Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE(CIQA)

PROGRAMMES

UNDER ONLINE

MODE

2022-2023

Contents

Part – I: General Information

1.1 Date of notification of the Centre (attach a copy of the notification):

> _1.1.pdf_

1.2 Details of Director, CIQA

- Name : Prof. (Dr) Santosh Jha
- Qualification: PhD
- Appointment Letter and Joining Report:1.2 Dr. Santosh Jha app. letter.pdf
- 1.2 Dr. Santosh Jha Joining Report.pdf

1.3 Details of CIQA Committee:

a. **Composition as per Regulations**

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. Phalguni Gupta Ph.D.	Computer Engineering & Applications	01.11.2022
b.	Three Senior teachers of HEI	Member 1	Prof. Anurag Singh PhD	Management	01.11.2022
		Member 2	Prof. Ashok Bansali PhD	Computer Engineering & Applications	01.11.2022
		Member 3	Prof. Shantanu Chowdhury PhD	Electronic and communication Engineering	01.11.2022
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Prof. Somesh Dhamija PhD	Management	01.11.2022
		Member 5	Prof. Utkal Khandelwal PhD	Management	01.11.2022
d.	Two External	Member 6	Dr. Rakesh Kumar Gupta,	Commerce	01.11.2022

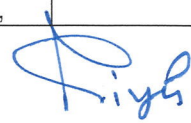Center for Distance & Online Education
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	Experts of ODL and/or Online Education		Lecturar commerce/OSD/ Coordinator of Enterprenurship Research and Training, Govt. of NCT, Delhi PhD		
		Member 7	Dr. Abhishek Singh, Associate Professorof Accounting and Finance, BIT, Meera , Ranchi	Management	01.11.2022
e.	Officials from departments of HEI Administration	Member 8	Prof. Anoop Kumar Gupta , Pro-VC Ph.D	English	01.11.2022
	• Administration	Member 9	Mr. Ashok Kumar Singh, Registrar LLM	LAW	10.10.2020
	• Finance	Member 10	Shri Krishna Sharma, Finance Officer	Accounts	10.10.2020
f.	Director, CIQA	Member Secretary	Prof.(Dr) Santosh Jha	Management	01.11.2022

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b.   **Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N)**
                  YES

1.4   **Number of meetings held and its approval:**

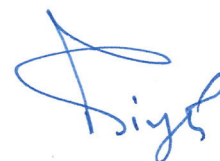a. **No. of meetings held every year: Two**

b. **Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	10.12.2022	Two	Attached	1.4 a
Meeting 2	16.03.2023	Two	Attached	1.4 b

1.5   **Number of programmes started at Certificate level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020:**

From <*Month, Year*> academic session: **NONE**

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority(s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.											
N.											

Note: Mention details separately for <*Month, Year*>academic session, as applicable, as above.

1.6 Number of programmes started at Diploma level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020:

NONE

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/ Regulatory authority(if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.											
N.											

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

1.7 Number of programmes started at Post Graduate Diploma level as per Commission Order:

NONE

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.										
N.										

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

1.8 Number of programmes started at Undergraduate Degree Programmes as per Commission Order:

July 2022 Session

Sr. No.	Under-Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	BBA	3 Years	123	10+2	51000/-	F.No. 31-2/2021(DEB-IV)	65	27	-	92

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| 2. | B.Com(H) | 3 years | 142 | 10+2 | 36000/- | F.No. 31-2/2021(DEB-IV) | 46 | 21 | - | 67 |

January 2023 session

| 1. | BBA | 3 Years | 123 | 10+2 | 51000/- | F.No. 31-2/2021(DEB-IV) | 19 | 9 | - | 28 |
| 2. | B.Com(H) | 3 years | 142 | 10+2 | 36000/- | F.No. 31-2/2021(DEB-IV) | 17 | 7 | - | 24 |

Note: Mention details separately for <M*onth, Year*>academic session, as applicable, as above.

1.9 **Number of programmes started at Post-graduate Degree Programmes as per Commission Order:**

January 2023 session

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	MBA	2 Years	110	Graduate	60000/-	F.No 31-2/2021(DEB-IV)	95	25	-	120

Note: Mention details separately for <M*onth, Year*>academic session, as applicable, as above.

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Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning

2.1 Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcomethereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	1. The student section oversaw all admissions-related activities.	2.1.1.1
		2. The content development division monitored content as it was developed quadrant-wise. The Director's Office of the Center for Distance and Online Education (CDOE) monitored the academic services provided by the academic operation team.	2.1.1.2
		3. The Director-CDOE office follows and monitors the asynchronous and synchronous schedules notified by the CDOE, as well as the academic calendar notified by the Dean (Academic)	2.1.1.3
		4. The conduct of module examinations was monitored by the programme head. End semester	2.1.1.4

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		examinations are monitored by the Central Exam Committee.	2.1.1.5
		5. The grievance redressal committee monitored the grievance redressal mechanism of the CDOE.	
		6. Induction programmes were conducted at the beginning of the semester for all newly enrolled learners. Annual meetings were held with all course coordinators.	2.1.1.6
2.	Self-evaluative and reflectiveexercises undertaken for continualquality improvement in all the systems and processes of the Higher Educational Institution	1. Governance and management	2.1.2.1
		2. Quality assurance and improvement management	2.1.2.2
		3. Engagement in Teaching and Learning	2.1.2.3
		4. Administration of Students and Support Services	2.1.2.4
		5. Resources for Learning	2.1.2.5
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	1. Leadership and Governance	2.1.3.1
		2. Student Learning	2.1.3.2
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in	GLA, like any other traditional university, offers programmes ranging from certificate to doctoral level. The university's academic programmes, like those of any other university, are approved by its various statutory	2.1.3.4

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	conventional mode (For Dual Mode HEIs)	bodies and, when necessary, by the apex regulatory bodies. Academic programme design and development is governed by the university's enabling legislation and statutes. The procedure for creating academic programmes is outlined in the Standards for Achieving Excellence in the Design, Development, and Delivery of Online Programs. Based on the UGC (ODL and OL) Regulations 2020, we have recently revised its design and development guidelines for academic programmes. The first major undertaking of the CIQA was to prepare for UGC recognition of GLA University programmes in accordance with the UGC (ODL and OL) Regulations 2020. CIQA convened a series of meetings with all schools of studies to prepare programme project reports for the January 2022 batch of programmes. The format for obtaining the quadrant-based content development strategy was designed by the centre, and data was collected from all schools of studies for all available programmes before being submitted to the Academic Council for approval.	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Feedback mechanisms were created for the following stakeholders: 1) Subject Matter Expert's Feedback 2) Learner's Feedback 3) Counsellor's Feedback 4) Faculty's Feedback 5) Mentor's Feedback	2.1.5a 2.1.5b 2.1.5c 2.1.5d 2.1.5e

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6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	CIQA initiated meetings with officers in each Centre and made mandatory to monitor quality aspects and provide information for assessment	
7.	Implementation of its recommendations through periodic reviews	Initiated	
8.	Workshops/ seminars/ symposium organizedon quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	Initiated	
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	Initiated	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	All new academic programmes are developed based on a mandatory need assessment survey or study, from which the various programme parameters are derived.	2.1.10

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| 11. | Measures taken to ensure that Programme Project Report for each programme is according to thenorms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme | 1. According to UGC (ODL Programmes and OL Programmes) regulation 2020, a sample format was developed and distributed to the all stakeholders.
 2. Before applying for and launching new programmes, all PPRs must comply with all statutory requirements. | MCA PPR

 BCA PPR |

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| 12. | Mechanism to ensure the proper implementation of Programme Project Reports | For proper implementation, the Two-stage implementation has been developed:
1. Program Proposal stage
   a. Development of concept note
   b. Conducting needs assessment research
   c. Approval of the concept note and nomination of the programme director by each school.
   d. Preparation of a proposal including a financial feasibility study and a PPR
   e. BOS Approval of PPR and Academic Council Approval of PPR and Financial Feasibility Report
2. Program Development Phase
   a. Creation of team by delegating the roles of Program | |

		Head and course coordinators.	
		b. Course coordinators assign content development responsibilities in accordance with the quadrant approach.	
		c. Completed content is sent for quality feedback from third parties.	
		d. The correction is made in response to feedback.	
		e. Academic council approval for course content and COE for course code allocation	
		f. Submission of the PPR to the regulatory authority for approval.	

13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Initiated	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	1. Programs should be align with more projects approach. 2. Programs should be oriented with Career linked approach	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	1. Improve asynchronous learning with prompt responses. 2. Case-based implementation of synchronous sessions.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Initiated	
17.	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	Initiated	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	Initiated	

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19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Initiated	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Initiated	
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	Report has been submitted at the end of each semester.	2.1.21
	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	Submitted	
22.	Overseen the functioning of Centrefor Internal Quality Assurance and approve the reports generated by Centre for Internal QualityAssurance on the effectiveness of quality assurance systems and processes	The CIQA report has been approved by competent authority	2.1.22
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	Yes	2.1.3.2

24.	Promoted automation of learner support services of the Higher Educational Institution	Initiated	
25.	Coordinated with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes	Third party annual audit Completed	2.1.25
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	Completed	No action pending
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Initiated	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	Initiated	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	Initiated	

2.2   Compliance of Quality Monitoring Mechanism – As per Annexure–I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document

1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	Yes	2.1.3.1 3.4 2.2.1
2.	Articulation of Higher Educational Institution Objectives	Yes	2.2.2
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	Yes	2.2.3
4.	Programme Monitoring and Review	Yes	2.2.4
5.	Infrastructure Resources	Yes	2.2.5
6.	Learning Environment and Learner Support	Enclosed	
7.	Assessment and Evaluation	Examination System Enclosed	4.3b
8.	Teaching Quality and Staff Development	Initiated	

2.3 Compliance of Process of Internal Quality Audit – As per Annexure–I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document

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1.	Academic Planning	Yes	2.1.1.3
2.	Validation	Yes	2.3.2
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	Yes	

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Part – III: Human Resources and Infrastructural Requirements

3.1 **Name and details of Director of Centre for Distance and Online Education (Dual Mode University)** - Regular, full time, atleast Associate Professor

Or

Name and details of Head for each school (for Open University) - Full time dedicated, not below the rank of an Associate Professor

Prof.(Dr) Santosh Jha

Director-CDOE

Regular Employee

P.hd, MBA

(Attach appointment letters and joining report)

3.2 **Name and details of Deputy Director of Centre for Distance and OnlineEducation (Dual Mode University)** - Full time or contractual basis, atleast Associate Professor

Or

Name and details of Deputy Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Associate Professor

Dr. Vivek Agarwal

Associate professor

P.hD,MBA

(Attach appointment letter and joining report)

3.3 **Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University)** - Full time or contractual basis, not below the rank of an Assistant Professor

Or

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Name and details of Assistant Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Assistant Professor
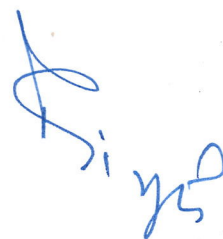
Dr. Sushmita Goswami

Assistant professor

Ph.D

(Attach appointment letter and joining report)

3.4 **Compliance status in respect of Human Resource – As per Annexure – IV of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention compliance details against the requirements in terms of Staffing norms, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

Insert box

i. **Programme name:**

   a. **Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Puja Dua Associate professor	Ph.D, MBA	20 Yrs	Regular	01.04.23
2	Dr. Khusboo Srivastava Assistant professor	Ph.D, MBA	10 Yrs	Regular	01.07.23
3	Dr. Mansi Batra Assistant Professor	Ph.D, MBA	14 Yrs	Regular	01.02.23

   b. **Course Coordinator (Attach list)**

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	MBA	Dr. Puja Dua	PhD, MBA	20 Yrs	Regular	3.04.23
2	B.Com(H)	Dr. Mansi Batra Kawatra	PhD, MBA	14 Yrs	Regular	01.02.23
3	B.Com(H)	Dr. Hema Prakash	M. Phil, PhD	2 Yrs	Regular	10.04.23
4	BBA	Dr. Shraddha Bhadauria	PhD	10 Yrs	Regular	1.08.23
5	MBA	Dr. Jaya Raghuveer	MBBS & PG Diploma Clinical	10 Yrs	Regular	12.07.23

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		Bhamidipati	Research			
6	BBA	Dr. Khusboo Srivastava	PhD & NET	10 Yrs	Regular	1.07.23
7	B.Com(H)	Dr. Sweta Dhand Suri	PhD	13 Yrs	Regular	20.07.23
8	MBA	Mr. Vikrant Singh	CMA (AIR 26), CA , NET	25 Yrs	Regular	25.07.23
9	B.Com(H)	Mr. Gagandeep Singh	M.Com , PGDBA & NET	5 Yrs	Regular	04.07.23
10	MBA	Dr. Shraddha Srivastava	PhD	3 Yrs	Regular	1.08.23
11	BBA	Ms. Kanika Parashar	NET, LLB, M.Com, PhD (Pursuing)	8 Yrs	Regular	24.07.23
12	MBA	Mr. Nandan Kumar Jha	NET , PGDM(Hospital and Healthcare Management) & B. Pharm	2 Yrs	Regular	14.07.23
13	B.Com(H)	Ms. Sheereen Zaman	NET & MA (Economics)	5 Yrs	Regular	20.07.23
14	MBA	Ms. Neha Dubey	MA (Psychology) & MBA (HR)	2 Yrs	Regular	7.08.23
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c. Course Mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/	Date of joining programme
1	Dr. Vinod Jain Associate Professor	Ph.D, M.Tech	18 Yrs	Regular	3.10.2020
2	Dr. Khusboo Srivastava Assistant Professor	PhD & NET	10 yrs	Regular	1.07.2023
3	Dr. Sweta Dhand Suri Assistant Professor	PhD	13 yrs	Regular	20.07.2023
4	Dr. Mansi Batra Kawatra Assistant Professor	PhD	14 yrs	Regular	01.02.2023
5	Dr. Shraddha Srivastava Assistant Professor	PhD	3 yrs	Regular	1.08.2023
6	Ms. Kanika Parashar Assistant Professor	NET, LLB, M.Com, PhD (Pursuing)	8 yrs	Regular	24.07.2023

| 7 | Dr. Jaya Raghuveer Bhamidipati Assistant Professor | MBBS & PG Diploma Clinical Research | 10 yrs | Regular | 12.07.2023 |

Any other details

3.5   Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

Admin Staff	Required	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3 (2 for DM Universities)	3
Computer Operator	2	2
Multi Tasking Staff	2	2

(Attach duly attested photocopy of appointment letter with salary details)

b. Number and details of Technical Support for Online Programmes as per Annexure -IV:

i.   Technical Team for Development of e-Content as Self-Learning e- Modules:

Post	Required	Available
Technical Manager (Production)	1	1
Technical Associate (Audio-Video recording and editing)	1	1
Technical Assistant (Audio-Video recording)	1	1
Technical Assistant (Audio-	1	1

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Video editing)		

ii. **For Delivery of Online Programmes:**

Post	Required	Available
Technical Manager (LMS and Data Management)	1 (per Centre)	1
Technical Assistant (LMS and Data Management	2	1

iii. **For Admission and Examination for Online mode:**

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1 (per Centre)	1
Technical Assistant (Admission, Examination and Result)	2	2

(Attach duly attested photocopy of appointment letter with salary details)

(3.5a & b)

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Part – IV: Examinations

4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4.	The examination center must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Yes	
5.	The number of examination centres in a city or		

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S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
	State must be proportionate to the student enrolment from the region	Yes	
6.	Building and grounds of the examination centre must be clean and in good condition.	Yes	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Yes	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Yes	
10.	Safety and security of the examination centre must be ensured	Yes	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Yes	
12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

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4.2   Compliance of facilities required for the conduct of Online examination for online programmes

S .No.	Provisions in Regulations	Whether being complied Yes/No If yes, please provide details and upload relevant documents	If No,Rea son thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)		
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)		
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)		
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)		

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4.3 **Compliance status of 'Evaluation' and 'Certification' – As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	**Yes**	2.1.1.4
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of	**Yes**	4.3b

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GLA University
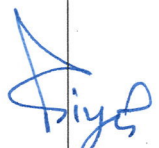17 Km. Stone, NH-2, Mathura-Delhi Road
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S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	learners enrolled through Online mode and their certification.		
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.	Yes	4.3c
4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional	Yes	

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S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities		
5.	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	**Upload sample question paper**	4.3.5a 4.3.5b 4.3.5c
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes	4.3.6
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	**Yes**	4.3.7
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure	**Yes**	4.3.8

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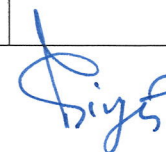| S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	that no part of the syllabus is left out of study by a learner.		
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	NO	Remote Proctored based Examination
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	NO	Remote Proctored based Examination
	(b) Availability of biometric system	NO	Remote Proctored based Examination
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	NO	Remote Proctored based Examination
	(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination	NO	Remote Proctored based Examination

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S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	centre to the Higher Educational Institution		
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	**NO**	Remote Proctored based Examination
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	**NO**	Remote Proctored based Examination
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	**Upload Observer Report**	4.3.12
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	NO	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored	NO	No enrollment of international student at this stage

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S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	examinations for such learners		
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Yes	
	(b) Each award shall also be uploaded on the National Academic Depository		
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	Yes	4.3.16

4.4 Result and Student Progression

For UG, PG and PGD programmes

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Semester beginning	Programmen ame	No. of students admitted	No. of students appeared in exams	No. of students progressed to next year(Student appeared for Ist semester Only)	% of stu dent s passed	% of students passed in first class
July '22 Batch (1st September 2022)	BBA	92	86	64	74%	67%
	B.Com(H)	69	55	55	100%	73%
January 23 Batch (1st April 2023)	BBA	28		Result not declared		
	B.Com(H)	24		Result not declared		
	MBA	120		Result not declared		

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Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)

5.1 **Compliance status of 'Guidelines on Programme Project Report' – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention the process followed to ensure that PPRs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

Uploaded. BBA PPR 5.1 B.Com(H) PPR 5.1 MBA PPR 5.1

5.2 **Compliance status of 'Quality Assurance Guidelines of Learning Material In Multiple Media And Curriculum And Pedagogy' – As per Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention compliance details against the requirements in terms of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulations for ODL programmes.

Uploaded **2.1.3.2**

5.3 **Compliance status in respect of e-Learning Material– As per Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

HEI shall mention the process followed to ensure that SLMs are prepared as per the guidelines mentioned in the Regulations. The explicit details of approval by its Statutory Authorities shall also be mentioned.

Academic Council approval document attached dated 6th October, 2020

Part – VI: Programme Delivery through Learning Platform

6.1   Details of Learning Platform

Please provide link and details of Learning Platform opted by HEI.

- *In case of SWAYAM Learning Platform, In case of SWAYAM Learning Platform, details of HEI having access to SWAYAM for the proposed programmes of study (with respective link), duly approved by the statutory bodies of the Higher Educational Institution empowered to decide on academic matters, for - Learner Authentication, Learner Registration, Payment Gateway and Learning Management System*

> *NA*

- *In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations*

> **LMS is developed in house.**

6.2   Compliance status in respect of the Programme delivery

HEI shall mention mechanism followed to ensure the learner's participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further, details of the norms followed by HEI for delivery of courses in Online mode in Teaching- Learning scheme (as per table 3, Annexure – VII)

> *All the norms are followed. The semester wise- day wise delivery plan is attached.*
> *6.2a*
> *6.2b*
> *6.2c*

6.3   Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: Y/N

a.   Provide details as under:

S. No.	Programme Name	Courses allowed through OER/ MOOC	Name of Platform	Name of HEI offering the course (if any)	Duration of the Course	No. of Credits assigned to the Course	Percentage of total courses in a particular programme in a semester (Semester

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							wise – programmes wise)
N	N	N	N	N	N	N	N

b. Upload approval of statutory authorities of the Higher Educational Institution:

Upload

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Part – VII: Self Regulation through disclosures, declarations and reports

7.1 Compliance status of Regulations 9 of UGC (ODL Programmes and Online Programmes) Regulations, 2020 – Self-regulation through disclosures, declarations and reports

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	https://online.gla.ac.in
	Uploading of the following on HEI website https://online.gla.ac.in		
2.	The establishing Act and Statutes there under or the Memorandum of Association,as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	Yes	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes	
5.	Programme-wise information on syllabus, suggested readings, contact points for	Yes	

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S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
	counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule		
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	Yes	
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes	
9.	Information regarding all the programmes recognised by the Commission	Yes	

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S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes (to be uploaded on website)	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	Yes	
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	Yes	
13.	List of the 'Examination Centres'alongwiththe number of learners in each centre, for Online programmes	NA	
14.	Details of proctored examination in case of end semester examination or term endexamination of Online programmes	Yes	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes	
16.	Reports of the third party academic audit to be undertaken every five years and internal	Yes	

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S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
	academic audit every year by Centre for Internal Quality Assurance		

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Part – VIII: Admission and Fees

8.1 Compliance status of 'Admissions and Fees' – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
4.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with	Yes

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	the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shallnot engage in commercialisation of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	
5.	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher EducationalInstitution which shall be solely responsible for final approval relating to admissions or registration of learners	Yes
6.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; (b) maintain the records of the entire process of selection of candidates, and preserve such records fora minimum period of five years; (c) exhibit such records as permissible under law on its website; and (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	Yes
7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to	

	such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Yes
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for	Yes

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	admission to each programme of study and the amount of fee to be paid for the admission test	
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	No
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at **sr. no. '8'** above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned	Yes

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	in the Commission Order	
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher	Yes

	Educational Institution	
14.	No Higher Educational Institution shall, issue or publish-	Yes
	(a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised;	
	(b) any information, through advertisement or otherwise in respect of its infrastructure or itsacademic facilities or of its faculty or standard ofinstruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	

8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes/No

No International Admission during the AY 2022-23

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Part – IX: Grievance Redressal Mechanism

9.1 Compliance status of 'Grievance Redressal Mechanism' – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.

The grievance Redressal mechanism is followed through notified grievance redressal committee.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
0	0

9.3 Complaint Handling Mechanism

HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations. Also, mention details of Nodal Officers.

As per regulation three tier complain handling mechanism is in place (Document attached). **Nodal Officer**

Dr. Saurabh Singhal
Associate Professor
Department of Computer Engineering and Applications

9.3

9.4 Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
0	0	0

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Part – X: Innovative and Best Practices

10.1   Innovations introduced during academic year

10.2   Best Practices of the HEI

1. Thought Leadership 2. Student innovation 3. Industry-Academia Connect

10.3   Details of Job Fairs conducted by the HEI

NA

10.4   Success Stories of students of Online mode of the HEI

NA

10.5   Initiatives taken towards conversion of e-LM into Regional Languages

Faculty Identification initiated.

10.6   Number of students placed through Campus Placements

NA

10.7   Details of Alumni Cell and its activity

Alumni Cell created, however, we 2021-22 was the first session, hence, no alumni

10.8   Any other Information

NO

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DECLARATION

I hereby declare that the information given above and in the enclosed documents is true, correct and nothing material has been concealed therein. In case information provided is found to be contrary to the fact, it will result in cancellation of recognition to offer ODL programmes, along with initiation of action as per provision of the UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

Signature of the Director:

Name: Prof.(Dr) Santosh Jha

Seal:

Date:

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Signature of the Registrar:

Name: Mr. Ashok Kumar Singh

Seal:

Date:

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Note: Kindly take the print out of dully filled CIQA report and submit it to UGC DEB office (after getting it approved by Statutory Authorities of the HEI) and upload the same on HEI's website also. Please refer provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.