**INTEGRAL UNIVERSITY**
**— LUCKNOW —**

HEI ID: HEI-U-0519                    TYPE OF HEI: PRIVATE
NAME OF HEI: INTEGRAL UNIVERSITY, LUCKNOW

# ANNUAL REPORT
# OF

# CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

# PROGRAMMES UNDER ONLINE MODE

## 2023-2024

## CONTENTS

# PART–I: GENERAL INFORMATION

1.1   Date of notification of the Centre(attach a copy of the notification):
      Notification Date: 21-08-2023

      | Annexure-1.1 |

1.2   Details of Director, CIQA
      - Name: Prof. Mohammed Haris Siqqiqui
      - Qualification: Ph.D
      - Appointment Letter and Joining Report: Upload(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. Javed Musarrat M.Sc.,M.Phil,Ph.D | Agricultural Microbiology | 21-08-2023 |
| B. | Three Senior teachers of HEI | Member1 | Dr. A.K. Lodi Ph.D | Education | 21-08-2023 |
| | | Member2 | Dr. Sheesh Ahmad Ph.D | Data Security | 21-08-2023 |
| | | Member3 | Dr. Najmuddin Ahmad Ph.D | Mathematics (Numerical Analysis) | 21-08-2023 |
| C. | Head of three Departments or School of Studies From Which Programme is being offered in ODL and online mode | Member4 | Dr. Mohd Faisal Ph.D | Software Engineering | 21-08-2023 |
| | | Member5 | Dr. Shahid Mazhar Ph.D | Accounting & Finance | 21-08-2023 |
| | | Member6 | Dr. H.M. Arif Ph.D | English (Oriental Studies) | 21-08-2023 |
| D. | Two External Experts of ODL and/or Online Education | Member7 | Mr. Akhilesh Kumar Mishra MCA | Programming Techniques/IOT | 21-08-2023 |
| | | Member8 | Mr. Nitin Malviya MBA | HR/Marketing | 21-08-2023 |
| E. | Officials from Departments of HEI • Administration • Finance | Member 9 Administration | Mr. S.M. Rehan MCA | Administration | 21-08-2023 |
| | | Member 10 Finance | Mr. Anwar Qureshi M.COM | Finance | 21-08-2023 |
| F. | Director, CIQA | Member Secretary | Prof. Mohammed Haris Siddiqui Ph.D | Education / Management | 21-08-2023 |

**b.** Whether members mentioned at 'b' to 'e' changed every 2 years?(Y/N)
    If No, reason there of

Yes

1.4    Number of meetings held and its approval:
    a.    No. of meetings held every year: 01
    b.    Meeting details:

| Meetings | Date-Month-Year | No. of External Expert Present | Minutes | Approval of Minutes |
|---|---|---|---|---|
| Meeting1 | 18-09-2023 | 02 | Annexure 1.4.b.1 | Annexure 1.4.b.2 |

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:

| 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:

From<Month, Year>academic session:

| 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:
From<Month, Year>academic session: TO BE EXTRACTED FROM WEB PORTAL

| 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 2023 SESSION**

| Sr. No. | Under - Graduate Degree Title | Duration (years) | No. of Credits | Admission Eligibility | Fee (Rs.) Complete Course Fee | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | M | F | TG | Total |
| 1. | BA | 3 Years | 88 | 12th Pass from Recognized Board or Equivalent | 30500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 16 | 12 | | 28 |
| 2. | B.COM | 3 Years | 84 | 12th Pass from Recognized Board or Equivalent | 36500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 18 | 8 | | 26 |
| 3. | BCA | 3 Years | 120 | 12th Pass from Recognized Board or Equivalent | 74300/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 127 | 24 | | 151 |

**JANUARY 2024 SESSION**

| Sr. No. | Under - Graduate Degree Title | Duration (years) | No. of Credits | Admission Eligibility | Fee (Rs.) Complete Course Fee | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | M | F | TG | Total |
| 1. | BA | 3 Years | 88 | 12th Pass from Recognized Board or Equivalent | 30500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 29 | 11 | | 40 |
| 2. | B.COM | 3 Years | 84 | 12th Pass from Recognized Board or Equivalent | 36500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 23 | 3 | | 26 |
| 3. | BCA | 3 Years | 120 | 12th Pass from Recognized Board or Equivalent | 74300/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 37 | 6 | | 43 |

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

**1.9**   Number of programmes started at Post-graduate Degree Programmes as per Commission Order: JULY 2023 SESSION

| Sr. No. | Post-graduate Degree Title | Duration (years) | No. of Credits | Admission Eligibility | Fee (Rs.) Complete Course Fee | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | M | F | TG | Total |
| 1. | MA(ECONOMICS) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 6 | 1 | | 7 |
| 2. | MA(SOCIOLOGY) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 1 | 1 | | 2 |
| 3. | MA(POLITICAL SCIENCE) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 3 | 3 | | 6 |
| 4. | MA(HISTORY) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 1 | 1 | | 2 |
| 5. | MA(ENGLISH) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 2 | 7 | | 9 |
| 6. | MBA | 2 Years | 88 | Bachelor Degree Completed from a Recognized University | 66500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 397 | 134 | | 53 |
| 7. | MCA | 2 Years | 88 | Passed BCA/B.Sc. (Computer Science)/B.Sc. (IT)/B.Tech (CS/IT) Degree from a Recognized University or Equivalent Degree or Bachelor's Degree from a Recognized University or Equivalent with Mathematics/statistics/Business Math/ Quantitative techniques/ Computer Application/Information Technology as one of the subject Either at graduation or 10+2 level or Equivalent or Those candidate who have not studied | 66500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 187 | 46 | | 233 |

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| Sr. No. | | Duration | Credits | Admission Eligibility | Fee | UGC Recognition Letter No. and date | M | F | TG | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | mathematics during their 10+2/ Bachelor's degree programs must complete a compulsory bridge course in mathematics along with other semester 1 papers. | | | | | | |
| 8. | MCOM | 2 Years | 48 | B.COM from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 3 | 2 | | 5 |
| 9. | MSC-MATHS | 2 Years | 88 | B.SC PCM or B.Tech/BE or Equivalent | 38500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 4 | 2 | | 6 |
| 10. | MSW | 2 Years | 84 | Graduation from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 7 | 6 | | 13 |

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

**JANUARY 2024 SESSION**

| Sr. No. | Post-graduate Degree Title | Duration (years) | No. of Credits | Admission Eligibility | Fee (Rs.) Complete Course Fee | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | M | F | TG | Total |
| 1. | MA(ECONOMICS) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 4 | 1 | | 5 |
| 2. | MA(SOCIOLOGY) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 2 | 4 | | 6 |
| 3. | MA(POLITICAL SCIENCE) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | | 2 | | 2 |
| 4. | MA(HISTORY) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 1 | 1 | | 2 |
| 5. | MA(ENGLISH) | 2 Years | 80 | Graduate from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | | 4 | | 4 |
| 6. | MBA | 2 Years | 88 | Bachelor Degree Completed from a Recognized University | 66500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 183 | 61 | | 244 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 7. | MCA | 2 Years | 88 | Passed BCA/B.Sc. (Computer Science)/B.Sc. (IT)/B.Tech (CS/IT) Degree from a Recognized University or Equivalent Degree or Bachelor's Degree from a Recognized University or Equivalent with Mathematics/statistics/Business Math/ Quantitative techniques/ Computer Application/Information Technology as one of the subject Either at graduation or 10+2 level or Equivalent or Those candidate who have not studied mathematics during their 10+2/ Bachelor's degree programs must complete a compulsory bridge course in mathematics along with other semester 1 papers. | 66500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 83 | 15 | 98 |
| 8. | MCOM | 2 Years | 48 | B.COM from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 1 | | 1 |
| 9. | MSC-MATHS | 2 Years | 88 | B.SC PCM or B.Tech/BE or Equivalent | 38500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 7 | 4 | 11 |
| 10. | MSW | 2 Years | 84 | Graduation from a Recognized University or Equivalent | 34500/ | F.NO.-39-2/2023(DEB-I) 17-08-2023 | 18 | 11 | 29 |

# 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 Outcome there of (Not more than 500 words) | Upload Relevant Document |
|---|---|---|---|
| 1. | Quality maintained in the services Provided to the learners | Various Initiative were carried out to ensure quality in the services provide to the learners. <br>• Easy admission process. <br>• Student section to monitoring all activity <br>• The Director's office of the center for Distance and online education follow up the academic services by the operation team <br>• Academic Calendar <br>• Online Problem Solving Classes <br>• Dedicated Support System | Annexure 2.1.1 |
| 2. | Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution | • Live Interactive session <br>• Quality assurance <br>• Teaching and Learning <br>• Support Service <br>• Resources and services for Learning <br>• Academic Audits <br>• Student's Feedback <br>• Analysis of OL mode exams <br>• Continuous improvement is adopted in all processes to provide seamless services at all end. | Annexure 2.1.2 |
| 3. | Contribution in the identification of the key areas in which Higher Educational Institution should Maintain quality | • To strengthen the academic delivery and improvement in the quality circle. <br>• Student Support Services <br>• Grievance redressal Mechanism <br>• The quality of the E-learning material <br>• Video Lectures for the Learners <br>• Curriculum Development in OL mode at par with the Conventional Programmes to ensure quality education that caters to diverse learning backgrounds of students. | Annexure 2.1.3 |
| 4. | Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs) | We ensure that the quality of ODL and OL programmes matches with the quality of relevant programmes in conventional mode through the below mentioned practices: <br>1-The curriculum of ODL and OL programmes is kept at par with the programme offered in conventional mode. <br>2-Question Papers are set and moderated by an established committee to ensure quality and standardization. | Annexure 2.1.4 |

| | | | |
|---|---|---|---|
| | | 3-Record keeping of all examination processes is ensured by the COE. | |
| 5. | Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for Quality improvement. | We get feedback from learners and teachers via the Learning Management system from student login and feedback section and convey their suggestions for quality improvement. It further supports to improve in all verticals including, Services, processes, and academics making an efficient system and best practices in place.<br>1-Student Interactions at specified intervals.<br>2-24/7 office helpdesk for student support services | Annexure 2.1.5 |
| 6. | Measures suggested to the authorities of Higher Educational Institution for qualitative improvement | CIQA initiated meeting with authorized person and to monitor quality aspects. Continuous feedback is also obtained from the learners and other stakeholders in the areas required for development of SLM. | Annexure 2.1.6 |
| 7. | Implementation of its recommendations through periodic reviews | Considering the true suggestions, the authorities concerned have initiated steps to implement it. It is also ensured that periodic reviews are conducted and recommendations are given for continuous improvement in the processes | Annexure 2.1.7 |
| 8. | Workshops/ seminars/ symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution. | Various activities are organized to ensure that the key stakeholders are up-skilled/ re-skilled about processes in Higher Educational Institutions<br>1-Faculty Orientation<br>2-Application software<br>3-Preparation of effective Self Learning Material<br>4-Preparation of the Programme Project Report | Annexure 2.1.8 |
| 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 | 1-Support is provided to the faculty to develop the reference material.<br>2-Regular feedback is obtained to develop a professional and qualitative Self Learning Material<br>3-Learner Friendly Learning Management System | |
| 10. | Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s). | As per the survey and study to fulfill all parameters like.<br>1-Feedback analysis<br>2-Grievance Redressal Analysis<br>3-Self assessment Question | |

| | | | |
|---|---|---|---|
| 11. | Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control Over the programme | Programme Project Report is prepared as per guidelines of UGC ODL & Online Regulations 2020 and duly approved by the statutory bodies of University for consideration and approval 1-According to regulation 2020 a sample format was design and given to all stake holders 2-Before starting of any programme all PPRs must comply with all statutory requirements and permission. | |
| 12. | Mechanism to ensure the proper implementation of Programme Project Reports | The Programme Project Report for the Programme concerned is prepared as per UGC guidelines and approved by the academic council of the University. | |
| 13. | Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports. | The review of CIQA activities and the action Taken Report of the last meeting is done in each CIQA meeting. | |
| 14. | Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market. | While Developing and reviewing the PPRs the CIQA ensures the programme objectives and Learning outcomes are in synchronize with 1-Career oriented approach 2- More Practical and Project Based | |
| 15. | Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system. | The Entire aim of the centre for Distance & online education is to create a learner based plate form with job oriented skills as per the current technology. | |
| 16. | Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body For accreditation such as NAAC etc. | The CIQA actively participated in the NAAC accreditation process of the university and introduce about the various facilities of the Centre for Distance & online Education. | Annexure 2.1.16 |
| 17. | Measures adopted to ensure internalisation and Institutionalization of quality enhancement practices through periodic accreditation and audit | CIQA ensures the internal quality audit of the programme offered under the Centre for Distance & Online Education. | |
| 18. | Steps taken to coordinate between Higher Educational Institution and the Commission for various quality Related initiatives or guidelines | 1-The centre for Distance and online Education follow all the guidelines stated for maintaining Quality assurance by UGC Regulations 2020 for online Programmes. 2-It is also ensured that the processes and policies are framed and revised in line with the guidelines from commission from time to time. | |
| 19. | Information obtained from other Higher Educational Institutions on various quality benchmarks or Parameters and best practices. | Began | |

| | | | |
|---|---|---|---|
| 20. | Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance. | CDOE keeps all activities so far taken to ensure that the entire learning programmes is learner(student) oriented and every step initiated by the Quality assurance committee are consider in detail and has achieved the desired objectives. | |
| 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. | The record of activities is prepared by the Centre for Internal Quality Assurance which is further submitted to the Statutory Authorities | |
| | (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. | The record of activities is prepared by the Centre for Internal Quality Assurance which is further submitted to the Statutory Authorities | |
| 22. | Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes | The CIQA take periodic Review on quality assurance systems process by way of conducting core committee meeting. | The CIQA REPORT has been approved by competent Authority |
| 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 | A comprehensive course content, it will be curriculum ,design, faculty , instructional delivery mechanism , video lectures or E-LMS and student support service systems, CDOE ensures that the existing system adapts to the online Programme and any changes if required. | |
| 24. | Promoted automation of learner support services of the Higher Educational Institution | University has a fully automated learner support services with open access learning management system and dedicated website that keep students connected with 24 hours access of study. | Annexure 2.1.24 |
| 25. | Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes | The academic committees comprise of external subject experts or organizations for review of it's in- house processes in activities pertaining to validation. | |
| 26. | Coordinated with third party auditing bodies for quality audit of programme(s) | Began | |
| 27. | Overseen the preparation of Self- Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution | Yes, CIQA keeps a record and compliance of the same is maintained. | |
| 28. | Promoted collaboration and association for quality enhancement of Online mode of education and research therein | Began | |
| 29. | Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability. | CDOE is committed to preparing a knowledgeable, skilled and industry based generation of resourceful professionals capable of handling the emerging challenges of the 21st century. | |

**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: <br> a.  Organisation Structure and Governance <br> b.  Management <br> c.  Strategic Planning <br> d.  Operational Plan, Goals and Policies | All the policies are focuses on the key aspects in the matter of design, planning, training, performance, human resources, financial management and the overall role of leadership are implemented with statutory requirements. | Annexure 2.2.1 |
| 2. | Articulation of Higher Educational Institution Objectives | The University has a clear vision, mission with broad strategy consistent with the goals to offer programmes in online mode. | |
| 3. | Programme Development and Approval Processes <br> a.  Curriculum Planning, Design and Development <br> b.  Curriculum Implementation <br> c.  Academic Flexibility <br> d.  Learning Resource <br> e.  Feedback System | Curriculum design and development are procedures which are closely linked to the description of learning outcomes. The process of defining the contents of units of study are usually obtained through needs assessment, feedback from existing learner and expert groups. | |
| 4. | Programme Monitoring and Review | Various Committees are work on programme review, content review on different criteria. Curriculum design and development are procedures which are closely linked to the description of learning outcomes. The process of defining the contents of units of study are usually obtained through needs assessment, feedback from existing learner and expert groups. | |
| 5. | Infrastructure Resources | The University has adequate and scalable physical facilities to ensure the quality delivery of OL programmes | |
| 6. | Learning Environment and Learner Support | 1-E-learning material prepared by experts of the programme concerned. <br> 2-Unique platform for rectifying the doubts of the students concerning their programmes. | |
| 7. | Assessment and Evaluation | 1-Conducts Remote Proctored examination <br> 2- Multiple choice Question <br> 3-Automated Evaluation <br> 4-Assignments are assessed by Subject matter Experts | |
| 8. | Teaching Quality and Staff Development | All course programme coordinator, course coordinator and course mentor are from university who have enough experience in conducting online classes and proved their talent through years of interaction with students varying IQ levels. | |

**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 |
|---|---|---|---|
| 1. | Academic Planning | The Academic Calendar is prepared and approved before the initiation of the session and is uploaded in student login for information and compliance. With the help of academic calendar appropriate academic planning procedures are implemented and Institutional goals are achieved. | Annexure 2.3.1 |
| 2. | Validation | Validation is very important part of Internal Quality assurance . For performance , continuous services, Periodic Review of the performance of Centre for Distance and online Education is evaluated | |
| 3. | Monitoring,          Evaluation<br>a. Reports from Examination Centres<br>b. External Auditor or other External Agencies report<br>c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels<br>d. Reporting and Analytics by the Higher Educational Institution<br>e. Periodic Review | Quality being a prime focus is ensured through CIQA from the deliverance online programme to outcome attainment and continual quality improvements.<br>1- Centre for Distance and online education conducts Remote Proctored Bases Examination<br>2-The Higher Educational Institution considers the suggestions and comment s made of Experts.<br>3-Easiest access for performance monitoring like Internal assessment , Semester Promote and Final semester pass ratio<br>2. CDOE has generated the required reports to analyze and evaluate the learners.<br>5.The CDOE has an effective system to take feedback to improve its programmes and conduct self assessment to improve the system | Annexure 2.3.3 |

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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, at least Associate Professor

Or

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

> Dr. ANAND SINGH
> DIRECTOR-CDOE
> PHD, MBA
> (Attachment appointment letter and joining Report)

3.2  **Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University)** - Full time or contractual basis, at least 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

> Mention details such as Regular Employee, Designation, Qualification, Salary (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

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

> Mention details such as Regular Employee, Designation, Qualification, Salary (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:

i. Programme name:

a. **Programme Coordinator**

| S. No. | Names with Designation | Qualification | Experiences | Type (Regular/ Contract) with gross salary/Month | Date of joining programme |
|--------|------------------------|---------------|-------------|--------------------------------------------------|---------------------------|
|        |                        |               |             |                                                  |                           |

https://iulonline.in/faculty.php

b. **Course Coordinator**

| S. No. | Course name | Names with Designation | Qualification | Experiences | Type (Regular/ Contract) with gross salary/month | Date of joining programme |
|--------|-------------|------------------------|---------------|-------------|--------------------------------------------------|---------------------------|
|        |             |                        |               |             |                                                  |                           |

https://iulonline.in/faculty.php

c. **Course mentor**

| S. No. | Names with Designation | Qualification | Experiences | Type (Regular/Contract) With gross salary/month | Date of joining programme |
|--------|------------------------|---------------|-------------|--------------------------------------------------|---------------------------|
|        |                        |               |             |                                                  |                           |

https://iulonline.in/faculty.php

| 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 |

https://iulonline.in/faculty.php

(Attach duly attested photo copy 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- Video editing) | 1 | 1 |

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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 |

https://iulonline.in/faculty.php

(Attach duly attested photo copy of appointment letter with salary details)

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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 ,CDOE conducts Remotely proctored Online Examination | |
| 4. | The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the Convenience of the students. | Remotely Proctored Online Exam Held | |
| 5. | The number of examination centres in a city or State must be proportionate to the student Enrolment from the region | Remotely Proctored Online Exam Held | |
| 6. | Building and grounds of the examination centre Must be clean and in good condition. | Remotely Proctored Online Exam Held | |
| 7. | The examination centre must have an examination hall with adequate seating capacity And basic amenities | Remotely Proctored Online Exam Held | |
| 8. | Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and Clear of obstructions | Remotely Proctored Online Exam Held | |
| 9. | The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and Clean drinking water facilities | Remotely Proctored Online Exam Held | |

| | | | |
|---|---|---|---|
| 10. | Safety and security of the examination centre Must be ensured | Remotely Proctored Online Exam Held | |
| 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 | Remotely Proctored Online Exam Held | |
| 12. | Provision of drinking water must be made for Learners | Remotely Proctored Online Exam Held | |
| 13. | Adequate parking must be available near the Examination centre | Remotely Proctored Online Exam Held | |
| 14. | Facilities for Persons with Disabilities should be Available | YES | |

**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, Reason there of |
|---|---|---|---|
| 1. | Requirements at Test Centres (as mentioned in provision II(B)(13)(i)of Annexure II) | The University has conducted Remotely Proctored Online Examinations with transparency as per provisions of UGC(ODL) Regulations 2020 | |
| 2. | Requirement of proctors   (as mentioned in provision II(B)(13)(ii)of Annexure II) | Remotely Proctored Online Exam Held | |
| 3. | Security arrangements in the testing centre (as mentioned in provision II(B)(13)(iii)of Annexure II) | The University has conducted Remotely Proctored Online Examinations with transparency as per provisions of UGC(ODL) Regulations 2020 | |
| 4. | Remote Proctoring (as mentioned in provision II(B)(13)(iii)of Annexure II) | YES | |

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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 there of |
|---|---|---|---|
| 1. | The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations. | YES, all the guidelines issued by the Commission for the conduct of proctored examinations are adopted | |
| 2. | A Higher Educational Institution offering Online programmes shall have a Mechanism well in place for evaluation of Learners enrolled through Online mode and their certification. | YES, The programme offered has a well-defined mechanism in place for evaluation of enrolled learners and their certifications. The assessment combination of continuous evaluation and summative evaluation | Annexure 4.3.2 |
| 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 percent. 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. | 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 mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities | YES | |

| | | | |
|---|---|---|---|
| 5. | The weightage for different components of assessments for Online mode shall be as under:<br>(i)  Continuous or formative assessment (in semester): Maximum 30 per cent.<br>(ii)  Summative assessment (end semester examination or term end examination): Minimum 70 per cent. | YES | |
| 6. | The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments | YES | |
| 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 | Annexure 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 mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities That no part of the syllabus is left out of study by a learner. | YES | |
| 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 | Remotely Proctored Online Exams |
| 10 | (a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure. | NO | Remotely Proctored Online Exams |
| | (b) Availability of biometric system | NO | Remotely Proctored Online Exams |
| | (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 | Remotely Proctored Online Exams |
| | (d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper video graphy be conducted and video recordings are submitted by Particular in charge of examination centre  to the  Higher Educational Institution | NO | Remotely Proctored Online Exams |
| 11 | The Higher Educational Institution shall retain all such Closed-Circuit Television recordings in archives for a minimum period of five years | NO | Remotely Proctored Online Exams |

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| | | | |
|---|---|---|---|
| 12 | (a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and | NO | Remotely Proctored Online Exams |
| | (b) It shall be mandatory to have observer report submitted to the Higher Educational Institution | **Upload Observer Report** | |
| 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 | YES | |
| 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 Examinations for such learners | NO | No enrollment of international student |
| 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<br>i. Photograph<br>ii. Aadhaar number or other government recognised identifier or Passport number, as applicable,<br>iii. Other relevant details of the learner Along with the Programme name. | YES | Annexure 4.3.15 |
| | (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 | Annexure 4.3.16 |

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## 4.4  Result and Student Progression

### For UG, PG and PGD programmes

| Semester beginning | Programme name | No. of students admitted | No. of students appeared in exams | No. of students progressed to next year | % of students passed | % of students passed in first class |
|---|---|---|---|---|---|---|
| July 2023 | BA | 28 | 28 | 28 | 96 | 100% |
| | BCA | 151 | 151 | 151 | 86 | 100% |
| | BCOM | 26 | 26 | 26 | 81 | 100% |
| | MA(ECONOMICS) | 7 | 7 | 7 | 100 | 100% |
| | MA(SOCIOLOGY) | 2 | 2 | 2 | 100 | 100% |
| | MA(POLITICAL SCIENCE) | 6 | 6 | 6 | 83 | 100% |
| | MA(HISTORY) | 2 | 2 | 2 | 100 | 100% |
| | MA(ENGLISH) | 9 | 9 | 9 | 100 | 100% |
| | MBA | 531 | 531 | 531 | 95 | 100% |
| | MCA | 233 | 233 | 233 | 97 | 100% |
| | MCOM | 5 | 5 | 5 | 100 | 100% |
| | MSC-MATHS | 6 | 6 | 6 | 83 | 100% |
| | MSW | 13 | 13 | 13 | 84 | 100% |

| Semester beginning | Programme name | No. of students admitted | No. of students appeared in exams | No. of students progressed to next year | % of students passed | % of students passed in first class |
|---|---|---|---|---|---|---|
| JANUARY 2024 | BA | 40 | 40 | 40 | 80 | 100% |
| | BCA | 43 | 43 | 43 | 67 | 100% |
| | BCOM | 26 | 26 | 26 | 88 | 100% |
| | MA(ECONOMICS) | 5 | 5 | 5 | 100 | 100% |
| | MA(SOCIOLOGY) | 6 | 6 | 6 | 83 | 100% |
| | MA(POLITICAL SCIENCE) | 2 | 2 | 2 | 100 | 100% |
| | MA(HISTORY) | 2 | 2 | 2 | 100 | 100% |
| | MA(ENGLISH) | 4 | 4 | 4 | 100 | 100% |
| | MBA | 244 | 244 | 244 | 90 | 100% |
| | MCA | 98 | 98 | 98 | 84 | 100% |
| | MCOM | 1 | 1 | 1 | 0 | 100% |
| | MSC-MATHS | 11 | 11 | 11 | 72 | 100% |
| | MSW | 29 | 29 | 29 | 93 | 100% |

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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.

> PPR of each programme is prepared as per the UGC and is approved by the statutory academic bodies by the university.
>
> Annexure 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.

> CDOE has carefully followed the Quality Assurance Guidelines of Learning Material in multiple media and pedagogy and requirements laid by the UGC.
> Academic Resources like Recorded Lectures, Assignment etc relevant to various courses have also been made available to students through online Learning Management System.
>
> **Upload samples and authority approval**

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.

> The University follows the policy documents for development of LMS in the form of e-learning material as per the format of UGC – DEB for each course.

# 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
> https://iulonline.in/lms-ad-1970/subject.php?sid

### 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 as per the guidelines of the regulations, 2020 with Semester wise Academic calendar. The engagement of learners in terms of watching recorded video lectures and participating in other activity is also monitored and recorded in the LMS analytics.

### 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 Ina particular Programme in a semester (Semester wise – programmes wise) |
|---|---|---|---|---|---|---|---|
| N | N | N | N | N | N | N | N |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

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

# 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://iulonline.in/mandatory-disclosure.php | |

Uploading of the following on HEI website**(Mention link)**

| S. No. | Provision | Complied Yes/No with explicit link address | If no. Reasons, thereof |
|---|---|---|---|
| 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 https://iulonline.in/mandatory-disclosure.php | |
| 3. | Copies of the letters of recognition from Commission and other relevant statutory or Regulatory authorities | YES https://iulonline.in/mandatory-disclosure.php | |
| 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 https://iulonline.in/mba | |
| 5. | Programme-wise information on syllabus, suggested readings, contact points for counseling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule | YES https://iulonline.in/lms-ad-1970/view-syllabus.php?sid | |
| 6. | Important schedules or date-sheets for admissions, registration, re-registration, counseling/mentoring, assignments and feedback thereon, examinations, result declarations etc. | YES https://iulonline.in/student-ad/ | |

| | | | |
|---|---|---|---|
| 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 https://iulonline.in/lms-ad-1970/subject.php?sid | |
| 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, feedback mechanism is in place and the thoroughly discussed with the concerned to maintain quality services. | |
| 9. | Information regarding all the programmes recognised by the Commission | YES, https://iulonline.in/mba | |
| 10. | Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded | YES | |
| 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 https://iulonline.in/lms-ad-1970/subject.php?sid | |
| 12. | A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyper link support for Online Programmes | YES, https://iulonline.in/faqs | |
| 13. | List of the 'Examination Centre's along with the number of learners in each centre, for Online programmes | NO | CDOE Conducts Remotely Proctored Online Exams |
| 14. | Details of proctored examination in case of end semester examination or term end examination of Online programmes | NO | CDOE Conducts Remotely Proctored Online Exams |
| 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, https://iulonline.in/student-ad/event-calendar.php | |
| 16. | Reports of the third party academic audit to Be under taken every five years and internal Academic audit every year by Centre for Internal Quality Assurance | Began | |

# 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.N. | 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 in valid | 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– <br> (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; <br> (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; <br> (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 the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners | YES |
| 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 Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners | YES |

| | | |
|---|---|---|
| 6. | Every Higher Educational Institution shall – <br> (a) Record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; <br> (b) Maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; <br> (c) Exhibit such records as permissible under law on its website; and <br> (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 Admission to each programme of study and the amount of fee to be paid for the admission test. | YES |
| 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 | YES |

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| | | |
|---|---|---|
| 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 ( CDOE Conducts Remotely Proctored Online Exams Only) |
| 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 In the Commission Order. | YES |
| 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 |

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| | | |
|---|---|---|
| 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 Educational Institution | YES |
| 14. | No Higher Educational Institution shall, issue or publish- <br> (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; <br> (b)  any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction 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 | YES |

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
If No, reason there of:

No International Admission

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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 working under notified grievance redressal committee. The
University has a simple process to prove prompt resolutions to learner queries and complaints regarding
admission, examinations, E-LMS, contact classes/practical, assignments etc. at the primary point. The A
Grievance Redressal Cell has been established to look into the matters of students complaints with due
approval of the competent Authority.

9.2   Details of Grievance received

| Numbers of Grievance Received | Numbers of Grievance Resolved |
|---|---|
| 18 | 18 |

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

The university has adopted the complaint handing mechanism as per the guidelines by the UGC-DEB. Redress
Committee is responsible to monitor, assess and review the effectiveness of procedures and closure of
grievances in a time bound manner.

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) |
|---|---|---|
|  |  |  |

# PART–X: INNOVATIVE AND BEST PRACTICES

### 10.1 Innovations introduced during academic year

1-The Features of Learning Management System (LMS) for OL mode Programmes were further enhanced to provide a better learning experience to the learners.

2-The calendar of Event provisions on Video Lectures further enhanced for OL mode students facilitating better planning.

3-Provision was made in the online Admission Form to capture Academic Bank of Credit (ABC) IDs of OL mode students

4-Remote Proctored Based Examination – A student can appear for the examination from anywhere in the world. Such type of facility truly reflects the essence and character of online Learning.

5-Efficient course Mentoring processes

6-E-Tech Blog

7-E-Journals

8-E-Management News

9-Technical News

### 10.2 Best Practices of the HEI

Integrity, Objectivity, excellence, social responsibility and transparency are the core values of the University. Transparency is seen in our practices of participative decision making. University follows highest standards of Professional Behaviour and ethics in its functioning at every level. Integral University believes in culture characterized by unbiased and objective working that respects gender and social equality and transparency. It values education as a catalyst for social change for better. The objective of university is to provide best services for the learners at our end.

1. Quick Response to enrolled students
2. Doubt Removal Classes in online mode
3. It enabled services
4. A credible and dependable academic system which is time tested and error proof
5. Focus on employability with placement support and career advancement parameters

### 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

All the UGC approved Programmes have their medium of instructions in English Language

### 10.6 Number of students placed through Campus Placements

Enrolled Learners completed their course after June 2026 exams.

### 10.7 Details of Alumni Cell and its activity


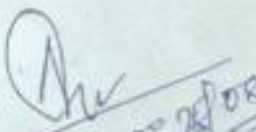
### 10.8 Any other Information

NIL

## 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:                          Signature of the Registrar

Name:                                              Name:

Seal:                                              Seal:

Date:                                              Date:

DIRECTOR-CDOE
Integral University
Lucknow

Prof. Mohammed Haris Siddiqui
Registrar
Integral University, Lucknow

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 UG-C (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

Centre for Internal Quality Assurance