

# POST GRADUATE DIPLOMA IN MANAGEMENT

(All courses)



## STUDENT HAND BOOK 2012-14

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# 1. ACADEMIC RULES AND REGULATIONS

All students seeking admission to programmes of Indian Institute of Tourism and Travel Management (IITTM) shall be governed by rules and regulations prescribed herein. These rules may be amended from time to time with approval of the competent authorities.

## 1.1 Admission process

A student enrolled with a regular programme of IITTM shall study full time for the programme and shall not be allowed to pursue any other programme of study concurrently from other institutions. A student must therefore deposit transfer and migration certificate form of the previous college/ institution/ university to be eligible to pursue a regular programme of study with IITTM.

1. Admission to the regular programme shall be through an admission process of 100 points.
2. A weight of 70% shall be for the performance in a specified centralised All India Admission Test.
3. Another 15% points each are for Personal Interview (PI) and Group Discussion (GD) respectively. Merit for admission to the programme shall be determined by the institute.
4. Besides successfully completing the admission process, a student seeking admission to IITTM programmes should fulfill minimum eligibility as laid down.

## 1.2 Participation in classroom sessions

Classroom sessions are an integral part of teaching pedagogy and learning process at IITTM. Students are expected to participate in classroom interactions diligently.

1. Teaching is organized in semester. Each semester comprises of a number of courses as outlined in relevant regulation for the programme.
2. Each course comprises of 32-35 hours of class room teaching. Students are expected to put in equal number of self-study hours. Each course shall have 3 to 4 hours of teaching per week.
3. Students are expected to attend all classes. However, they should attend at least 80% of the classes in each course to be eligible for semester end exam. Normally classes are organized on weekdays Monday through Friday. However, if required, classes may be organized on holidays including Saturdays and Sundays.
4. It is mandatory for students to participate in special lectures delivered by visitors and invited speakers.
5. Attendance in regular and special classes determines the eligibility for placement support to a student by the institute.



6. Classroom teaching shall comprise of activity based learning including assignments, case studies, case audits, field work, projects, presentations, etc. Students are expected to participate in these activities. Non-participation or unsatisfactory participation in these activities shall affect his/ her internal assessment.
7. Students are expected to show respect to teachers/ instructor's, staff and fellow students. They are expected to observe discipline and ethics in the class.
  - a. It is expected that they; value themselves, be honest and ethical and practice strong moral values.
  - b. Treat all members of the IITTM community and all visitors with politeness and respect.
  - c. Honor the ideas and opinions of others.
  - d. Be responsible with property and belongings.
  - e. Know due dates, and submit all coursework on time.
  - f. Come prepared to class with assignments- presentations, case studies, home works, etc.
8. Food and beverages are strictly prohibited in the class. Chewing gums are not allowed on the campus.
9. Students are expected to observe punctuality in the class. Concerned teacher may decide not to award attendance to students who come late to the class.
10. Use of mobile phone in the class, laboratory, library during working hours is not allowed.
11. All students must be in possession of their identity cards. Any loss should be promptly reported to the Administrative officer or the person designated for the purpose. The cards must not be mutilated, defaced or rendered ineffective for identification. The card must be returned at the termination of course/ withdrawal from the institute.

### **1.3 Evaluation**

Purpose of evaluation in IITTM is to provide feedback on learning for ensuring minimum academic standards and over all development of the individual. Internal assessment shall comprise of components for continuous evaluation which may typically include tests, quiz, presentations, assignments, fieldwork, etc. Details of evaluation are available in relevant regulations of the concerned programme. Evaluation components shall be arranged in such a manner that the students can get feedback on their performance at regular intervals.

*For further details refer to exam rules available on website and examination office.*



## 1.4 Examinations

Term-end exams shall be conducted as per the scheme outlined in the regulation of the concerned programme. The following norms are followed for the conduct of examination.

1. The student shall pay the fees and complete other formalities that may be prescribed from time to time by the institute for appearing in the semester end examination.
2. At an appropriate point in time during the semester, students would be required to fill an examination form indicating the courses along with any back papers/ improvement papers (allowed as per regulations) that they intend to write the exam.
3. After completion of the prescribed formalities including minimum attendance, eligible students will be issued an admit card for appearing in the exam. Institute shall also notify the schedule for the examination.
4. Normally a semester end examination shall be of 3 hours duration until and other wise notified by the authorities. Students will not be allowed to leave the examination hall in the first one hour and after the commencement and in the last 30 minutes of the examination session. However, a student may leave the examination hall finally after handing over answer books not earlier than two hours after the commencement of the examination.
5. All students are expected to occupy the notified seats in the examination hall at least 15 minutes before the scheduled time of commencement of the examination. Any student found tampering with the seating arrangement or who arrives late for the exam shall not be allowed to write the examination.
6. The students should not come out of the examination hall without the prior permission of the invigilator. Any temporary absence from the examination hall shall be recorded by the invigilator in the prescribed proforma.
7. Normally only one student shall be permitted temporary absence from the examination hall at any given point of time. Such temporary absence shall normally not exceed five minutes.
8. No student will be allowed to leave the examination hall during the last 10 minutes. At the close of examination, the invigilator will collect answer books and students shall leave the hall after the answer books are collected and counted.
9. Students are expected to observe honesty and sincerity in writing exams. They should not be in possession of any objectionable reading/ writing material or gadgets/tools which may be considered unfair by the invigilator.
10. Students are not expected to consult/ talk to other students in the examination hall.
11. Passing, receiving or securing papers of others during the examination is strictly prohibited. Anyone who will be caught providing/ receiving assistance willfully will be held guilty of unfair means and will be dealt with accordingly.
12. Under any circumstance answer books cannot be taken out of the examination hall. It will be the sole responsibility of the student to hand over the answer book to the



invigilator before leaving the examination hall. Failure to do so would be treated as unfair practice.

13. Students shall put their signatures on the answer sheets and attendance sheets circulated during the examination.
14. Students shall not be allowed to carry any books/ folders/ notes/ laptops/ palmtops/ mobile phones/ programmable calculators/ walkie-talkie devices/ etc. into the examination hall. If any such material/ equipment are found in possession of the students or near his/her designated seat the same shall be considered as an attempt to use unfair means.
15. Strict vigilance and random checking may be carried out during the course of examination. Students must cooperate with this process which may include frisking.
16. If any student is caught using unfair means during the course of the examination, his/her answer books along with the relevant copying material will be taken back by the invigilator and deposited with the centre superintendent for onward transmission to Unfair Means Committee of the institute constituted by the Director.
17. A student booked under unfair means will be issued a fresh answer book in which he/she will write his exam. The same would be packed separately by the centre superintendent and dispatched to examination cell.
18. Since institute follows a grading system revaluation is not permitted.
19. A student shall write back papers along with the same semester exams of the subsequent batches. A student must complete his/ her programme within four years from the date of admission
20. Rules for progression are provided separately in the regulations of the concerned programme.

## 1.5 Readmission

A student who fails or is prevented from writing the exam will be allowed to seek readmission in the remaining part of the programme.

1. A student seeking readmission shall apply in writing to the Director of the institute not later than 15 days before the commencement of the semester to which he/she is seeking readmission.
2. For readmission a readmission fee of Rs. 10000 per semester will be charged alongwith regular semester fee from the batch 2012-14. For earlier batches the old fee of Rs. 7500 will be applicable.
3. However, for semester whose fee is due the fees applicable at that point will be payable.
4. In case of readmission the student must pass the courses of the programme and meet all requirements for award of diploma within the two years of the stipulated time for the programme from the date of first admission (i.e., within four years from the date of first admission to two year PGDM programme).



## 1.6 Publication of result and award of diploma

The institute shall strive to declare the result of the first semester within two months of the completion of the semester end exam and inform the students about their performance. Result would be available on the institute's website and will also be displayed on the notice board in its campus. In case of final semester students the result would be sent to their address mentioned for correspondence and will also be displayed on the notice boards in its campus.

The students shall be awarded a Diploma signed by the Director of the Institute. However, institute shall provide students with a provisional diploma immediately after the declaration of the result if the student is successful. In that case student may also request for transfer-cum-migration certificate from the institute.

## 1.7 Meritorious awards

The following awards are sponsored by different foundation/ trust for the students of IITTM

Name of foundations/ trust	Name of Medal/ Scholarship & Course of Study
Behram Dumasia Benevolent Foundation	Behram Dumasia Gold Medal- topper of PGDM (Services) Behram Dumasia Gold Medal- topper of PGDM (International Business). Behram Dumasia Gold Medal- topper of PGDM (Tourism & Leisure).
Naqshband Educational Trust of Indian Culture	Naqshband Gold Medal- topper form amongst PGDM (Services) and PGDM (International Business) who has opted for Tourism and Travel as specialization. Naqshband Scholarship to a poor deserving student every year as a one-time grant of Rs. 15000.
Inder Sharma Foundation Award	Certificate and Cash Award of Rs. 20,000 for outstanding student of PGDM- TL.
SK Mishra Gold Award	Certificate and Cash Award of Rs. 15000. Best student of PGDM- TT.
IITTM Best Student Award	Certificate and Gold Medal to seven students. Best student (selected on academic, co-curricular and extra- curricular performance) of PGDM (TT, IB, SS, TL) of Gwalior, Bhubaneswar, New Delhi and Nellore.
IITTM Merit Award	Certificate and Gold Medal to seven students. Academic toppers amongst all courses of PGDM at all centers are given this award.



## **1.8 Free- Ships**

The free ship will be called as IITTM Merit Award; it will be awarded every semester for rewarding performance in preceding semester. Free ship will be provided in each semester in each course at every centre to one boy and one girl student on the basis of academic merit.

## **2. FIELD STUDY TRIPS**

### **Study tour for TT, TL and IB**

The Institute conducts study tours for students as part of curriculum. One tour of approximately 10 days has been conducted in the past organized by the institute with Atal Bihari Vajpai- Directorate of Mountaineering and Allied Sports, An organization of Ministry of Sports, Government of Himachal Pradesh, Manali.

It includes learning on hill climbing, rappelling, camping, trekking, river crossing, night march, skiing and other activities available in the particular season. Smaller tours of two or three days may be conducted on extra funding from students for further field exposure.

### **Study tour for SS**

Study tour for SS may be conducted to industries, ports for 2 to 3 days on self funding basis.

## **3. COMPUTER CENTRE**

Computer centres of the institute is equipped with required number of systems. All systems are connected with internet. There is wi- fi facility is available in some of the important areas of the campus. Institute has got latest software's for training of students.

## **4. GENERAL RULES OF THE INSTITUTE**

1. Ragging in any form on the campus/ off the campus is strictly prohibited (See detailed Anti-ragging rules and regulations in this Handbook).
2. Physical violence/ use of foul language/ indecent dressing/ improper mannerism/ behaviour is unacceptable and may attract censure/ penalty.
3. In event of any problems like heated arguments/ fist fights/ scuffle with fellow students/ staffs, students are not permitted to approach the police station for lodging complaint or FIR. Initially the student should complain in writing to Nodal Officer/ Hostel superintendent, who will take necessary action in the matters.
4. Chewing and spitting of pan, gutka, tobacco/ smoking/ consumption of alcohol/ drugs is strictly prohibited in the institute or hostel premises.
5. Any student filing an FIR against a fellow student without permission from the institute authorities will be viewed seriously and will call for strict disciplinary action. If a student is not satisfied by the action taken by the nodal officer/ hostel



superintendent, he/ she should seek appointment with the Director and should bring it to his/ her notice.

6. Students and their visitors should ensure the proper upkeep of gardens/ lawns of the institute.
7. Students and their visitors should not cause damage to institute property which may attract expulsion from the institute.
8. Vehicles of students/ visitors should be parked at designated parking spaces. They are not allowed to bring their vehicles inside the premise specially near the residential areas.
9. For any complaints/ suggestions the students are requested to come through their programme chairpersons or record it at the reception. There is complaint box located at the institute's reception.
10. No student is permitted to use the institute's stationary like letter-heads, envelopes, etc.
11. Weapons or replicas of weapons are not permitted on institute campus at any time. Criminal charges will be filed in every instance, as well as suspension or expulsion.
12. Involvement in any criminal offence under Indian Legal System will result in suspension or expulsion from the college.
13. Engaging in unauthorized trade/ trade activities within the premises/ campus is prohibited
14. Illegal Drugs and Alcohol (possession/ personal use/ providing for others) is strictly prohibited.
15. For problems related to administration/ accounts students may contact Administrative Officer/ Account officer of the centre or the person designated for the purpose.
16. Students are expected to show respects for teachers, staff and elderly people on the campus and outside.
17. Students are required to organize and carry themselves in a presentable manner expected of a professional. Students will wear clean, neat and presentable clothing. Students are advised to follow the following dress code while attending the institute for lectures/ practicals / library / labs and formal functions of the institution.

### **Instruction for boys**

Boys are expected to be formally dressed in trousers and collared shirt; Leather shoes and socks

#### ***Prohibited for boys***

T-Shirts, tight fitting dirty jeans, Caps, Chappals/ Sports shoes, Shorts, Ear rings, any form of piercing, excessive jewelry, bands, etc., torn trousers touching the floor, pony tails, trousers with more pockets, indecently low waist trousers, clothing depicting illegal drugs, alcohol, profane language, racial, sexual and vulgar suggestions.



### **Instruction for girls**

Girls are expected to be formally dressed in like Salwar Kameez, Chudidar, trousers, formal foot wear; Hair (beyond shoulder length) to be tied up.

### ***Prohibited for girls***

Tight fitting dirty jeans; torn trousers touching the floor; Revealing deep tops/ Spaghetti top/ Sleeveless tops/ shirts/ t-shirts depicting illegal drugs, alcohol, profane language, racial, sexual and vulgar suggestions.

## **5. ANTI RAGGING RULES AND REGULATIONS**

Ragging in any form is strictly prohibited in the institute.

1. Ragging within the Institute campus and hostels is strictly prohibited.
2. Ragging in any form is prohibited also in the private lodges/buildings where these institute students are staying.
3. No person including students / staff / faculty shall participate or abet or propagate ragging in any form.

### **What constitutes ragging?**

- (a) Any disorderly conduct whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness any other student.
- (b) Indulging in rowdy or undisciplined activities which causes or is likely to cause annoyance, hardship or psychological or physical harm or to raise fear or apprehension thereof in a fresher or a junior student.
- (c) Asking the students to do any act or perform something which such student will not in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or a junior student.
- (d) Teasing, embarrassing, humiliating, assaulting or using criminal force or criminal intimidation, wrongful restraining or confining or causing grievous hurt, kidnapping, and extortion or molesting or committing unnatural offences or causing death or abetting suicide, use of criminal force, criminal trespass and intimidation.

### **Punishments**

Ragging is a cognizable offence under the law and the punishments to be meted out have to be exemplary and justifiably harsh to act as a deterrent. It may include:-

- (a) Cancellation of admission, suspension, rustication or expulsion from the Institute / Hostel.
- (b) FIR with the police and arrest.
- (c) More severe punishment where justified such as fine / imprisonment etc.
- (d) Collective punishment may be imposed where involved persons are not identified.



## **Institutional mechanism for curbing ragging**

### **1. Anti-Ragging Committee**

- a. Each IITTM centre has an “Anti-Ragging Committee” headed by the Nodal Officer of the IITTM centre. It will comprise of selected faculty members, parents, students from the *freshers* category as well as seniors and selected non-teaching staff.
- b. This Committee is fully and totally responsible to ensure that no incidence of ragging as given in these regulations takes place and will also monitor and ensure that the instructions of these regulations are followed fully at all times.
- c. The Committee also maintains alert vigil at all times and ensures that the Anti-Ragging Squads of the Institutions carry out their functions properly.

### **2. Anti-Ragging Squads**

- a. Director has constituted a number of Anti-Ragging Squads. The number of squads is dependent on the number of blocks / floors on the hostel and strength of the students so that the Anti - Ragging measures can be effectively implemented.
- b. Anti-Ragging Squads comprise of senior faculty members and responsible representatives of senior and fresher students. Its function will include going around / patrolling the institution and the campus common areas, maintain vigil and take action if they notice any incidence of ragging either in their Institution or any other Institution / or in the Campus.
- c. The Squads also have the responsibility to investigate incidences of ragging and to report to the Anti-Ragging Committee / Anti-Ragging Control Room for immediate action / punishment wherever required.
- d. On the report of Anti-ragging Squad or any other person who witnesses the incidence of ragging or on the complaint of any fresher student, immediate action will be taken by the Anti - Ragging Committee to decide appropriate punishment from the list of punishments in the Regulations and award it with intimation to the Institute HQ.

### **3. Undertaking from students and parents**

All students of the institute and their parents and, or guardians are required to submit a combined undertaking at the time of registration, in the prescribed format as in *Annexure 1* to this section at the time of registration (at the beginning of the academic session).



## 5.1 Annexure 1

(Affidavits on Rs. 10.00 stamp paper)

### **Undertaking from the students and parents as per the provisions of anti-ragging verdict by the Hon'ble Supreme Court and rules/ orders of the institute**

I, Mr./ Ms. ...., Enrollment No. .... of PGDM (TT/TL/SS/IB/TC) programme, Semester....., a student of Indian Institute of Tourism and Travel Management, .....centre do hereby undertake on this day.....month..... year....., with respect to above subject that:

1. I have understood that indulging in any form of ragging is a cognizable offence and it will result in police action and/ or would also result in cancellation/ expulsion of my studentship to the courses (s) and I will have no claim whatsoever in this regard against the institute.
2. That, I have read and understood the directives of the Hon'ble Supreme Court of India on anti ragging and the measures proposed to be taken in the above references (Available in the Institute's Handbook).
3. That, I understand the meaning of Ragging and know that ragging in any form is a punishable offence and the same is banned by the institute and the court of law.
4. That, I declare that I have not been found or charged for my involvement in any kind of ragging in the past.
5. That, I shall not resort to ragging in any form at any place and shall abide by the rules/ laws prescribed by the courts, Government of India, and the institute authorities for the purpose as at present and as revised from time to time.
6. That, I undertake to face disciplinary action/ legal proceedings including expulsion from the institute if the above statement is found to be untrue or the facts are concealed, at any stage in future or if I am found to have indulged in ragging.

Signature of the student

I hereby fully endorse the undertaking made by my son/ daughter/ ward.

Signature of Mother/ Father/ Guardian



## 6. INSTRUCTIONS SPECIFIC TO HOSTELS

1. The students while occupying the room should take stock of the facilities provided and submit the inventory to the Hostel Superintendent. Any damages, items missing, repairs needed etc., should be communicated to Hostel Superintendent/ Asst. Caretakers in writing. All subsequent damages and losses will be charged to the student(s) individually or collectively as the case may be.
2. The students should keep their rooms tidy and clean and take proper care of the furniture and fixtures. Any damage will be made good by recovering the cost from the concerned students.
3. The students are permitted to occupy their allotted rooms only for the duration of their course work.
4. It will be the student's responsibility to return the articles and keys issued while vacating the hostel for obtaining the clearance.
5. Hostel Warden/ Asst. Caretaker will have access to rooms at all reasonable times for inspecting the room and carry out such normal works as may be considered necessary for maintenance.
6. Students are expected not to deface/ disfigure the walls, doors, windows, furniture and fixtures of their rooms by writing, drawing, painting anything, pasting stickers or by hammering nails into the walls. Any cost involved in it will be charged to the students. If on inspection anyone is found guilty, monetary fine will be imposed on him/ her.
7. Students are advised to minimize wastage of electricity and water. Turn off running taps and switch off the lights and fans while leaving the room.
8. Students are expected not to play/ operate any musical or any kind of audio/ video instruments too loudly or cause disturbance to other students. Students must ensure that a proper atmosphere for studies prevails inside the hostels.
9. In case of emergencies, the students going out of station must obtain the necessary permission from the Hostel Warden/ Asst. Caretakers. The student should leave the contact address with Hostel Warden/ Asst. Caretaker. Failing to do so will call for disciplinary action against them.
10. The students who will go out of the hostel are required to return before the schedule time staying beyond prescribed time requires obtaining prior permission of the Hostel Superintendent/ Warden. Any student found not present in the campus after that time would be treated as unauthorized absence and is liable for disciplinary action and the same will be reported to the parents.
11. All students are required to submit the details of the local guardians, if any, including telephone number in advance which should have the approval of the parents/ legal guardians.
12. In the morning, no student would be allowed to move out of hostel before 6:00 am from April to October and 7:00 am from November to March without prior



permission. Students should not go out of the campus after 8:00 pm and before 6:00 am.

13. When students go out of the campus, they are advised to wear formal dress, preferably uniform. They must carry their identity cards along with them in their own interest. The security may not allow them to enter into the campus if they are not able to produce their Identity Cards.
14. All students are expected to be in proper dress and maintain proper decorum while in the Administrative/ Teaching Blocks, Library and Canteen/ Mess/ Dining Hall. Wearing Bathroom slippers, shorts, miniskirts and other forms of casual wear are prohibited in these areas. However, the use, if anybody wishes, should be confined to their room only.
15. Keeping of pets is strictly prohibited.
16. The inmates are advised to maintain proper decorum while entertaining the guests.
17. If a student does not turn up in the hostel at night by 10:00 pm, the matter should be immediately reported to the Hostel superintendent/ Warden by her room partner without fail. Any lapse on the part of room partner in reporting the matter will be viewed seriously.
18. Late coming or overnight stay outside without proper permission of the warden will result in disciplinary action against the defaulter. Repeated misdemeanor of this kind could result in rustication from the hostel.
19. Any student if found absent without proper permission, would be treated as unauthorized absence. First such absence will be fined Rs. 150/-, second absence will be fined by Rs. 300/- with information to parents, and their absence will attract expulsion from hostel.
20. The students are required to sign a roll-call register as and when required.
21. Visiting hours for non-residents are only from 1700 hours to 1900 hours. Guests of student are not allowed to stay with them in the hostel.
22. Outsiders are not permitted to meet the hostellers inside the hostel premises except the parents/ local guardian. The entry of parents/ local guardian is also limited to the visitors' room only. Any other person, who comes to the hostel to meet students without prior permission of the hostel authorities, would be asked to immediately leave the hostel and campus in such cases.
23. If the admission of a student is cancelled, he/ she shall have to vacate the hostel within 24 hours of intimation. The students will have to vacate their hostel rooms within two days after their final term-end examination is over. The students may also be asked to vacate their hostel rooms after each and every term-end examination.
24. Students shall not be permitted to keep or consume/ use any alcoholic beverages, firearms/ weapons, drugs (except those prescribed by a registered medical practitioner), narcotic substances, intoxicants, inflammable materials, electric heaters, etc., in the room or in the institute's premises. Cooking inside rooms is strictly prohibited.



25. Gambling in the hostel and institute premises is prohibited.
26. Students are not permitted to employ private servants in the hostel.
27. The common room and television facilities may be utilized only during prescribed hours. For damage of T.V, chairs, table etc in the common room equivalent amount will be charged from residents for repair/replacement as the case may be. Students are not allowed to watch TV during class hours on week days i.e. from 9.30 am to 5.30 pm except during the lunch time. During class hours the TV room will remain locked. .Prior permission for extension of watching time has to be obtained from the concerned hostel warden.
28. The rules and regulations regarding use of common room, mess shall be revised by Hostel Warden.
29. Any incidence of infectious disease must be brought to the notice of the authorities immediately. In such cases the infected student will be asked to vacate the hostel temporarily till he is certified fit by a recognized medical practitioner.
30. The Boarders are themselves responsible for the safety of their belongings and valuables, such as cash, expensive jewellery, electronic goods etc. They must also handle electrical equipment carefully and should take care to properly shut the windows and lock the doors of their rooms before leaving their rooms. Boarders are advised not to keep too much cash in their rooms and that too should be kept properly locked in their suitcases. The management is not responsible for any pilferage/ mishap caused due to carelessness or negligence on the part of the student.
31. No meetings/ gathering/ parties of any kind will be encouraged or permitted to the hostel premises, without prior permission of warden and hostel superintendent. Students are not allowed to hire music systems from outside. If any celebration has to be organized, then ten days' prior permission in writing has to be obtained from the Hostel Warden /Superintendent. No individual celebrations would be allowed & there will be no time extensions granted.
32. The boarders should pay the hostel/ mess dues regularly, failing which their name will be struck off from the boarders list.
33. Students should report any misbehavior/ misconduct on the part of attendants, watchmen or other employees to the Hostel Warden/ Hostel Superintendent and do not deal with them directly.
34. The students are expected to maintain good conduct both inside and outside the institute and hostel. Failure to do so may invite disciplinary action against them including suspension or rustication from the hostel/ institute.
35. No students should remain in the hostel while classes are in progress without the permission of the Hostel Superintendent/ Hostel Warden.
36. Hostel related problems/ suggestions must be brought to the notice of the hostel authorities in writing. If the students have any complaints (regarding maintenance, cleaning or administrative etc) then they can enter their complaints into the complaint



register kept with the hotel attendant at the reception counter. They may also meet the Hostel Warden for pressing problems in office from 9.30am to 6.00 pm.

37. Male students are not allowed to enter the Girls' Hostel at any time. Any violation of the rule will be taken as gross discipline and is severely punishable. Hostellers also must not entertain day scholars/outside in their rooms or inside the hostel compound.
38. The timing of the mess is as follows :
  - Breakfast – 7.30 a.m. to 8.30 a.m.
  - Lunch – 1.00 p.m. – 2.00 p.m.
  - Dinner – 8.00 p.m. – 9.00 p.m.
39. Parents/ guardians/ relatives/ friends of students are not provided any accommodation in the hostels or guest rooms. If any student is found to keep any of his guests in his room without permission of the warden, a fine of minimum of Rs. 100/- per day will be charged from him/ her for the number of days his/ her guest has been staying in the hostel. Moreover, the guest will be asked to immediately leave the hostel in such cases.
40. Students will only use the main doors for entry/ exit to Hostel/ mess.
41. Use of obscene language has to be strictly avoided.
42. Students are not allowed to play any games other than carom and chess inside the hostel.
43. Forcible occupation of any other room (apart from allotted one) may result in eviction from hostel premises.
44. Students are to have their food inside the mess or canteen only and must not carry or have the food outside these prescribed areas. They are not allowed to carry the food to their hostel rooms or lawns unless sick and that too with prior permission of the Wardens.
45. Before keeping any personal valuable items like Personal Computer, Cooler, TV etc. They are required to take prior permission of Hostel Superintendent.
46. Ragging in any form in hostel campus is strictly prohibited. Indulging in ragging is punishable as per rule and includes expulsion from the Institute/ Hostel.
47. In the event of any problem like heated arguments/ fist fights/ scuffle with staff or fellow students. Students are not permitted to approach the Police directly for lodging a complaint or FIR. Initially the student should complain in writing to the Hostel Superintendent through Asst. Caretaker, who will take necessary action in the matter. If any student files an FIR against a fellow student without permission from the Institute authorities then that will be viewed seriously and will call for strict disciplinary action. If a student is not satisfied by the action taken by the Hostel Superintendent, he/ she should seek appointment with the Director and should bring it to his/ her notice.
48. Chewing and spitting of pan/ smoking of cigarette/ consumption of drugs and alcohol is strictly prohibited in the hostel or Institute premises. On inspection if the



authorities doubt that any student has consumed alcohol or has taken drugs, then the concerned student will be taken for medical examination. Punitive measures including suspension/ rustication from the hostel/ institute could be taken against him/ her as deemed fit by the authorities, if found guilty.

49. Students and their relatives/ friends should ensure the proper upkeep of garden/ lawn of the institute. The vehicle brought by them should be parked at the specified place and not in the lawns and gardens.
50. Students have to deposit their hostel fee in the Accounts Section. The dates for the semester fee deposition will be announced from time to time and time will be given for depositing the same.
51. Non compliance of instruction, non-observance of prescribed rules and gross misbehavior may lead to stern punitive measures including monetary penalty or suspension/ rustication from the hostel/ institute.
52. The decision of Hostel Warden/ Superintendent shall be final and binding in all matters. The rules may be revised from time to time.

All Day Scholars are required to leave the Campus latest by 08:00 p.m. Entry/ presence of Day Scholars in the Campus will not be permitted beyond 08:00 p.m. and on holidays unless specifically allowed under the authority of the respective Head of Institution. Strict disciplinary action will be taken if a day scholar is seen in the Campus after 08:00 p.m. or on holiday without proper authority.

## 7. LIBRARY RULES

1. Library will observe the following working hours:

**Semester period**      Monday to Friday 9.30 am to 8.00 pm  
Saturday- 10.00am to 5.00 pm  
(Library will remain closed on Sundays)

**Vacation period**      Monday to Friday 10.00 am to 5.00 pm

2. Every person who enters the library shall sign the gate register in token of his acceptance to adhere to the rules of the library.
3. Any personal belongings except purses and one note-book shall not be allowed to be carried with the readers beyond the issue counter. These shall be deposited at the property counter.
4. Readers shall maintain perfect order and silence in the library.
5. Making noise, spitting, smoking or doing anything else which may disturb other readers or which may be against the discipline of the library is strictly prohibited.
6. Librarian will have the authority to disallow any member from entering the library, if he is intoxicated or not properly dressed. The Librarian will also have the authority to disallow any person from entering the library at his discretion without giving any reason.



7. No person entitled or permitted to use the library shall mutilate, disfigure, deface by writing in the margins, by underlining sentences, by marking passages or by damaging in any other way a book, periodical, map or chart or any other property of the library.
8. A reader responsible for any damages caused to the reading materials or to any other property of the library shall be required to replace the reading material or pay for the property besides the penalty imposed upon him by the Librarian.
9. If books issued to a member are found mutilated at the time of return he/ she shall have to replace or pay the price thereof. Therefore, members are requested to check the books thoroughly before getting them issued.
10. Readers shall vacate their seats 15 minutes before the closing time of the library or earlier if the Librarian, or in the absence of the Librarian, the senior-most staff member of the library orders so.
11. The Librarian reserves the right to suspend/ cancel the membership privilege of any member found misbehaving with the Library staff or for any other indecent behavior. Such a member is also liable to be expelled from the library.
12. When the students have any complain about the services providing by the library they should not enter into argument with the library staff. Instead, they are advised to bring it to the notice of the Librarian.
13. Any infringement of the library rules will render a member's privilege of admission to and of borrowing books from the library liable to cancellation.
14. These library rules may be altered or amended or new rules may be added to the existing ones by the competent authority from time to time without notice to the members and these rules or any alternations or amendments to them shall be effective and binding on all concerned. A copy of these rules will be made available when asked for.
15. The library attendant at the entrance and exit gate of the library is authorized to search the person or a reader if he suspects that he is carrying any unauthorized book or other reading materials or any other property from the library.

### ***Eligibility for library membership***

1. Following persons are eligible to become member of the library
  - (a) All students on roll of the IITTM, Gwalior
  - (b) Staff members of IITTM
  - (c) Any other person authorized by the Director
2. A person eligible to be enrolled as a member of the library will fill up and sign a membership registration form obtained from the Librarian.
3. All members in the category (c) above will have to deposit refundable caution money of Rs. 5000 and an advance of the following annual fee.



<b>For one card</b>	Rs 1000/- (can borrow one book)
<b>For two card</b>	Rs 2000/- (can borrow two books )

4. Membership will be renewed after one year on payment of Rs 100/-
5. Each member will be issued a library card-cum-identity card (non transferable) at the time of enrollment, which would entitle him to for taking books on loan.
6. The library card would be returned to the member when he returns the books.
7. Student member will come to the library personally to take and return books on loan.
8. Membership of a student will remain valid till he gets his roll number for appearing in his final semester of an academic year. A student member who wishes to continue membership of library during the examination days will be required to return all the books, pay all dues within two days of the completion of his examination; failing which his result will be withheld by Controller of Examinations.
9. The librarian may recall any book from any member at any time.
10. No book shall be issued on loan which in the opinion of the Librarian in not in a condition to be safely handled by the borrower.

### ***Re-issue of book***

The loan of books may be renewed at discretion of the Librarian provided the books in question are not in demand by other members.

### ***Reservation***

A member may get book requisitioned for loan by filling prescribed reservation slip available at the issue counter. If the member who got the books reserved fails to collect the reserved book within two day after the intimation, such a book may be issued to others members.

Before getting books issued any mutilation or markings should be pointed out immediately to the issue counter assistant and his initials be obtained. Otherwise the member shall be responsible for mutilations and marking discovered afterward.

A gate pass will issued from issue counter for each book. The gate pass along with the issued book will be handed over by the member to the library attendant on duty at the gate, who after verifying the particulars will return the book to the member and keep back the gate pass with him.

A member can be issued two books and two magazine at a time for one week.



At the rate of the one rupee per day per book/ magazine will charged, if the book/ magazines is returned after due date.

### ***Loss of the library card-cum-identity card***

The loss of a library card-cum-identity card should be reported immediately in writing to the Librarian. To enable such members to continue the membership, duplicate library card-cum-identity card would be issue on payment of Rs 50/- within one week from the date of reporting.

### ***Loss/ mutilation of books***

1. In case of damage or loss of a book the member shall be required to replace the book or pay the cost of replacement of the book . Replacement cost of a book will mean the latest price of the book as per accession register or market price, whichever is higher, plus postal and other incidental charges to be incurred in procuring the book.
2. If such a book is out of print and list price is not know, the price to be charged will be determined by the Librarian in consultation with Chairman Library.
3. The amount of replacement cost of the book or any other charges on other counts will be received against an official receipt and the money so collected will be deposited with the account section.

### ***Restricted categories of reading material***

Reference books, loose issues and bound volumes of rare books and such other material as may be placed under restricted categories will not be lent out ordinarily.

### ***Text books***

1. One of the copies of a text book placed in text book section in the library will be treat as reference copy or library copy, which will not be for issued to any member.
2. A book which is on great demand will not be issued to the same student on consecutive days even if he fills in reservation slip.
3. The following timings have been fixed for the purpose of reservation, issue and return of text books.

**Issue of books**                      Daily 10.30 am to 1.00 pm (Monday to Friday)

**Return of Books**                      Daily 2.30 am to 6.30 pm (Monday to Friday)

### ***Issue of the no dues certificate to students of IITTM***

1. A member will obtain a clearance certificate from the library after returning all the books issued to him and surrender the library card-cum-identity card.



2. The examination controller will issue roll numbers to the student members appearing in the final semester examination after they produce a no dues certificate from the library. The controller of examination will also inform the library of the those students, who leave their studies in the mid session and library security/ marks detail will be released by him to them after they produce no dues certificate from the library.

### ***Photocopy facility***

1. Facilities are available for having photocopies of relevant books and journals, at the rate of 75 paise per page. For this, member may be fill up the photocopy slip obtainable from the photocopy in charge and give it to them with relevant documents.
2. Only limited library literature for classroom and reading purposes is allowed for photocopy. No photocopy will be allowed that violates copyright act.
3. The photocopies will be delivered next day.

### ***Audio visual facility***

1. Audio visual equipment is also installed in the library. Interested members are requested to take prior permission from the Librarian to use it.
2. At a time only one member can avail the audio visual facility with the use of head phone.

## **8. PLACEMENT POLICY**

One of the accepted responsibilities of IITTM is to help their students with summer placements and job placements at the end of the teaching programme. Our aim is that each of our candidates be placed in the best place suitable to their skills and capabilities.

1. Institute shall make efforts to place in jobs all **eligible** students.
2. Eligibility:
  - (a) All students who want to be considered for placement and summer intern shall provide updated error free CV and two colored photographs to the placement coordinator within the prescribed time. Please provide one hard and one soft copy to the office.
  - (b) The resume file should be .doc file and name of the file should contain their batch, name and roll no.  
***Example 2009-11\_Rahul (48)***  
No other formats will be accepted.
  - (c) Must maintain a cumulative grade average of 5.5.
  - (d) Must not have any major indiscipline complaint against them during the programme.
  - (e) Must have at least 80% attendance in aggregate in taught courses.
  - (f) Must have at least 80% attendance in special lectures and events.



3. Students who are eligible for any pre placement talk (PPT) will have to give his/ her consent before attending the same to the concerned coordinator. Failing which the candidate will be marked absent for the particular placement.
4. Students who fail to attend the pre placement talk (PPT) after his/ her consent would deem to have out of placement process.
5. The institute shall try to provide opportunity to all its registered students to secure one job at the first instance, and pursues a policy of one student one job till at least 80% of the eligible students in a particular discipline get one job.
6. Each eligible student will be given a maximum of five attempts in campus placement drives.
7. Once 80% of the eligible students of a programme get one job, the eligible students already having a job will be eligible to apply for another job. A student who has obtained a second job in this fashion will not be allowed to appear for any more interviews.
8. If an eligible student is offered a second job, he/ she must give a letter of regret to the company which offered the first job and a letter of acceptance to the second.
9. After accepting a job offer, if any student decides to withdraw his/ her acceptance any time during the year, he/ she must inform the company concerned through the institute immediately.
10. The job positions along with the eligibility criteria will be forwarded to the student's e-group along with the list of eligible students. The students are supposed to join the e-group so that information can be disseminated smoothly. At times job position and pre placement talk is scheduled at very short notice, so it is advised that students should check their mail regularly.
11. General instructions:
  - (a) For a placement talk students should come with hard copies of their updated resume, passport size photographs, photocopy of relevant documents duly attested and any other documents as directed by placement coordinator.
  - (b) Appear for any of the placement related processes in proper formal clothing. Students in casual clothes shall be prevented from attending the process.
  - (c) The student shall maintain punctuality for all events. *This is very important.*
  - (d) Students should always be in possession of their IITTM ID card and few hard copies of their resume.
  - (e) All the queries regarding placement etc. will be handled by the coordinators.

#### **Note**

- A. The above rules are subject to change as and when the placement office deems fit. All changes would be properly notified.
- B. On all matters not covered by the above rules, the placement office shall act on its discretion and its decision would be binding on all parties.



## **9. SUMMER INTERNSHIP GUIDELINES**

PGDM students are required to undergo six to eight weeks summer internship after completion of 2<sup>nd</sup> semester examination. The training is basically meant to help student understand the organizational working and apply concepts learned during 1<sup>st</sup> and 2<sup>nd</sup> semester classroom teaching in the real business situations. The students are expected to participate in projects relating to the different specialization areas preferably of their choice.

### **9.1 Objectives of training**

Purpose of summer training/ internship is to help students develop necessary skills, knowledge and attitudes required in corporate/ management profession.

Important objectives of summer training/ internship are:

- i. To provide students with an opportunity to gain insight into the selected business and to understand the working culture of organizations.
- ii. To recognize his/ her capabilities and shoulder responsibilities as a professional.
- iii. To have a feel of the problems faced by business organizations and develop creative solutions.
- iv. To gain deeper understanding in specific functional areas.
- v. To recognize the linkages among different functions of a business and develop a realistic managerial perspective about organizations in their totality.
- vi. To provide a platform for the corporate to test the reliability, quality and performance of the students and to make a final job offer later if they so deem fit.
- vii. To helps in exploring career opportunities in their areas of interest.

### **9.2 Procedure of summer internship**

Summer internship for the students will be managed by training coordinator. The students can manage his training by his own but in that case he had to inform the training coordinator in advance. The following procedure would be followed:

- (a) During the training the student will be under the supervision of a person in the organization who will act as his/her corporate guide. He/she will provide guidelines on how the student should work during her stay with the organization.
- (b) Each student would be allocated one faculty member (mentor) from IITTM who would advise him/ her on the training project given by the organization.
- (c) The student is required to meet the faculty guide before departing for the summer training and take necessary instruction from him/her.
- (d) The student will be required to report to the faculty guide (mentor) immediately after joining the company for the project. The faculty guide (mentor) may consult the corporate guide from time to time for obtaining information on the progress of the Project work of the student.



- (e) No student will change organization during the training period. However, in the interest of students their case may be put before training coordinator citing valid reasons within 7 days of commencement of the training.
- (f) After the student joins the training, a joining report must be submitted within 10 days (*Annexure 1*).
- (g) No project will be accepted unless it is done in consultation with the faculty advisor (mentor) and duly signed.
- (h) The students should take their identity card when reporting to the organization and maintain a logbook and record all the information gathered and work done daily. IITTM faculty guide may visit the organization at any time to assess the progress of work.
- (i) The students are required to keep the telephone numbers, email id and contact particulars of their respective faculty advisor assigned by the placement coordinator.
- (j) The project given by the organization would be final whether it is a research project or any other work the organization wants from the student to do.
- (k) The students shall be responsible for getting the feedback about their performance during the training duly filled and signed from company/ organization guide in the prescribed format. (*Annexure 2*).

### 9.3 Rules for on-job-training

All the students must follow the following rules and regulations, failing in which they have to repeat the training next year.

#### 1. General rules

- (a) All the communication must be in writing (e mail). No verbal communication will be accepted.
- (b) Student shall undertake the training in the Organisation decided by IITTM. In case any change is made by the student for unavoidable reasons, the same shall be brought to the notice of Training Coordinator immediately.
- (c) Students should follow the procedure as mentioned in 9.2.
- (d) All the reports and forms must be submitted in the prescribed formats.
- (e) Student should adhere to the timings for submission of report as mentioned by the training coordinator.
- (f) Students must be in regular touch with his faculty advisor (mentor).

#### 2. Conduct rules

- (a) Student must follow code and conduct of the company/ organization.
- (b) Student must adhere to the timing schedule of the company/ organization.
- (c) Student must follow the dress code of the company/ organization (*if any*).
- (d) Students must not indulge in informal talks and must conduct themselves professionally in the organization/ company.
- (e) Students will not speak negative about the institute and their faculty members.
- (f) Misbehavior of any kind may result in cancellation of candidature.
- (g) Receive instruction and carry out suggestions for training sincerely and to the best of your ability.
- (h) Students will discharge every responsibility assigned to him in full spirit.



**3. Leave rules**

- (a) Student attendance in the company/ organization must be at least 85% or as specified in the rules and regulations of the organization/ company, whichever is higher.
- (b) No leave should be taken without prior permission from the company/ organization. Leave must also be informed and sanctioned from college faculty advisor (mentor) also.
- (c) If a student is absent during surprise visit without any prior information, his/ her candidature will be cancelled and student has to repeat the training during the next summer.

**10.PROJECT REPORT FORMAT**

All the students have to prepare and submit a written project at the end of the training. This need not necessarily be a statistical or analytical report; it could be a learning and experience sharing report. The project report will have to certify by the organization. Detailed guidelines for writing project report are attached as *Annexure 3* for reference. This is at best indicative.

**10.1 Annexure 2**

**Indian Institute of Tourism and Travel Management**  
**Joining report on internship/ training**

- (a) Student Name and Roll No. ....
- (b) Address.....  
-----
- (c) Contact no.....
- (d) Email id. ....
- (e) Name of the company.....
- (f) Address .....  
-----
- (g) Date of joining .....
- (h) Name of training supervisor .....
- (i) Contact no. ....
- (j) Area assigned .....
- (k) Title of the project .....

Signature of candidate

Date:



## 10.2 Annexure 3

### **Indian Institute of Tourism and Travel Management**

(Feedback on internship/ training)

(To be filled up by the Project Guide/ Departmental Head)

Name of the student .....

Roll no. ....

Project title .....

**Please tick the appropriate box**

	<b>Parameter</b>	<b>Excellent</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>
1	Extent of conceptual reading and clarity	<input type="checkbox"/>				
2	Comprehension of the project	<input type="checkbox"/>				
3	Seriousness, sincerity and thoroughness in planning before the study/ training started	<input type="checkbox"/>				
4	Sense of responsibility and commitment	<input type="checkbox"/>				
5	Time and quality orientation	<input type="checkbox"/>				
6	Initiative, drive and enthusiasm	<input type="checkbox"/>				
7	Communication effectiveness and keeping the superiors informed about the progress	<input type="checkbox"/>				
8	Prevention of mistakes and seeking guidance from the experienced person	<input type="checkbox"/>				
9	Acceptance of mistakes	<input type="checkbox"/>				
10	Depth of study in relation to the scope envisaged	<input type="checkbox"/>				
11	Practicality or recommendation vis-à-vis purpose of the study	<input type="checkbox"/>				
12	Behavior and conduct	<input type="checkbox"/>				
13	Discipline, punctuality and regularity	<input type="checkbox"/>				
14	Quality of reporting and presentation	<input type="checkbox"/>				



1. Is the report useful to company            Yes .....    No .....
2. Would you implement it                    Yes .....    No .....
3. If yes, to what extent and in what respect can you implement it  
.....  
.....
4. If no, can you please specify the reason for it?  
.....  
.....
5. Any weakness observed which he/ she needs to correct and the Institute should pay attention.  
.....  
.....
6. Any aspect on which he/ she should pay more attention to be more professional and effective  
.....  
.....

Name .....

Designation .....

Company .....

Contact no. ....

Fax no. ....

Email Id .....

**(Signature of the Project Guide / Departmental Head with Date)**

**Company seal**



## 10.3 Annexure 4

### *General guidelines*

1. The project report should be neatly typed and presented in a professional manner. Avoid using multiple colours. Report should be spiral bound.
2. The length is not important, but the content is.
3. The format is indicative.

### *Typing instructions*

- Border indents
  - o Top, bottom and right- 1'2''
  - o Left- 1.5'
- Page numbering- bottom centered
- Font type- Times New Roman
- Font colour- only black
- Font size- Uniform and consistent throughout the report
  - o Chapter heading (level 1)- 16 (**Bold**)
  - o Title (level 2) - 14 (**Bold**)
  - o (Level 3)- 12 (**Bold**)
  - o Running text- 12 (regular)
- Line spacing- 1.5
- Graphical presentation- colour/ black and white
- Graphical number- each and every table/ exhibit/ figure must be assigned its reference number. *Eg.- Table 1.1, Fig. 1.1, etc.*

### *Project report format*

- Acknowledgement/ personal statement
- Training certificate (Subsequently endorsed by mentor)
- Table of contents
- 1. Executive summary
- 2. Organization overview
- 3. Objective of the project
- 4. Scope of the project
- 5. Literature survey (*if needed, depending upon project given by organization*)
- 6. Methodology (*depending upon project*)
- 7. Findings, data analysis and interpretations (if applicable) or learning from the training.
- 8. Suggestions and recommendations or observations
- 9. Limitations if any

Bibliography

Annexure

### *Printing instructions*

A4 Size paper; spiral binding with PVC sheet



## 11. GUIDELINES FOR DISSERTATION/ PROJECT REPORT

Research is about discovery, the testing of hypotheses and of ideas. It is about the establishment of facts through enquiry and exploration. The outcome of research is new knowledge leading to improved understanding of mechanisms and the development of new and improved procedures. To ensure that the use of research results is maximized, it must be disseminated in an appropriate manner. In many senses, the dissemination of the research results is just as important as the research activity itself.

As a future manager, students would be expected to explore solutions in a scientific manner and present their finding professionally. Students of IITTM are therefore expected to write a dissertation as partial requirement of award of Post Graduate Diploma in Management.

There are many ways to disseminate research results and the production of a research dissertation or thesis is one of them. A common mistake is to regard it as a "beefed-up" cut and paste report. It is also not a topical essay. It must be written such that the results presented can be validated and to form the basis for further investigations. Procedures adopted must be justified; claims and conclusions must be supported by experiments or reasoned arguments and deductions. A research dissertation contains elements which distinguish it from other types of reports, and because it is the culmination of several months of work, the publication can be quite voluminous. However, students are expected to restrict it to around 50 A4 pages. Writing one therefore requires some thought, planning and organisation.

### *Project report timeline*

Project report is a fourth semester course. However, students are advised to start working on their research from third semester itself. Timeline is as PER ANNUAL ACADEMIC CALENDER:

### *Layout of the report*

"Layout" refers to the presentation format that the dissertation or thesis should follow, and this is usually dictated by institutional guidelines or regulations. Please note the following

- Prepare a proper formal typed dissertation as per topic allotted against your roll no. below.
- Please ensure correct British English for your dissertation. Double check for spellings and grammar. Poor quality of text work might invite penalty in marks.
- Be to the point.
- Use all resources- books, journals, internet, magazines, databases, etc. for your thesis.
- Write in your own words. Use third person. However, use references and quotes liberally. Please quote references professionally (See note on referencing).
- Use contemporary news/ reviews/ statistics to make your point.



- Use TNR font, size 12, 1.5 line spacing, 6 point space before and after for paragraphs.
- Use MS Word default margin spacing (1.0” top bottom and right margin and 1.5” left margin).
- First level headings would be **bold 14 sizes**. Second level headings would be **bold 12 font size**. Next level would be *12 bold italics*. Third level would be *12 italics*.
- Use ‘Sentence case’ for headings. Do not use all caps, underlines, ‘Title Case’ for headings.
- Indent paragraphs beginning by 0.25”.
- Typical thesis would be up to 35-50 A4 size pages in length.
- File name should be <Group No.> <your destination>. doc ( please ensure you do not create a .docx file).

### **Structure of the report**

Structure, as opposed to layout, refers to the organisation of the chapters or sections that make up the dissertation. Unlike layout, which is usually dictated by Institutional requirements, strictly speaking, there are no fixed rules governing the structure of a research dissertation. However, it is generally accepted that a dissertation should have the following:

#### ***Cover page***

Where you enter the full title, and the sub-title if any, of the research work; the name of the author; a statement about the degree programme under which the dissertation is submitted; the date of submission. (See annexure to this section)

#### ***Abstract***

Which are usually a one page summary of the objectives of the research; the methodology used and the main findings of the work.

#### ***Content list***

Which lists the chapter and section headings with their corresponding page numbers.

#### ***List of tables, diagrams and illustrations***

Which list the figure and table numbers, together with captions and their corresponding page numbers.

#### ***Nomenclature list (if required)***

Which provides a list of nomenclature and definitions of acronyms used in the dissertation. Make sure that the corresponding units, if applicable, are included. It is good practice to have a different section for nomenclature involving Greek symbols as might be encountered in equations and one for acronyms.

#### ***Acknowledgements***

If any are due, but it is nice gesture to acknowledge the contributions and help of sponsors and friends.



**Main text** divided into chapters, with appropriate chapter headings, to include

- a chapter to introduce the research; the motivation and the objectives; and to provide an overview of the dissertation
- a chapter reviewing the work that has done in the area
- a chapter or two to describe in detail the methodology adopted or proposed
- a chapter or two presenting the main results of the work
- a concluding chapter that summarizes the main findings of the research; statements about the main contributions of the research and recommendations for future work

**References** lists the references that have been cited in the dissertation (See note on referencing)

**Appendices** contain those parts of dissertation that are either well known or does not contribute directly to the main text, but needs to be included for completeness. Examples are sample calculations; derivation of a published result which forms the basis for the work; background information.

### **Please note**

The dissertation is a testament to your research efforts. In PGDM programmes, it is one of the tangible outputs which you can use to showcase your competence. In most cases, the dissertation is probably your first major publication. To ensure that you do justice to yourself and your work,

- plan the structure well
- be consistent in the format, layout and presentation
- maintain threads between all parts of the dissertation
- justify all assumptions and define all symbols and acronyms - never expect the reader to "read between the lines"
- be aware of important milestones and achievements in your field of research, and keep up to date with developments
- try as much as possible to write in the active voice and be authoritative
- use clear and simple language to explain concepts and present arguments - keep sentences reasonably short and do not try to impress by using bombastic words
- use a spell checker but be aware of its limitations
- be critical when analysing results and be objective when making comparisons
- be aware of your contributions and the impact that your work has in your research field



## 11.1 Referencing style

### *Journal articles*

Author(s), (year). Article title, Name of journal, Volume Number, Issue Number, page range.

For example:

Chidambaram, M. and Malleswararao, Y. (1992). Model reference control of nonlinear systems with relative order two: application to a semibatch reactor, *Journal Proc. Cont.*, 2, 1, pp 9-15.

McLellan, P.J. (1994). A differential-algebraic perspective on nonlinear controller design methodologies, *Chem. Eng. Sci.*, 49, 10, pp 1663-1679

The author(s) surname appears first, followed by initials. The year is enclosed in parentheses and terminated with a full-stop. The first letter of the title is capitalised while the rest are in lower case. You may use an abbreviated form for the journal name, but make sure that it is the recognised one. Most journals will have the "official" abbreviated title printed at the top of its pages.

### *Conference Proceedings*

Author(s), (year). Article title, Name of conference, Location of conference, page range.

For example:

Dore S.D., Perkins, J.D. and Kershenbaum, L.S. (1994). Application of geometric nonlinear control in the process industries - a case study, *Proc. IFAC Symposium, ADCHEM '94*, Kyoto, Japan, pp 501-506.

Again, the author(s) surname appears first, followed by initials. The year is enclosed in parentheses and terminated with a full-stop. The first letter of the title is capitalised while the rest are in lower case. You may use abbreviations to indicate the type of publication and the name of the conference. For example "Proc." is usually used in place of "Proceedings"; "Pre." for "Preprints"; "Conf." for "Conference"; "Symp." for "Symposium" and so on.

### *Books*

Author(s), (year). *Title of book in italics*. Edition number, Name of publisher, place of publication.

For example:

Rawlings, J.O. (1988). *Applied Regression Analysis: a research tool*. Wadsworth and Brooks, California.

Turk, C. and Kirkman, J. (1996). *Effective Writing - improving scientific, technical and business communication*. 2nd Edition, E & FN SPON, London.

The format for author(s) is identical to the above, but the first letter of key words in the main title are in capitals, and the title is in italics. There is no need to indicate the edition of the book if it is the first edition.

Some books are compilations of articles from different authors. For such cases, the format used is a cross between that for journal articles and books,



Author(s), (year). Title of article in book, In: Name of book, Edition number, Chapter number, Name(s) of editors, Name of publisher, place of publication.

For example:

Rumelhart D.E., Hinton G.E. and Williams, R.J. (1987). Learning internal representations by error propagation, In: *Parallel Distributed Processing: Vol. 1*, Ch. 8, D.E. Rumelhart and J.L. McClelland [editors], MIT Press, Cambridge MA.

Note the use of the word "In:" and the difference in which the names of the authors and the names of the editors are presented: editors' names are listed with their initials first. However, when you list the book without reference to authors of particular chapters, editors are considered the authors, in which case the item will be listed as:

Rumelhart, D.E. and McClelland, J.L. [editors], (1987). *Parallel Distributed Processing: Vol. 1*, MIT Press, Cambridge MA.

#### *Dissertations; Theses and Research Reports*

Author(s), (year). *Title in italics*. Type of publication, Research Group, Name of institution, Country.

For example:

Peel, C. (1995). *Aspects of Neural Networks for Modelling and Control*. PhD Thesis, University of Newcastle-upon-Tyne, UK.

Bloggs, J. and Other, A.N. (1998). *The Effects of Vodbull on Class Attendance*. Research Report No. 123, Social Impact Research Group, Smirnoff Institute of Technology, Vladistock, Russia.

When listing a research report, include the report number where applicable.

#### *Company Reports and Manuals*

Name of company or organisation, (year). *Title in italics*. Place of publication.

For example:

Mathsoft Inc., (1999). *Mathcad 2000 Reference Manual*. Cambridge, MA.

#### *Information from the WWW*

Name of Author(s) or company or organisation, (year), Title of article, URL, date found.

The URL (Uniform Resource Locator) is the full internet address of the article. Due to the transient nature of on-line information, it is important to include the date when you found the information. For example:

Tham, M.T., (1997). Distillation: an introduction,  
<http://lorien.ncl.ac.uk/ming/distil/distil0.htm>, 30 May 2001.



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**Indian Institute of Tourism and Travel Management**  
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