



UNIVERSITY

GWALIOR • MP • INDIA

"CELEBRATING DREAMS"

Ref: ITMU/RO/2023/

Date: 12/01/2023

To,  
The Registrar  
ITM University, Gwalior

**Subject:** Submission of Administrative Audit Report for 2022-23

Dear Registrar,

Pursuant to the notification dated 08/05/2019, we are submitting the **Administrative Audit Report** for the academic year 2022-23 for the **School of Management**.

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,

Dean  
School of Management  
DEAN  
ITM School Of Management,  
Gwalior

Attached: Administration Audit Report

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School of Pharmacy  
ITM University  
Gwalior, Madhya Pradesh

Dean  
School of Sports Education  
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School of Physical Education & Sports  
ITM University, Gwalior (M.P.)



# Administrative Audit Report (2022-23)

ITM University, Gwalior

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## Addressing Issues Identified in 2021-22

### Steps Taken:

1. Examination schedules were finalized a month in advance, reducing confusion for students and staff.
  2. Wi-Fi infrastructure in older hostel buildings was upgraded to improve connectivity.
  3. A real-time application tracking portal was introduced for admissions, enhancing applicant experience.
  4. Rapid-response teams were formed to handle technical issues with security equipment promptly.
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## 1. Administration

### Positives:

- Task management systems ensured timely completion of administrative tasks.
- Automated policy update notifications improved communication across departments.

### Issues:

- Limited staff training on advanced analytics for performance tracking.
- Inconsistent monitoring of departmental KPI compliance.

### Recommendations:

- Conduct advanced analytics training workshops for administrative staff.
  - Implement a centralized dashboard for monitoring and reporting departmental KPIs.
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## 2. Human Resources (HR)

### Positives:

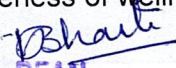
- Leadership development programs were introduced, identifying potential leaders for mid-level roles.
- Employee wellness programs, including mental health counseling, were initiated.

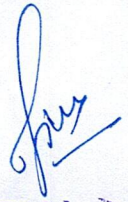
### Issues:

- Limited participation in wellness programs due to lack of awareness.
- Absence of formal succession planning for key roles.

### Recommendations:

- Increase awareness of wellness programs through workshops and newsletters.

  
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- Develop a structured succession planning framework for critical positions.
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### 3. Finance

#### Positives:

- Automated reimbursement processes reduced delays significantly.
- Budget tracking compliance improved with periodic reviews.

#### Issues:

- Lack of financial forecasting tools for long-term planning.
- Occasional delays in vendor payments during peak procurement periods.

#### Recommendations:

- Introduce financial forecasting software to support long-term planning.
  - Develop a fast-track system for vendor payments during high-demand periods.
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### 4. ERP (Enterprise Resource Planning)

#### Positives:

- Enhanced ERP functionality allowed better integration of academic and financial modules.
- User adoption rates increased with regular training programs.

#### Issues:

- Analytical reporting capabilities remained limited for some departments.
- Minor glitches in the ERP system caused occasional delays.

#### Recommendations:

- Collaborate with ERP vendors to enhance reporting functionalities.
  - Perform system diagnostics to address and resolve glitches.
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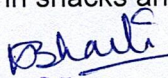
### 5. Mess

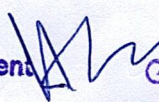
#### Positives:

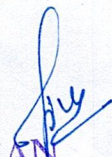
- Expanded meal options catered to dietary restrictions, including vegan and gluten-free diets.
- Feedback-driven menu adjustments improved student satisfaction.

#### Issues:

- Occasional lapses in food quality during high-demand periods.
- Limited variety in snacks and beverages.

  
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**Recommendations:**

- Conduct food quality audits more frequently during peak times.
  - Introduce diverse snack and beverage options to meet student preferences.
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**6. Hostel****Positives:**

- Additional hostel blocks were planned to address capacity constraints.
- Recreational facilities, including sports areas, were introduced in newer blocks.

**Issues:**

- Delays in the construction of new hostel blocks.
- Maintenance requests for older blocks were not resolved promptly.

**Recommendations:**

- Expedite the construction of new hostel blocks.
  - Assign dedicated maintenance teams for older hostel buildings.
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**7. Examination****Positives:**

- Question paper review processes ensured error-free exams.
- Temporary staffing during examinations improved efficiency.

**Issues:**

- Inadequate space in examination halls for large student batches.
- Limited availability of backup staff for emergency situations.

**Recommendations:**

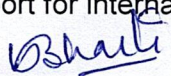
- Identify and utilize additional venues for large student batches.
  - Train and maintain a reserve pool of staff for emergency situations.
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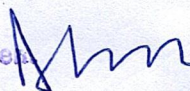
**8. Admissions****Positives:**

- Real-time application tracking portal streamlined the admission process.
- Orientation programs included campus tours and academic guidance for new students.

**Issues:**

- Limited support for international student admissions.

  
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- Delays in verifying supporting documents for late applicants.

**Recommendations:**

- Develop a dedicated support team for international student admissions.
  - Automate the verification process to handle late applicants more efficiently.
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**9. Bus Services**

**Positives:**

- Real-time tracking and notifications reduced uncertainty for students.
- Regular maintenance schedules ensured uninterrupted service.

**Issues:**

- Overcrowding on certain routes during peak hours.
- Inconsistent feedback collection from bus users.

**Recommendations:**

- Increase bus frequency on overcrowded routes during peak hours.
  - Establish a regular feedback mechanism to gather user suggestions.
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**10. Maintenance**

**Positives:**

- Landscaping projects enhanced the aesthetics of key campus areas.
- Regular maintenance audits improved response times for smaller issues.

**Issues:**

- Delays in repairing major infrastructure due to procurement challenges.
- Limited focus on sustainable practices in campus maintenance.

**Recommendations:**

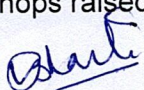
- Establish fast-track procurement processes for critical repairs.
  - Integrate sustainable practices, such as rainwater harvesting and energy-efficient lighting, into maintenance projects.
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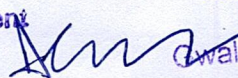
**11. Security**

**Positives:**

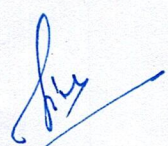
- Increased night patrolling improved campus safety.
- Safety workshops raised awareness among students and staff.

**Issues:**

  
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- Limited CCTV coverage in newly constructed areas.
- Gaps in monitoring visitor registrations during peak times.

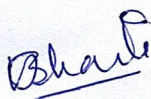
**Recommendations:**

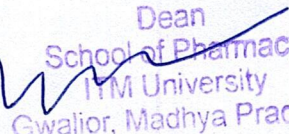
- Expand CCTV coverage to include all new campus areas.
- Digitize the visitor registration system to reduce manual errors and delays.

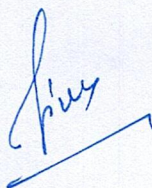
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**Conclusion for 2022-23**

The 2022-23 audit highlights significant improvements in admissions, examination processes, and campus safety. Challenges such as hostel capacity, infrastructure delays, and financial forecasting persist but are being actively addressed. By implementing the outlined recommendations, ITM University can continue to improve operational efficiency and ensure a better experience for students and staff alike.

  
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