PANDIT MADAN MOHAN MALVIYA
NATIONAL MISSION ON TEACHERS AND TEACHING
(PMMMNMTT)

ONE WEEK ONLINE CAPACITY BUILDING WORKSHOP
ON
"ENHANCING ADMINISTRATIVE EFFICIENCY IN HEIs"
16th November -22nd November 2021

Organized by
JANKI DEVI MEMORIAL COLLEGE
(UNIVERSITY OF DELHI)
(ACCREDITED GRADE 'B++' BY NAAC)

UNDER THE AEGIS OF IQAC

In collaboration with
TEACHING LEARNING CENTRE
RAMANUJAN COLLEGE
UNIVERSITY OF DELHI)
(ACCREDITED GRADE 'A' BY NAAC)

Workshop Report

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PATRONS

Prof. S.P. Aggarwal
Principal & Director, TLC
Ramanujan College

Prof. Swati Pal
Principal
Janki Devi Memorial College

ASSISTANT DIRECTORS
TEACHING LEARNING CENTRE, RAMANUJAN COLLEGE

Dr. Sumit Nagpal
Assistant Professor
Dept. of Mathematics

Dr. Nikhil Rajput
Assistant Professor
Dept. of Computer Science

IQAC COORDINATOR

Dr. Shilpa Chaudhary
Associate Professor
Dept. of Economics
Janki Devi Memorial College

FDP COORDINATORS

Dr. Poonam Bewtra
Associate Professor
Dept. of Commerce
Janki Devi Memorial College

Dr. Kaushal Kishore
Mr. Surendra Kumar
Administrative Officers
Janki Devi Memorial College

Ms. Nidhi Mathur
Senior Assistant
Dept. of Vocation, (B.Voc)
Ramanujan College

TECHNICAL TEAM
RAMANUJAN COLLEGE

Mr. Vipin Rathi
Assistant Professor
Dept. of Computer Science

ORGANISING COMMITTEE
JANKI DEVI MEMORIAL COLLEGE

Ms. Richa Dani
Assistant Professor
Dept. Of Commerce

Ms. Anuradha Goel
Assistant Professor
Dept. Of Commerce

Dr. Sonal Jain
Assistant Professor
Dept. Of Commerce

Mr. Arvind Pal
Senior Assistant (Admin)

Mr. Manpreet
Senior Assistant (Accounts)

Rationale for the Workshop

The administrative efficiency of a Higher Education Institution (HEI) depends crucially on the administrative abilities of its staff. An institution can function seamlessly only if its' staff is well-versed in terms of administrative knowledge, understanding and skills. The faculty as well as the non-teaching staff are two important pillars of an institution and both need to be fully proficient in various aspects of administration.

It is extremely important that the administrative abilities of the staff are periodically updated so as to enable them to contribute their maximum potential towards the efficient functioning of the institution.

This workshop provides an opportunity to the faculty as well as the non-teaching staff to familiarize and equip themselves with necessary knowledge and skills in various domains of administration of an HEI. It is also essential for the HEI staff to become fully competent in the new online modes of functioning and hence the workshop also entails components related to gaining proficiency in the use of ICT. These efforts will also help us move in the direction of fulfilling the dream of 'Digital India'.

Inaugural of the Workshop

The workshop started with an inaugural session on 16th November 2021 in the august presence of **Prof. Swati Pal, Principal, Janki Devi Memorial College** and **Prof. S.P. Aggarwal, Principal, Ramanujan College.** The session began with a **welcome address** by **Ms. Nidhi Rajput, Ramanujan college** who also discussed the rationale of the workshop in today's times.

Prof. Swati Pal addressed the audience with her words of wisdom and emphasized that performing administrative tasks are an integral part of the duties of faculty as well as non-teaching staff in HEIs. In today's times, it is imperative to have good knowledge and good command over administrative aspects of functioning of the institution. Prof. Pal emphasized the importance of such workshops in building the capacities of staff and enriching their knowledge. She congratulated the participants for taking on the workshop and added that such a workshop will indeed help both teaching faculty and administrative staff in discharge of their collective responsibility in smooth and efficient functioning of HEIs.

Prof. S. P. Aggarwal addressed the session by stating that both teaching and non-teaching staff should work in tandem with each other in for an institution. He apprised the audience that for the purposes of accreditation, the record-keeping and documentation should be done on a continuous basis. The workshop aims to sensitize the importance of timely and sufficient information of all rules and regulations to both teaching and non-teaching staff. He emphasized that participants will learn a lot with well-designed components of the workshop.

The Journey of Seven Days

The program was held over the course of seven days, where on five days a set of pre-recorded videos were uploaded and live sessions were conducted on two days. Participants had to enrol in their MOOCs portal where they could access all the learning materials for the program. The structure of the program included a set of daily videos on a particular topic, followed by daily quizzes and assignments on the particular videos which would test the participants' grasp of the topic of that day and also allow them to exercise the skills they had acquired. Discussion forum page was also provided to the participants to ask freely about their queries and doubts about the session and assignments.

Day 1: PROTOCOLS OF COMMUNICATION

Resource person: **Dr. Smriti Ahuja, Management Faculty, Gitarattan International Business School, Delhi**

The workshop started on 16th November with a live session on **Protocols of Communication by Dr. Smriti Ahuja.** The Session focussed on the importance of verbal, non- verbal, physical and virtual communication. Various modes of communication like Letter writing (both physical and email), Report writing, Noting & Drafting, Message writing were discussed in detail with various examples. The session was extremely interactive and the resource person effectively conveyed various protocols that must be followed in official communication. The session also explained about using formal etiquettes and creating an impactful meeting with people in formal set up. The day ended with an assignment and quiz to check the knowledge and understanding acquired by participants.

Day 2: ROSTER AND LEAVE RULES

Resource person: **Ms. Meenakshi Sahay, Joint Registrar, University of Delhi**

On Day 2, Ms. Meenakshi Sahay apprised the participants about the reservations, roster and leave rules. It was an imperative topic for both the teaching and non-teaching staff. Each concept was very well explained and elaborated with examples. She began with explaining the history and origin of reservations. She explained how the principle of roster works in respect of reserved posts in various modes of recruitment and promotion. The government guidelines were also discussed. The alphabetical plotting of the Departments in the University of Delhi was described. All explanations were supported by in-depth analysis of the aforesaid and application of the same in eligible and deserving cases. The resource person also very well explained the details of percentages applicable to different categories of reserved categories. Along with this, the kinds of leaves and all the rules regarding employee leaves especially those related to combinations of leaves were duly discussed in detail. The session proved to be quite a valuable experience for the participants wherein they gained a lot of useful information.

Day 3: Understanding NAAC and NIRF

Part I: Understanding NAAC

Resource person: **Dr. Shyam Singh Inda, Assistant Adviser, NAAC**

Dr. Shyam Singh Inda began with the explanation of the basic understanding of **National Assessment and Accreditation Council (NAAC).** He started with explaining how NAAC could help in improving the quality standards of the institution and how accreditation can throw light on the scope of improvements in terms of strength, weaknesses, opportunities and challenges of the institution. He apprised the participants about the Revised Accreditation Framework (RAF) of NAAC being first introduced in July 2017. With time, NAAC evaluation moved from qualitative to quantitative metrics that were supported with documents, made use of the ICT modules that made the entire system more transparent, more robust and more objective. He then, talked about the introduction of Data Validation and Verification (DVV) by a third party of data submitted to NAAC by the Institute. He explained very well about the eligibility of HEIs that could apply for NAAC. He elaborated the eligibility criteria for constituent college/ affiliated colleges (affiliated to universities recognised by UGC as an Affiliating University). He gave a complete overview about NAAC of Dual Mode Universities, Health Science Universities, Open Universities, Sanskrit Universities. Also, it was clarified that NAAC is institutional accreditation only, not departmental or program accreditation and that the institutes could apply and register for NAAC online. It was indeed a learning experience for the participants as Dr. Inda gave an in-depth insight into the Institutional Information for Quality Assessment (IIQA) Application process, including the fees to be paid, list of documents to be uploaded etc. He meticulously explained about the Self-Study Report (SSR). He delineated the significance of the Student Satisfaction Survey. He outlined the on-site visit and logistics. Apart from this, he also exhibited a hands-on experience of NAAC Portal making the entire learning holistic.

Part II: **Understanding NIRF**

Resource person: **Mr. Shrihari Pingle, Vice-Principal and Assistant Professor, Nagpur University**

The resource person, Mr. Shrihari Pingle, began with explaining the emergence and significance of NIRF. He also cleared the outlining difference between ranking and accreditation. Apart from this, he also enriched the participants about the eligibility of Institutions for NIRF. The resource person gave a detailed description of how data could be collected under NIRF, the NIRF portal, data of three years to be kept in archives etc. Also, Mr. Pingle gave an exhaustive insight to the participants about the different parameters for the NIRF ranking and their weightage for the ranking. All the parameters were comprehensively explained with statistics, formulas and calculations, representation of data in tabular form. The examples and illustrations made the entire understanding very detailed and enriching. The holistic overview by Mr. Pingle helped the participants gain an invaluable knowledge about NIRF.

Day 4: Record Keeping and Documentation

Resource person: **Mr. Peeyush Pahade, Head, Department of Zoology, H.V. Desai College, Pune**

A live session was held on 19th November 2021 on the theme "**Record Keeping and Documentation".** The resource person, Mr. Peeyush Pahade, began by explaining the meaning of documentation, emphasizing its importance in personal as well as professional lives. Documentation is important for both teaching and non-teaching staff in any organization and it should become a routine activity for which the correct methods need to be learned.

It was explained that documentation is an art of preserving work that can be used as an official evidence in future. The session also demonstrated that documentation is very important for IQAC purpose and hence it is everyone's responsibility to document the work done on a continuous basis. Further, clarity was given to the participants about the difference between maintaining documents and records in any formal set up. It was explained that documents are created while records are generated on real time basis. Mr. Pahade also discussed about various levels and features of documentation with the help of suitable examples. He also shared the templates for effective documentation with the participants.

Day 5: Financial Issues and Implications

The financial issues were covered in two parts- General Financial Rules (GFR) 2017 and GeM.

Part I: GFR 2017
Resource person: **Shri Gaurav Anand, Assistant Registrar (Finance), University of Delhi**

Shri Anand delivered a pertinent session on GFR. He discussed several topics with an in-depth assessment of the GFR. Maintenance of Annual accounts in the University and Colleges is an important affair. He discussed about the Balance Sheet, P&L A/C, Income & Expenditure A/C and also differentiated the same with the Receipt and Payment A/C. He then discussed the system of accounting-cash or accrual and then provided point of differences between the two. He emphasized that the Colleges follow the Accrual system of accounting. He discussed on the three primary accounting documents viz., receipt voucher, cash payment voucher, journal voucher. He provided the process of maintaining the accounts that starts with data entry, followed by ledger records, trial balance, and balance sheet. Shri Anand then discussed the process of Budgeting in the University and Colleges. He emphasized the importance of planning, organizing, and leading. He emphasized types of budgeting viz., balanced and unbalanced budgets (surplus and deficit budgets). In line with the University system of budgeting, Shri Anand, discussed the process of budgeting followed in the University of Delhi and then informed the participants on the sources of funding which comes primarily from the University Grants Commission under planned and non-planned grants. Shri Gaurav Anand then

talked about the retention of records for the specific time period, and also the weeding out procedure of the said documents. In the case of the sale of hazardous and electronic waste, he highlighted the various rules and regulations that govern such transactions. Shri Anand also informed the participants about the Central Vigilance Commission and the adoption of the integrity pact that is an essential tool to fight corruption. With the growing interests of the Government in the public-private partnership model of work, Shri Anand emphasized the Public Procurement Process for MSEs. He also discussed the procedure of tendering and the issues concerned with it.

Part 2- GeM

Resource Person: **Mr. Suraj Sharma, Senior Manager, Enterprise Business at infibeam.com**

Mr. Sharma introduced the participants about Government e-Marketplace or popularly called GeM. The initiative was launched on August 9, 2016, by the Ministry of Commerce and Industry, Government of India with the objective to create an open and transparent procurement platform for government buyers.

The resource person shared all the important facts and data about GeM till date with the participants in this session which was majorly hands-on. Mr. Sharma explained the advantages for sellers while transacting at GeM. He also emphasized on the segregation of duties and multiple procurement options that buyers have while transacting at GeM. He talked about the Prerequisite for registration on GeM.

The following aspects about GeM were discussed by the resource person with a practical demonstration of the same:

Day 6: ICT Tools-I

The sixth and seventh day of the workshop were devoted to the ICT Tools. The sessions provided exposure to various tools that are now commonly used and it has become imperative to gain proficiency in their use. Day 6 focused on Google Drive, Google docs and Mail Merge.

Part 1- Google Drive

Resource Person**: Dr. Nikhil Kumar Rajput, Assistant Professor, Department of Computer Science & Assistant Director, Teaching Learning Centre, Ramanujan College**

Dr. Nikhil Kumar Rajput informed the participants about Google Drive and G-Suites. He explained the working of Google Drive with a practical demonstration, wherein he explained how to create/upload a new folder on google drive, how to share a folder via E-mail and shareable link, and how to change the sharing settings of the folder. He also explained the purpose of each tab on Google drive page, i.e., My Drive, Shared Drives, Shared With Me, Recent, Starred, Bin.

Dr. Rajput apprised the participants by informing that one can buy more storage in Google Drive if he/she wants. He explained about the offline version of Google Drive and showed the participants how it can be downloaded and accessed on the desktop. He mentioned that one can work on this offline version if no internet connection is there and explained the benefit of the same for administrative work.

Part 2- Google Docs

Resource Person: **Dr. Nikhil Kumar Rajput, Assistant Professor, Department of Computer Science & Assistant Director, Teaching Learning Centre, Ramanujan College**

Dr. Nikhil Kumar Rajput apprised the participants of several features of Google Docs such as real-time sharing and collaboration, sharing the document for viewing, commenting and editing, tracking changes etc. Voice typing is a unique feature where typing can be done automatically through speech recognition. Translate option allows for the document to be translated into another language. Dr. Rajput explained about the add-on features like charts, equations, bibliography, cloud generator and phonetic transcription make Google Docs very useful. 39999

Part 3- Mail Merge

Resource Person: **Mr. Sahil Pathak, Assistant Professor, Department of Computer Science, Ramanujan College**

Mr. Sahil Pathak apprised the participants about Mail Merge and its benefits. He explained the working of it in MS-Word as well as Google Drive with the help of practical presentation. For mail merge in Google drive, he explained how to create Email text template, create data in the spreadsheet and use the same for mail merge.

Day 7: ICT Tools-II

The last day of the workshop provided hands-on experience to the participants about Google Forms and Google Slides that are used extensively in our online activities. T

Part 1- Google forms

Resource Person**: Ms. Charu Sarin**

Ms. Charu Sarin apprised the participants about Google Forms and its uses. She informed the participants why people choose Google Forms over other options. She did hands-on training on how to create a Google form. One needs a gmail account to create Google Form. Ms. Sarin discussed different types of forms one can create along with its features. She further explained how to use the logic in the form by giving examples of teacher's and student's information. How to create sections in the form, how to create feedback form and examination form was also explained in detail.

Part 2- Google slides

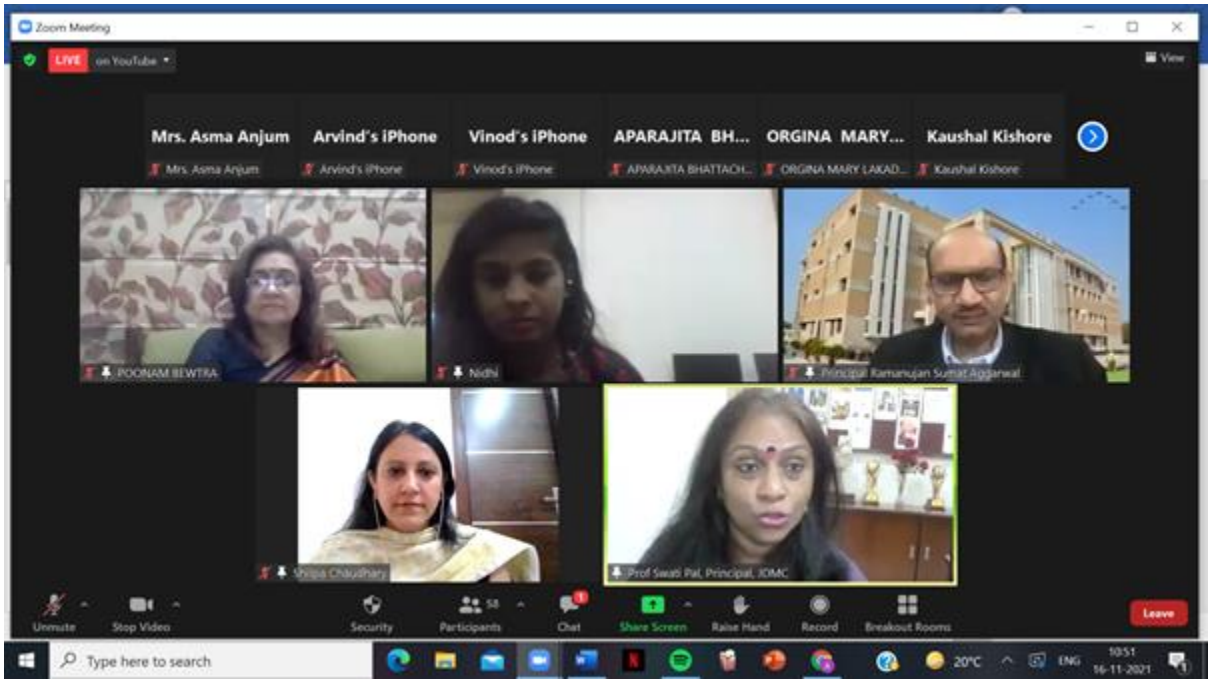
Resource Person: **Ms. Nidhi Mathur, Ramanujan College**

Ms. Nidhi Mathur apprised the participants about Google Slides. She explained the uses and features of Google Slides. With the help of practical presentation, Ms. Mathur explained the use of templates, features like speaker notes, insertion of videos, images and charts, sharing at three levels (view, comment and edit), tracking changes through version history and comment history, presenting slides making it appear at full screen etc. The videos were followed by a feedback link and the discussion forum.

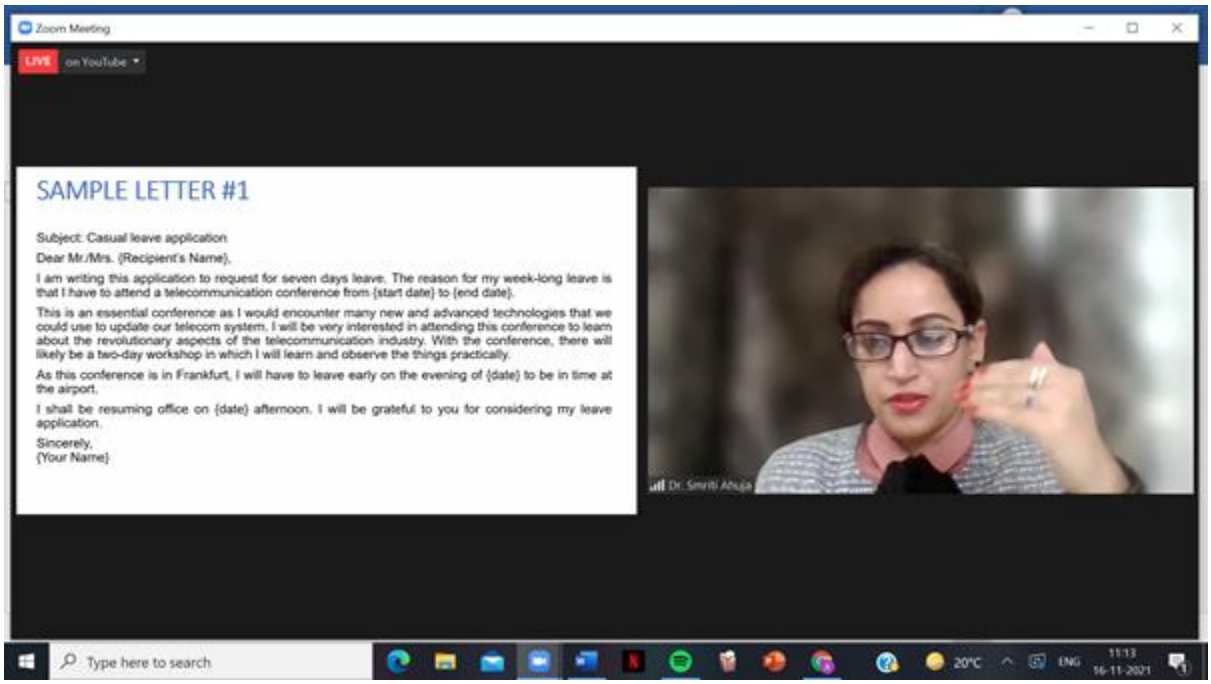
Concluding the Workshop

The program utilised a constant method of interaction between the participants and the facilitators of the course via daily quizzes, assignments, feedback forms and discussion forums. The participants were tested daily on the modules that were demonstrated during the day. Participants had to attempt both quizzes and assignments, where they could demonstrate their understanding of the module through questions as well as the creation of relevant material. After the quizzes and assignments, participants also had to fill a feedback form wherein they could express their opinion about the day's topics and the respective resource persons. Furthermore, there was also a discussion forum where the participants could discuss their doubts and share their feedback with the team as well as fellow participants. The workshop concluded with a Final Quiz to be attempted by the participants.

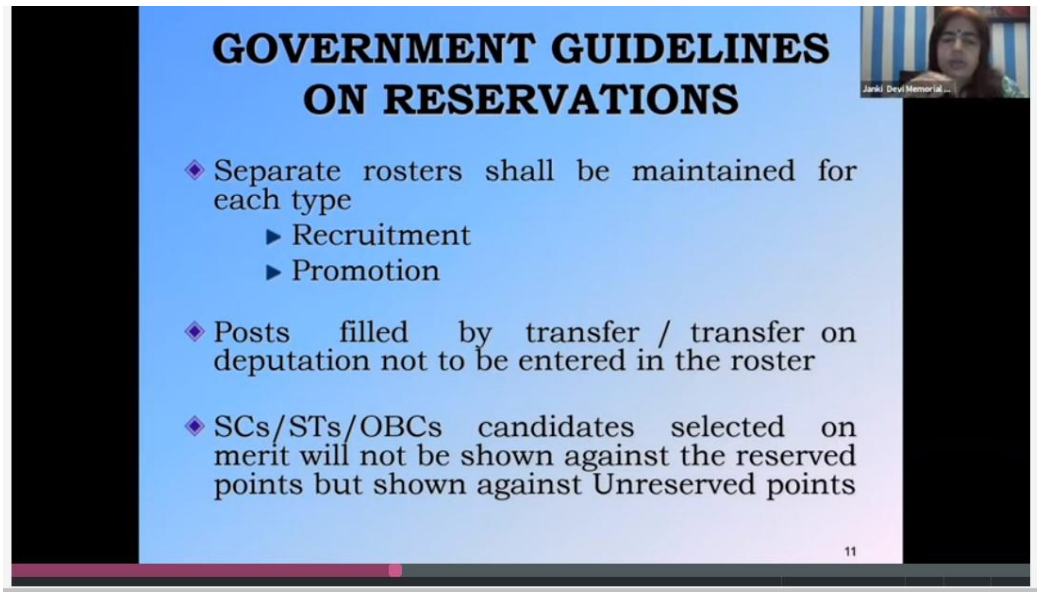
It was heartening to receive positive feedback from participants who applauded the workshop contents as well as presentation. They highly appreciated the informative and user-friendly course modules, which, though rigorous, were insightful, informative and extremely useful.



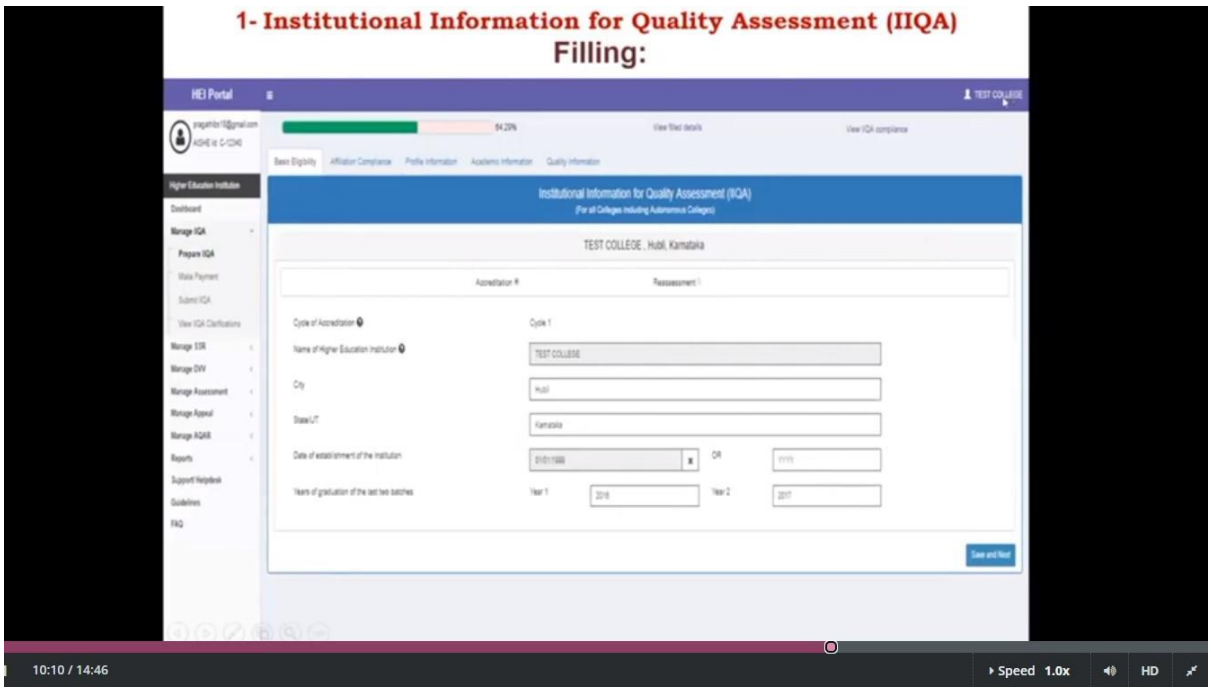
Inaugural Session (From L to R) Dr. Poonam Bewtra (Workshop Coordinator, JDMC), Ms. Nidhi Mathur (Workshop Coordinator, Ramanujan College), Prof. S.P. Aggarwal (Principapl Ramanujan College), Dr. Shilpa Chaudhary (IQAC Coordinator, JDMC) and Prof. Swati Pal (Principal, JDMC)



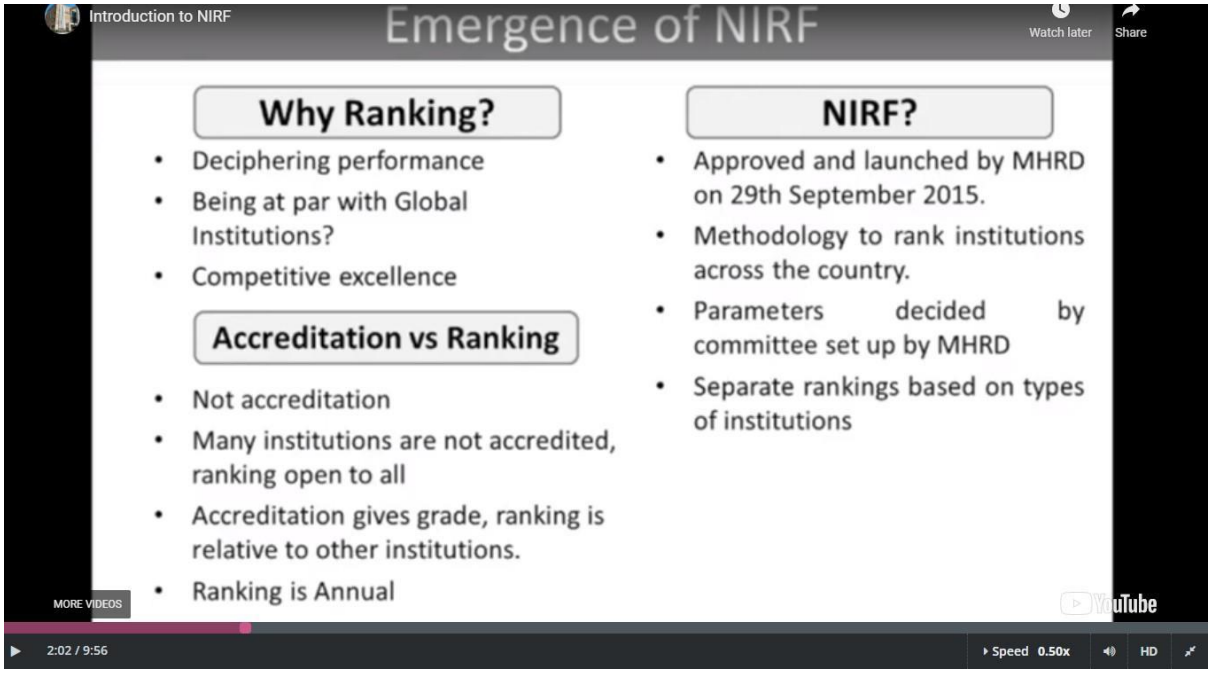
Dr. Smriti Ahuja delivering the Live Session on **PROTOCOLS OF COMMUNICATION**



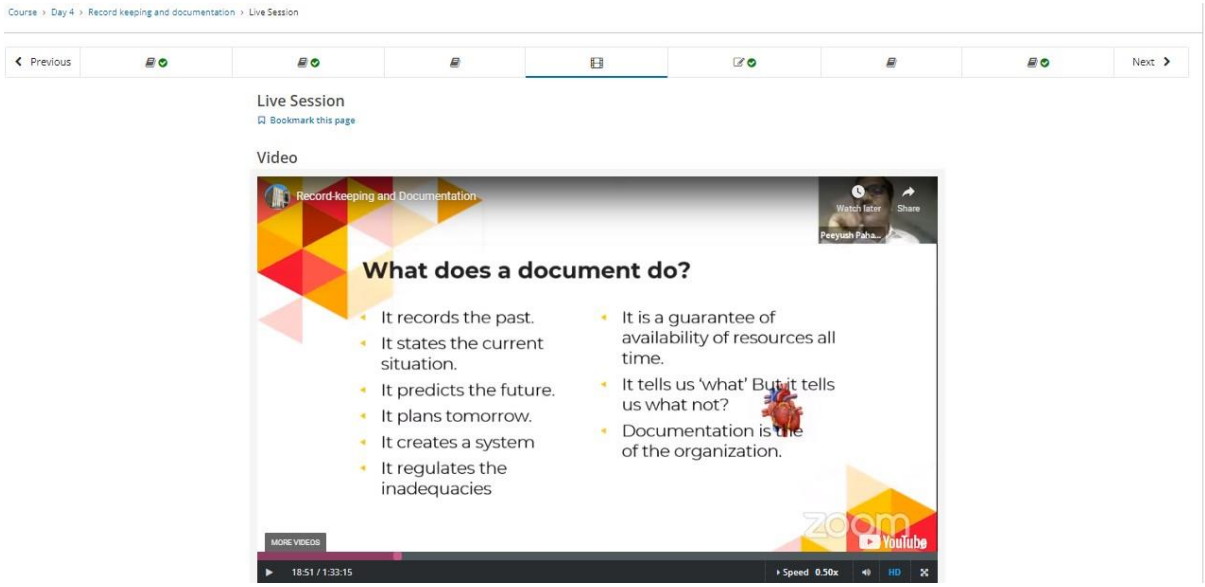
Ms. Meenakshi Sahay explaining the concept of reservations, roster and leaves.



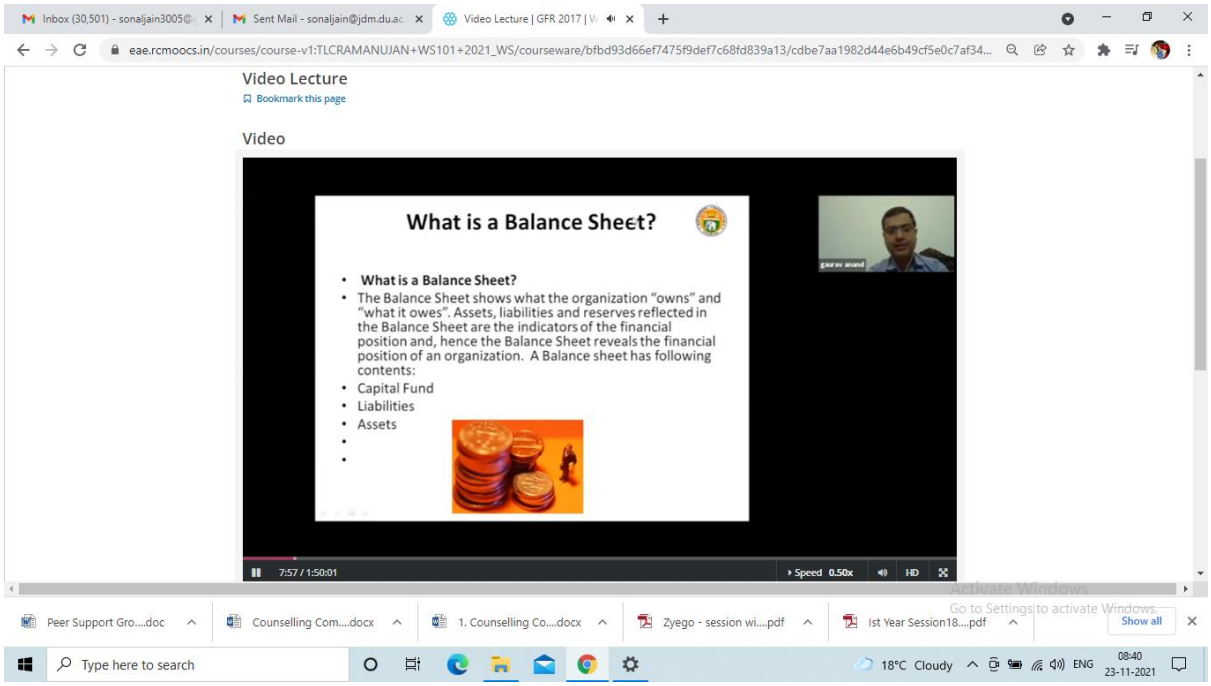
Dr. Shyam Singh Inda taking the session on "Understanding NAAC"



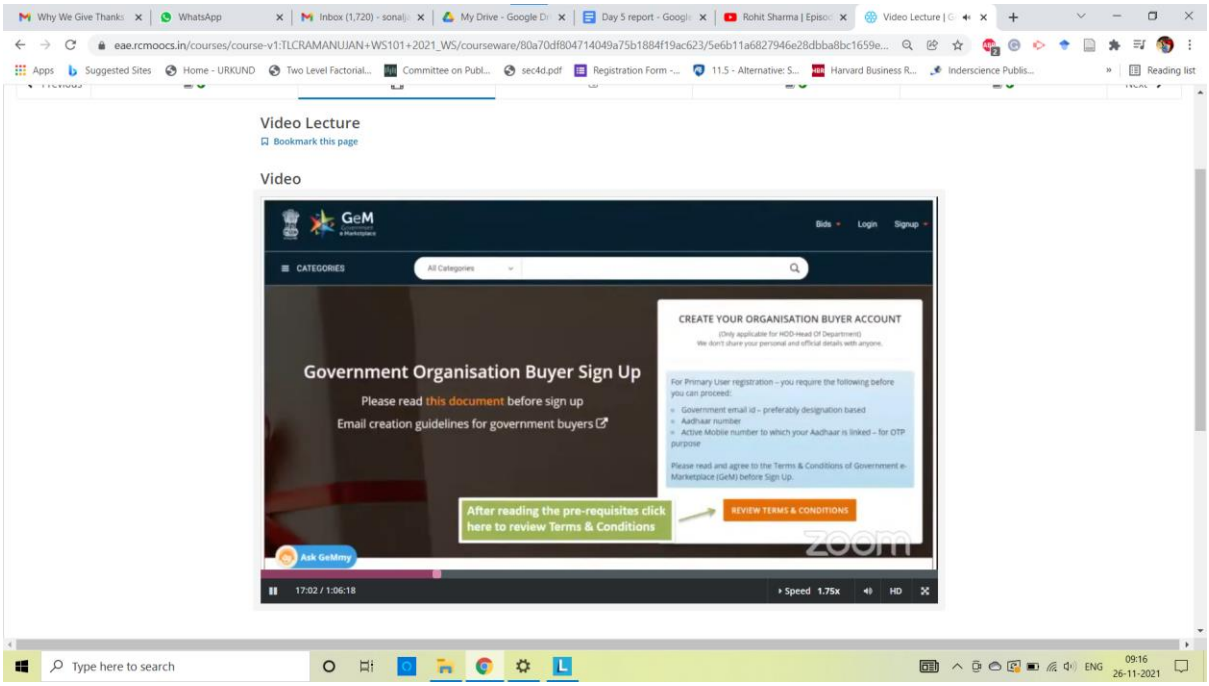
Mr. Shrihari Pingle discussing about National Institute Ranking Framework (NIRF).



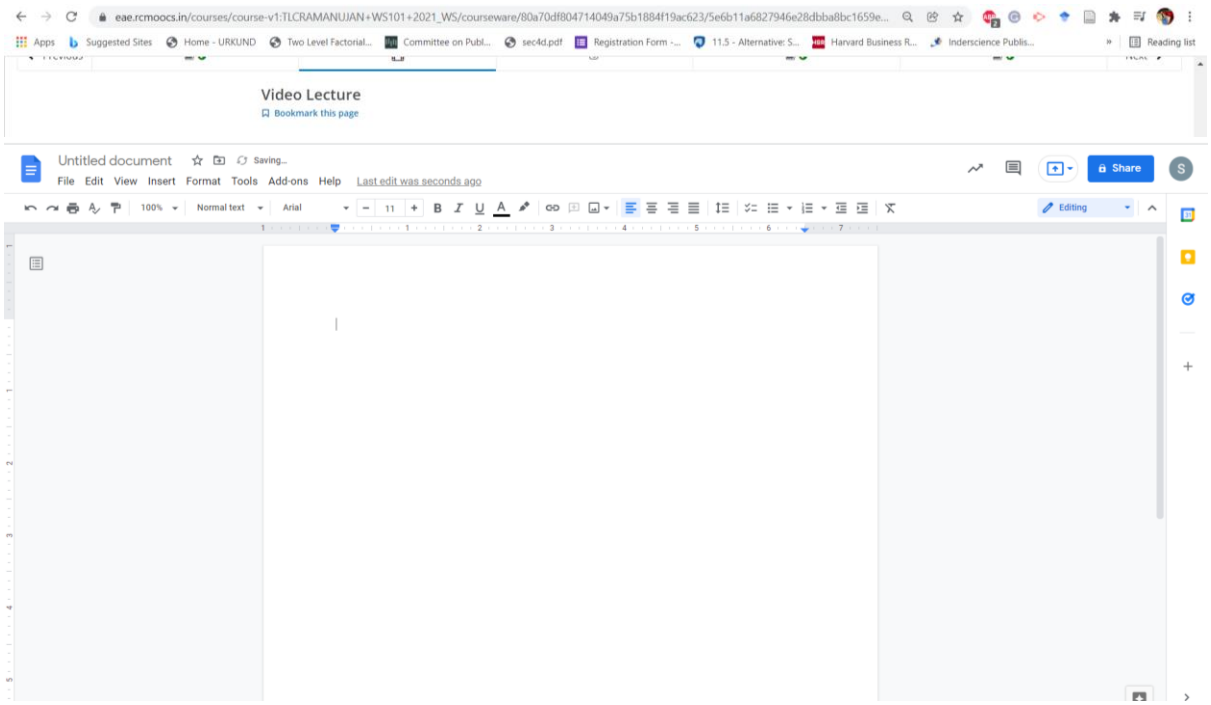
Mr. Peeyush Pahade taking a session on "Record-keeping and documentation"



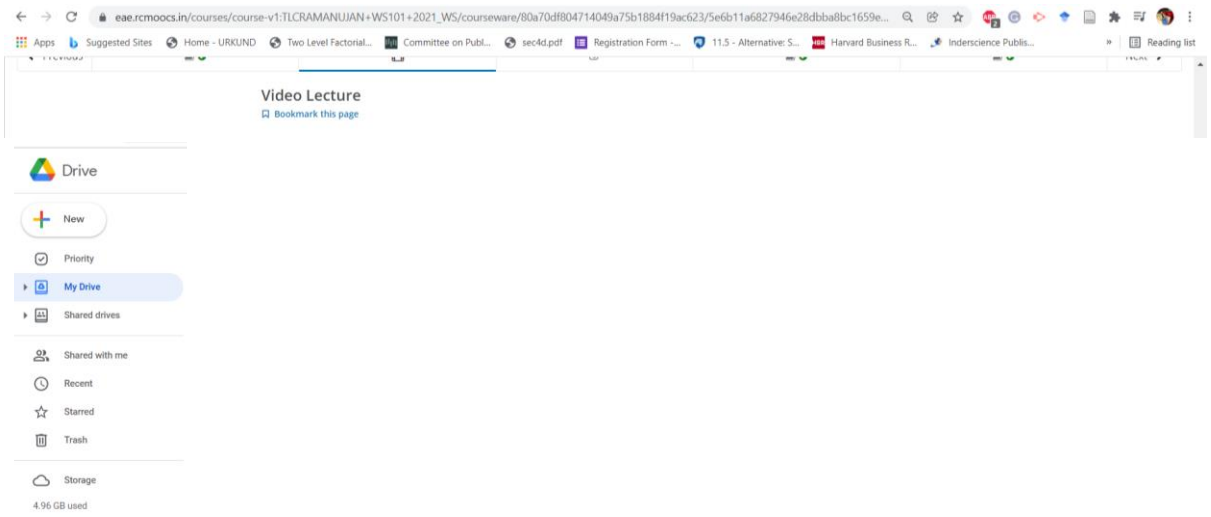
Shri. Gaurav Anand taking session on GFR



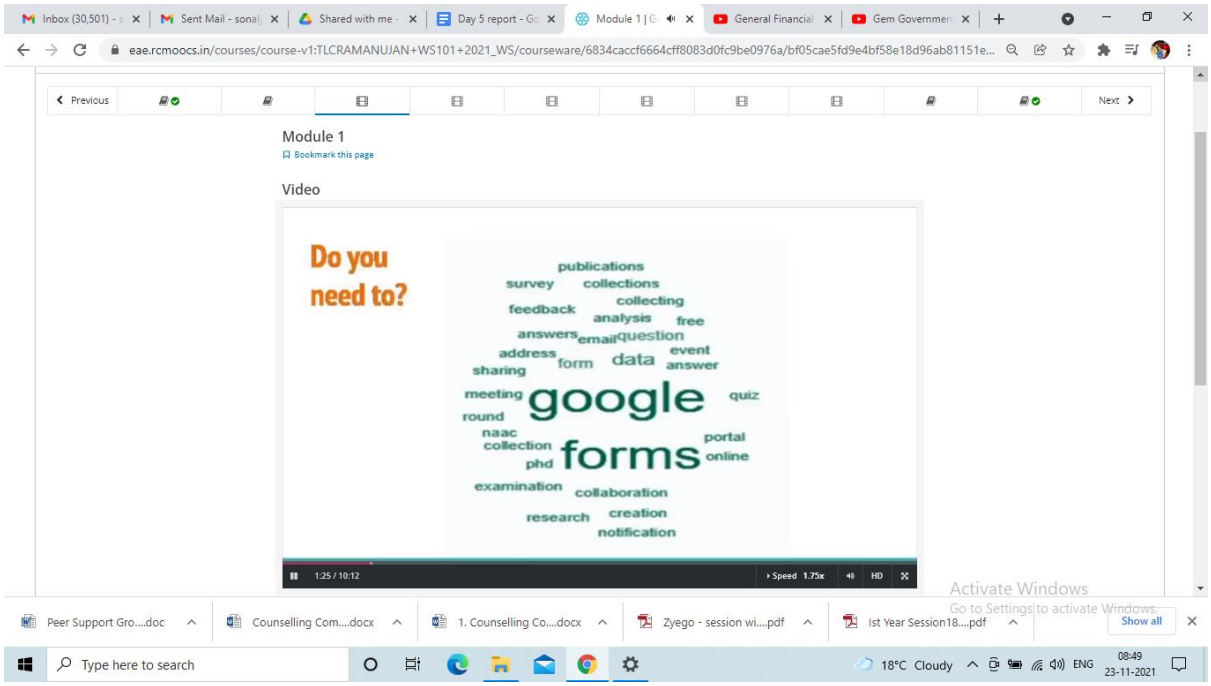
Mr. Suraj Sharma explaining the rules and procedures of GeM



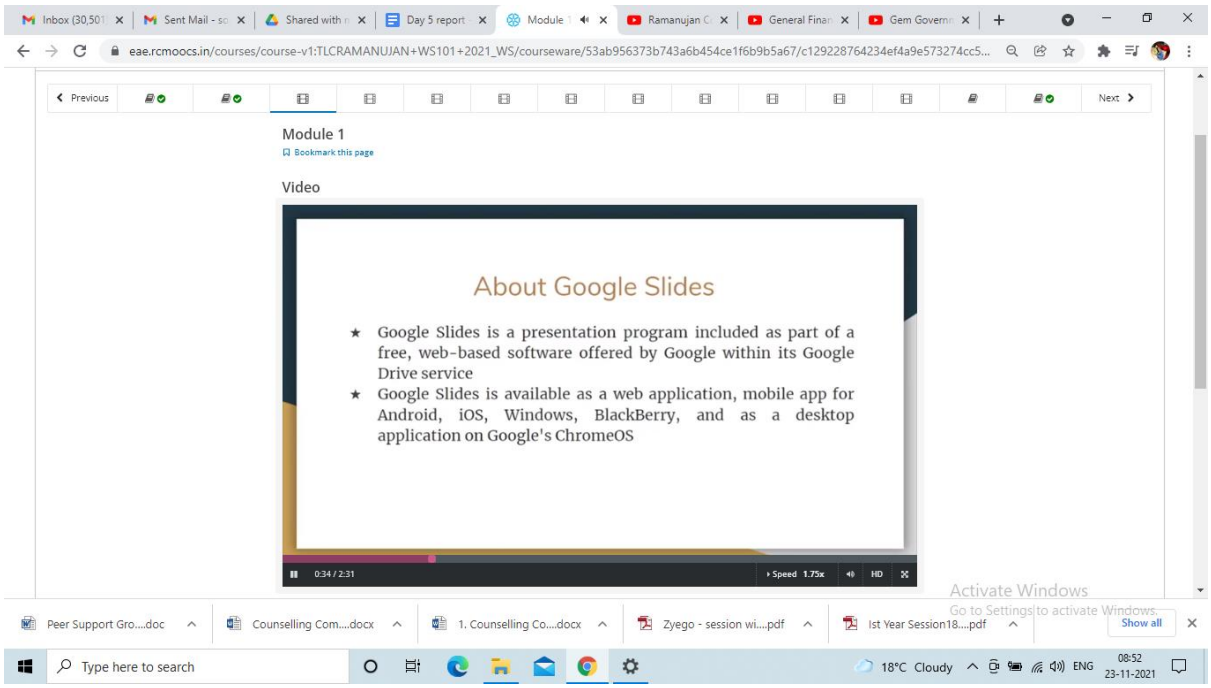
Dr. Nikhil Rajput taking Session on Google Docs



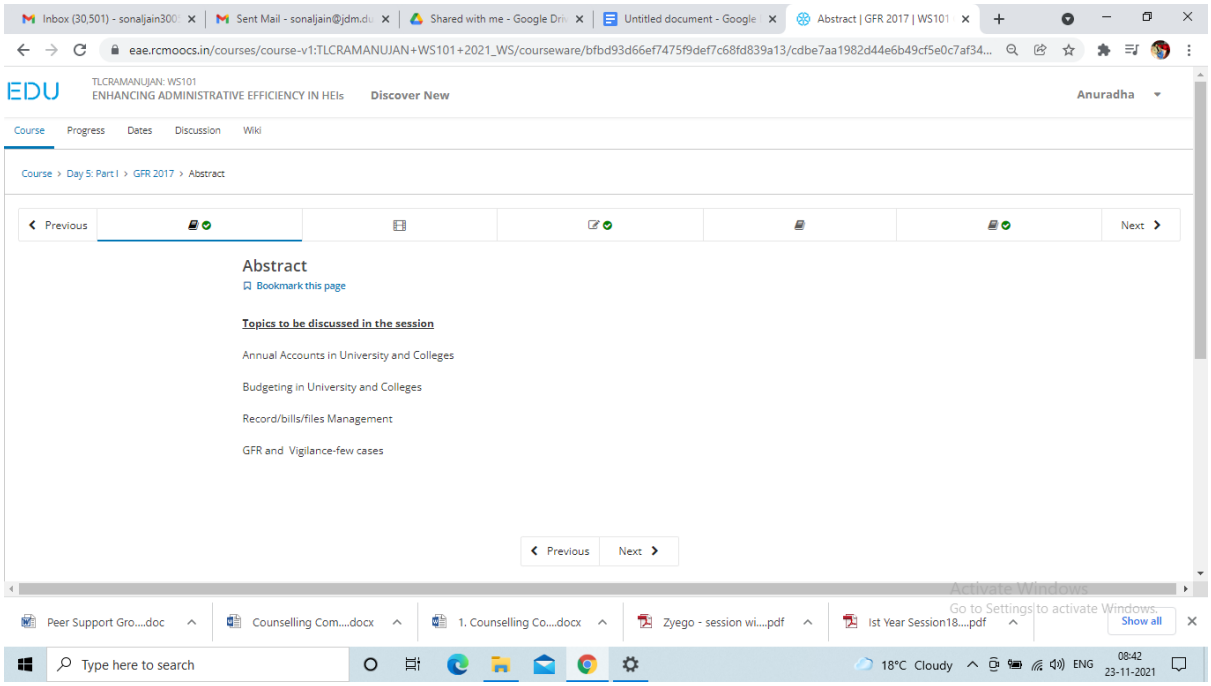
Google drive being explained by Dr. Nikhil Rajput



Ms. Charu Sarin Explaining about Google Forms



Ms. Nidhi Mathur explaining about the Google Slides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ENHANCING ADMINISTRATIVE EFFICIENCY IN HEIs
Discover New
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Course
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Course › Day 5: Part I › GFR 2017 › Abstract
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Abstract
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Topics to be discussed in the session
Annual Accounts in University and Colleges
Budgeting in University and Colleges
Record/bills/files Management
GFR and Vigilance-few cases
Previous
Next
Activate Windows
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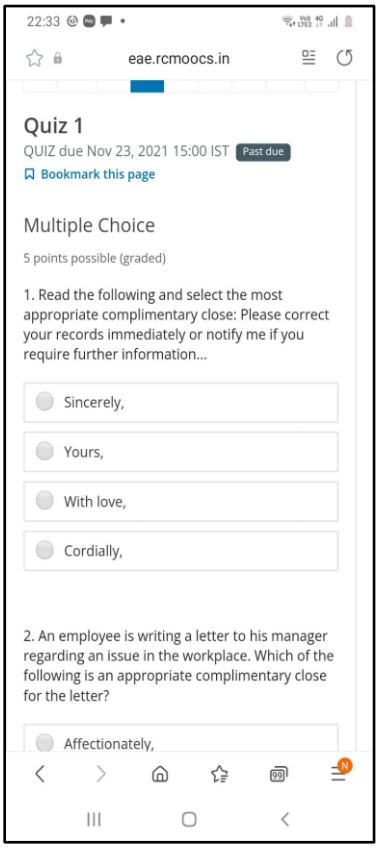
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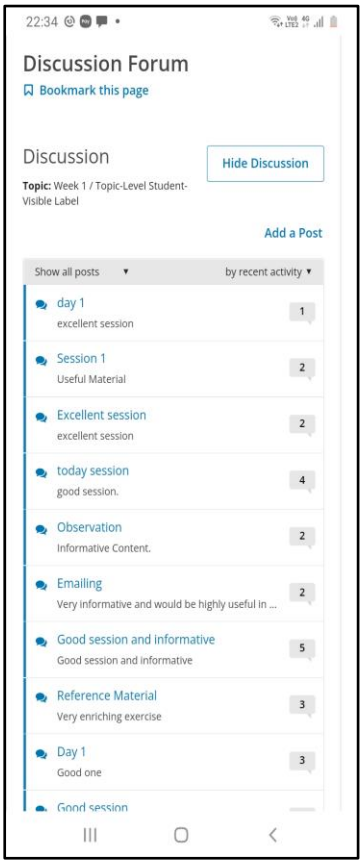
Quiz 1
QUIZ due Nov 23, 2021 15:00 IST
Past due
Bookmark this page
Multiple Choice
5 points possible (graded)
1. Read the following and select the most appropriate complimentary close: Please correct your records immediately or notify me if you require further information...
Sincerely,
Yours,
With love,
Cordially,
2. An employee is writing a letter to his manager regarding an issue in the workplace. Which of the following is an appropriate complimentary close for the letter?
Affectionately,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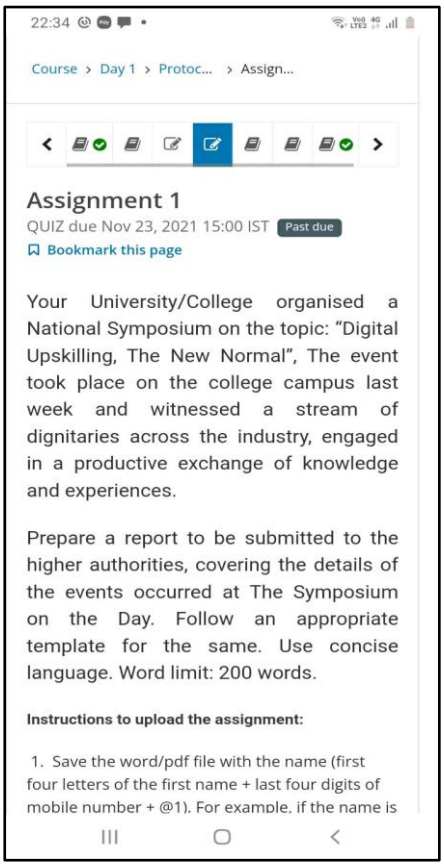
Discussion Forum
Bookmark this page
Discussion
Hide Discussion
Topic: Week 1 / Topic-Level Student-Visible Label
Add a Post
Show all posts
by recent activity
day 1
excellent session
1
Session 1
Useful Material
2
Excellent session
excellent session
2
today session
good session.
4
Observation
Informative Content.
2
Emailing
Very informative and would be highly useful in ...
2
Good session and informative
Good session and informative
5
Reference Material
Very enriching exercise
3
Day 1
Good one
3
Good session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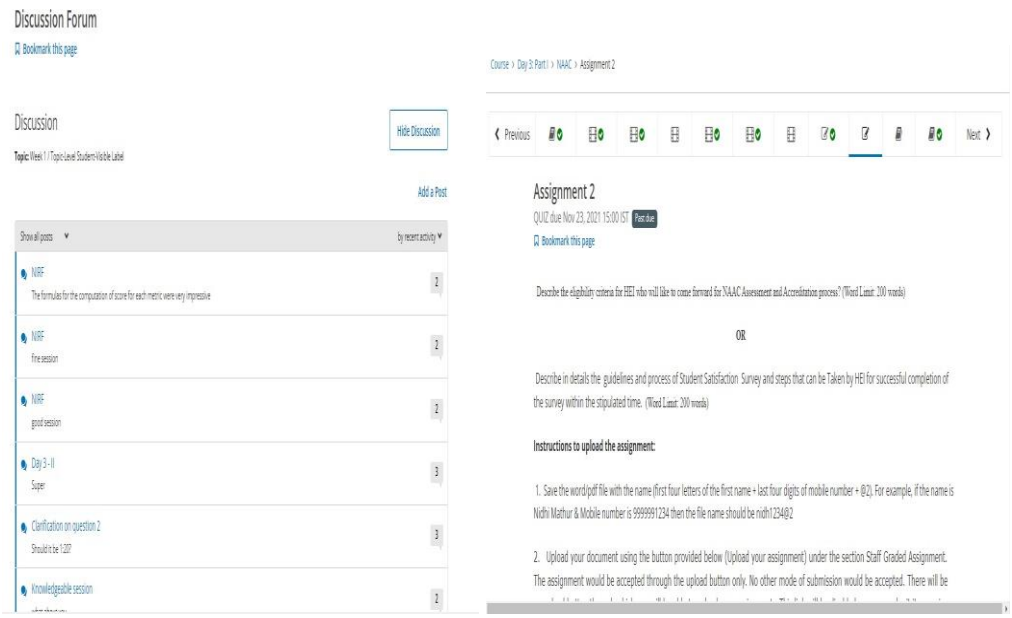
Course › Day 1 › Protoc... › Assign...
Assignment 1
QUIZ due Nov 23, 2021 15:00 IST
Past due
Bookmark this page
Your University/College organised a National Symposium on the topic: "Digital Upskilling, The New Normal", The event took place on the college campus last week and witnessed a stream of dignitaries across the industry, engaged in a productive exchange of knowledge and experiences.
Prepare a report to be submitted to the higher authorities, covering the details of the events occurred at The Symposium on the Day. Follow an appropriate template for the same. Use concise language. Word limit: 200 words.
Instructions to upload the assignment:
1. Save the word/pdf file with the name (first four letters of the first name + last four digits of mobile number + @1). For example, if the name is



Quizzes, Assignments and Discussion Forum