

# **POST GRADUATION DIPLOMA IN MANAGEMENT**

(Tourism & Travel, Tourism & Leisure, Services, International Business)



## **STUDENT HAND BOOK**

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## BRIEF CONTENTS

S. No.	Topic	Page
1.	<a href="#"><u>Academic Rules &amp; Regulations</u></a>	03
	a. <a href="#"><u>Participants in Classroom Sessions</u></a>	03
	b. <a href="#"><u>Evaluation</u></a>	05
	c. <a href="#"><u>Examination</u></a>	05
	d. <a href="#"><u>Readmission</u></a>	07
	e. <a href="#"><u>Publication of result and award of diploma</u></a>	07
	f. <a href="#"><u>Meritorious awards</u></a>	08
2.	<a href="#"><u>Field study trips</u></a>	08
3.	<a href="#"><u>Computer centre</u></a>	09
4.	<a href="#"><u>General rules of the institution</u></a>	09
5.	<a href="#"><u>Anti ragging rules &amp; regulation</u></a>	11
	a. <a href="#"><u>Annexure 1</u></a>	13
6.	<a href="#"><u>Instruction specific to hostels</u></a>	14
7.	<a href="#"><u>Library rules</u></a>	14
8.	<a href="#"><u>Placement policy</u></a>	19
9.	<a href="#"><u>Summer internship guidelines</u></a>	20
	a. <a href="#"><u>Objective of training</u></a>	21
	b. <a href="#"><u>Procedure of summer internship</u></a>	21
	c. <a href="#"><u>Rules for on-job-training</u></a>	22
10.	<a href="#"><u>Project Report Format</u></a>	23
	a. <a href="#"><u>Annexure 2</u></a>	24
	b. <a href="#"><u>Annexure 3</u></a>	25
	c. <a href="#"><u>Annexure 4</u></a>	27
11.	<a href="#"><u>Guidelines for Dissertation/ Thesis/ Project Report</u></a>	28
	a. <a href="#"><u>Referencing Style`</u></a>	31

## **Academic rules and regulations**

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

### **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 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 for the concerned programme.

### **Participation in classroom sessions**

Classroom sessions are an integral part of 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 course 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. 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 invited speakers.
5. Attendance in regular and special classes determines the eligibility for placement support to a student by the institute.

6. To be eligible to appear at semester end examinations a student shall have at least sixty percent attendance in aggregate in all the courses in the concerned semester; and at least fifty percent attendance in each course. Failing this the student shall have to repeat the semester.
7. A relaxation of ten percent (overall and in each course) may be considered on grounds of ill health and other reasons and engagements. In such cases the candidate shall have to undertake make-up assignments as decided by the programme coordination committee.
8. Attendance in each course shall have a ten percent weightage in evaluation. Attendance may be evaluated as follows out of 10 points.

Above 90 %	10 marks
75% to less than 90%	07 marks
65% to less than 75%	05 marks
60% to less than 65%	03 marks
Less than 60%	00 marks

9. 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.
10. Students are expected to show respect for teacher/ instructor and fellow students. They are expected to observe discipline in the class.
  - a. Value yourself, 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.
11. Food and beverages are strictly prohibited in the class. Chewing gums are not allowed on the campus.
12. 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.
13. Use of mobile phone in the class, laboratory and library during working hours is not allowed.

14. 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.

## **Evaluation**

Purpose of evaluation in IITTM is to motivate students provide feedback on learning and stimulus for ensuring minimum academic standards and over all development of the individual. Evaluation of a student comprises of three components- internal assessment, external assessment and attendance which carry 40, 50 and 10 percent weight respectively. 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.

## **Examinations**

Term- end exams shall be conducted as per the scheme outlined in the regulation of the concerned programme.

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 sitting 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 two 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/ improvement papers along with the same semester exams of the subsequent batches. A student must complete his/ her programme within two years of stipulated period for the programme.
20. Rules for progression are provided separately in the regulations of the concerned programme.

## **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. If a student has paid the fees for the semesters to which he seeks re-admission than he may not pay the fees again. However, the student must pay a readmission fee of Rs. 7500 per semester.
3. However, for semester whose fee is due the fees applicable at that point will be payable.
4. Even 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 (for example within four years from the date of first admission to two year PGDM programme).

## **Publication of result and award of diploma**

The institute shall 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. In case of final semester students the result would be sent to their address mentioned for correspondence.

The students shall be awarded a Diploma signed by the Director of the Institute during the Convocation Ceremony. 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.

### Meritorious awards

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

Name of Foundation/ 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 for Indian Culture	Naqshband Gold Medal - topper from amongst PGDM (Services) and PGDM (International Business) who has opted for Tourism & Travel as specialization.  Naqshband Scholarship to a poor deserving student every year as a one-time grant.

### Field study trips

#### Study tours for TT and TL

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 organisation of Ministry of Sports, government of Himachal Pradesh, Manali.

It included 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 to places such as IITTM-NIWS, Goa.

## Study tours for IB and SS

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

## Computer centre

Computer centres of the institute is equipped with 83 systems. All systems are connected with internet. There is wi-fi facility in library, canteen and classrooms. Institute has got latest software like Windows and office automation.

## 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/ behavior 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 form 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 put 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/ practical's/ 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 6 or 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.

## **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).

## 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) 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

## Instructions specific to Hostels

- (a) The rooms allotted to the fresher students will be together within the hostel blocks. If possible all fresher's would be accommodated in a separate hostel. The entry into the fresher's hostel will be manned by security staff round the clock.
- (b) No one, particularly senior students will be permitted to enter the fresher's hostel at any time. Similarly fresher students are not permitted to visit hostels of senior students. The responsibility for ensuring the above instructions will be of the security guard/ guards on duty at the entry points to the fresher's hostels.
- (c) All fresher students will report back in their respective hostel rooms latest by 09:00 p.m.
- (d) All senior hostel students will be in their respective hostels latest by 10:00 p.m.
- (e) Proper attendance of hostel students both fresher's and seniors will be taken at 9:00 p.m. and 10:00 p.m. respectively, daily by members detailed from the Anti-Ragging Squads and the attendance report submitted to- one copy to Anti-Ragging Control Rooms.
- (f) All hostel students will abide by the Hostel Rules in addition to the Anti-Ragging Regulations.

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. The timings for reporting back into the hostel and entry/ presence in the Campus of day scholar may be reviewed and revised after 30 September 2010.

## Library rules

1. Library will observe the following working hours:

**Semester period**      Monday to Saturday 9.30 am to 8.00 pm  
(Library will remain closed on Saturdays and Sundays)

**Vacation period**      Monday to Friday 10.00 am to 5.30 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 complaint about the services provided 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 obtainable from the Librarian.
3. All member in the category (c) above will have to deposit in advance the following annual fee-

<b>For one card</b>	₹ 1000/- (can borrow one book)
<b>For two card</b>	₹ 2000/- (can borrow two books )
4. Membership will be renewed after one year on payment of ₹ 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 returned 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.

## Renewal 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 ₹ 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 02.30 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 having photocopies of relevant books and journals, at the rate ₹ 0.75 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 library literature is allowed for photocopy.
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.

## 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 coloured photographs to the placement coordinator nominated by the institute latest by first working day of September. 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 70% 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 market absent for the particular.
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 yahoo group along with the list of eligible students. The students are supposed to join the yahoo 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 can 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 drives etc. will be handled by the students placement 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.

## **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.

## **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 recognizing 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.

## **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 2*).
- (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 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) Students should follow the procedure as mentioned above.
- (c) All the reports and forms must be submitted in the prescribed formats.
- (d) Student should adhere to the timings for submission of report as mentioned by the training coordinator.
- (e) 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.

## 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.

## 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 certified by the organization. Detailed guidelines for writing project report are attached as *Annexure 4* for reference.

## 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 (marketing/ finance/ human resource/ logistics/ any other)  
.....
- (k) Title of the project .....

Signature of candidate

Date:



**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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Comprehension of the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Seriousness, sincerity and thoroughness in planning before the study/ training started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Sense of responsibility and commitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Time and quality orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Initiative, drive and enthusiasm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Communication effectiveness and keeping the superiors informed about the progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Prevention of mistakes and seeking guidance from the experienced person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Acceptance of mistakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Depth of study in relation to the scope envisaged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Practicality or recommendation vis-à-vis purpose of the study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Behavior and conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 Discipline, punctuality and regularity

---

14 Quality of reporting and presentation

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**

## 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 Titles (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.

### **Guidelines for dissertation/ thesis/ 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. Typical timeline is as follows:

Finalization of subject for dissertation

Last working day of August

Submission of synopsis	Last working day of September
Data collection	Until end of December
First draft report	Last working day of January
Final report due	Mid of March

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

### ***Contents 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 summarises 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.

## **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 an 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 not 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.



## Sample cover page design

1" Top Margin

(Use this format for the title page; please replace the highlighted information with your information; delete instructions in parentheses.)

(Note: Center each line of the type on this page between 1 1/2 "margin on the left and the 1" margin on the right.)

Title of Dissertation

(Sentence case and Centered)

by

Your Name

(Previous Degrees Earned)

(CENTER EACH LINE)

A Dissertation

*Submitted in Partial Fulfillment of the Requirements for the  
Post Graduate Diploma in Management*



(insert appropriate department- TT/TL/SS/IB)

at the (name of Place) Centre of

Indian Institute of Tourism and Travel Management

Month and Year\*

\*(Month and Year of Submitting Dissertation)

1" Bottom Margin

"Course fee and hostel fee will be deposited annually by the students for PGDM (IB), (SS), and TT & TL (annually and a semester). Mess fee will be charged half yearly basis. "