

HEI ID: HEI-Exempted-D-0748/HEI-D-0748
Name of HEI: Vivekananda Global University, Jaipur
Type of HEI: Category -2

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

ONLINE MODE

<2022-2023>

Part - b: General Information

1.1 Date of notification of the Centre (attach a copy of the notification): 28.09.2022 (Annexure 1.0)

1.2 Details of Director, CIQA

- Name: Dr. Devendra Kumar Dada
- Qualification: Ph.D. in Electrical Engineering
- Appointment Letter and Joining Report: Uploaded (PDF) as an Annexure 1.1

1.3 Details of CIQA Committee: - Annexure 1.2

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. Vijay Vir Singh, Ph.D	Economics	19-10-2022
b.	Three Senior teachers (HEE)	Member 1	Prof. Rajender Singh Ph.D	Computer Science	28-06-2022
		Member 2	Dr. Niranjan Bhargava, Ph.D	Management Studies	28-06-2022
		Member 3	Dr. Ashish Kojal, Ph.D	English	28-06-2022
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Mr. Jasraj Purohit, Ph.D	Management Studies	28-06-2022
		Member 5	Dr. Sumitra Kumar Yadav, Ph.D	Computer Science Applications	19-10-2022
		Member 6	Dr. Harishat Kishor Awasthi, Ph.D	Science	28-06-2022
d.	Two External Experts of ODL and/or Online Education	Member 7	Prof. Mahendra Kumar Choudhary, Ph.D	Economics	28-06-2022
		Member 8	Prof. K. K. Gaurav, Ph.D	Humanities	28-06-2022
e.	Officials from departments of HEC • Administration • Finance	Member 9 Administration	Mr. Rajan Bhargava, MBA	Deputy Registrar	19-10-2022
		Member 10 Finance	Mr. Anand Sharma, M.Com	Accounts Officer	19-10-2022
f.	Director, CIQA	Member Secretary	Dr. Devendra Kumar Dada, Ph.D	Electrical Engg.	28-06-2022

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

Not applicable. 2 Years will be completed on October 2024

If No, reason thereof, given by

Arvind Kumar Singh
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DIRECTOR

Dr. Devendra Kumar Dada
Director
CIQA



1.4 Number of meetings held and its approval

a. No. of meetings held every year: 3

b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	19-11-2023	2	upload	Upload (Annexure 1.3)
Meeting 2	30-01-2023	2	upload	Upload (Annexure 1.3)
Meeting 3	30-05-2023	2	Upload	Upload (Annexure 1.3)

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

From <Month, Year> academic session:

Sl. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Academic Equivalency	Fee (Rs.)	Approval of statutory authority (i) (DD-MN-VVU) or (ii) Regulatory authority (if required)	Number of students admitted (Male/Female/Transgender)				
								M	F	TG	Total	
No. of programmes												

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 (ODI Programmes and Online Programmes) Regulations, 2020:

From <Month, Year> academic session:

Sl. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Academic Equivalency	Fee (Rs.)	Approval of statutory authority (i) (DC-MN-VVU) or (ii) Regulatory authority (if required)	Number of students admitted (Male/Female/Transgender)			
								M	F	TG	Total
No. of programmes											

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 WEBSITE.

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For Vishwanath Gopal University Jaipur

[Signature]
 Director



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 thereof (Not more than 100 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	<p>The Center for internal quality assurance Cell, Vivekananda Global University ensures to maintain quality of services delivered by COE Department of university and to provide best of the training experiences to the learners, following Crad functional teams are proactively working:</p> <ol style="list-style-type: none"> 1) Dedicated 24 X 7 learner Support team available on emails & Dedicated Social Media groups 2) Admission and Counseling committee to provide hassle-free admission procedure and documentation. 3) Grievance Redressal Committee 4) Content Review Cell in CIQA 5) Separate Exam conduct Cell for verification of Exam & result Declaration. 6) Academic Integrity team 7) Automation of learners Communication and notification through SMS 	Annexure 2.1-Process Manuals
2.	Self-evaluation and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	<p>Policies and guidelines have been laid down by the department to improve the admission process and documentation, teaching learning schemes, content revision mechanism, learner-Teacher interaction and learner support system. We are implementing following parameters for continual improvement in the teaching Learning</p>	Annexure 2.2

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For Vivekananda Global University

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<p>4</p>	<p>Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode. (For Dual Mode HEIs)</p>	<p>We ensure that the quality of Online Learning programmes matches with the quality of relevant programmes in conventional mode through the below mentioned practices:</p> <ul style="list-style-type: none"> a) The curriculum and credit structure of OC programmes is kept at par with the programme offered in conventional mode. b) Examination processes are devised with utmost care and surveillance. c) Question Papers are set and moderated by an established committee to ensure quality and standardization. d) Answer Scripts are evaluated by the faculty within the University premises with the help of AI enabled interface. e) Evaluations are scrutinized by senior faculty members for all programmes before declaration of the same. f) Record keeping of all examination processes is ensured by the COE-office. 	
<p>3</p>	<p>Mechanism devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for Quality improvement.</p>	<p>Mechanism devised for interaction with and obtaining feedback from all stakeholders which includes:</p> <ul style="list-style-type: none"> a) To check and ensure teaching quality of live sessions a feedback form get shared with learners in every session and on the basis of learners responses if required appropriate corrective measures are implemented by Program Coordinators to maintain the excellence of the learning. b) Counseling / Contact sessions at regular intervals. c) Learner can connect to Course Coordinators in Discussion forum and faculty corners through SMS, Whatsapp, telephone/ electronic communication for the learners' interaction with faculty regarding any academic queries. d) Provision of Mid Semester feedback and open house with Management is mentioned in the Academic calendar to address academic & non-academic issues of learners and also we have 	<p>Annexure 2.3</p>

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Dr. Himanshu Singh
 Faculty
 VGU, Jaipur



		emphasis for Parent Contact.	
5.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	COE (Department) and Tech team is suggested to upgrade its LMS through integration of more learning tools. Assurance of learning concept needs to formulate and implement on stage wise.	
2.	Implementation of its recommendations through periodic reviews	COA ensures that all compliance action and action taken reports are maintained for continuous improvement in the processes.	Please Refer Annexure 2.1
3.	Workshops/ seminar/ 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.	Yes, Regular Activities and events are conducted by the department which includes- 1) Staff & Faculty orientation and training to create content as per our Quality Approach. 2) One Workshop was conducted to demonstrate the Virtual proctoring Process to the faculty.	Annexure 2.4
4.	Developed and adopted best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	a) The University has established state of the art Digital Studies to develop the AV lectures for learners. b) A feedback mechanism is also established to obtain qualitative feedback from subject matter experts and industry professionals to develop an effective, relevant, structured and engaging Self Learning Material. c) In our LMS content delivery based on 4Q Approach and Continuous self-assessment quizzes based upon Bloom's taxonomy are provided for learning assessment. d) Learner oriented teaching learning pedagogy and 24 X 7 learner support and grievance handling services maintained by the department.	

Aswini Kumar Singh
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Veera Binda Global University, Jaipur

Dr. Manoj Kumar
 Registrar



10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	<ul style="list-style-type: none"> • Our Programs Curricula are designed to attain outcome based education and we have also implemented the guidelines of NEP-2020 while drafting the syllabus and feedback responses through personal interviews, survey and telecon are collected from various stakeholders like, Learners, parents and teachers. • Data Analysis in other areas such as admission, examinations, student progression is also maintained, discussed and actionable points are taken which is further presented in Annual Reports. 	
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.	<p>We ensure to follow the guidelines mentioned in UGC-OES-2020-PFR-MBA document for Program project reports and follow given steps:</p> <ol style="list-style-type: none"> COE prepares the PFR in collaboration with the faculty of the offering department in conceptual mode which is then presented in the Board of Studies of the concerned department with external expert's comments. Once approved by the Board of Studies it is placed with the Board of Faculties for approval and submitted to OGA for verification and deliberations, if any. OGA further places PFR for the existing/newly proposed programmes to Academic Council for final deliberations & approval before the launch of the new programme/renewal of existing. 	Annexure 2.5
12.	Mechanism to ensure the proper implementation of Programme Project Reports.	The Programme Project Report is approved by the appropriate statutory authorities of the University to ensure that each Programme is according to the norms and guidelines prescribed by the Commission and wherever	

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Signature
Date



		Necessary by the appropriate regulatory authority having control over the Programme.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The record of activities undertaken on quality assurance is prepared by the Quality assurance bodies of University, including IQAC and CIQA cells and the same is further submitted to the Statutory Authorities or Bodies of the University and also to the other regulatory bodies and commissions as per their requirements.	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The inputs are taken from various stakeholders such as industry, alumni and academicians from time to time to review and redesign curricula based on recent developments in terms of its relevance and appropriateness in catering to the needs of the job market and enhancing learner employability. University also includes all the suggestive parameters and guidelines issued by regulatory authority's like IQAC, AICTE & government of India.	
15.	Facilitated system based research or ways of creating learner centric environment and to bring about qualitative change in the entire system.	Audits are conducted at the beginning and end of each semester to identify the gaps in the system and rectify the same on time with appropriate action. Though research is an integral part of our Universities teaching learning pedagogy, we have also included Research Methodology Paper in curriculum of most of our Programs and we have also embedded courses based on various research tools & analytical techniques in few of the Programs. Most of our ongoing programs are having either research based assignments, projects, practical training or internship in their syllabus.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and surveillance from a designated body for accreditation such as NAAC etc.	CIQA department of VGU-COOL works in sync with University's conventional mass department and we maintain all the essential reports like details pertaining to learners (No. of enrollment, Fee details, attendance records, Exam results and placements etc.) Faculty details (Hired	

		<p>Qualification, Salaries, Area of Specialization, Awards and Honors), Contribution of staff in Research and Development (No. of research paper published in a year, Research grant or project received, FDP conducted or Participated, Workshop or Seminar conducted or Participated), Events/Programs conducted by Department in a year, Overall revenue and expenses during a year, Placement Initiatives of Department, Ranking & Accreditation (National & International) obtain by either University or Department individual. All this information was gathered and included by the department.</p>	
<p>17.</p>	<p>Measures adopted to ensure internationalization and institutionalization of quality Enhancement practices through periodic accreditation and audit</p>	<ul style="list-style-type: none"> All of our ongoing programs are at par with reputed national and international Higher education institution and while making the syllabus in our University we do benchmarking of all our courses with top institution worldwide on basis of QS and Times ranking for International institutions and NIRF ranking and NAAC accreditation measures. As to allow for comparison. We have formulated a dedicated wing of learner support to handle queries of our International learners and BSW department in University to ensure that all the important syllabus and events which are globally or in a specific country get celebrated. Academic and co-curricular activities calendars are prepared and followed by all the stakeholders religiously and a detailed audit conducted by the University Officials from time to time. 	

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For Institutional Quality

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18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines.	<ul style="list-style-type: none"> The University ensures that the processes and policies are framed in line with the guidelines from commission from time to time. We take active participation in all the events, workshops and seminars organized by regulatory authorities and ensure to implement their guidelines in our programs. [For Example: We have participated in a recently organized session about AICTE 1 by UGC. 	Measure 2.6
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	We collaborate with other Higher educational institutes to understand the teaching Learning and other administration practices going in their institution and try to improve best and innovative practices in our system. During creation or updating of our curriculum, development of new courses, degree, diploma or certification programs we conduct benchmarking exercise with reputed national and international academic institutions on the basis of QS and Times ranking for international institutions and NIRF ranking and AACSB accreditation to utilize for accreditation.	
20.	Periodic activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Since the Academic activities of CIOE, VGU have started from JAN 2023 only and its first academic year is still in progress so Centre for Internal Quality Assurance will prepared the annual report after the completion of one year of academic activities on the basis of step or initiatives taken by the CIOA cell for quality enhancement of the CIOE department and same will be updated on University website after getting approval from CQA committee members.	

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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.	After completion of the 1st year of Academic session the IQA cell will submit its annual report to the academic council of the University.	
	(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.	Once the 1 st year of academic session gets completed, the IQA team will submit the copy of annual report to Commission after getting it duly approved from Academic Council of Vivekananda Global University.	
22.	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance for the effectiveness of quality assurance systems and processes.	The IQA department functions under the direction of the Vice-Chancellor and regular reviews are conducted to check the effectiveness of quality assurance systems and processes through reports and analysis. All the IQA committee members take participation in IQA meetings organized by the IQA department and they endorse the reports and quality assurance process of the department.	
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.	We have a dedicated and highly experienced team of instructional designing and while developing our learning content, ADDIE pedagogy of content development used by the IT team. While developing AV content use of animation, infographics are implemented in videos for learner engagement.	
24.	Provided automation of learner support services of the Higher Educational Institution.	We are continually working on making all our processes fully automated. We have done our admission and documentation process automate and our Learner Management system is also user friendly and give an essence of virtual availability of learning resources from anywhere and anytime.	

Rajesh Kumar Singh
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Vivekananda Global University, Jaipur

Rajesh Kumar Singh
 IQA
 Jaipur



25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	We encourage and promote experts from varied different domains to share their knowledge with our learners in industry expert sessions, organised by departments. Our CQA committee and academic committees also comprises external subject expert/agencies and organisations for review of its in-house processes in activities pertaining to validation.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s).	Yes, third party auditing bodies for quality audit of programmes have been introduced and recognised academic experts/industry experts and Government and Non-government agencies are welcomed as third parties by the department for conducting audits of various ongoing functions of the department.	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Yes, for such a purpose, CQA cell connect to the other nodal agencies like QAC, research & think wing, Innovation and Incubator Cell in University to keep the records of documents prepared by these nodal agencies and oversee their functions and help them in compliances.	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	The curriculum, learning pedagogy and research at OI adheres to the needs of contemporary education at par with international standards, and is relevant to the industry with collaboration and association with internal/external communities. In the asynchronous discussions with learners, faculties encourage various industries, society and environment relevant topics where learners get ample scope of doing in-depth research to make out a valid response and department also encourage the faculties to introduce research based assignments for the learners.	

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28.	<p>Facilitated industry-orientation linkage for providing exposure to the learners and enhancing their employability.</p>	<p>The University has strong industry academic linkages and networks to provide effective exposure and employability to the learners in all areas and COCE department closely works with T & P department of University for Placement assistance for their learners and they also work with external agencies to incorporate and introduce employability-oriented short term courses.</p>	
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Praveen Singh
 Centre for Online
 Education
 VGU, Jaipur
 DIRECTOR

To: Vice-Chancellor
Praveen Singh
 Director



2.2 Compliance of Quality Monitoring Mechanism – As per Annexure-1 (Part V (2)) of USC (ODL Programmes and Online Programmes) Regulations, 2022:

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	<p>Governance, Leadership and Management:</p> <p>a. Organization Structure and Governance</p> <p>b. Management</p> <p>c. Strategic Planning</p> <p>d. Operational Plan, Goals and Policies</p>	<p>A. Organization Structure and Governance:</p> <p>The Centre for Distance and Online Education at VGU operates within the University's well-defined organizational structure. All required positions, as specified by the commission, are duly staffed. The University employs an in-house developed eGovernance system operated for academic, admin, budgeting and financing activities, and established committees efficiently manages various functions including planning & monitoring, inclusion, human resource development, management of finance pertaining to academic activities.</p> <p>2. Management:</p> <p>The leadership and management actively engage in evaluating and overseeing the activities of the University's divisions. This proactive involvement ensures the alignment of actions with the institution's vision, mission, and goals. Consistent interactions, reviews, and feedback from stakeholders contribute to this alignment.</p> <p>3. Strategic Planning:</p> <p>A crucial aspect of the University's</p>	Annexure 2.2

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For Veerabhadra Global University, Jaipur

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		<p>e-Governance framework is the annual formulation of strategic plans. These plans encompasses both academic and administrative dimensions. Importantly, these strategic plans are meticulously tailored to harmonize with the University's vision, mission, goals, and established quality benchmarks.</p> <p>4. Operational Plans, Goals, and Policies:</p> <p>The Planning and e-Governance division of the University play a pivotal role in verifying the realism and feasibility of the annual goals and strategic plans developed by the University's various divisions. At the close of each year, the division conducts assessments to gauge the Division's progress towards realizing their respective visions, missions, and goals.</p>	
2.	Articulation of Higher Educational Institution Objectives	<p>The University has crafted lucid and purposeful vision and mission statements that harmonize seamlessly with its objectives of providing programs through the Online Learning mode.</p>	Annexure 2.4
3.	<p>Programme Development and Approval Process:</p> <ul style="list-style-type: none"> a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System 	<p>COOE, VGU has applied comprehensive procedures for Programme Development and approval where need assessment exercises were done through use of data collection instruments and launch programs were developed as per the requirements of all the stakeholders where all the required norms and guidelines were followed and necessary approvals has also been taken from concerned Authorities. Incorporated practices</p>	Please Refer Annexure 2.5

		<p>are outlined here. These encompass the entirety of processes associated with Online Learning (OL) Programs, encompassing Curriculum Planning, Design, and Development of academic content, Implementation, Feedback, and Review. These meticulous processes are meticulously detailed within the Programme Project Report, which also features specifications of the Scheme, Syllabi (in accordance with the Credit Based Choice System) to provide the academic faculty and Learning Resources/Media that will be utilized.</p> <p>To ensure a standard of quality, the development of Self Learning Material adheres to prescribed guidelines and all the academic content delivery is stated out as per our Guidant Approach guidelines of Swayam. These measures are in place to ascertain excellence before the material is considered for finalisation and approval to proceed on LMS.</p> <p>In order to facilitate engagement and gather insights from stakeholders pertaining to academic and administrative activities, as well as the availability of resources and facilities, an array of mechanisms have been established. Notably, these mechanisms include the utilization of an online feedback form accessible through the website and Learning Management System (LMS) and consultation on specific Social Media Groups managed by the Learner Support team. This seamless integration of feedback channels fosters a dynamic and responsive academic environment.</p>	
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 Anand Kumar Singh
 Centre for Online
 Education
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19
 For Vice-Chancellor
 Vyasa Global University, Jaipur


 Anand Kumar Singh
 Director



4.	Programme Monitoring and Review	<p>To maintain the equivalence of degree CDCE, VGU follows the similar curriculum of conventional mode programs of University. QDA, QOT and internal & external academic review committees are involved in the Programme Monitoring and Review process of ongoing programs of CDCE department where they gather the relevant inputs and feedback from enrolled learners, faculties, industry experts, students of conventional mode and also map PG, CO and curial outcomes while incorporating any changes in syllabus.</p>	
5.	Infrastructure Resources	<p>The CDCE department of University has adequate and suitable physical facilities and ICT infrastructure. It includes well-equipped recording studios, AV Lab, Work stations for conducting Virtual Sessions, E-Library, computer labs to ensure the quality delivery of OJ programmes and provide the required support services to all stakeholders.</p>	Annexure 2.3
6.	Learning Environment and Learner Support	<p>CDCE VGU has implemented an engaging and robust system of academic which is based on user friendly and self-paced learning pedagogy where we have implemented a system through our LMS platform where a learner can access course material, engage in discussions and submit assignments. Collaborative tools such as virtual classrooms, discussion forums, and interactive multimedia are integrated to facilitate engaging and effective learning experiences. The environment is carefully curated to</p>	

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 DIRECTOR

For Head of Centre
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 Head of Centre



		lets of its faculty members through mapping various relevant FDPs, training and development Programs of COE faculties and other staff members. Recently COA has organized a FDP for enhancing the content development skills.	
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2.3 Compliance of Process of Internal Quality Audit – As per Annexure-I (Part V (E) of UGC (ODL Programmes and Online Programmes) Regulations, 2020) :-

S.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 on the website for information and compliance. Appropriate academic planning procedures are implemented to ensure high-quality value-added learner experience in teaching, infrastructure, and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	Annexure 2.11
2.	Validation	There is a proper mechanism in place for validation to ensure that programmes are academically viable, as per academic standards, appropriately defined to offer learners the best opportunity to learn. The external subject matter experts and industry experts are involved in all the activities pertaining to validation and provision of annual review is in place where COA committee and BOS will conduct detailed analysis.	

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 DIRECTOR

Arvind Kumar Singh
 Director



<p>3. Monitoring, Evaluation and Enhancement Plans:</p> <p>a. Reports from Examination Centres</p> <p>b. External Auditor or other External Agency's report</p> <p>c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>d. Reporting and Analysis by the Higher Educational Institution</p> <p>e. Periodic Review</p>	<p>The CIQA department of the University ensures Quality, relevance, outcomes attainment and continual quality improvements in the ODL programmes based on the following reports and measures:</p> <p>Exam Guidelines adhere to UGC/desired regulation for conducting ethical and authentic examination Practices.</p> <p>Conduction of Examination with the use of robust, secure and easy to operate virtual Assessment portal VGU-Ekanya</p> <p>Maintaining a detailed Examination Observers/Proctors' Report in a systematic manner.</p> <p>Tracking and Analysis mechanism of Learners' Participations in Live sessions and Discussion Forums.</p> <p>Provision of external audit from academic agencies after completion of one batch.</p> <p>Periodic review of academic deliverable from CIQA department.</p> <p>System-generated reports related to the usage of LMS, Website, and Examination Results etc.</p> <p>Feedback Reports from all the stakeholders include learners, parents and teachers.</p> <p>Based on the gathered analytics, the reviews and revisions are implemented.</p>
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Anand Kumar Singh
 Centre for Online
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 VGU, Jaipur
 DIRECTOR

For Verification and Approval, Jaipur

Anand Kumar Singh
 Director



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) - Full time dedicated, not below the rank of an Associate Professor

1. Prof. Baldev Singh, Regular Employee, Director-CDOE, Ph.D (Computer Science), Salary-11000 per month

2. Dr. Anand Kumar Singh, Full time dedicated, Director-CDOE, Ph.D (Management) Salary-67000-79100+DA, HRA and other allowance as per norms [Effective from 22.08.2023]

Appointment letters and joining report is attached as **Annexure 3.1**

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

Dr. Suman Bhambhani, Employee, Deputy Director-CDOE, Ph.D (Computer Science), Salary- 80,000 per month

Appointment letters and joining report is attached as **Annexure 3.2**

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

Not Applicable

Anand Kumar Singh
 Centre for Online Education
 VGU, Jaipur
 DIRECTOR

For WhatsApp: <https://www.whatsapp.com/channel/00299161111111111111>

Anand Kumar Singh



3.4 Compliance status in respect of Human Resource - As per Annexure - IV of OGE (001-Programmes and Online Programmes) Regulations, 2020.

HEC shall monitor 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.

OGE-102 follows the process of teaching and non-teaching staff as per the rules and regulations issued by the UGC. The complete details of the programme coordinator, course coordinator, course mentor, administrative staff, technical staff are mentioned below.

I. Programme name

a. Programme Coordinator:

S. No.	Name with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1.	Dr. Ashir Uthman	Ph.D	15 Years	Regular (Rs. 25000 per month)	17-05-2023
2.	Ms. Pooja Bhavsani	M.Com	10 Years	Regular (Rs. 25000 per month)	14-12-2022
3.	Dr. Vijayendra Kumar Shrivastava	Ph.D	17 Years	Regular (Rs. 25000 per month)	28-05-2022

b. Course Coordinator:

S. No.	Course name	Name with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1.	Computer Science	Ms. Sandi Khanna, Assistant Professor	M.Tech	0	Regular (Rs. 24000 per month)	01-03-2023
2.	Computer Science	Prof. Dr. Prasad Sahai Saxena	Ph.D	25	Regular (Rs. 132238 per month)	03-03-2023
3.	Webes Technology	Ms. Zahid Ahmed	MCA	0	Regular (Rs. 23950 per month)	03-03-2023

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 DIRECTOR

For Programme Coordinator

[Signature]
 Programme Coordinator



1	Machine Learning	Mr. Ravi Ashwani Associate Professor	MCA	2		Regular (Rs. 45000 per month)	03-03-2023
2	Human Resource Management	Dr. Tripti Mathur, Associate Professor	Ph.D	25		Regular (Rs. 45000 per month)	03-03-2023
3	Human Resource Management	Dr. Saroj Kumar Rajan, Assistant Professor	Ph.D	10		Regular (Rs. 42000 per month)	03-03-2023
4	Finance Management	Dr. Saroj Kumar Rajan Assistant Professor	Ph.D	10		Regular (Rs. 42000 per month)	03-03-2023
5	Finance Management	Dr. Arshad Ali Mansoor, Associate Professor	Ph.D	10		Regular (Rs. 35000 per month)	03-03-2023
6	Information Technology Management	Mr. Sachin Kumar, Assistant Professor	MBA, PGDCA	5		Regular (Rs. 35000 per month)	03-03-2023

c. Course member

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

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For Vishwakarma Global University Jaipur

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3.5 Details of Administrative staff**a. Number of Administrative staff available exclusively for Online programmes**

Admins Staff	Required	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3	3
Computer Operator	2	2
Multi Tasking Staff	2	2

(Attach duly attested photocopy of appointment letter with salary details) attached as Annexure -3.3

b. Number and details of Technical Support for Online Programmes as per Annexure -IV**(c) 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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For Veerabhadra Global University, Jaipur

Anand Kumar Singh
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B. For Delivery of Online Programmes:

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

HC. For Admission and Examination for Online mode:

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

(Attach duly attested photocopy of appointment letter with every detail)

Attached as an Annexure 3.4

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For Veerapada College University
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5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region.	No	CDDE-VGU conducting the examination through remote proctoring mode on Ekavyas platform from III campus
6.	Building and grounds of the examination centre must be clean and in good condition.	No	CDDE-VGU conducting the examination through remote proctoring mode on Ekavyas platform from III campus
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities.	No	CDDE-VGU conducting the examination through remote proctoring mode on Ekavyas platform from III campus
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	CDDE-VGU conducting the examination through remote proctoring mode on Ekavyas platform from III campus
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	No	CDDE-VGU conducting the examination through remote proctoring mode on Ekavyas platform from III campus
10.	Safety and security of the examination centre must be ensured.	No	CDDE-VGU conducting the examination through remote proctoring mode on Ekavyas platform from III campus

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 Report



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 thereof
1.	Requirements at Test Centres (as mentioned in provision D (D)(13)(i) of Annexure II)	No	KDUE-VGU conducting the examination through remote proctoring mode on Ekamya platform from HEC campus
2.	Requirement of proctors (as mentioned in provision D (D)(13)(ii) of Annexure II)	No	KDUE-VGU conducting the examination through remote proctoring mode on Ekamya platform from HEC campus
3.	Security arrangements in the testing centre (as mentioned in provision D (D)(14)(ii) of Annexure II)	No	KDUE-VGU conducting the examination through remote proctoring mode on Ekamya platform from HEC campus
4.	Remote Proctoring (as mentioned in provision D (D)(13)(ii) of Annexure II)	Yes	Annexure-C1

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For Head of Centre (HOC) - 15/05/2024

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4.1 Compliance status of 'Evaluation' and 'Certification' - As per Regulations 15 and 16 of UGC (ODU 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 Controller for the conduct of proctored examinations.	Yes, Please Refer Annexure 4.2	
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, an appropriate evaluation mechanism is defined for both CIA and end-term examination. Evaluation mechanism is attached. Please Annexure 2.1 refer page no.16-17	
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examinations 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 specified for the semester or year has been actually conducted. (ii) For Online mode the learner has minimum participation of 75 percent in all the activities of Online programme prior to end	Yes, a minimum participation of 75% is followed by engaging the students in live lectures, recorded lectures, quizzes and discussion forums. Please refer to page no.23 in annexure 2.1	

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	Semester examination or term end examination		
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 some standards as being followed in conventional mode/UG mode by the dual mode Higher Educational Institution and in Open Distance Learning mode by the Open Universities.	Yes, curricular aspects, assessment criteria and credit framework are fully mapped with conventional mode and as per guideline mentioned in HEB-UGC regulation-2020. Please refer annexure 2-1	
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) i.e. term end examination: Minimum 70 per cent.	Yes, Sample question paper is attached as an Annexure 4-2	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments.	Yes, The assessment was notified through the website and ONVU LMS which is based on the 4.2 version. The formative assessments are conducted through VGU-Edway examination platform for End term Exam and ONVU LMS for Internal Assessment.	

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For Veerendra Global University Jaipur
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5.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card.	Optimal sample Annexure 4.4	
6.	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 that no part of the syllabus is left out of study by a learner.	Optimal Process Please refer Annexure 2.1 and Annexure 4.3	
7.	The execution of the programme in Online mode shall be managed by the institution or evaluate that of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Optimal list Annexure 4.5	
10.	(i) The Examination Centre shall have proper monitoring mechanism for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Yes	Though, CDOE VGU conducting the examination through remote proctoring mode on Olatrya platform from HR campus
	(ii) Availability of Internet system	No	CDOE VGU conducting the examination through remote proctoring mode on Olatrya

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Dr. Vivekananda Singh
 Director



			platform from HEI campus
	(c) The attendance of examinees shall be authenticated through biometric system or per Aadhaar details or other Government identities of Indian learners and Passport for International learners.	Yes	COPE-VGU conducting the examination through remote proctoring mode on Google platform from HEI campus.
	(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 centre in the Higher Educational Institution.	Not Applicable	
11.	The Higher Educational Institution shall retain all such Closed-Circuit Television recordings in archives for a minimum period of five years.	Yes, Upload Sample and Ret	
12.	(a) There shall be an observer for each of the Examination Centre operated by the Higher Educational Institution and	Upload Details of Observer assigned - Annexure 4.5	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution.	Upload Observer Report - Annexure 4.6	

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For Examining Officer University - Jaipur

[Signature]
Registrar



13.	As 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 examination, or through the Proctored Examination and its conformity with any other norms for such examination as may be laid down by the Commission.	Yes. Please refer Annexure 4.2	
14.	As restriction of umbrella prohibition is not applicable for Online learning, such Higher Educational Institutions which are recognised to admit international learners shall endeavour to conduct proctored examinations for such learners.	No	No international learner has been enrolled
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. Author number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme score.	Optical samples Annexure 4.7	
	(b) Each award shall also be uploaded on the National Academic Repository.	Yes. Please refer annexure 1.4	

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For Signature (Date) _____
[Signature]
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25.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degree/certificate 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.	Upload samples: Annexure 4.3	
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4.4 Result and Student Progression

For UG, PG and PGD programmes :

Semester / Institute	Programme name	No. of students admitted	No. of students appeared in exam.	No. of students progressed to next year	% of students passed	% of students passed in first class
MBA, Jaipur	BBA	15	17	100% passed	100% passed	100% passed
	BBA	25	32	100% passed	100% passed	100% passed
	BBA	10	10	100% passed	100% passed	100% passed

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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

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

All the programme project report are prepared as per the guideline prescribed by the UGC and approved by the Academic Council.

Sample of MBA PPR and authority approval is attached (Please refer annexure 2.5).

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

IIE 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.

KJ Somaiya VGU follows the four quadrant approach of student delivery prescribed by UGC. These quadrants have been designed in a way to facilitate cognitive, ethical, psychomotor and affective development. The e-tutorials and the live lectures are scheduled credit wise. So for a four credit course in MBA and BBA the students are receiving 12 hours of live lecture and recorded lecture on the LMS. The recorded versions of the live lectures are also provided in the LMS for them to access and learn at their own pace. Open source materials, frequently asked questions, various micro-videos are also shared through textual material and our based pedagogy. Discussion Forum platform is active and aims to enhance student's engagement on the LMS. The fourth quadrant is aimed at evaluating the student learning. This is divided into two parts: a continuous internal assessment spread over MCQs, Subjective questions and Graded Discussion Forum of 30% weightage and end-term examination of 70% weightage. The students are provided ample time to put out their learning and participate in the continuous internal assessments.

Samples of four quadrant approach and authority approval is attached as an annexure 5.1.

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 Director



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

WE shall describe 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 Authority shall also be mentioned.

Centre for Distance and Online Education (CDOE-VGU) has a focused approach to providing high-quality Self-Learning Material (SLM) for online learning. The SLMs are designed with clear objectives, learning outcomes, study help, and suggestions for learners on how to use the material most effectively. These materials are self-contained, self-explanatory, and organized in units as per the curriculum structure. The SLMs are evaluated and approved by the authority. Reviews and suggestions are periodically incorporated to maintain the high-quality. The SLMs are presented in a logical order, with sections and subsections that correspond to the learning objectives and outcomes. They include plenty of examples and relevant case studies to help learners understand and apply the concepts in real-life situations. The Centre for Distance and Online Education provides learners with support through virtual classrooms, online forums, and one-on-one interactions with instructors to ensure a seamless learning experience. CDOE, VGU is committed to providing the best online learning experience to its learners.

Samples of SLMs of BBA, BCA and MBA, and authority approval are attached as an annexure 5.2.

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For Veerabhadra Global University, Jaipur

[Signature]
 Director



Part - VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

Plaint provide links and details of the Learning Platform used by HEI.

- In case of SWAYAM Learning Platform, in case of MOODLE Learning Platform, details of API for easy access to SWAYAM for the proposed programmes of study (with respective links) duly approved by the statutory bodies of the Higher Educational Institutions empowered to decide on academic matters for - Learner Authentication, Learner Registration, Payment Gateway and Learning Management System

Not Applicable

- 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 rights of Online programmes including all the required components of Online education and compliance to all the provisions of the regulations

The University uses its own Non-SWAYAM Learning Platform OAVGU-LMS for purpose of offering online programs. The platform is developed on the open source software, including Moodle 4.2 and contains various customizations done specifically for the University's requirements and to meet the requirements of the UGC. Various initiatives and activities, including the following, have been carried to maintain the quality in the services provided to the learners:

- CDE-VGU e-Connect portal for OI, mode students was further strengthened with inhouse built Discussion Forum. Personalized online mentorship system was implemented for OI, mode students.
- OI, mode students were provided with the provision to draw their Exam Date-Sheet Online.
- Master Classes and Guest Lectures from industry experts were provided to the learners.

6.2 Compliance status in respect of the Programme delivery

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

OAVGU follows the four quadrant approach of academic delivery prescribed by UGC. These quadrants have been designed in a way to facilitate cognitive, ethical, psychomotor and affective development. The e-materials and the live lectures are scheduled credit wise. So far a four credit course in MBA and BBA the students are receiving 12 hours of live lecture and recorded lecture on the LMS. The recorded versions of the live lectures are also provided in the LMS for them to access and learn at their own pace. Open source materials, frequently asked questions, various misconceptions are also shared through digital portals and case based pedagogy. Discussion forum platform is active and

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

7.1 Compliance status of Regulation- 9 of UGC (OBL 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, Reason thereof
1.	Joint declaration by authorized signatories, Registrar and Director of Centre for Internet Quality Assurance has been displayed on HEL website authenticating that the documents from Sl. No. 2 to 17 have been uploaded on the HEL website?	Yes, Copy of joint declaration is attached as an Annexure 1.1	
Uploading of the following on HEL website (Mention Link)			
2.	The establishing Act and Statutes, three 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, link - http://www.vivekanandaglobaluniversity.com/legislation.html http://www.vivekanandaglobaluniversity.com/legislation/17 http://www.vivekanandaglobaluniversity.com/legislation/18 http://www.vivekanandaglobaluniversity.com/legislation/19	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	No UGC Link - http://www.ugc.ac.in/ugc/ugc-act-1956.html http://www.ugc.ac.in/ugc/ugc-act-1956.html http://www.ugc.ac.in/ugc/ugc-act-1956.html http://www.ugc.ac.in/ugc/ugc-act-1956.html AICTE Link - http://www.aicte.ac.in/act-1987.html http://www.aicte.ac.in/act-1987.html http://www.aicte.ac.in/act-1987.html AICTE-ANDHRA http://www.aicte.ac.in/act-1987.html	
4.	Programme details including brochures or programme guide (inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes Link for brochures - http://www.vivekanandaglobaluniversity.com/legislation/20 http://www.vivekanandaglobaluniversity.com/legislation/20 http://www.vivekanandaglobaluniversity.com/legislation/20 and link for MBA programme - http://www.vivekanandaglobaluniversity.com/legislation/20	

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		Link	
6.	Important schedule or date sheets for admissions, registration-to-registration, counselling/mentoring, assignments and feedback forms, examinations, result declarations etc.	<p>Yes, Link for admissions process, Link for exam schedule, and Link for Results if available in website-website https://www.vgu.edu.in/Examcenter/Link/Admission/2023-24/2023-24.html</p>	
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.	<p>CDDE, VGU focuses on holistic online program delivery for dual program. This includes well-structured learning materials accessible through an intuitive online learning platform-ONVGA-LMS. The learner assessment system employs diverse methods to gauge understanding, such as quizzes, assignments, and peer assessments through discussion forums. Quality assurance is upheld through regular content updates, interactive discussions, and real-time feedback mechanisms. Faculty-student interaction is</p>	

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		<p>Excellence in learning and Discussion Series Constant monitoring and feedback loops from all the stakeholders course program improvement Collaboration with Industry experts courses real-world experience, Open the strategy innovative interactive learning, frequent assessments, and continuous improvement for an excellent online education experience.</p>	
8.	The feedback mechanism in 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.	<p>Yes Link for Feedback:- http://www.vgu.ac.in/Feedback</p>	
9.	Information regarding all the programmes recognised by the Commission	<p>Approval of DOC for all programmes are available on the website. Link:- http://www.vgu.ac.in/Programmes</p>	

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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, please refer Annexure 2.11 for Academic Calendar	
16.	Reports of the third party academic audit or its undertakes every five years and internal	Not applicable	Five years will be completed on Mar-28
17.	academic audit every year by Centre for Internal Quality Assurance	No.	The same has been completed only for semester 1 & 2 after the 2nd semester CQA will conduct an academic audit after completion of the year

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8. (a)	Details of the teaching faculty including: duration, 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, all the faculty members are on a regular basis.
8. (b)	Pay and other emoluments payable for each category of teachers and other employees	Yes
8. (c)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centre (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Not applicable
8. (d)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institutions, as the case may be, for every programme of study	Yes, please refer Annexure 2.5 and link: https://www.vgu.ac.in/Content/Upload/2023/08/Syllabus_MBA.pdf
8. (e)	Activity planner, including all the academic activities to be carried out by the Higher educational Institution during the academic session	Yes, please refer Annexure 2.11
9.	Higher Educational Institution shall publish information as set out in 8. (d) 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, Information specified in para no. 8 is mentioned on the website.

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10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitulation fee or demand any donation, by way of consideration for admission in any seat or seats in a programme of study conducted by it.	HEI will not raise any extra charges for the fee.
11.	No person shall, directly or indirectly, offer or pay capitulation fee or give any donation, by way of consideration either in cash or kind or otherwise, for securing admission to any seat or seats in a programme in course made offered by a Higher Educational Institution.	HEI will not raise any extra charges for the fee.
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.	HEI will not impose such things on learners.
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in course made subsequently withdraws from such Higher Educational Institution, the 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.	HEI will not impose such things on learners.

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Part - IX: Grievance Redressal Mechanism

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

HEI shall mention the mechanism put in place along with brief details of grievances received and actions taken thereof. Also mention how the learners have been made aware about this mechanism. (Annexure 9.1)

VGU have a grievance redressal mechanism in place to address the grievances of its students. The mechanism is well-defined, transparent, and accessible to all students.

VGU has proactively established both the framework and a dedicated committee to meticulously document all grievances. This comprehensive record will encompass the specifics of each complaint, its corresponding receipt date, as well as the subsequent steps taken to effectively address the matter at hand. This repository of grievances will undergo consistent updates and remain accessible for thorough scrutiny by the designated committee. Despite this meticulous setup, it is noteworthy that no complaints have been lodged during the first semester.

To ensure that learners are aware of the grievance redressal mechanism, VGU is communicate this information through various channels like the student handbook, on the VGU website, and through regular notices etc.


VGU conduct awareness campaign to educate learners on the grievance redressal mechanism and encourage them to come forward with any grievances they may have. This can be done through orientation sessions, workshops, and other interactive sessions.

1. Prof. (Dr.) Kailash Agrawal, Dean, FMS-Convener
2. Dr. Pramod Faudia, Proctor-Member
3. Mr. Satish Kumar, ADSW-Member
4. Mr. Manish Dubey, Hostel Warden-Member
5. Ms. Soniya Sharda, Section Officer, COOE-Member
6. Mr. Prasen Verma, Asst. Registrar-Member
7. Mr. Deepali Babool, Dy. Registrar-Member Secretary

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
NIL	NIL


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9.3 Complaint Handling Mechanism

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

Complaint Handling Mechanism as specified by the UGC is available on the website. (Annexure 9.2)

9.4 Details of Complaints received from UGC (DEI)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time (i.e. 30 days) (yes/no)
NIL		

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Part - X: Innovative and Best Practices

10.1 Innovations Introduced during academic year

- I. State of the art Digital Studio for development of Video Lectures & Live sessions
- II. Introduce the User-friendly Learning Management System (LMS) Interface- Web-based as well as convenient to operate through Mobile also for accessing the learning material at anytime and anywhere to promote self-paced learning.

10.2 Best Practices of the HEI

Feedback Mechanism in place for development of Self Learning Material, quality check of developed content. (Please Refer Annexure 2.3)

Curriculum Design - Learner-Centric Online instructional material on OHE (Outcome Based Education) model fulfilling industrial requirements and meeting Global Standards. https://mail.vgu.ac.in/hrs/curriculumupload/2023/08/Prac_Globa-MBA.pdf

Strong Learner Support System - Through T-Vee System & use of one calling and social media communication with Learner support team.

10.3 Details of Job Fairs conducted by the HEI

Though it is just 1st Semester of Online learning in VGU but in Centre for Distance & Online Education, we are committed for the skills enhancement and career development of our learners and to attain this target, department closely work with T&P cell of University to conduct soft skill sessions and guide and assist the CDDE learners to get interview and placement assistance. The placement detail of HEI of Session 2022-23 is attached (Annexure 10.1)

10.4 Success Stories of students of Online mode of the HEI

The success stories of our learners are the testimony of our commitment and services. The same are reflected on the University website, our social media platforms on regular basis for the information of all the stakeholders and others.

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

Our University has already started the implementation of NIP-2020 in sequential phases and CDDE department is also in testing phase to develop transcript of A/V and live sessions and e-learning material in regional languages with the help of AI tools in LMS.

10.6 Number of students placed through Campus Placements

Not applicable

10.7 Details of Alumni Cell and its activity

Not applicable

10.8 Any other information

The HEI completed 1st semester with all three programmes offered and started even semester for the same. We are updating our e-learning materials, quizzes, PPTs on regular basis to improve the academic quality. The feedbacks are also to be taken in regular intervals from all stakeholders to improve the academic and administrative environment of CIOC-VGU. The HEI is at starting phase and shall implement all tasks as per norms and regulations of UGC.

Arund Kumar Singh
 Centre for Online
 Education
 VGU, Jaipur
 DIRECTOR


For Vice-Chancellor, Yashwantrao Chavan University, Jaipur

[Signature]
 Registrar



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: Dr. Arvind Kumar Singh
 Seal
 Date: 31-08-2023
 Centre for Online
 Education
 VGU, Jalpur
 DIRECTOR

For Yashwantrao Chavan University, Jalpur


 Signature of the Registrar

Name: Prof. Praveen Choudhary

Seal

Date: 31-08-2023

Note: Kindly take the printout of duly 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 to provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

