



## INTRODUCTION

### **Anjuman-I-Islam Trust**

Anjuman-I-Islam stands as a distinguished Educational and Social Organization in India, tracing its origins back to 1874 when it was founded by a visionary group led by the Late Justice Badruddin Tayabji. With a history spanning 150 years, Anjuman-I-Islam has been unwavering in its commitment to education and social welfare. Rooted in the values of secularism and national integration, the Education Trust serves as a beacon of these ideals.

Comprising of over 100 institutions and more than 10,000 students enrolled in varied educational domains, Anjuman-I-Islam is now on a promising trajectory towards achieving the status of a deemed University.

Beyond education, the organization has established three Orphanages, a Centre for Distressed Families, and Ambulance Services, exemplifying its commitment to holistic social service. A notable accolade is the **Maharashtra Government's "State Award 2000,"** a prestigious recognition that sets Anjuman-I-Islam apart as the sole institution in Maharashtra to receive this honour for its excellence in educational and social activities.

Guiding the trust's endeavours is the dynamic leadership of President Dr. Zahir I. Kazi, who, along with his dedicated team, continues to steer Anjuman-I-Islam toward a future defined by continued growth and positive impact

### **Anjuman-I-Islam's College of Hotel and Tourism Management Studies & Research (CHTMSR)**

Anjuman-I-Islam's CHTMSR is an outcome of another grand step that is aligned with the aim our founders to up skill the youth aspiring to enter and make their mark in Hospitality Industry at a national and global levels.

For this Anjuman-I-Islam's CHTMSR has put up state-of-the-art Institutional infrastructure to impart theory and practical's to aid holistic learning.

CHTMSR adopts an innovative and dynamic approach in moulding skilled, resource rich and



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competent group of hospitality professionals who are industry ready and also harbour entrepreneurial ambitions.

This sustained skills and knowledge stacking is enabled by regular theoretical and practical inputs. Supplemented by regular industry centric workshops, events, field trips, industrial visits, mandatory internships and more.

In the year 2005 AII CHTMSR entered the educational domain with 3-years Bachelor of Hotel & Tourism Management Studies (BHTMS) programme with 60 seats. This programme was affiliated to University of Mumbai and approved by UGC (University Grants Commission).

In the year 2007 this rapidly evolving and in demand programme saw addition of 60 more seats resulting into the doubling of intake. By 2010-11 the strength stands at 120 seats. Today AII CHTMSR is the only institute who has been successfully to fill all 120 seats for almost every year. College has been consistently achieved success in the nurturing hospitality talent enabled by its cutting-edge facilities and knowledgeable faculty pool. This has made Anjuman-I-Islam's CHTMSR a preferred hiring platform for Industry and it's allied verticals looking to hire industry ready professionals at all levels.

**Strength of Institute:**

**Locational advantage:** Anjuman-I-Islam's CHTMSR is strategically situated in the South Mumbai the economic hub cum capital of India. Institute is located right opposite the iconic Chhatrapati Shivaji Maharaj Terminus (CSMT) a UNESCO World Heritage Site.

**Historical, Business and educational Importance**

Mumbai is a city of dreams, financial capital of India and a tourism destination. Mumbai houses globally renowned monuments like Gateway of India, Elephanta Island's, Bombay Stock Exchange, RBI and more. Mumbai is a land of opportunity for aspiring Hospitality graduate that has prominent hotels like The Taj, The Oberoi & Trident Nariman Point, and many more supplemented by several upscale fine dine restaurants

**Commitment to Education:**

Anjuman-I-Islam's CHTMS&R not only acknowledges but actively embraces the evolving role of education in the 21st century. By imparting quality education and fostering a progressive environment for young minds, we contribute to the growth and prosperity of our nation. As we



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move forward, we remain dedicated to providing an enriching educational experience, empowering our students to become leaders, innovators, and contributors to the ever-changing world.

### **Institutes Vision & Mission**

**Vision:** To be model institute empowering leaders of tomorrow and redefining excellence in the global hospitality sector.

**Mission:** To impart comprehensive education in the field hospitality to produce courteous, dynamic professionals, and entrepreneurs prepared to tackle the industry challenges globally.

### **Objectives:**

- At Anjuman-I-Islam's CHTMS&R, our foremost priority remains rooted in the values sown by our trust since its establishment in 1879: 'Quality Education, Transparency, and Growth.
- To provide our students with the finest theoretical and practical knowledge, our faculty members continually enhance their teaching methodologies, incorporating the latest virtual technology.
- Our dynamic approach enables us to deliver innovative and high-quality hospitality education, fostering the development of courteous professionals and savvy entrepreneurs for the industry.
- Via strong industry associations, our students gain invaluable hands-on experience, through Industrial Exposure Training, Out-Door Catering, Industrial Visits, Study Tours and more.

### **Institute's Key Characteristics:**

- Anjuman-I-Islam CHTMSR is a **self-financed minority institution**.
- Anjuman-I-Islam CHTMSR is **affiliated with the University of Mumbai** for programmes titled **B.Sc. Hospitality Studies**. This affiliation suggests that the course offerings' curriculum,



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assessment methodology, and test schedule conform to the requirements established by the University of Mumbai.

- Regulatory Framework: The institution work within the frame work of rules and regulations set by the Maharashtra State Government & University of Mumbai under **Maharashtra Public Universities Act, 2016** govern by them and management conducted by the Anjuman-I-Islam Trust.
- The institution operates in **co-educational policy** providing equal education facilities to both male and female students in common, collective classrooms. There is no gender discrimination and have equal access to educational opportunities.
- Anjuman-I-Islam's CHTMSR offices operates **from 09:00am to 05:30pm**.

#### **Anjuman-I-Islam's CHTMS&R SWOC Analysis**

##### **Strengths:**

- ✓ Well Qualified and experienced staff in the Hospitality industry from India and across the globe.
- ✓ Sincere dedication towards imparting holistic education.
- ✓ Laboratories are accurately designed to match authentic facilities, providing students with a genuine experience.
- ✓ Faculty members give their valuable input towards designing and drafting the syllabus as per the latest trends for the Affiliated University.
- ✓ Best location, the heart of the financial capital of India, less than a minute's walk from CSMT station.
- ✓ Best quality and fresh ingredients are procured from Crawford Market on a regular basis for culinary practicals.
- ✓ We ensure that every student gains practical proficiency in using Information Communication Technology tools.
- ✓ All classrooms are furnished with essential Audio-Visual aids for seamless integration of ICT into teaching.
- ✓ A lot of emphasis is given to Research methodology and innovative techniques.
- ✓ Anjuman-I-Islam Trust's management is always supportive and encouraging with no compromise on cost.



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- ✓ We share an excellent rapport with the Hospitality and tourism industry that benefits our students for Training and placement.
- ✓ Best admission record amongst the private Hospitality institutes.
- ✓ Safe and secure environment for every student especially female students.
- ✓ Our students are well-placed in India and all over the world and a lot of them go on to become successful entrepreneurs.
- ✓ We remain associated with our students for a lifetime through a strong global Alumni association and guide them whenever required.
- ✓ Every class has a dedicated Counsellor to solve students' issues and connect with the parents to keep them up to date with their ward's performance.
- ✓ We organise extracurricular and co-curricular activities regularly to provide our students insight into our rich and diversified cultural heritage. We also organize inter-collegiate events and partake in other Inter-college competitions.

**Weaknesses:**

No matter how good you may be, there is always room for improvement, thus we take constant feedback from our students and try to bring about necessary changes.

- ✓ Space constraint for Wellness Centre for the students.
- ✓ The teacher's approval is still due by the University.
- ✓ Post-Covid there is a visible impact in the Job Placement and fear amongst students towards the scope for the Hospitality industry.

**Opportunities:**

- ✓ Autonomous Board will enable us to bring about the change in syllabus/ curriculum as per the latest trend in the Hospitality industry.
- ✓ Funds from UGC can be utilised for the betterment of the students and the institute.
- ✓ Culinary-related short-term courses can be introduced.
- ✓ There is potential to extend our student base considering our campus also has Boys Hostel.
- ✓ Sustainability and environmental practice are to be included in the curriculum.
- ✓ Motivate students to conduct Research into various Foods, Beverages, and other Hospitality potential products.



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**Challenges:**

- ✓ Quality of education at the basic level affects the potential of students, lack of information about the scope in the Hospitality Industry also impacts admission.
- ✓ The demanding nature of the Hospitality industry in India.
- ✓ Increase in low-quality Hospitality Institute that lacks basic infra-structure misguides the potential students and brings ill repute to Hospitality courses.
- ✓ With constant inflation and the requirement of best quality equipment and ingredients managing the cost and keeping Tuition Fees low proves to be a major challenge.
- ✓ Improve basic communication skills of students coming from vernacular medium.
- ✓ More placements in core companies at a better level.
- ✓ Encouraging students to higher education abroad.
- ✓ Networking and strengthening relationships with stakeholders.
- ✓ More focus on Industrial training for faculty and students.
- ✓ Soft skills development for students and Faculty members to keep abreast with the industry.

**CRITERION 1**

The institute implements 19 major aspects for effective curriculum delivery. This includes Academic Calendar, Lesson Plan based Curriculum delivery, developing inquisitiveness about Syllabus, Hands on Learning, Class tests, Continuous Internal Assessments, consistent student communication, academic tracker, remedial, pedagogy ,co-curricular enrichment, faculty enrichment, project based learning, Intra collegiate events, Online and offline delivery sessions, notes & reference materials, syllabus completion intimation, Inter institutional collaboration.

This Institute has carried out about 27 Add-on (value added) certificate courses of minimum 30 hours duration. HEI deals with all courses of SWAYAM – MOOC platform.

About 61.03 % students attended these add-on value added SWAYAM certificate courses which carried out by HEI, itself Attendance sheet of each course, evaluation method and details of course, course syllabus has been presented. AIICHTMSR organized 20 lecture series each on Professional



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ethics, Gender Equality, Human values and Environmental Sustainability as important cross cutting issues to address the students in transacting the Curriculum.

In the college 59.74 % average number of students appeared for project work/ internship in 2022-23. The students submitted their Internship completion letter after completion of internship from the hotel industries. The HEI has collected, processed, analyzed and the action taken of the feedback of stake holder. The feedback is collected from students, parents, alumni, teachers as well as employer. The feedback means, critical judgment of stack holder which appraise for betterment & suggestion, for expectation. AIICHTMSR sent google form to obtain the above feedback

## Criterion 2

### Teaching, Learning and Evaluation

HEI has transparent process for students admission. This process is well administered, complying with all norms of government. Enrollment percentage in HEI is 96.81% of the total sanctioned intake capacity.

Anjuman CHTMSR follows student's centric methods for teaching and learning .HEI follows three student centric methods specified below:

1. Experiential Learning
- 2.Participative Learning
- 3.Problem solving methodologies.

Anjuman CHTMSR has 09 laboratories for experiential learning. Learning is a counter part of teaching. Each teacher is ICT expert, therefore the participative learning process is implemented. Seminars, PowerPoint Presentations, Classroom Interaction, sports and cultural activities are examples of participative teaching-learning methods. Anjuman CHTMSR also facilities problem solving methods like Research, Innovation projects tests, evaluation process, training in hospitality industry etc.

Anjuman CHTMSR has 95.22% of seats filled against seats reserved for various categories (SC, ST, OBC, and Divyangjan etc.) as per applicable reservation policy



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during last five years.

HEI has 100% of full time teachers against sanctioned posts during the last five years. HEI has all full time teachers with required post-graduation qualification. HEI Have 14.75 % teachers with NET –SET or PhD.

HEI has transparent mechanism of Internal/External assessment. It has the statutory grievance redressal system. All the procedures are time bound and efficient as Institute works in strict adherence with schedule, procedures, and ordinances issued by Examinations Committee of University of Mumbai. Institute has Internal Examination committee, Internal & External Examinations we conducted as per University of Mumbai norms.

### Criteria 3

#### Summary Report

AII CHTMSR has taken an approach to create a rich ecosystem for information, research, and community engagement in the field of Hospitality Management. Here are some key points highlighted in your description:

**Research Conference & Research Papers:** AII CHTMSR organized a national-level research conference addressing various aspects of Hospitality Management. The wide range of topics covered, including purchasing, budgeting, costing, planning, serving, and marketing, demonstrates a holistic approach to understanding the field. The publication of 105 research papers and 5 papers in UGC CARE list journals indicates a commitment to disseminating knowledge and contributing to the academic community. Inclusion of students in research work with the guidance of teachers reflects a mentorship approach, fostering a collaborative learning environment.

AII CHTMSR took 26 workshops on International Property Rights, Research Methodology, and Entrepreneurship as an effort to provide practical knowledge and skills to students and researchers.

**Extension Activities:** The emphasis on 55 in-house extension activities, focusing on social issues, holistic development, and professionalism, demonstrates a commitment to the overall development of students beyond academic learning.

**Recognition and Awards:** The five special recognition and appreciation awards, including the Best Community Services Award from the OceanOwe Foundation, highlight the institution's impact



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and recognition in society for its social awareness activities. Engaging in various social outreach activities such as blood donation, beach cleaning, road safety initiatives, and health checkup camps underscores the institution's commitment to community service.

**MOUs:** AII CHTMSR's association with 24 different establishments through MOUs with institutions, industries, and NGOs indicates a strong network for academic, administrative, and social collaborations. 22 out of 24 MOUs functional through collective activities showcases effective collaboration and implementation of shared initiatives.

Overall, AII CHTMSR appears to be a dynamic institution actively contributing to the academic and social landscape through research, education, and community engagement.

#### Criterion 4


#### Summary Report

Infrastructure present in AII CHTMSR is categorized as –

- A. *Infrastructure for Academic*
  - B. *Infrastructure for Administration*
  - C. *Infrastructure for Extension activities*
  - D. *Infrastructure for Central Amenities.*
- A. **Infrastructure for Academics include** – HEI has 05 ICT enabled and fully Air conditioned Classrooms, 08 highly equipped basic to advanced laboratory facilities, staffroom 05 PC's dedicated to staff. CHTMSR has 143 computers exclusively for students along with start of the art library.
- B. Infrastructure for administration dept. have best of the ICT facility.
- C. Infrastructure for extension activities includes air conditioned Auditorium, Dining area and Playground.
- D. Infrastructure for general utilities includes common room for Girls, Boys, Locker room, washroom, Parking areas, CCTV's, Fire extinguisher system, Lifts and Disabled friendly amenities.

The HEI carried out about **27.34%** total expenditure for infrastructure augmentation



  
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excluding salary.

HEI has automated Integrated Library Management System as E-Granthalya. NDL is E-resource for Library. It also provide open source link to E-contents, E-

library is dedicated part of physical library with 6 PC's and internet. E-resources are free at cost, open access for E-databases, Journals, magazines, books, audio, images, encyclopedia and newspapers.

The colleges, students, and libraries gone through critical period due to Pandemic situation from 2019 to early 2022. Library purchases, library development and library E-resources suffered a lot due to Covid-19 situation.

**Library has 2227 hard copies of books, 65 users (seating capacity).** HEI is advance in ICT facilities for all stakeholders. HEI has network equipment, servers, power back-ups system security, vigilance facilities, ICT classrooms, Wi-Fi facilities, Internet services, software's.

ICT services are always updated with time by the AMC's, in house technicians etc

## Criteria 5

### Summary

HEI is very sensitive and focused for student support and progression.

About 12.38 % of students benefited by scholarships and free-ships provided by the Government and Non-Government agencies and Philanthropists during last five years.

The Institution carried out total 32 capacity building and skill enhancement initiatives.. HEI taken initiative for Life skill activities and ICT skills enhancement in students.

51 % of students benefited by guidance for career counselling offered by the Institution.

The HEI organized programmes for support to student to choose the career after graduation in Hospitality Management. The experienced personalities were called for career counselling of the students.



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The Institution has a transparent mechanism for student grievances. It includes sexual harassment and ragging cases. Institute take initiatives for implementation of guidelines of statutory/regulatory bodies. HEI has offline mechanism for submission of students grievances. There is grievance committees, anti-ragging committee as well as committee to look after sensible matters of girl students.

97.15 % percentage of placement of outgoing students who graduated in this HEI and progressed to higher education in this Institute. 18 number of outgoing students went to higher progression education during last five years.

29 number of awards honoured to students for outstanding performances in sports & cultural activities. 48 events of sports and cultural programmes were organised in which students participated actively

The Alumni Association represents talented and highly successful network of Alumni and it is significantly contributing for the development of the Institute in manifold ways.

### **Criteria 6**

#### **Governance, Leadership and Management**

The HEI is governed by Anjuman I Islam Trust, which is a socio cultural organization. The objective of the governance is to promote education and cultural needs of the society.

The vision of HEI and Management is to inculcate enthusiasm to serve in society via Education.

The Management and HEI provides better infrastructure, better resources, better care of the staff which creates an environment of enthusiasm to serve better .Leadership of governance is according to mission . It develops best professionals by providing best resources.

HEI is very pro for e-governance, in every area of operation such as Administration, Finance and Accounts, student's administration and support and Examination.

E-Governance is fulfilled via institutional initiatives like online admissions, online fees payment, exam form filling, online paper assessment, online result, online notices and more.

The HEI cares for Human resources, HEI provides effective welfare measures such as EPF, free lunch, uniforms, job securities , spacious ambience, energetic work culture ,holistic staff development initiatives, educational environment, travelling allowances are some of the measures for staff .



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About 40.98 % of teachers are provided with financial support for self-academic progress.  
100 % of teaching and non-teaching staff participated in Faculty Development programme.  
IQAC is directive force for HEI to assess and accredit itself. IQAC has contributed significantly quality improvisation and maintenance.  
IQAC undertakes regular meetings for ensuring collaborative quality activities.

### CRITERIA 7 SUMMARY

Anjuman-I-Islam, established in 1874, has emerged as a trailblazing institution in India, notably through its College of Hotel and Tourism Management Studies & Research (CHTMSR), founded in 2005. Committed to gender equity, the college actively champions the cause by increasing female enrolment and providing opportunities in professional fields like Hospitality Management. The Gender Audit Report showcases comprehensive measures, including dedicated facilities and counselling services, ensuring a secure and supportive environment for female students.


CHTMSR also prioritizes community service, sustainability, and environmental consciousness. Through initiatives like annual community service events, sustainable gastronomy workshops, and beach clean-up drives, the institution instils values of resilience, empathy, and environmental responsibility in its students. The campus actively promotes eco-friendly practices, such as reducing single-use plastics, adopting energy-efficient solutions, and conducting regular environmental audits.

Furthermore, the college stands as a microcosm of India's diversity, fostering an inclusive environment that celebrates cultural, regional, linguistic, and communal differences. The curriculum includes lessons on cultural diversity, and the institution hosts events and festivals that showcase and appreciate India's rich tapestry of cultures. Anjuman-I-Islam's commitment to inclusivity extends to its faculty development program, ensuring equal opportunities for students from diverse backgrounds.

Additionally, the institution is recognized for two best practices: a Balanced Diet initiative that provides nutritious on-duty meals and educates students about a balanced diet, and an Award System that incentivizes academic and non-academic achievements, fostering holistic development.

The institutional distinctiveness of CHTMSR is evident in its nutrition awareness workshops and



  
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the annual signature event, "Magn," a renowned food and cultural extravaganza that has adapted to virtual formats, attracting participants from various colleges and contributing to the institution's recognition as a center of excellence in hospitality education.

In summary, Anjuman-I-Islam's CHTMSR stands as a beacon of gender equity, sustainability, diversity, and educational innovation, showcasing a holistic commitment to fostering well-rounded individuals ready to contribute positively to society.

### Conclusion

HEI ensures effective curriculum delivery through 19 implemented aspects. HEI carries out 27 add on certificate courses as academic flexibility.

Over 61.03 % attended the Swayam courses. Institution integrates 20 lectures for cross cutting issues for professional development of students. 59.74 % of students undertake Project work. HEI leads to collection, analysis, action taken on feedback from stake holder.

Teaching learning & evaluation of HEI is efficient, disciplined & in time with transparency. 96.81% is enrollment percentage of students. 95.22% seats filled against seat reserved for social justices, Student: Teacher ratio is 30: 1. 100% full time teachers against sanctioned posts. 14.75% of full time teachers with NET/Ph.D.

Evaluation- Examination system is transparent and the grievance redressal system is time bonded and efficient. Attainment of PO's & CO's are evaluated and it's 87.53%

Institution has created an ecosystem for innovation. HEI has taken initiatives for creation of knowledge and transfer of knowledge. HEI carried out 11 workshop on Research Methodology, 8 workshops on Intellectual Property Rights IPR and 7 on entrepreneurship. One national conference held by HEI, where 105 papers presented. HEI published 105 these research papers in proceeding in International Journal of Advanced Research in Science, Communication and Technology (IJARSCT), International Open-Access, Double-Blind, Peer-Reviewed, Refereed, and Multidisciplinary Online Journal with ISSN (Online) 2581-9429 index and impact faster more than Extension social attachment is very strong. HEI carried out over 55 in- house/reach and about 11 out-reach activities. The in-reach activities are social – academic – professional



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activities inside the campus. Out- reach are exclusively community services by students and HEI itself. HEI have received 1 award for Best Community Service award and 10 appreciation certificates for its dedicated efforts. HEI is strong association with other HEI, NGO's and Industries. There are 24 MOU's in between other colleges, NGOs and Institution for academics, administration, social- sports, cultural association.

HEI has up to mark infrastructure. It includes 05 ICT Classrooms, 08 Laboratories, Library, , auditorium, seminar halls, administration area, principal cabin, teacher staff room, 143 computer, lockers, washrooms, common rooms, NAAC room, and Examination room. Library is automated by integrated library management system (E-Granthalya). About 2227 books, 6 computerized e- library, e-content are available in library. HEI has advanced ICT facilities with Wi- Fi internet, service, Backup, desktops, projectors. AMC's Technical staff, professional services are used by HEI for maintenance of campus, infrastructure. 27.34% of expenditure used for maintenance of campus infrastructure.

HEI always has step ahead for student support & progression. 12.38 % of student's bonafide by scholarship, 32 capacity building and skill enhancement workshop arranged. 51 % of students benefited by career counseling. Institution has statutory committees for student's grievance, anti-ragging, sexual harassment. Timely redressal of grievance, anti-ragging, sexual harassment through appropriate committees are carried out. About 97.15% placement and progression for students in HEI. HEI got 29 awards for sports and cultural programme carried out in the institution. Active alumni association is having registration over five lakhs worth equipment's donated to college by alumni.

HEI has supportive governance. It has leadership qualities. It work as per vision, mission of HEI. Management of Trust of College has great potential of strategy development and development. HEI took initiative & implemented e governance in administration, finance & account, student's admission & support including examination. Institute has effective welfare measures for staff. 40.98% of teachers provided with financial assistance / support for improvement. About 100 % faculty participated in FDP. HEI has academic transparent, efficient financial management and resource mobilization. IQAC has contributed significantly in progress of HEI.



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HEI values for institution values and best practices. Gender equity and celebration of commemoration carried out. Institution has solar energy, waste management system, water conservation and green campus initiative. HEI undergo quality audit through green audit, environment audit, and energy audit. HEI put efforts for institution, steadiness, human values and professional ethics. 2 best practices such as food for all (AII-IHM) & annual awards are carried out in HEI.

#### **Food for students and staff**

All employees and students have access to wholesome Meals on Job to maintain peak levels of energy during the duty hours. Cooked foods are abundant in vital nutrients including proteins, carbs, minerals, and lipids, among others. In the Quantity Training Kitchen 2, chefs, students, and staff prepare these meals every day. These meals are consumed by students, teaching and non-teaching staff. The fact that all employees and students are provided with these on-duty lunches makes this a Best Practice

The distinctiveness of HEI is the professional college with best professional outcome in terms of 100% placement.



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