Ref: ITMU/RO/2022/   **Date:** 20/11/2022

To,
The Registrar
ITM University, Gwalior

Subject: Annual Administrative Audit Report: 2021-22

Dear Registrar,

Pursuant to the notification dated 08/05/2019, we are submitting the **Administrative Audit Report** for the academic year 2021-22 for the **School of Nursing.**
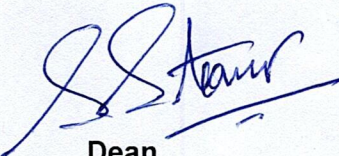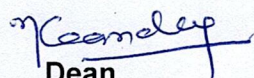
The document outlines:

1. Accomplishments achieved during the year in alignment with institutional goals.

2. Administrative challenges encountered and their resolution strategies.

3. Recommendations to address existing gaps and improve operational efficiency.

Should there be any queries or need for clarifications, we are available for further discussions.

Warm regards,

Prof. MINI ANIL
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Attached: Administration Audit Report

Administrative Audit Report (2021-22)

ITM University, Gwalior

Addressing Issues Identified in 2020-21

Steps Taken:

1. ERP integration expanded to administrative and financial processes, improving workflow automation.

2. Mentorship programs for new hires were introduced in HR, enhancing onboarding experiences.

3. An automated document verification system was implemented in Admissions, reducing delays during peak periods.

4. GPS-based real-time bus tracking systems were launched, improving punctuality and reliability.

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1. Administration

Positives:

- Increased use of ERP for managing inter-departmental workflows reduced manual intervention.

- Grievance redressal time decreased due to system automation.

Issues:

- Delays in policy update notifications to departments.

- Limited monitoring of task completion rates across departments.

Recommendations:

- Automate policy update notifications using the ERP system.

- Develop a centralized dashboard to track task completion rates and departmental KPIs.
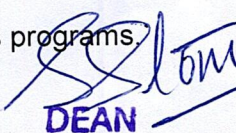

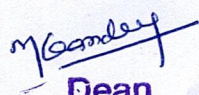## 2. Human Resources (HR)

Positives:

- Mentorship programs successfully integrated, reducing new hire attrition.

- Performance appraisal systems were standardized across all departments.

Issues:

- Insufficient leadership development initiatives for mid-level staff.

- Limited focus on employee wellness programs.

Recommendations:

- Introduce leadership development workshops for mid-level staff.
- Launch wellness initiatives, including mental health support and physical activity programs.

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3. Finance

Positives:

- Automated financial reporting system ensured timely data availability.
- Budget tracking improved with regular audits.

Issues:

- Inconsistent compliance with departmental budget allocations.
- Delays in processing reimbursement claims.

Recommendations:

- Implement a budget compliance monitoring system.
- Streamline the reimbursement process through an online claim submission portal.

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4. ERP (Enterprise Resource Planning)

Positives:

- Full integration of administrative, financial, and academic modules into ERP.
- User training programs increased ERP adoption rates.

Issues:

- Limited analytical capabilities for generating detailed reports.
- Occasional server downtime affecting access to critical information.

Recommendations:

- Collaborate with ERP vendors to enhance analytical reporting capabilities.
- Upgrade server infrastructure to minimize downtime.

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5. Mess

Positives:

- Seasonal and regional cuisines added to the menu based on student feedback.
- Hygiene audits conducted monthly ensured compliance with food safety standards.

Issues:

- Inadequate options for students with dietary restrictions

- Delays in service during peak meal times.

Recommendations:

- Expand meal options to cater to dietary restrictions.
- Hire additional staff for peak service hours.

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6. Hostel

Positives:

- Digital grievance system streamlined issue resolution for residents.
- Recreational facilities, including gyms and lounges, were introduced in newer hostel blocks.

Issues:

- Capacity constraints remained a challenge during peak admission periods.
- Limited Wi-Fi connectivity in older hostel buildings.

Recommendations:

- Plan for additional hostel blocks to accommodate growing student numbers.
- Upgrade Wi-Fi infrastructure in older hostel buildings.

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7. Examination

Positives:

- Thorough review processes reduced errors in question papers.
- Temporary staffing during examination periods improved operational efficiency.

Issues:

- Last-minute scheduling changes caused confusion among students.
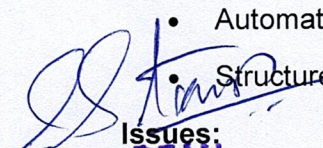- Insufficient examination halls for large batches.

Recommendations:

- Finalize and freeze examination schedules at least a month in advance.
- Explore additional venues to accommodate larger batches during exams.
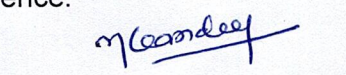
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8. Admissions

Positives:

- Automated document verification reduced delays.
- Structured communication with applicants enhanced their experience.

Issues:

- Lack of real-time tracking for application status.
- Limited orientation programs for new students.

Recommendations:

- Introduce a real-time application tracking portal.
- Expand orientation programs to include campus tours and academic guidance.

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9. Bus Services

Positives:

- GPS-based tracking systems enhanced reliability and punctuality.
- Feedback mechanisms allowed for route optimization.

Issues:

- Low frequency of buses on less popular routes.
- Inconsistent communication of route changes.

Recommendations:

- Increase frequency of buses during peak hours, even on less popular routes.
- Implement a notification system for route changes through mobile alerts.

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10. Maintenance

Positives:

- Quarterly audits ensured timely upkeep of facilities.
- Landscaping projects improved aesthetics in key areas.

Issues:

- Delays in addressing major infrastructure repairs.
- Limited focus on sustainable practices in maintenance activities.

Recommendations:

- Create a fast-track system for critical infrastructure repairs.
- Integrate sustainable practices, such as energy-efficient lighting and waste management systems, into maintenance protocols.

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11. Security

Positives:

- Night patrolling increased in remote areas, enhancing campus safety.
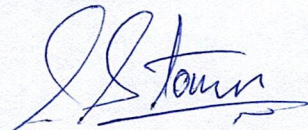- Upgraded CCTV systems improved surveillance coverage.

Issues:

- Slow response to technical issues in security equipment.

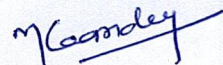- Lack of awareness programs for students on campus safety protocols.

Recommendations:

- Establish a rapid-response team to address technical issues promptly.

- Conduct regular safety workshops for students and staff.

Conclusion for 2021-22

The 2021-22 audit reflects significant advancements in ERP integration, staff mentoring, and campus safety. Challenges such as hostel capacity, infrastructure delays, and examination scheduling persist but are being actively addressed. By implementing the recommendations provided, ITM University can continue to enhance operational efficiency and stakeholder satisfaction.

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