

**INSTITUTE OF HOTEL MANAGEMENT CATERING & NUTRITION  
SECTOR 'G', ALIGANJ,  
LUCKNOW – 226 024**

## **ANNUAL REPORT**

### **FOR THE ACADEMIC YEAR 2013-2014**

#### **i> Introduction :**

Since ages India has been an eye catching center for the widely travelled people and hotels have been instrumental not only to facilitate their stay but also to spread our cultural heritage. At present there is an increase in the influx of tourists at national and international level and the facilities and amenities provided to them in the hotels are also changing. Hotels form the nucleus of the Tourism Industry and have helped to make India's presence felt in the global tourist market. The Indian Government is doing its maximum to boost this industry as it is the best way to earn foreign exchange. In order to provide assistance to the hotel business and adequate facilities to tourists, Government of India and State Government have not only established Institutes of Hotel Management, Catering Technology and Applied Nutrition in major cities of India but have also upgraded several Food Craft Institutes. Institute of Hotel Management, Lucknow was upgraded under this scheme from Food Craft Institute.

This Institute initially started functioning in the year 1969 as Food Craft Institute, jointly sponsored by the Government of India and Government of U.P. Subsequently, it was upgraded the State Institute of Hotel Management in April, 1980 by the Government of U.P. On August, 1, 1984 it was taken over by Department of Tourism, Government of India, and renamed as Institute of Hotel Management Catering Technology & Applied Nutrition, Lucknow as an autonomous body. It is conducting Three year's Degree in Hospitality & Hotel Administration.

#### **Our Vision :**

Creating a Global Community of Hospitality Leaders to lead the Hospitality Industry.

#### **Our Mission :**

Striving to be the premier national institute for hospitality training & education with special focus on professional and academic excellence to generate quality manpower for the Hospitality and Tourism Industry.

**ii>Aims & Objectives :**

The objectives of the Institute are to conduct various courses and training programmes not only to provide suitable manpower to Hotel Industry to fill in its various posts but also to equip the trainees with adequate practical knowledge of Hospitality Industry so as to enable them to start their own business according their capacity. In this way, the Institute plays a significant role in providing job opportunities to the trainees.

To fulfill the aforesaid aims and objectives, the Institute runs Degree and Craft Courses thereby meeting the qualitative and quantitative requirements of manpower in various sectors of Hotel Industry and equip the trainees with adequate expertise to enable them to make an earning through self-employment, if they so desire.

Besides Three Year Degree and Certificate Courses, the Institute also runs short-terms courses in allied fields to cater to the needs of Tourism and other organisations requiring high standard of operations and services . In this way, the Institute besides providing trained personnel to the Hotel Industry, plays a vital role in eradicating unemployment.

Today Tourism is growing fast as a major industry throughout the world with the varied, complex and challenging problems. The Institute of Hotel Management Catering Technology & Applied Nutrition, Lucknow is engaged with firm determination and devotion in imparting training to cope with these challenges.

**iii> Facilities:**

The Institute is located in Sector – ‘G, Aliganj, Lucknow. Institute of Hotel Management, Lucknow is spread in 4 acres plus land at a prime location of the city. The important infrastructure includes three well equipped Food Production Labs, one Bakery Lab, One Food Research/Studio Lab with three Training Restaurants. The Accommodation area is comprising of one Front Office Lab, two House Keeping labs, Laundry and one Computer Lab. There are 6-7 Lecture Rooms, one presentation room, well equipped Audio-Visual Room, One Committee Room, one self sufficient Library.

Institute have separate Boys’ and Girls’ hostel with the capacity of 120 & 60 respectively.

**iv> Management:**

The Institute is an autonomous body managed by the Board of Governors and registered under Societies Registration Act, 1860. The day-to-day administration of the Institute is vested with the Principal / Director who is assisted by a team of qualified and experienced members of the faculty and administrative staff. The present composition of the Board of Governors is as under:

1	Chairman	Secretary Department of Tourism UP. Government LUCKNOW
2,3 & 4	Three members /representative Secretary of U.P. Government	Finance Department U.P. Government LUCKNOW
		Director Technical Education U.P. Government Kanpur
		Director General Department of Tourism U.P. Government LUCKNOW
5,6,7 &8	Four members /representatives of Central Government	Financial Advisor Ministry of Tourism Government of India NEW DELHI
		Additional Director General Government of India Ministry of Tourism NEW DELHI
		Director(Studies) National Council for Hotel Management, Noida
		Regional Director-North Government of India, New Delhi

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- |               |                              |   |
|---------------|------------------------------|---|
| 9             | Expert Member                | Mr. Alok Shivpuri<br>Principal<br>IHM Pussa<br>New Delhi  |
| 10<br>&<br>11 | Two members from<br>Industry | Mr. B.K. Gupta<br>Vice President<br>Clarks Group of Hotels<br>Lucknow<br><br>General Manager<br>Hotel Vivanta By TAJ<br>Lucknow |
| 12.           | Member / Secretary           | Principal / Director<br>Institute of Hotel<br>Management Catering<br>& Nutrition,<br>Sector "G", Aliganj,<br>LUCKNOW            |

**Executive Committee :** The composition of Executive Committee of this Institute is as follows :

- |    |                  |   |
|----|------------------|---|
| 1. | Member           | Director<br>Technical Education<br>U.P. Government<br>Kanpur  |
| 2. | Member           | Regional Director - North<br>Government of India<br>New Delhi |
| 3. | Expert Member    | Mr. Alok Shivpuri<br>Principal<br>IHM Pussa<br>New Delhi      |
| 4. | Member Secretary | Principal<br>Institute of Hotel Management<br>Lucknow         |

**Staff Strength:**

Actual Staff Strength on 31<sup>st</sup> March, 2014 is as follows:

1. Principal Incharge	One
2. Head of Department	One
3. Sr. Instructors	Five
4. Instructors/Lecturer	Two
5. Asstt. Instructor-cum-Asstt. Lecturer	Seven
6. Administrative Officer (Contract)	One
7. Accountant (Contract)	One
8. Office Supdt	One
9. Librarian	One
10. U.D.C.	Three
11. UDC Contract	One
12. AMFCC (contract)	One
13. Cashier	One
14. L.D.C.	Three
15. L.D.C.(Contract)	One
16. Class IV Employees	Ten
<b>TOTAL</b>	<b>Forty</b>

**v> Meeting of the Board & Executive Committee:**

The 67<sup>st</sup> meeting of Board of Governors was held on 13<sup>th</sup> November, 2013.

**vi> Course Offered**

<b><u>Course of Study</u></b>	<b><u>Duration</u></b>	<b><u>Intake Capacity</u></b>
A. M.Sc.Program in HA	2 Yrs.	25
B. B.Sc. Program in Hospitality & Hotel Administration	3 Yrs.	291
C. Diploma in Food Production	1 ½ Yrs.	40
D. Diploma in F&B Service	1 ½ Yrs.	40

**vii> Admission Procedure:****A. THREE YEAR DEGREE COURSE**

Admission for Three Year's Degree Course in B.Sc. Program in Hospitality & Hotel Administration is made on the basis of Joint Admission Test and Counseling conducted jointly for all the 52 Institutes on All India basis by the National Council for Hotel Management, Catering Technology & Applied Nutrition, NOIDA.

**Minimum Qualification** : Class XII of 10+2 system or equivalent with English as one of the subject.

**Age** : The Upper age limit for the Three Year's Degree Course B.Sc. Program in Hospitality & Hotel Administration is 22 years. Reservation & relaxation for SC & ST as per Govt. Rules.

**B. DIPLOMA IN FOOD PRODUCTION**

Admission in 1 ½ yr course of Food Production is Direct.

**Minimum Qualification** : Class XII of 10+2 system or equivalent with English as one of the subject.

**Age** : The upper age limit for the one & Half Year Diploma course in Food Production is 28 years.

**viii> Degree/Diploma/Certificates awarded:**

The Degree/Diploma/Certificates have been awarded by IGNOU/NCHM.

**ix> Examination Body:**

All the Examinations of the above courses are conducted by the National Council for Hotel Management and Catering Technology, New Delhi for N.C.H.M. Components and IGNOU for the IGNOU Components.

**x> Reservations:**

Total no. of Seats :291 Reservation are as per policy of Govt. of India. 27% are reserved for OBC, 15% are reserved for SC and 7 ½ % for ST Candidates. There is provision of Kashmiri Migrant and Physically Handicapped are reserved under category.

**xi>** The result for the Session 2013-14 are as follows :

Course	Number of students enrolled	Number of students Appeared	Number of students promoted	Pass %
1 <sup>st</sup> Year	266	266	250	93.98%
2 <sup>nd</sup> Year	211	211	201	95.26%
3 <sup>rd</sup> Year	189	189	179	94.70%
M.Sc.	17	17	17	100%
Diploma Course	28	28	27	99%

**3 xii> Placements:** On and off campus recruitments were arranged. Institute promoted the student placement by a website, distribution of a specially designed CD, E-mails to HRD managers and personal visits to various hotels. The placements were as under :

Total No. of IIIrd Year STUDENTS	189
Total No. of Companies Visited	26
Total No. of students appeared for Campus	179

**Sectorial Analysis of Companies visited Institute**

Hotels	17	65.38 %
Fast Food	5	19.23 %
Retail/Air Lines	4	15.38 %
<b>Total</b>	<b>26</b>	<b>100%</b>

**Sl. COMPANY LIST**

1. THOMAS COOK
2. PALMS TOWN
3. J.W. MARRIOTT
4. INTERCONTINENTAL HOTELS GROUP
5. DOMINOS
6. ITC
7. THE PARK
8. THE OBEROI
9. JAYPEE
10. SAYAJI
11. LEMON TREE
12. RADISSON BLUE
13. TAJ HOTELS
14. BEST SELLER
15. THE LEELA
16. IBM
17. DUNKIN DONUTS
18. MCDONALDS
19. HYATT CORPORATE
20. BOSE INDIA
21. CARLSON GROUP OF HOTELS
22. FORTUNE HOTELS
23. HYATT REGENCY
24. DEVYANI INTERNATIONAL
25. DLF
26. CLARKS SHIRAJ

**PLACEMENT STATISTICS**

Sl.	PROGRAMME	JOB OFFERS	%
1.	Corporate Leadership Training Program	0	0
2.	Management Training Program	88	39.82
3.	Hotel Operation Training Program	79	35.75
4.	Operational Training Program	54	24.43
			<b>100 %</b>

**TOTAL JOB OFFERS****221**

Average job offer per student	148%
Placement %	148%
Maximum salary per month	Rs. 25000/-
Minimum salary per month	Rs. 7500/-
Average salary	Rs. 16250/-

**xiii> Short Duration craft courses/Customized Training**

Training in different batches of ‘Hunar Se Rojgar’ , ‘Hunar Se Rojgar through Hotels’ and ‘Skill Certification’ for Cooks & Waiter-cum-House man under Capacity Building for Service provides programme (CBSB) scheme of Govt. of India have been organized by Institute of Hotel Management, Lucknow.

**DETAILS CLASSES CONDUCTED IN 2013-2014****FOOD PRODUCTION : 2013-14**

Nos of batch conducted	Period From/To	Nos of Student. Registered	Nos of student Appeared
Batch -I	04/03/13 to 13/05/13	09	08
Batch -II	13/05/13 to 19/07/13	35	32
Batch -III	13/05/13 to 19/07/13	40	32
Batch -IV	19/08/13 to 01/11/13	33	30
Batch -V	11/11/13 to 17/01/14	37	37
Batch -VI	09/12/13 to 18/02/14	40	37
Batch -VII	20/01/14 to 01/04/14	39	32
	<b>TOTAL</b>	<b>233</b>	<b>208</b>

**FOOD & BEVERAGE SERVICE : 2013-14**

Nos of batch conducted	Period From/To	Nos of Student. Registered	Nos of student Appeared
Batch -I	13/05/13 to 01/07/13	14	13
Batch -II	11/09/13 to 01/11/13	14	12
Batch -III	20/01/14 to 20/03/14	09	07
	<b>TOTAL</b>	<b>37</b>	<b>32</b>

**BAKERY : 2013-14**

Nos of batch conducted	Period From/To	Nos of Student. Registered	Nos of student Appeared
Batch -I	13/05/13 to 19/07/13	40	38
Batch -II	11/09/13 to 27/11/14	32	20
Batch -III	20/01/14 to 31/03/14	31	29
	<b>TOTAL</b>	<b>103</b>	<b>87</b>

**HSRT through Starred Hotels (For the year 2013-14)**

S.N.	Names of the Hotels	No. of person (Batches) already Trained						No. of person under Training					
		FP (8 Weeks)	F&B (6 weeks)	B & P (8 Weeks)	HKU (6 weeks)	FO(6 Weeks)	Total	FP (8 Weeks)	F&B (6 weeks)	B & P (8 Weeks)	HKU (6 weeks)	FO (6 Weeks)	Total
1	HOTEL AMARVILAS, AGRA	15	20	0	8	0	43						
2	HOTEL TRIDENT AGRA	12	0	0	0	0	12						
3	HOTEL CLARKS AVADH, LUCKNOW	4	10	0	1	0	15						
4	HOTEL MAN SINGH PLALACE ,AGRA	4	3	0	2	0	9						
5	RADISSON HOTEL VARANASI	2	2	0	0	0	4						
6	HOTEL TRIDENT AGRA	10	0	0	0	0	10						
7	GATEWAY HOTEL VARANASI	6	2	0	0	0	8						
8	HOTEL LANDMARK KANPUR	8	4	0	0	0	12						
9	JAYPEE PALACE HOTEL AGRA	12	0	0	12	0	24						
10	HOTEL SAROVAR PORTICO LUCKNOW	0	10	0	0	0	10						
11	HOTEL CLARKS SHIRAJ AGRA							8	5	0	4	0	17
12	HOTEL TRIDENT AGRA							6	0	0	4	0	10
13	HOTEL VIVANTA BY TAJ LUCKNOW							10	13	0	0	0	23
14	HOTEL CLARKS AVADH LUCKNOW							3	12	0	0	0	15
	<b>TOTAL</b>	<b>73</b>	<b>51</b>	<b>0</b>	<b>23</b>	<b>0</b>	<b>147</b>	<b>27</b>	<b>30</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>65</b>

**SKILL TESTING/SKILL CERTIFICATION**

S. NO.	NO. OF BATCHES CONDUCTED (Commencing Date- Completion Date)			NO. OF PERSON ALREADY TRAINED		
	Waiter	Cook	Total	Waiter	Cook	Total trained
1	One 02/5/13 to 07/5/13	One 02/5/13 to 07/5/13	Two	16	14	30
2.	One 09//5/13 to 14 /5/13	One 09//5/13 to 14 /5/13	Two	17	15	32
3.	One 24//5/13 to 29 /5/13	One 24//5/13 to 29 /5/13	Two	14	16	30
4.	One 06//6/13 to 11/6/13	One 06//6/13 to 11/6/13	Two	16	16	32
5.	-	One 10//6/13 to 15/6/13	One	-	15	15
6.	One 17/6/13 to 21 /6/13	One 17/6//13 to 21/6/13	Two	18	18	36
7.	-	One 23/6//13 to 28/6/13	One	-	15	15
8.	One 23/6/13 to 28 /6/13	One 23/6//13 to 28/6/13	Two	15	17	32
10.	One 01/7/13 to 06/7/13	One 01/7//13 to 06/7/13	Two	19	19	38
11.	One 02/7/13 to 07/7//13	One 02/7/13 to 07/7/13	Two	16	16	32
12.	One 06/7/13 to 11/7//13	One 06/7/13 to 11/7/13	Two	15	17	32
13.	One 08/7/13 to 13/7//13	One 08/7/13 to 13/7/13	Two	17	17	34
14.	One 01/7/13 to 06/7/13	-	One	10	-	10
15	-	One 28/10/13 to 02/.11/13	One	-	08	08
16	Two 30/12/13 to 4-01-14	Two 30/12/13 to 4-01-14	Four	70	79	149
		<b>TOTAL</b>		<b>243</b>	<b>300</b>	<b>543</b>

**xiv>Industrial Training**

2<sup>nd</sup> year students are provided 100 days practical training facilities at the hotels as a part of syllabus of 3 year Degree Course.

**xv> Innovation/Good Practices:** IHM, Lucknow is using innovative techniques/methods in academic activities and administrative work including introduction of different softwares like Accounts, Academic Administration using latest Audio-visual techniques for the lectures/workshops etc.

**xvi>Important decisions and developments****xvii> Events and activities:**

**Fresher's Day 2013-14 :** Welcome party was organized in IHM, Lucknow on 08/8/2013 to make the new arrivals feel comfortable and familiar with the seniors and the college atmosphere.

**Teachers Day :** Teachers day, a remarkable day celebrated in regards of our 'Gurus' It is rightly said that Teaching is the profession that teaches all other professions. Hence Teacher's day was celebrated with great zeal & enthusiasm. They are the persons who teach us moral values, they are the builders for the best we give our teachers always support us and always give us reasons for hard work and to be honest. A small event was organized for our Teachers in order to say "HAPPY TEACHERS DAY"

**World Environment Day :** World Environment Day was celebrated in our Institute by our staff & students.

**Tourism Day :** "Tourism & Water" World tourism day was celebrated on 27<sup>th</sup> September, 2013 in the Institute.

**Vigilance Awareness Week** Vigilance Awareness Week was organized in our Institute from 28<sup>th</sup> October, 2013 to 02<sup>nd</sup> November, 2013.

**Farewell to our Principal :** IHM Lucknow had given farewell to the out going Principal, Mr. A.K. Singh

**Off the Field:** The second edition of National Seminar on Hospitality to commemorate World Tourism Day (WTD) 2013 was organized by Institute of Hotel Management IHM Ahmedabad in its Gandhinagar premises on 26<sup>th</sup> & 27<sup>th</sup> September, 2013. The theme for this year was "Tourism & Water". This seminar is an inter-IHM event to keep the next generation hospitality professionals abreast with the current and latest hospitality trends. Ms. Zoya Baig and Mr. Rajat Verma represented IHM, Lucknow.

**Spardha :** Mr. Satyavardhan Singh of B.Sc. 2<sup>nd</sup> year student had participated in “**Spardha-2014**” ‘An annual All India Games & Sports Festival of Professional Institutes’ held at Institute of Technology BHU Varansi from 20<sup>th</sup> -23<sup>rd</sup> February, 2014 and had won the Gold Medal for IHM Lucknow in Taekwondo Event.

**Theme Décor & Theme Lunch :** The student of sixth semester have been given an assignment to décor the room on theme basis. The student have given the assignment in five groups as a part of syllabus they have decorated the room on different themes. Viz Harry Potter, Hunted house, Goa, New Delhi, & Paris.

Theme Lunch was organized on Cofee with Extraaa (C) & Football .

**xviii> Measures to prevent ragging:**

The academic session for the fresh batch started on 29<sup>th</sup> July, 2013. The following measures have been taken to prevent the incidents of ragging:

- 1> A committee consisting of Senior faculty members and senior students has been constituted. Other staff members are also requested to keep tight vigil in the Institute and to take immediate action if any incident come into notice.
- 2> The Hostel Wardens (Boys’ and Girls’) are advised to constitute students disciplinary committee move frequently to keep check. The Hostel wardens are also instructed to take day to day briefing of the first year in the morning/evening and take severe action if any person found indulged in ragging.
- 3> A list of do’s and don’ts have been displayed in different areas of the Institute as well as in the hostels both boys’ and girls’.
- 4> No untoward incident was reported.

**xix>Utilisation of Central Assistance:** IHM, Lucknow has utilized all grants released in the year 2013-14.

**xx> Status Report on Court cases:**

**No Case** pertaining to employees is pending in Court as on 31/03/2014.

**xxi>Implementation of the Right to Information Act 2005:**

Total 17 nos of application received in the year 2013-14. Reply of all the application has been sent to the concerned authority.

**xxii> Status of Audit Paras:** The Audit for the year 2013-14 has been done by CA and here is no Outstanding Para. The Audit by Principal Accounts Office, Internal Audit Wing of Govt. of India has not yet carried out.

**xxiii Progressive use of Hindi:** IHM, Lucknow is constantly using Hindi in their official matters. All letters received in Hindi are replied in Hindi only and note sheets and office orders are also written in Hindi.

**xxiv Financial Performance:** The Institute is self - sufficient. Institute has also Created three Corpus Funds namely Institutional Development Fund, IHM Pension Fund and IHM Lucknow Depreciation Reserve Fund from the surplus. Total amount in these funds is approx 9.02 crore.

**xxv Staff Development:**

a>Institute has been making efforts to upgrade the knowledge, skill and attitude of staff through various methods. One of them is sponsoring the employees participation for courses and conferences. In the year 2013-14. Mr. Vinod Pandey Asstt. Lecturer was nominated for 'FOOD SAFETY STANDARDS'' residential workshop conducted by Food Safety & Standard Authority of India at NCHM NOIDA from 28<sup>th</sup> to 30<sup>th</sup> October 2013.

b> Mr. Manoj Kumar Gupta Sr. Lecturer & Mr. Gaurav Vishal, Asstt Lecturer has been attended the regional cuisine workshop from 10<sup>th</sup> to 14<sup>th</sup> February, 2014 conducted at Chandigarh (Punjab Cuisine) and at IHM Kolkata (Bengali) cuisine respectively.

[PULAK MANDAL]  
PRINCIPAL INCHARGE