



King George's Medical University

Uttar Pradesh, Lucknow-226003, India

Dean, Quality Control and Planning

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Professor Siddharth Kumar Das
Dean, Quality Control & Planning

Ref. No. 38/Dean QCP/2018
Date : 17/09/2018

To,
The Hon'ble Vice Chancellor
King George's Medical University
Lucknow.

Dear Sir,

It is submitted that as per your directions a '**Parent Meeting**' of final year batch of MBBS and BDS students was held on 24/08/2018 at 03:00 pm for interaction with parents for preparation of Parent Feedback Form.

In this connection I am to inform you that few student also accompanied their parents and all together a healthy and useful interaction with both parents and students was done. The minutes of the meeting is enclosed herewith for further direction.

Thanking you,

Utmost Regards

(Prof Siddharth Kumar Das)

Dean

Quality Control & Planning

Enclosures: As Above.

Minutes of Annual Parents Meeting held on 24th August 2018

A meeting of parents of students of MBBS and BDS 2014 batch(9th semester) was called to discuss parent's satisfaction and expectations by the dean quality and planning, in the Selby (Brown) hall of King George's Medical University in the afternoon of 24th August 2018. Meeting was chaired by Professor S Das, Dean Quality and Planning, Professor Vinita Das, Dean faculty of Medicine, Professor S. Mohammad, Dean Dental Sciences, Professor Divya Mehrotra, Professor Anita Rani and Dr Richa Khanna. Meeting began at 3 pm and finished by 5:00 pm. A Feedback form was filled and signed by parents.

1. Parents were highly satisfied with the good reputation and ranking of the institute.
2. Parents expressed that they should be informed about their child progress regularly.
3. Suggested that more such meetings should be conducted.
4. Requested to conduct more co and extracurricular activities during 6th to 9th semester.
5. Parents were not aware that their children are not attending classes regularly and are abstaining from wards.
6. Some of them had not paid attention on the regular SMS alerts sent by Dean, Faculty of Medicine.
7. Students accepted that under peer pressure they bunk en mass.
8. Students were less willing to attend evening wards as they wanted to focus on self studies.
9. Parents were told that 2014 MBBS batch did not attend their dental posting.
10. Parents were appraised that according to MCI regulations if a student does not complete his/her ward posting; he/she may not be allowed to appear in professional exam.
11. In second professional year regular internal assessments should be done.

Qiz

Pratik

Dr. S Das

Richa

Smruti

Students requested that they should be told about examination pattern.

As a remedy for preventing mass bunking, parents suggested that holidays should be clubbed in such a way so that larger periods of vacation could be availed. They also suggested that some type of incentive like additional marks could be planned for promoting regular attendance.

Girls raised the issue of trespassers during evening hours in the premises of campus for which they were assured that appropriate action will be taken.

Reading area in the central library is small which should be increased.

Reading area is kept open till 4 in morning but girl students are not allowed to leave hostel after 10 pm.

Students were told to approach their wardens for their regular complaints.

Requested to use both PPT and chalk board method for teaching.

PPT should use videos and pictures instead of Text material.

(Prof. Siddharth Kumar Das)
Dean

Quality Control and Planning

(Prof. Vinita Das)
Dean

Faculty of Medicine

(Prof. Shadab Mohammad)
Dean

Faculty of Dental Sciences

(Prof. Divya Mehrotra)
Vice Dean

Quality Control & Planning

(Dr. Anita Rani)
Professor

Department of Anatomy

(Dr. Richa Khanna)
Associate Professor

Department of Paediatric and Preventive Dentistry

MINUTES OF MEETING OF IQAC

DATE:27/Aug /2018

The meeting was attended by core IQAC team and Quality managers from different department of King George's Medical University.

Agenda: To review AQAR for the year 2017-18.

Important points:

- AQAR was presented in front of the entire team present for their views and opinions
- Quality managers of departments not submitting their data were instructed to complete and submit within a week's timeframe.
- The missing data was put forward and discussed like Consultancy, Student outreach, Student support and progression, Welfare schemes, Alumni engagement,
- Queries rising from different team members were discussed.
- Timelines for future AQAR preparations were also set.
- It was decided to have a meeting in May in upcoming year for future AQAR preparation.



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Professor Siddharth Kumar Das

Dean, Quality Control & Planning

Ref. No. 947/Dean(Q&P)/208

Date : 01/11/2018

To,

The Hon'ble Vice Chancellor

King George's Medical University
Lucknow.

Subject: Regarding National Accreditation Board for Hospitals and Healthcare Providers (NABH).

Sir,

Two meetings were held for implementation of National Accreditation Board for Hospitals and Healthcare Providers (NABH).

In the first meeting of Quality Managers of different Departments it was decided that the following tasks will be carried out:

- Each Department will define the services provided by them and display the same prominently in the department.
- Prepare General Consent form for whole hospital and specialized consent forms for each department for example Anaesthesia consent, Surgery consent, Invasive Procedure consent, Contrast consent etc.,
- All residents be required to keep a name stamp to be put when ever they sign.

The second meeting for NABH as per your directions with all Head of the departments was held on 25/10/2018 at 02:00 pm to discuss modalities related to National Accreditation Board for Hospitals and Healthcare Providers (NABH).

The above said meeting was attended by Head of departments along with faculty members of their concerned department.

The following suggestions were made by the faculty members which are as follows:

1. Procedure for Referral should be streamlined. For this purpose a **Referral Committee** to prepare referral policies was proposed to be constituted under the leadership of Prof. V.S. Narain, Head, Department of Cardiology and comprising of following members:

- | | | |
|-------------------------|---|--|
| a. Dr. Anand Srivastava | - | Department of Respiratory
Medicine (Convenor) |
| b. Prof. Pushpa Sanhkar | - | Department of Obst & Gynae |
| c. Prof. Kausar Usman | - | Department of Medicine |
| d. Prof. Arshad Ahmad | - | Department of Surgery |
| e. Prof. Brijesh Mishra | - | Department of Plastic Surgery |

2. A **Triage Committee** to prepare policies of quick examining and deciding the order of treatment for OPD patients be constituted under the leadership of Prof Rajesh Verma, Department of Neurology and comprising of following members:

- | | | |
|----------------------------|---|---|
| a. Dr. Ajay Kumar Pal | - | Department of Surgery
(Convenor) |
| b. Prof Avinash Agarwal | - | Department of Critical Care
Medicine |
| c. Dr. K.K. Sawlani | - | Department of Medicine |
| d. Dr. Samir Misra | - | Department of Trauma
Surgery |
| e. Dr. Chhitiz Srivastava | - | Department of Neurosurgery |
| f. Dr. Parvesh Vishwakarma | - | Department of Cardiology |
| g. Dr. Mona Asnani | - | Department of Obst & Gynae |

3. **Admission Policy & Procedure Committee** was also proposed for preparing policies related to admission process of patients **under the leadership of Prof. B.K. Ojha, Medical Superintendent** be constituted comprising of following members:

- | | | |
|-------------------------------|---|---|
| a. Prof. Sandeep Tiwari | - | Head, Dept of Trauma Surgery
(Convenor). |
| b. Prof. Mala Kumar | - | Department of Neonatology |
| c. Prof. Anjoo Agarwal | - | Department of Obst & Gynae |
| d. Prof. Sandeep Bhattacharya | - | Faculty Incharge IT Cell |
| e. Dr. Himanshu D | - | Department of Medicine |
| f. Dr. Gaurav Chaudhary | - | Department of Cardiology |

It is further submitted that names of members for committee's as mentioned above may kindly be approved by your goodself for further necessary action.

Thanking you,

Utmost Regards



(Prof Siddharth Kumar Das)

Dean

Quality Control & Planning

Copy to:

1. Prof. U.B. Mishra, Head Department of Hospital Administration.
2. Prof. Divya Mehrotra, Vice Dean, Quality Control & Planning.

Approved as proposed



Minutes of meeting of Quality Managers held on 4th Feb 2019 at 01:00 PM in Board Room of Administrative Block KGMU to discuss policies regarding consultancy

In recent years KGMU has applied for a number of Rankings most important of which are NIRF and Institute of Excellence. An important component in these rankings has been funds raised through consultancy. Consultancy provided to patients is considered as service and hence is not considered as consultancy. Besides private consultancy to patients is looked down upon by the Society and Government. Since consultancy and funds through consultancy is important for NIRF ranking and for consideration of Institution of Excellence the following will be the rules for consultancy in the KGMU:

1. Consultancy can be provided to: Institutions/Organizations/Pharmaceutical Companies/Surgical Companies etc.
2. Private consultancy to patients at home, clinics or even in KGMU is not permitted and shall be based on Government Policies in this regard.
3. While providing consultancies all funds received will be payable to KGMU consultancy fund, which shall be operated by the Faculty I/c Research Cell and Finance Officer. Sixty percent of the fund will be used for day to day management and development of KGMU and Forty percent will be used for the academic development of the concerned faculty.
4. The concerned faculty can use these funds for:-
 - a. National and International travel for meetings and conferences over and above the quota allowed in the university.
 - b. Research
 - c. Publication of Research Articles and Books.
 - d. Office Supplies.
 - e. Employment of research personnel provided that these funds shall be utilized as per rules and regulations of KGMU and permission to spend the funds shall be taken through the research cell as is being done for research projects.
5. Mainly consultancies can be divided into 02 broad groups:
 - i) Educational Program
 - ii) Consultancy to Commercial Organizations regarding development of medicines and strategies for development.
6. Three types of Educational Programs may be conducted:

- A.** Standard Programs designed by the Faculty of KGMU. These training programs are being covered by the two committees formed by Dean, Faculty of Medical Sciences on courses offered and fees to be charged. Their admission, evaluation process and fees structure have already been designed and approved by Academic Council.
- B.** Customized Programs. A department group of Faculty or Research Group at the request of a Society/Company may organize a special customized training program.

Policy on customized programs

- i.** In principle approval request shall be sent to the Vice Chancellor. Dean (Q&P) will send the same to Vice Chancellor with his recommendation. The in principle request should include the agreement of the client to the rates quotes by the Faculty Incharge, Research Cell.
 - ii.** While the standard procedure for dealing with request will be to approach the Coordinator, Consultancy Cell. Coordinator, Consultancy Cell may pursue any enquiry directly with the client. If the organization specifies a faculty member as coordinator, normally the request will be direct to that faculty.
 - iii.** The minimum professional fees would be Rs. 5.0 lakhs/day. Any fees less than this amount needs to be justified from academic/research point of view by Dean (Q&P) and Faculty Incharge, Research Cell and approved by the Vice Chancellor.
 - iv.** A design charge for customized academic/research programs will be charged is applicable in addition to the professional fees.
 - v.** An approval from the Finance Officer and Vice Chancellor will be required for generation of account, booking of facilities and for raising an invoice.
- C.** Single Lecture Program of Faculty on 'Hire A commercial'.

Minutes of meeting of committee constituted to analyze the factors & reasons for decreased KGMU ranking (NIRF) held on 15/04/2019 at 03:00 PM in the Board Room, AB, KGMU

A meeting of committee constituted to analyze the factors & reasons for decrease of KGMU ranking under NIRF vide Order No. KGMU/VC/09/April 12, 2019 of Hon'ble Vice Chancellor was held on 15/04/2019 at 03:00m in the Board Room of Administrative Block of KGMU. The meeting was attended by the following members:

01. **Prof. Siddharth Kumar Das** - Chairperson
Dean, Quality Control & Planning
02. **Prof. Divya Mehrotra** - Member Secretary
Vice Dean, Quality Control & Planning
03. **Prof. Shadab Mohammad** - Member
Dean, Faculty of Dental Sciences
04. **Prof. Vinod Jain** - Member
Dean, Faculty of Paramedical Sciences
05. **Prof. R.K. Garg** - Member
Faculty I/c, Research Cell
06. **Prof. Arun Chaturvedi** - Member
Head, Department of Surgical Oncology
07. **Prof. Shally Awasthi** - Member
Head, Department of Medical Education
08. **Prof. N.S. Verma** - Member
Faculty I/c, MCI Cell
09. **Prof. U.B. Mishra** - Member
Head, Hospital Administration
10. **Prof. Vimala Venkatesh** - Member
Department of Microbiology
11. **Prof. Sandeep Bhattacharya** - Member
Faculty I/c, IT Cell
12. **Prof. Anit Parihar** - Member
Deputy Registrar
13. **Mrs. Renu Verma** - Member
Senior Accounts Officer & Finance Controller

The committee discussed the above issues and is of opinion that following steps be initiated with immediate effect in order to improve NIRF ranking:

1. Upgradation of teaching, Learning & Resources of the university is required on following basis:
 - a. Student strength including Ph.D students.
 - b. Faculty-Student Ratio with emphasis on permanent faculty.
 - c. Financial Resources and their utilization needs to be increased.
2. A Patent Cell to be created for patent publication and compiling of records related to patents applied by the university.

Research

3. Research projects and Research students for Ph.D program need to be increased. It is also suggested that funds related to research also needs to be increased. As informed, Research Cell is continuously adopting policies to improve Research Metrics. Recent policy decisions are :
 - Encouragement for Systematic reviews/meta-analysis from Faculty by inviting proposals for intramural Grants. At least 3-5 per year shall be granted based on merit.
 - Intramural grants limit for postgraduate students increased from one lakh to 2.5 lakhs
 - Regular Training programmes are organized (8-9 last year) for faculty development and student training by Research Cell: these should be available online as well/ or as webinars

Further suggestions recommended by committee:

- Request ICMR to open research grants for Faculty of University for Systematic reviews/meta-analysis or initial pilot research, to be extrapolated to extra mural grants.
 - Request to State Government for funding to support research by faculty
 - Encourage use of Learning Research allowance to support research by Faculty
 - Propose Mentor-Mentee system in Intramural grants for faculty
 - Encourage high quality publications from Phd students
 - Develop policy of giving Phd to Faculty by virtue of their previous research contributions (as is followed in several foreign Universities)
 - Publication from MD/MS/MDS thesis to be made mandatory
 - Strengthen Centre for Advanced Research in University.
 - Process the already under development policy for Intellectual Property Rights.
 - Increase duration of Faculty development programmes to atleast 1 week.
 - Encourage participation from other institutes in research training programmes
4. Development of software for Alumni affairs is required for convenient inclusion of data related to faculty members and also for compilation of records on regular basis.

5. A Placement Cell to be created in the university to compile and maintain record of placement of graduating students of the university. The committee unanimously suggested name of Prof. NS Verma, Faculty I/c, MCI to supervise Placement Cell.

Outreach and Inclusivity:

6. Attention is required towards components related to Outreach and Inclusivity, which are as follows:
 - a. Percentage of Students from other States/Countries.
 - b. Percentage of Women.
 - c. Economically and socially challenged students.
 - d. Facilities for Physically Challenged students.

Recommendation under this parameter were:

- Recommend NRI/Management quota for student admission to the government
- Start course of Family Medicine
- Explore possibility of University fund to support students financially. Policy to be framed. Non-Government Organizations to be encouraged to give financial support to students.
- Facilities for physically challenged students/patients to be developed across entire campus.
- Enquire Civil department of the University for status report on physically challenged students/patients across the University Campus
- Increase visibility of advertisements of Faculty posts in University to newspapers of different state

Peer Perception:

7. The committee suggested that the overall perception of the University amongst peers and public needs to be addressed. It can be done through a survey conducted over a large category of Employers, Professionals from Reputed Organization and a large category of academics to ascertain preference of graduates of different institution as well as media response.

Following suggestions were given:

- Start public lectures focused on public issues
- Encourage graduates and postgraduates to improve our perceptions in the society. An important step here shall be to improve the working conditions of our learners. Also, faculty needs to improvise and portray their patient interactions and interpersonal relations as role models to the students
- Overall work culture to be improved
- Special focus on working conditions and patient interaction in trauma centre /emergency wards/ other critical care departments facing heavy patient load



- Emphasis on increased consultant-student interaction in all programs and at all levels
- Doctor's communication has been the most frequently reported factor for dissatisfaction by the public in the feedback. So, this may need special emphasis.
- Sanitary conditions is another factor for dissatisfaction reported in feedback from society. Hence, this needs to be improved at all places including facilities for students/ patients.
- Patients are mostly concerned with the time spent and distant places for services within the University campus. It was recommended that the services in the university can be improved with increased high end equipment to facilitate within the department management and less of referral to distant departments. Also a one point collection system/suction point can be created for all patient investigations to increase the efficiency of services to patients.

In addition to the specific recommendations under each of the NIRF parameters considered for ranking, the committee is also of the view that following areas can contribute in improvement at a significant level. These are:

- Linking and collaborating to industry for technology transfer: **UIL**
- Quality assurance in terms of developing and implementing standard protocols for delivery of education and patient care
- Expansion of existing Digitization aggressively
- MOOC (Massive open access Courses), TED (technology, entertainment, and design) talks
- Wide Dissemination of information using technology (for students, patients, peers, regulatory bodies, assessing bodies etc.)
- Seeking maximum alumni support
- Strengthening of women leadership
- Strengthening Medical tourism
- NRI Faculty
- Increased foreign exchange initiatives for academics and research
- Focusing on basic patient care related services like transport within the campus, kitchen, sanitation, disable friendly
- Integrating Humanities, Professionalism in work culture (by trainings/workshops for students/faculty/staff)
- Improve on existing Environment conserving plans
- All Planning ultimately according to international ranking frameworks

All of these lateral developments shall ultimately contribute to NIRF ranking parameters and will pave way towards International rankings.

Plan for implementation to be submitted.

MINUTES OF MEETING OF IQAC

DATE: 14/05/2019

The meeting was attended by core IQAC team and Quality managers from different department of King George's Medical University.

Agenda: Preparation of AQAR for the year 2018-19.

Important points:

- Quality managers of departments were asked to present their individual data according to AQAR
- The data for points like Consultancy, Student outreach, Student support and progression, Welfare schemes, Alumni engagement, was again discussed as these were the weaker sections previously.
- Queries rising from different team members were discussed.
- Timelines for AQAR preparations were set.

MINUTES OF MEETING OF IQAC WITH ALL QUALITY MANAGERS
DATE:17/07/2019

Agenda 1: Annual report of all departments

- Annual report of Department of Anatomy was presented by Prof. Anita Rani as an example to follow
- It was decided to add on few points like:
 - In 'Human resource': New recruitments, retired faculty/staff
 - PG activities: List of new & Ongoing Thesis titles
 - PhD: List of their thesis titles
 - Publications: One slide of cover page of all journals of publications, To add impact factor for all publications, All publications to be typed in slides and not pasted as JPEG.
 - Grants: Amount should also be mentioned, with total grants received under both Ongoing projects and New projects
 - Publication Metrics of all faculty in 'Individual contribution' Section
 - Slides showing purchase of New equipment under 10 lacs, and above 10 lacs
 - Slides for SWOT in the last

Agenda 2: Publication list of departments

- Each Quality manager to prepare annual list of publications for the year 2018 with impact factor details

Agenda 3: Consultancy -ways to improve in KGMU

Following suggestions were put forward as to be included under Consultancy services/funds:

- Sponsorship received by faculty as Guest speakers
- Sponsorship received when faculty go as experts in selection committee
- Income from public health camps
- Income from exams for other colleges, CPMT etc
- Services for affiliation colleges
- Activity Cell fund
- Medical education services for external faculty
- Sponsorship received in external inspections by faculty

It was suggested that these consultancies can be of two types: Honorary and Paid.

Agenda 4: Visiting Professor

- It was suggested to contact International experts in individual respective subjects to invite them as 'Visiting Professors' in consent with the head of the departments. The Visiting Professors can in turn provide expertise in form of in person visits, webinars, student exchange etc. Departments can be innovative in thinking of more such activities and increase International Collaboration.

Miscellaneous Agenda: It was decided that each quality manager should attend at least 75 % of the meetings of IQAC to maintain his/her position.