

Ref: ITMU/RO/2024/

Date: 20/11/2024

To,
The Registrar
ITM University, Gwalior

Subject: Submission of Administrative Audit Report for the Year 2023-24

Dear Dr. Omveer singh,


Pursuant to the notification dated 08/05/2019, we are submitting the **Administrative Audit Report** for the academic year 2023-24 for the **School of Sciences**.

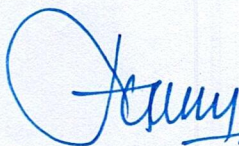
The document outlines:

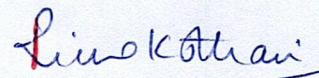
1. Accomplishments achieved during the year in alignment with institutional goals.
2. Administrative challenges encountered and their resolution strategies.
3. Recommendations to address existing gaps and improve operational efficiency.

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

Warm regards,


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Attached: Administration Audit Report

Administrative Audit Report (2023-24)

ITM University, Gwalior

Addressing Issues Identified in 2022-23

Steps Taken:

1. Examination venues were expanded to accommodate larger batches, reducing overcrowding.
 2. A dedicated support team was established for international student admissions, improving their experience.
 3. CCTV coverage was extended to all new campus areas, enhancing security.
 4. Sustainable practices such as energy-efficient lighting and rainwater harvesting were integrated into campus maintenance projects.
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1. Administration

Positives:

- Task tracking dashboards introduced to monitor departmental performance in real time.
- Policy updates were automated and disseminated efficiently through the ERP system.

Issues:

- Overlap of roles and responsibilities in certain administrative tasks.
- Limited focus on staff capacity building for handling advanced operational tools.

Recommendations:

- Conduct a role-based review to optimize task distribution.
 - Organize advanced operational tool training sessions for administrative staff.
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2. Human Resources (HR)

Positives:

- Succession planning frameworks were established, creating a leadership pipeline.
- Wellness programs saw increased participation after targeted awareness campaigns.

Issues:

- Gaps in appraising cross-departmental projects and collaborative efforts.
- Limited opportunities for junior staff to participate in professional development programs.

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Recommendations:

- Revise the appraisal process to include metrics for cross-departmental collaboration.
 - Extend professional development opportunities to junior staff through workshops and external training programs.
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3. Finance

Positives:

- Financial forecasting tools were introduced, improving long-term planning.
- Vendor payment systems were streamlined, reducing delays during peak periods.

Issues:

- Departmental budget utilization tracking remains inconsistent.
- Limited integration of sustainable financial practices.

Recommendations:

- Introduce monthly budget utilization reports for all departments.
 - Promote sustainable financial practices, such as green procurement policies.
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4. ERP (Enterprise Resource Planning)

Positives:

- Enhanced reporting features were implemented, enabling detailed analytics for all departments.
- Routine diagnostics resolved recurring ERP glitches.

Issues:

- Resistance from a few departments to fully utilize the ERP's advanced features.
- Gaps in ERP integration for extracurricular activity tracking.

Recommendations:

- Conduct tailored training for departments hesitant to adopt ERP tools.
 - Integrate extracurricular activity tracking into the ERP system.
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5. Mess

Positives:

- Enhanced food quality monitoring ensured consistent standards during high-demand periods.
- Snack and beverage variety was expanded, increasing student satisfaction.

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Issues:

- Limited transparency in inventory management.
- Occasional delays in addressing complaints regarding food preferences.

Recommendations:

- Implement an inventory management system for better transparency.
 - Establish a real-time complaint resolution system for food-related issues.
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6. Hostel**Positives:**

- Construction of new hostel blocks reduced accommodation constraints.
- Maintenance teams were assigned to specific buildings, improving response times for repairs.

Issues:

- Delays in furnishing newly constructed hostel blocks.
- Limited integration of recreational and study spaces in older blocks.

Recommendations:

- Expedite furnishing processes to ensure new blocks are operational.
 - Upgrade older blocks with modern recreational and study areas.
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7. Examination**Positives:**

- Reserve staff for emergencies ensured smooth exam conduction.
- Advanced scheduling tools minimized last-minute changes.

Issues:

- Difficulty in managing multiple formats for online and offline exams.
- Limited resources for mock tests and preparatory exams.

Recommendations:

- Standardize processes for conducting hybrid (online/offline) exams.
 - Allocate additional resources for conducting mock tests.
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8. Admissions**Positives:**

- A dedicated team for international students streamlined their application process.

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- Orientation programs were expanded to include peer mentorship and extracurricular showcases.

Issues:

- Limited digital support for applicants during the admission process.
- Delays in fee reconciliation for late admissions.

Recommendations:

- Develop a digital chatbot for real-time applicant support.
 - Automate fee reconciliation for late admissions through the ERP.
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9. Bus Services

Positives:

- Increased bus frequency reduced overcrowding on busy routes.
- Real-time tracking systems enhanced service reliability.

Issues:

- Delays in route updates communicated to students.
- Maintenance of older buses was inconsistent.

Recommendations:

- Automate route update notifications through mobile applications.
 - Replace or refurbish older buses to improve service quality.
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10. Maintenance

Positives:

- Fast-track repair protocols addressed infrastructure issues promptly.
- Landscaping initiatives further improved campus aesthetics.

Issues:

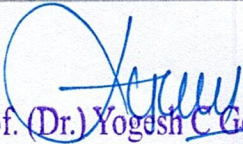
- Inconsistent follow-up on long-term maintenance projects.
- Limited implementation of waste management initiatives.

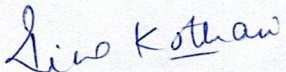
Recommendations:

- Develop a centralized monitoring system for long-term maintenance projects.
 - Introduce comprehensive waste management systems, including composting and recycling units.
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11. Security

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Positives:

- Security workshops and drills enhanced student and staff awareness of safety protocols.
- Visitor registration systems were digitized, reducing delays during peak hours.

Issues:

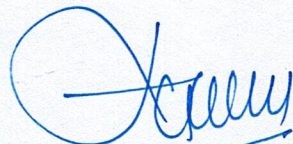
- Limited security staff during large-scale events.
- Gaps in patrolling schedules for remote campus areas.

Recommendations:

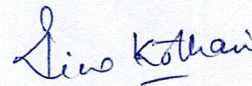
- Increase security personnel for signature events and peak hours.
- Optimize patrolling schedules with data-driven planning for remote areas.

Conclusion for 2023-24

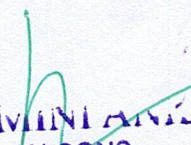
The 2023-24 audit highlights considerable improvements, particularly in student accommodation, security coverage, and exam processes. Persistent issues, including delays in admissions, departmental KPI tracking, and waste management, require immediate attention. With the recommendations outlined, ITM University can continue to strengthen its operational efficiency and provide an enhanced experience for its stakeholders.



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