 9 - Student G.R., details information of the students is maintained in Tally ERP 9 - Student Master Data is available in Tally Aspire module
2.	Extension and Continuation of Affiliation	<ul style="list-style-type: none"> - Yearly extension and continuation file are sent to the University as per the deadline - Yearly affiliation fees and other University dues and shares are paid to the University - Online affiliation for the AYs: 2018-19 & 2019-20 has been completed on the University affiliation portal. - Since the documents are important, they are maintained both in digitized & hard copy format.
3.	Teaching Staff Approvals	<ul style="list-style-type: none"> - After interview, candidate is selected - 7-page form along with necessary documents is sent for approval - Approval is received of 3 Teaching staff (1) Dr. (Mrs.) Meeta Pathade, (2) Mrs. Netra Thakre (3) Mrs. Megha Nair - The same is informed to the staff by providing them with the letter of appointment
4.	Non- Teaching Staff Appointments and Promotions	<ul style="list-style-type: none"> - Management calls for an interview and appoints admin staff as per the requirement. - All the admin staff are either graduates or postgraduates - Letter of appointment is provided to the staff at the time of joining
5.	Statistical Information University of Mumbai MIS (DHE, Pune) AISHE(UGC)	<ul style="list-style-type: none"> - Information is provided as per the circular received for student on roll, MIS and AISHE - The College has all certificates as on date - Proper file in this regard has been maintained
6.	Service Books and Leave Records (Teaching and Non – Teaching Staff)	<ul style="list-style-type: none"> - Service book is maintained as per norms. All the entries are carried out in the Book. - Staff fill up Leave Application Form and take the approval from the Principal - Bio metric system for attendance is followed - Service Book was found complete.
7.	Admission Procedures	<ul style="list-style-type: none"> - Online admission system is adopted - Admission for FY is as per the norms set by the University of Mumbai and circulars received from time to time. - Admission for SY/TY is done after declaration of results

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8.	Enrolment, E- Suvidha, Eligibility and Migration	<ul style="list-style-type: none"> - Enrolment process is as per the University norms and the College submits the enrolment statement to the University - E-suvidha charges are paid to the University - Eligibility cases are processed with the necessary documents to the University and confirmation is received from the University - Migration formalities are processed after an application received from the student - All the documents in this regard are properly maintained and filed.
9.	Examinations (F.Y., S.Y. & T.Y.)	<ul style="list-style-type: none"> - The University of Mumbai follows Choice Based Credit System for evaluation. - For the B.Com. Programme: <ol style="list-style-type: none"> 1. The performance of the learners will be evaluated by the Semester End Examination which will be conducted at the end of each semester for all the courses. 2. These exams will be conducted by the University of Mumbai. Each course will be assessed for 100 marks exceptin the Course of Foundation Course. The assessment of the learner for this Course will be carried in two components: Internal Assessment - 25 marks & Semester End Exam - 75 marks 3. The duration of these Semester End Examinations shall be of 3 hours. (In case of Foundation Course, it shall be of 2 ½ hours duration.) - For the BMS and B.Com. (B&I) Programmes: <ol style="list-style-type: none"> 1. The performance of the learners will be evaluated in two components. One component will be the Internal Assessment component carrying 25 marks and the second component will be the Semester End Examination carrying 75 marks. 2. The allocation of marks for the Internal Assessment will be – Class test/ Project work (20 marks) and active participation in routine class instructional deliveries (05 marks). The duration of these Semester End Examinations shall be of 2 ½ hours. - Passing Standard: The learners to pass a course shall have to obtain a minimum of 40 percent marks in each of aggregate and/or Internal Assessment and Semester end examination. - Moderation of the courses are done as per the University norms - The Examination Committee considers revaluation cases as applied by the students - All the necessary documents in this regard has been maintained by the Examination Committee - All unfair means cases during the examination are handled by the Unfair Means Committee of the College.
10.	Transcripts, Recommendations and Bonafide certificates	<ul style="list-style-type: none"> - Applications are received from the students - Prescribed fees are collected - Transcripts are issued within a week and bonafide certificate in three days' time and same is generated through daily Aspire module <div style="text-align: right; margin-top: 10px;">  </div>

11.	Railway Concessions	<ul style="list-style-type: none"> - Railway concession is issued to the student after taking the application - Railway concession is issued on the next day - Records are maintained and sent to the concerned authority.
12.	Scholarships and Free Ships	<ul style="list-style-type: none"> - Notice is displayed to the students for applying free ships and scholarships by the Government - Students apply for the same along with necessary documents - The application is then forwarded to the Social Welfare office. - The College provides support to students by way of scholarship through private individuals and associations. - All the necessary documentation in this regard and been maintained properly by Scholarship and Freeship Committee -
13.	Inward and Outward Registers	<ul style="list-style-type: none"> - Letters received are properly stamped and inward is checked by the Principal - The letters are then forwarded to the concerned department - Outward Register is maintained in computerized format - Inward Register is maintained in computerized format as well as manually.
14.	Records of Minutes College Development Committee (CDC), IQAC and others	<ul style="list-style-type: none"> - CDC is constituted as per the norms - The College has IQAC which looks into various aspects - Administrative staff meeting is conducted twice in each Term - PTA meetings are conducted regularly - Minutes of all these meetings are maintained and recorded
15.	Records of Computers, Printers, Laptops, Scanners, Projectors and Licensed Softwares	<ul style="list-style-type: none"> - No. of Computer for Students & Staff = 75 - No. of Printer = 07 - No. of Laptops = 04 - No. of Scanners = 02 - No. of Projector = 03 - Licensed software (Server / Desktop Laptops) : Operating System – Windows, MS Office (Microsoft 365), Quick Heal, Microsoft SQL Antivirus, G-Suite, Tally ERP 9 & Aspire Module, E time tracker - Biometric, Digital Edu - Attendance Software, iSLIM - Library Software, Seqrite Firewall,
16.	Accounts and Finance Section: Cashbook, Ledger, Salary Registers, Salary Bills, Vouchers, Receipt Books, etc.	<ul style="list-style-type: none"> - The College uses Tally ERP 9 for its accounting operations. - The College is able to generate the following records Cash book, Salary bills, Receipts, Pay slip - The College maintains a salary register, voucher file for cash and cheque payments, file of refundable deposits and admission cancellation, etc. - All the above records are proper maintained and filed
17.	College Audited Balance Sheet	<ul style="list-style-type: none"> - Every year the accounts of the College are audited and the accounts for the Financial Years 2018-19 & 2019-20 were approved and signed in the Board meeting.



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18.	Annual Maintenance Contract: Pest Control Air Conditions, Water Coolers, CC TV, Fire Extinguishers, Computers and Printers	<p>The AMC details are as follows:</p> <table border="1"> <thead> <tr> <th data-bbox="586 120 711 192">Sr. No.</th> <th data-bbox="711 120 989 192">Particulars</th> <th data-bbox="989 120 1514 192">Vendor</th> </tr> </thead> <tbody> <tr> <td data-bbox="586 192 711 264">1</td> <td data-bbox="711 192 989 264">Pest control</td> <td data-bbox="989 192 1514 264">Pest Control of India</td> </tr> <tr> <td data-bbox="586 264 711 336">2</td> <td data-bbox="711 264 989 336">Water coolers</td> <td data-bbox="989 264 1514 336">ACE Technologies</td> </tr> <tr> <td data-bbox="586 336 711 407">3</td> <td data-bbox="711 336 989 407">CCTV</td> <td data-bbox="989 336 1514 407">Bright Systems</td> </tr> <tr> <td data-bbox="586 407 711 479">4</td> <td data-bbox="711 407 989 479">Computer</td> <td data-bbox="989 407 1514 479">Bright Systems</td> </tr> <tr> <td data-bbox="586 479 711 551">5</td> <td data-bbox="711 479 989 551">Printers</td> <td data-bbox="989 479 1514 551">Bright Systems</td> </tr> <tr> <td data-bbox="586 551 711 622">6</td> <td data-bbox="711 551 989 622">Exam Printer</td> <td data-bbox="989 551 1514 622">Ricoh India Ltd</td> </tr> <tr> <td data-bbox="586 622 711 694">7</td> <td data-bbox="711 622 989 694">Air conditioner</td> <td data-bbox="989 622 1514 694">Comfort Cool Zone</td> </tr> <tr> <td data-bbox="586 694 711 887">8</td> <td data-bbox="711 694 989 887">Water Tank Cleaning & Disinfecting Service</td> <td data-bbox="989 694 1514 887">Shraddha Electricals</td> </tr> <tr> <td data-bbox="586 887 711 958">9</td> <td data-bbox="711 887 989 958">SMS Bulk Service</td> <td data-bbox="989 887 1514 958">KAP Computer Solution Pvt. Ltd.</td> </tr> <tr> <td data-bbox="586 958 711 1030">10</td> <td data-bbox="711 958 989 1030">Tally</td> <td data-bbox="989 958 1514 1030">Apex Actsoft Technologies Pvt. Ltd.</td> </tr> <tr> <td data-bbox="586 1030 711 1102">11</td> <td data-bbox="711 1030 989 1102">Fire Extinguishers</td> <td data-bbox="989 1030 1514 1102">Bharati Protective Systems</td> </tr> </tbody> </table>	Sr. No.	Particulars	Vendor	1	Pest control	Pest Control of India	2	Water coolers	ACE Technologies	3	CCTV	Bright Systems	4	Computer	Bright Systems	5	Printers	Bright Systems	6	Exam Printer	Ricoh India Ltd	7	Air conditioner	Comfort Cool Zone	8	Water Tank Cleaning & Disinfecting Service	Shraddha Electricals	9	SMS Bulk Service	KAP Computer Solution Pvt. Ltd.	10	Tally	Apex Actsoft Technologies Pvt. Ltd.	11	Fire Extinguishers	Bharati Protective Systems
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19.	Staff Welfare	<p>The College provides welfare facilities to staff members, such as Fee concession for wards of the staff, Provident fund, gratuity, Maternity leave, Paternity leave, Medical leave, Study leave, Duty leave, if deputed by College to attend workshops, seminars and conferences, Monthly travel allowance, Uniform to support staff, Washing allowance to support staff, Provision of sports jersey, Monetary incentive given during each term, and research incentives for UGC-CARE listed</p>																																				

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Workshops attended by non-teaching staff

Non-teaching staff members are encouraged to attend seminars and workshops.

The details of the same during the academic year 2018-19 & 2019-20 are:

Sr. No.	Name of the Staff	Theme of the Workshop	Organizing Institute
1	Mr. Ajit Chawan	Workshop on AISHE, MIS, Statistical	University of Mumbai
		Paperless Office - The Need Of The Hour Document Control And Record Management	Patuck-Gala College
		Understanding Your Minds	Patuck-Gala College
2	Mr. Sagar Awalkar	Workshop on AISHE, MIS, Statistical	University of Mumbai
		Paperless Office - The Need Of The Hour Document Control And Record Management	Patuck-Gala College
		Understanding Your Minds	Patuck-Gala College
3	Ms. Yogita Ghatkar	Increasing Efficiency In Office Administration	Gurukul College Of Commerce
		Paperless Office - The Need Of The Hour Document Control And Record Management	Patuck-Gala College
4.	Ms. Aarohit Kumbhar	Office Automation, Document Control And Record Management	Valia C.L College Of Commerce & Arts
		Paperless Office - The Need Of The Hour Document Control And Record Management	Patuck-Gala College
		Understanding Your Minds	Patuck-Gala College
5.	Mrs. Riddhi Parab	Paperless Office - The Need Of The Hour Document Control And Record Management	Patuck-Gala College
		Understanding Your Minds	Patuck-Gala College
6.	Mr. Babu Varak	Paperless Office - The Need Of The Hour Document Control And Record Management	Patuck-Gala College
		Understanding Your Minds	Patuck-Gala College
7.	Mr. Rupesh Parab	Understanding Your Minds	Patuck-Gala College
8.	Mrs. Yogita Khaire	Understanding Your Minds	Patuck-Gala College

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21.	Computer Proficiency of Non-teaching Staff	<ul style="list-style-type: none"> - All the non-teaching staff members are computer literate and are well versed with MS-Office. The non-teaching staff members also use Accounting software -Tally ERP 9. - Regular training is provided to the staff to refresh and upgrade their computer skills.
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RECOMMENDATIONS

1. Any service achievement like "probation", "confirmation" etc. should be recorded in the service book as a best practice. Similarly teaching staff Refreshers Course or Orientation Programme can be recorded.
2. Dead stock register can be maintained item-wise.
3. Along with personal follow-ups with various agencies kindly make official correspondence and its acknowledgement be recorded. (eg. personal follow up with UOM/MKCL etc., for any pending issues, make official correspondence also and record it.)

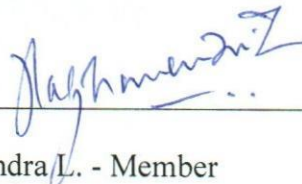
Signature of External Auditors :

i 

Dr. Ancy Jose - Convenor


ii 

Dr. Rashmi Oza - Member

iii 

Mr. Raghavendra L. - Member




I/c Principal
 Patuck - Gala College of
 Commerce & Management
 Santacruz (E), Mumbai-400 055

Academic Audit Report (2016-17 & 2017-18)

Name and Address of the College	: Patuck – Gala College of Commerce And Management, Patuck Campus, Rustomba Pattuck Marg, 100, Nehru Road, Vakola Junction, Santacruz (East), Mumbai - 400055				
Visit Date	: 29 th May 2018				
Time Spent	: 9 am to 4 pm				
Peer Team Members of Academic Audit	: 1. Dr. Parvathi Venkatesh Former Principal, Mulund College of Commerce, Mumbai 2. Dr. Rashmi Oza, Prof & Head, Department of Law, University of Mumbai				
No. of Teachers	full time Teachers	: confirmed	04	Temporary	20
	Other Teachers	: Part time	01	visiting faculty	02
	Number of Courses	: UG degree	03	PG degree	Nil
		: Diploma /Certificate	03		

College perception on Key Aspects

(restricted to 5 bullet points in each aspect)

1.	Academic Management	<ul style="list-style-type: none"> • Teaching plan prepared for every subject • Student Feedback of each teacher to gauge the parameters of teaching ability and delivery • Adherence to standards of academic provisions of University in teaching learning and evaluation • Result analysis every semester for remedial action and better performance. • Career Guidance provided on a regular basis.
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2.	Administration and Management (Supporting Mechanics)	<ul style="list-style-type: none"> • Transparency in admission process and overall operations • Finance and Accounting mechanism digitalized in Tally ERP 9 • Attendance regularity of staff and students and systematic processing of data ascertained • administrative staff training through deputation to workshops
3.	Academic Practices	<ul style="list-style-type: none"> • Smart class for all programs and practical oriented teaching • FDP regularly organized to enhance teaching effectiveness • Industrial visits and Field Trips organized for students • Guest lectures are organized to provide industry exposure • MoUs are signed with professional bodies like Maharashtra Chamber of Commerce, Sujaya Foundation, etc.
4.	Infrastructure, financial and support facilities for academic activities	<ul style="list-style-type: none"> • Efforts are on for a Green Campus • Computer facility with internet access to staff and students • Teachers are sponsored for Conferences / Seminars to increase the knowledge base • A well maintained library for effective teaching learning process. • monetary and non-monetary incentives for research
5.	Institutional Social responsibility (ISR)	<ul style="list-style-type: none"> • Well managed NSS Unit received laurels from the University • Active participation in the DLLE program of the University with the objective of 'Reaching the Unreached' • Annual Donation drive in Adopted village • Social contribution in collaborations with local police force.
6.	Functioning of IQAC	<ul style="list-style-type: none"> • IQAC formed as per the NAAC Guidelines • regular conduct of Meetings and recommendations by IQAC are considered and implemented by the Management • A minimum of four activities each year is organized by the IQAC for the staff members and students • Timely submission of AQAR as per NAAC requirement



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Peer Team Report

Observation on key aspects :- (restricted to 5 bullet points in each aspect)

1.	Academic Management	<ul style="list-style-type: none"> • Long term vision with stated Quality policy • Effective academic planning, monitoring and execution of teaching learning process • Efforts taken towards research culture among faculty and students • Feedback on teaching learning process obtained from 10% of students at random. • College on the growth path but less enrolment and high dropout rate in specific courses are matters of concern.
2.	Administration and Management (Supporting Mechanics)	<ul style="list-style-type: none"> • Supportive and visionary management • Decentralised administrative system and democratic organizational structure • established systems and procedures for maintaining and utilizing physical, academic and support facilities • Very few fully qualified faculty (04 out of total 24) • Perspective/Strategic plan and Deployment documents are available
3.	Academic Practices	<ul style="list-style-type: none"> • Disciplined academic environment with extensive use of ICT • Distribution of responsibilities through committee system. • Extensive teaching and intensive coaching through special Programmes for advanced learners and slow learners • Overall academic performance good but poor performance in certain courses at lower exams has an impact on intake • Faculty presented papers in seminars, conferences and attended orientation / refresher / short term courses, workshops etc
4.	Infrastructure, financial and support for academic activities	<ul style="list-style-type: none"> • adequate infrastructure available to support learning atmosphere • Imbalance in Library collections (text books (90%), reference books (10%), academic journals (14)) • Alumni and Parent Teacher association contribute for college development



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		<ul style="list-style-type: none"> • Facilities extended for sports, games (indoor, outdoor) etc. and cultural activities needs attention. • Around 10 % of outgoing students placed through placement cell.
5.	Institutional Social responsibility (ISR)	<ul style="list-style-type: none"> • Two units of NSS conducts large number of socially inclined programmes on cross cutting issues • Extension Activities conducted through DLLE • Staff and students are environment conscious. • Sensitization and awareness programmes competitions etc conducted by Women Development Cell in collaboration with NGO • Environment friendly campus and disaster Management plan in collaboration with BMC.
6.	Functioning of IQAC	<ul style="list-style-type: none"> • IQAC is functional and undertakes quality assurance measures. • Composition of IQAC including external experts and Management representatives must be as per norms • IQAC conducts Internal Departmental Audit and arranges workshops/ conferences etc. • Good coordination between IQAC, Departments and administration. • Feedback mechanism to be strengthened by IQAC

Overall analysis

Observation on key aspects: (restricted to 4 bullet points in each aspect)

Institutional strengths	:	<ul style="list-style-type: none"> • enabling academic environment with adequate infrastructural facilities • Good academic discipline • Dedicated and motivated staff • Energetic Extracurricular activities
Institutional Weaknesses	:	<ul style="list-style-type: none"> • Large number of temporary , non-qualified faculty • No major /minor research projects undertaken by faculty • lack of industrial consultancy • space constraint for extracurricular activities



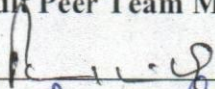
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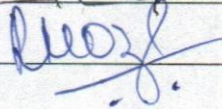
Institutional Challenges	: <ul style="list-style-type: none"> • High dropout rate • 100 % feedback from all stakeholders • timely completion of whole syllabi • arrangements with industry for more placements
Institutional opportunities	: <ul style="list-style-type: none"> • Tie up with industry, professional academies and banks • Introduction of value added courses for capacity building • motivate Young faculty to become fully qualified for the profession • arranging international / national level seminars, conferences and research lecture series
Recommendations (not more than 10)	
Vital:	<ul style="list-style-type: none"> • Regularization of temporary faculty • More teachers to register and complete PhD • Library to be strengthened through improved collections and automation • Formalization and intensive Remedial coaching to reduce dropout rate.
Essential:	<ul style="list-style-type: none"> • Work load allotment, tutorials batch size and sessions, formation of IQAC, CDC and other statutory committees to be followed as per norms • IQAC to obtain Feedback from all stake holders, analysis placed before CDC and action taken on feedback be made available on website. • Introduction of value added / add-on certificate/diploma courses
Desirable:	<ul style="list-style-type: none"> • Hygiene on campus and canteen facilities need to be improved • Alumni Association to be strengthened. • Wi-Fi enabled campus

Name and Signature of Academic Audit Peer Team Members:


1. Dr. Parvathi Venkatesh

 _____

2. Dr. Rashmi Oza

 _____





 Signature of Head of the Institution

I/c Principal
 Patuck - Gala College of
 Commerce & Management
 Santacruz (E), Mumbai-400 055

ADMINISTRATIVE AUDIT REPORT FOR THE YEAR 2017 – 2018

Sr. No.	Institutional Data	
1	Name of the College	Patuck-Gala College of Commerce & Management
	Address	Patuck Campus, 100 Nehru Road Rustomba Patuck Marg, Vakola Bridge, Santacruz (E), Mumbai: 400 055
	Telephone No.	022 - 26692477
2	Name of the Principal	Dr. (Mrs.) Meeta Pathade
3	Name of the Office Superintendent /Head Clerk	Mr. Ajit Anant Chawan
4	Year of Establishment University of Mumbai	Year 2002
	Letter No.	No. Aff. / Recog. / 3721 of 2002
	Date Government of Maharashtra	Date 12th August, 2002
	Letter No	क.एनजीसी. २००२/नमवि (०१/२००२) माशि - ३ दिनांक :- १५ जुलै २००२
5	Date of Visit of the Committee	11 th of May, 2018
	Name of the Auditors	Ms. Keyaa Mukherjee
6	Number of full time Teachers (Including Principal & Librarian)	23
7	Number of CHB Teachers	2
8	Number of Non – teaching staff	9+6
9	Name of the courses, Division and Enrolment	Course - B.Com, Div - 4 (FY/SY/TY Each), Enrolment – 980 Course - BMS Div - 1 (FY/SY/TY Each), Enrolment – 161 Course - B.Com (B&I), Div - 1 (FY/SY/TY Each), Enrolment - 92



Keyaa

ADMINISTRATIVE OFFICE AUDIT REPORT

Sr.No.	Particular	Observation on Key Aspects
1.	General Administration	<ul style="list-style-type: none"> - Fees Register is maintained manually - General Register is maintained manually <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • Student MIS was not available • Fees Receipt are generated from Tally ERP 9 and Fees Register is manually maintained • Student G.R., details information of the students is maintained manually • Duplication of work is done, which is time consuming <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Student MIS should be implemented • Students related detail information should be generated from CORE system for Fees Register, G.R. etc. <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • CORE System has to be implemented for student MIS • MIS of each student should be computer generated with all the particular from the first year of their admission and the same information should be followed for Second and Third year
2.	Extension and Continuation of Affiliation	<ul style="list-style-type: none"> - Yearly extension and continuation file is sent to the University as per the deadline - Yearly affiliation fees and other University dues and shares are paid to the University - Online affiliation w.e.f. 2016-17 has been completed on the website - LIC has been conducted in the 2015-16. The University has not provided the report <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • Proper file index numbering was not marked / organized properly <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • All the paper should be numbered and indexed



Keya

		<p>properly</p> <ul style="list-style-type: none"> • File Management System should be followed <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • Since these documents are very important required to scanned and digitized for safety and instant records
3.	Selection, Advertisements and Interview Procedures	<ul style="list-style-type: none"> - Draft approval is sent to University - Advertisement is placed in heading newspapers - Selection Committee is appointed as per the norms - Interview is conducted as per University norms <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • Proper file index numbering was not marked / organized properly <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • All the paper should be numbered and indexed • File Management System should be followed <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • The Appointment Letter should be duly signed by the authorities / management and the copy of the same should be documented in the respective staff personnel file and recorded in the Minutes of Meeting Log. • Management resolution should be passed for their approval and records. • Since these documents are very important required to scanned and digitized for safety and instant records
4.	Teaching Staff Approvals	<ul style="list-style-type: none"> - After interview, candidate is selected - 7 page form along with necessary documents is sent for approval - Approval is received of 3 Teaching staff (1) Dr. (Mrs.) Meeta Pathade, (2) Mrs Netra Thakre (3) Mrs, Megha Nair - The same is informed to the staff



Keya

		<p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> As per the process Joining Letter from the employee (acceptance letter) was not documented <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> The selection committee should invite for the appointment of the staff. The appointment letter should be given from the date of appointment as per the selection report. <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> The appointment letter/s should be duly signed by the authorities, the management resolution should be passed in the Minutes of the Meeting Log along with the advertisement contents and selection committee report should be forwarded to the University for the Approval.
5.	Non-Teaching Staff Appointments and Promotions	<ul style="list-style-type: none"> Management calls for interview and appoints admin staff as per the requirement. All the admin staff are either graduates or post graduates <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> Joining Letter from the employee (acceptance letter) should be receive and documented Proper file index numbering was not marked / organized <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> The Management Resolution need to prepare for the staff's appointed and their promotion The same should be minute in the minutes of the meeting <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> The Management Resolution should be duly signed by the authorities / management and the copy of



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		<p>the same should be documented in the respective staff personnel file and recorded in the Minutes of Meeting Log.</p> <ul style="list-style-type: none"> • It should be passed by the Management for their approval and records. • Joining Letter should be taken from the date of appointment of staff.
6.	<p>Statistical Information University of Mumbai MIS(DHE, Pune) AISHE(UGC)</p>	<ul style="list-style-type: none"> - Information is provided as per the circular received for student on roll, MIS and AISHE - The college has all certificates as on date <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • It was observed that the filing system was not indexed <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Proper file management should be done <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • Need to organize / streamline the filing system as per the standards.
7.	<p>Service Books and Leave Records (Teaching and Non- Teaching Staff)</p>	<ul style="list-style-type: none"> - Leave record is not computer generated - Staff fill up Leave Application Form and take the approval from the Principal - Bio metric system for attendance is followed - Service Book was found incomplete. <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • No proper system is followed for leave records and service records of the staff <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Service books was incomplete. It is not mandatory for unaided institutes to maintain the service books • Leave records and Service record should be computerised



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		<p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> All the details need to be filled in Service Book, which should be computerized from the date of appointment, confirmation, promotions, leave record etc. Information of the staff with no any delay and to implement a process for updating staff service records should be computerized
8.	Admissions Procedures	<ul style="list-style-type: none"> Online admission system is adopted Admission for FY is as per the norms set by the University of Mumbai Admission for SY/TY is done after declaration of results <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> Admission form of SY/TY is not computerized Student Management Information System is not implemented <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> Need to redesign the form with reference and control number with CORE information Student Management Information System should be implemented <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> In-house admission form should have the full details of the students in one single page for the further binding and these need to be proper documented. The same should be online for internal accessible and linked with MKCL portal. There should be a CORE system properly design for admission procedure from the beginning of admission form, fees receipt, roll no: class wise, bonafide certificate, transfer certificate or any such information required by the University should be generated from the system
9.	Enrolment, E-Suvidha, Eligibility and Migration	<p>Enrolment process is as per the University norms and the college submits the enrolment statement to the University</p>



Kayra

		<ul style="list-style-type: none"> - E-savidha charges are paid to the University - Eligibility cases are processed with the necessary documents to the University and confirmation is received from the University - Migration formalities are processed by after an application received from the student <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • Need to arrange the documents. <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Proper documentation need to be done for easy accessibility <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • To arrange the eligibility certificates, documented class wise and year wise • Proper File Management System needs to follow
10.	Examinations (F.Y., S.Y. & T.Y.)	<ul style="list-style-type: none"> - The University of Mumbai follows Credit Based Evaluation System. - For the B.Com Programme it is as follows : - The performance of the learners will be evaluated by Semester End Examination which will be conducted at the end of each semester for all the courses. - These exams will be conducted by University of Mumbai. Each course will be assessed for 100 Marks except in the Course of Foundation Course, the assessment of the learner will be carried out in two components: Internal Assessment - 25 marks & Semester End Exam - 75 marks (may be amended by University of Mumbai.). The duration of these Semester End Examinations shall be of 3 hours. - (In case of Foundation Course, it shall be of 2 ½ hours duration.) - For the BMS and B.Com. (Banking & Insurance): Programmes The performance of the learners will be evaluated in two components. One - component will be the Internal Assessment component carrying 25 marks and the - second component will be the



Kapra

		<ul style="list-style-type: none"> - Semesterwise End Examination component carrying 75 marks. The allocation of - marks for the Internal Assessment will be – Class test (20 marks) and - active participation in routine class instructional deliveries - (05 marks). The duration of these Semester End Examinations shall be of - 2 ½ hours. - Passing Standard: - The learners to pass a course shall have to obtain a minimum of 40 - percentmarks in each of aggregate and/or Internal Assessment and Semester - End Examination. <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • Need to arrange the documents. <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Proper documentation need to be done for easy accessibility <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • Proper File Management System needs to be follow
11.	Transcripts, Recommendations and Bonafide certificates	<ul style="list-style-type: none"> - Applications are received from the students - Prescribed fees for Transcripts is collected - Transcripts are issued within a week - Students are given recommendation by seeking an application - Bonafide certificates are handwritten and issued within 3 working days <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • Transcripts, Recommendations and Bonafide certificates should be system generated rather than manual practice <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Transcripts, Recommendations and Bonafide certificates should be system generated



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		<p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> The report should be generated from the Admission CORE system to save time and maintain accuracy.
12.	Railway Concessions	<ul style="list-style-type: none"> Railway concession is issued to the student after taking prescribed fees Railway concession is issued on the next day Records are maintained and sent to the concerned authority. <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> To prepare / fix a schedule to organize to save the time Duplication of work is done Students details is typed every month <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> Need to streamline the process by issuing the concession form from 1st to 10th day of every month Student information once feed should be continued for further next months from excel sheet by control F command <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> Sending the notification to all the students to follow the Railway Concessions process. Need to streamline the process for smooth functioning and time saving of students and staff
13.	Government Scholarships and Free Ships	<ul style="list-style-type: none"> Notice is displayed to the students for applying free ships and scholarships Students apply for the same along with necessary documents The application is then forwarded to the Welfare office. <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> No proper GOI Scholarship register is maintained, consequence the students are signing on the payment voucher.



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		<p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> Physical register need to create and maintain and should be duly signed by the student/s. <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> The register will be produce for the External Government Assessment.
14.	Inward and Outward Registers	<ul style="list-style-type: none"> Letters received are properly stamped and inward is checked by the Principal The letters are then forwarded to the concerned department Outward Register is maintained manually <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> It is was observed that Inward Outward Register are maintained manually Duplication of filling is made <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> Digitization has to be introduced as per the standards <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> For the inward and outward register the digitalization system should be introduce and implemented for quick reference, acknowledgment and easy access able.
15.	Dead Stock Registers	<p>The college is not maintaining Dead Stock Registers.</p> <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> The Dead Stock Registers is not maintained. <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> There should be a process for Asset Management



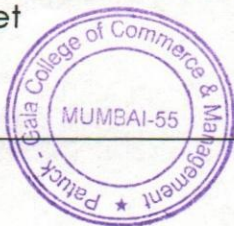
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		<p>and need to introduce the Dead Stock Registers</p> <ul style="list-style-type: none"> • Inventory Management System need to be introduced for accurate records and easy access <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • Proper format has to be designed and implement on the same. The process should be digitized for quick records
16.	Records of Minutes Local Managing Committee, Quality Assurance Cells, Governing Body, School Committee and TA	<ul style="list-style-type: none"> - LMC is constitute as per the norms - Minutes of meeting are properly maintained - The college has IQAC which looks into various aspects - PTA meetings are conducted twice a year - Minutes of all the meetings are maintained and recorded <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • Administrative department meeting is not contuded <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Meeting of Administrative staff should be recorded in Minutes of Meetings Log Book <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • Meeting should be contuded and recorded for smooth functioning, updating the profile to be at par with new advancements
17.	Records of Computers, Printers, Lap Tops, Scanners, Projectors and Licensed Software's	<ul style="list-style-type: none"> - Licensed software: Operating System - Microsoft Windows-XP, Quick - Heal Antivirus, Cyberoam Proxy Server, Tally ERP 9. <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • IT Infrastructure details are maintained in excel sheet by College Office



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		<p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • Proper record management system of IT Infrastructure details need to be maintain. <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • Fire Wall need to be implement. • Up gradating the system as per the advancement. • Easy access of detail information about college related IT records at the time of external audit.
18.	Accounts and Finance Section: Cashbook, Ledger, Salary Registers, Salary Bills, Vouchers, Receipt Books, Fee Registers, etc.	<ul style="list-style-type: none"> - The College uses Tally ERP 9 for its accounting operations. through Tally, - The College is able to generate the following records Cash book,Salary bills,Receipts,Pay slip - The College maintains salary register, voucher file for cash and cheque payments, fee register, file of refundable deposits and admission cancellation, etc. <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • The Books of Accounts is not dully signed by the authorities and placed loose in the files. <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • All the relevant reports Cash Book, Ledger, Petty Cash Book, Fees Register and Salary Register should be computerize generated, duly sign by the authorities and the same should be in binding formate <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • There should be a CORE system, appropriately design for the entirely Accounts department
19.	College Budgets and Audited Balance Sheet	<ul style="list-style-type: none"> - The College plans to prepare budgets Department-wise and Committee-wise from the next academic year. - Every year the accounts of the College are audited and the accounts for the Financial year 2017 were approved and signed in the Board meeting on 7th April, 2018.



Keya

		<p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • N.A <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • N.A <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • N.A 																																	
20.	Teachers Workload and Class Time Tables	Since it is not maintained by the Administrative department it was not presented in the audit, the same is maintained by teaching staff																																	
21.	Annual Maintenance Contract: Pest Control Air Conditions, Water Coolers, CC TV, Fire Extinguishers, Computers and Printers	<p>The AMC details are as follows:</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Particulars</th> <th>Vendor</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Pest control</td> <td>Pest Control of India</td> </tr> <tr> <td>2</td> <td>Water coolers</td> <td>ACE Technologies</td> </tr> <tr> <td>3</td> <td>CCTV</td> <td>Bright Systems</td> </tr> <tr> <td>4</td> <td>Fire extinguishers</td> <td>National Fire Safety</td> </tr> <tr> <td>5</td> <td>Computer</td> <td>Bright Systems</td> </tr> <tr> <td>6</td> <td>Printers</td> <td>Bright Systems</td> </tr> </tbody> </table> <p>Fire extinguishers are under warranty period.</p> <p>Other AMC details are:</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Particulars</th> <th>Vendor</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Exam printer</td> <td>Ricoh India Ltd</td> </tr> <tr> <td>2</td> <td>Air conditioner</td> <td>Comfort Cool Zone</td> </tr> <tr> <td>3</td> <td>Water Tank Cleaning & Disinfecting Service</td> <td>Shraddha Electricals</td> </tr> </tbody> </table>	Sr. No.	Particulars	Vendor	1	Pest control	Pest Control of India	2	Water coolers	ACE Technologies	3	CCTV	Bright Systems	4	Fire extinguishers	National Fire Safety	5	Computer	Bright Systems	6	Printers	Bright Systems	Sr. No.	Particulars	Vendor	1	Exam printer	Ricoh India Ltd	2	Air conditioner	Comfort Cool Zone	3	Water Tank Cleaning & Disinfecting Service	Shraddha Electricals
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4	Biometric machine	SKSM Foods International Ltd. A/c Tech Retail
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Biometric machine is under warranty period.

Root cause analy sis (what failed in the system to allow this NC to occur?)

- Purchase Committee is not formed
- AMC file is not maintained
- Minimum three quotations should be there to create Quotation Comparision Statement

Correction (what is to be done to resolve the issue)

- Purchase Committee need to be formed with three members i.e. Principal, Professor, Admin staff or from Accounts department
- Three Quatations should be invited
- Year wise AMC file should be maintained

Corrective Action (what should be done to prevent reoccurrence)

- Among invited three Quatations the final quotation should be approved by the purchase committee to finalised
- Proper Report of purchase committee should be documented in the file

22. Non- Teaching Staff Welfare

- The College provides welfare facilities to non-teaching staff members, such as Fee concession for wards of the staff,Provident fund,Maternity leave,Paternity leave,Medical leave, Duty leave, if deputed by College to attend workshops, seminars and conferences,Monthly travel allowance,Uniform to support staff,Washing allowance to support staff,Provision of sports jersey,Monetary incentive given during each term

Root cause analysis (what failed in the system to allow this NC to occur?)

- N.A

Correction (what is to be done to resolve the issue)

- N.A



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Corrective Action (what should be done to prevent reoccurrence)

- N.A

23. Workshops attended by non-teaching staff

Non-teaching staff members are encouraged to attend seminars and workshops.

The details of the same during the academic year 2017-18 are:

Sr. No.	Name of the Staff	Theme of the Workshop	Organizing Institute
1	Mr. Ajit Chawan	Team Building	Patuck-Gala College
		Administrative Skills	Shailendra Education Society's Arts Commerce & Science College
		Administration Issues & Challenges	Niranjan Majithia College Of Commerce
2	Mr. Sagar Awalkar	Team Building	Patuck-Gala College
		Administrative Skills	Shailendra Education Society's Arts Commerce & Science College
		Administration Issues & Challenges	Niranjan Majithia College Of Commerce
3	Ms. Yogita Ghatkar	Team Building	Patuck-Gala College



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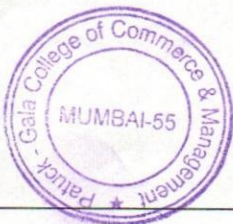
Root cause analysis (what failed in the system to allow this NC to occur?)

- NA

Correction (what is to be done to resolve the issue)

- NA

Sr. No.	Name of the Staff	Name of the Course	Name of the Institute
1	Mr. Ajit Chawan	Tally	Unique Computer Education
		Swift India 2000	NIIT
2	Mr. Sagar Awalkar	Tally Operating	Raj Computer Academy
		MS – CIT	Maharashtra State Board of Technical Education, Mumbai
3	Ms. Yogita Ghatkar	MS – CIT	Maharashtra State Board of Technical Education, Mumbai
		Marathi Type Writing	Maharashtra State Board of Technical Education Mumbai
		English Type Writing	Maharashtra State Board of Technical Education, Mumbai
4	Mrs. Aarohi Kumbhar	Diploma in Computer Software Application	Info- Tech Computer Institute
5	Mr. Bapu Varak	Marathi Type Writing	Maharashtra State Council of Examination, Pune
		English Type Writing	Maharashtra State Council of Examination, Pune



Keya

		<p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • NA
24.	Training attended by non-teaching staff	<p>All the non-teaching staff and support staff attended Disaster Management Training and Orientation on 17th April, 2018.</p> <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • NA <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • NA <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • NA
25.	Knowledge of Typing / Computers – non teaching staff	<p>All the non-teaching staff members are computer literate and are well versed with MS- Office. The non-teaching staff members also use Accounting software -Tally ERP 9.00.</p> <p>Root cause analysis (what failed in the system to allow this NC to occur?)</p> <ul style="list-style-type: none"> • NA <p>Correction (what is to be done to resolve the issue)</p> <ul style="list-style-type: none"> • NA <p>Corrective Action (what should be done to prevent reoccurrence)</p> <ul style="list-style-type: none"> • NA



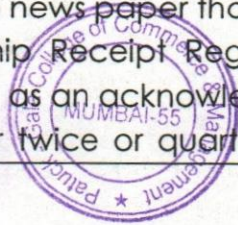
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Areas for better improvement to avoid the Major Non Conformity :-

- It was found that the physical files / documentations were not organized as per the standards, as a result the easy accessibility was not there and will not be easy available when the relevant document/s is required. This can be resolve by naming the folders and files physically and electronically in a consistent manner, logical and predictable way means that information may be located, identified and retrieved by the concerned person, as quickly and easily as possible.

All the documents and data should be reviewed and approved by the authorized personnel prior to use. Current revisions of appropriate documents should be available at locations where they are used. Obsolete documents should be removed from points of use. Obsolete documents that a retained for reference or legal obligations are marked OBSOLETE and are kept separate from active documents. Obsolete electronic documents are removed from the network and are stored in the system that is only accessible to authorized personnel. Any obsolete documents that need to be reactivated must be reviewed, approved and released in the same manner as newly established documents. At least one copy of all obsolete documents must be archived. Electronic documents are writing protected and controlled by the concern person. By choosing a logical and consistent way to name and organise the files allows to easily locate and use them. This will help the concern person to save the time and will help to find what is needed and when it needed.

- For inward and outward register the digitization system should be introduce and implemented for quick reference, acknowledgment and easy accessible.
- For Student Management Information CORE System has to be implemented
- Accurate and multiple information data as and when required should be computer generated from Student MIS once feed in recorded with all the particular of each student enrolled in First year and the same information will be provided for Second and Third year
- Fees Register should be Computer generated with columns containing fees challan no., date and head wise for day to day fees collection.
- All the students related reports should be generated from the Admission CORE system to save time and maintain accuracy.
- Need to organize / streamline the filing system as per the standards. All the documents should be numbered and indexed version and year wise digitised.
- Service Book is not mandatory for unaided institutes no need to maintain manual Service books instead Leave records and Service records should be computerized for accurate, easy access and quich reference
- The records which are very important it should be accurately documented and digitised
- Sending the reminder letter to the student/s through Register AD, email also can publish in news paper those who has not collected their scholarship
- Scholarship Receipt Register need to create and should be duly signed by the student/s as an acknowledgement.
- In a year twice or quarterly meeting of Administrative department should be held



Repeal

unavoidable and every meeting of the Administrative department should be minuted in the Meeting Log Book.

- Maximum use of computerisation for information and data should be done as per today's need and should be online accessible for prompt and accurate information at one click. The other benefits of computerized office are paperless office at a work environment in which the use of paper is eliminated or greatly reduced. This is done by converting documents and other papers into digital form, which can save money, time, boost productivity, save space, make documentation and information sharing easier and keep personal information more secure. There should be a Standard Operating Procedures lay down and implement for all the respective department/s for their significant procedures and process with step-by-step instructions that will act as guidelines for staff work processes. Whether written up in numbered steps or formatted as flow charts, effective SOPs should be complete, clearly written, and based on inputs given from the staffs who execute the work. When the staff follows the SOP for a particular job, they produce a work in consistently, understandingly and also help them to plan their work schedules to meet their goals with efficiently. Standardized procedures will guide the staff and reduce the possibility of missed steps or other errors that impact the quality of the completed work. Well-written SOP's will make it easier for qualified staff to do their assignment /s continuously.

Report No: AOAR/03/2018

Signature of External Auditor and Team Leader with Date:

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Date: 22/05/2018

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