

**HEI ID:** HEI-Exempted-U-0748/HEI-U-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>**

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## Part – I: 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 Doda
- Qualification: Ph.D. in Electrical Engineering
- Appointment Letter and Joining Report: Upload (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 of HEI	Member 1	Prof. Baldev Singh Ph.D	Computer Science	28-06-2023
		Member 2	Dr. Monu Bhargava, Ph.D	Management Studies	28-06-2023
		Member 3	Dr. Ashok Kapil, Ph. D	English	28-06-2023
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Mr. Aseem Purohit, Ph.D*	Management Studies	28-06-2023
		Member 5	Dr. Surendra Kumar Yadav, Ph.D	Computer Science Applications	19-10-2022
		Member 6	Dr. Kumud Kant Awasthi, Ph.D	Sciences	28-06-2023
d.	Two External Experts of ODL and/or Online Education	Member 7	Prof. Mahendra Kumar Ghadoliya, Ph.D	Economics	28-06-2023
		Member 8	Prof. K. K.Gautam, Ph.D	Humanities	28-06-2023
e.	Officials from departments of HEI • Administration • Finance	Member 9 Administration	Mr. Ratan Bhargva, 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 Doda, Ph.D	Electrical Engg.	28-06-2023

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

Not applicable, 2 Years will be completed on October 2024

If No, reason thereof, need to

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**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	24-11-2022	2	upload	Upload (Annexure 1.3)
Meeting 2	20-01-2023	2	upload	Upload (Annexure 1.3)
Meeting 3	30-03-2023	2	Upload	Upload (Annexure 1.3)

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

From &lt;Month, Year&gt; academic session:

Sl. 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.	Not Applicable										

Note: Mention details separately for &lt;Month, Year&gt;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 &lt;Month, Year&gt; academic session:

Sl. 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.	Not Applicable										

Note: Mention details separately for &lt;Month, Year&gt;academic session, as applicable, as above.

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

From &lt;Month, Year&gt;academic session: TO BE EXTRACTED FROM WEBPORTAL

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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.	Not applicable									

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:

From <January, 2023> academic session: TO BE EXTRACTED FROM WEBPORTAL. (Please refer annexure 1.4)

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	BBA	3	148	12th or equivalent examination in any stream from a recognized Board / Council / University	38000 per Year	F.No.13-1/2022/DEB-1) and 23 January 2023	23	6	0	29
2.	BCA	3	138		38000 per year		97	19	0	116

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:

From <January, 2023> academic session: TO BE EXTRACTED FROM WEBPORTAL (Please refer annexure 1.4)

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	MBA	2	103	Passed Bachelor's degree of minimum 3 years duration. Obtained at least 50% marks (45% marks in cases where candidates belong to reserved category) in the qualifying examinations	65000 per year	F.No.13-1/2022/DEB-1) and 23 January 2023	41	25	0	66

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

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

### 2.1 Action taken on the functions of CIQA: -

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 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 qualities in services delivered by CDOE Department of university and to provide best of the learning experiences to the learners, following Cross functional teams are Proactively working-</p> <ol style="list-style-type: none"> <li>1) Dedicated 24 X 7 Learner Support team available on emails &amp; Dedicated Social Media groups</li> <li>2) Admission and Counseling committee to process hassle free admission procedure and documentation.</li> <li>3) Grievance Redressal Committee</li> <li>4) Content Review Cell in CIQA</li> <li>5) Separate Exam conduct Cell for conduction of Exam &amp; Result Declaration.</li> <li>6) Academic Integrity Team</li> <li>7) Automation of Learners Communication and notification through LMS</li> </ol>	Annexure 2.1-Process Manuals
2.	Self-evaluative 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 processes, content creation mechanism, Learner-Teacher interaction and learner support system. We are implementing following parameters for continual improvement in the teaching Learning</p>	Annexure 2.2

		<p>Processes-</p> <p>a) Curriculum for all programmes offered through OL is developed and aligned at par with programmes in conventional mode.</p> <p>b) All the Programs and academic activities are managed and run as per Approved Academic calendar of the session</p> <p>c) A comprehensive Process manual is created and being followed to implement academic and administrative deeds of CDOE department in VGU</p> <p>d) Learning Materials are developed as per guidelines established in the UGC –DEB Regulations 2020 and Academic delivery is provided through LMS where things are structured as per four quadrant approach of Swayam,</p>	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	<p>The key areas identified to maintain the quality includes:</p> <p>a) A Learner-focused and Outcome based Education Curriculum to inculcate quality education to Learners with diverse learning backgrounds.</p> <p>b) Optimum mechanism to create excellence by providing the technology interface for Learners engagement to monitor and observe qualitative outcomes of learning.</p> <p>c) Learner Life Cycle support system is in place where all the services from Entry to Exit are performed, reviewed and improved by the team in a time bound and seamless manner.</p>	

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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 Online Learning programmes matches with the quality of relevant programmes in conventional mode through the below mentioned practices: a) The curriculum and credit structure of OL 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. g) Record keeping of all examination processes is ensured by the COE- office.	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for Quality improvement.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders which includes: 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 connect through LMS d)Seamless telephonic/ electronic communication for the learner's interaction with faculty regarding any academic queries e) 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	Annexure 2.3

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		provision for Parent Connect.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	CDOE 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.	
7.	Implementation of its recommendations through periodic reviews	CIQA ensures that all compliances are met and action taken reports are maintained for continuous improvement in the processes.	Please Refer Annexure 2.1
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.	Yes, Regular Activities and events are conducted by the department which includes- 1) Staff & Faculty orientation and training to create content as per four Quadrant Approach. 2) One Workshop was conducted to demonstrate the Virtual proctoring Process to the faculties.	Annexure 2.4
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	a) The University has established state of the art Digital Studios to develop the A/V lectures for Learner. 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.	

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10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	<ul style="list-style-type: none"> <li>• Our Programs Curriculums are designed to attain outcome based education and we have also implemented the guidelines of NEP-2020 while drafting the syllabuses and feedback responses through personal interviews, surveys and telecom are collected from various stakeholders like, Learners, parents and teachers.</li> <li>• Data analysis in other areas such as admission, examinations, Learner progression is also maintained, discussed and actionable points are taken which is further presented in Annual Reports</li> </ul>	
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-DEB-2020 regulations while creating the document for Program project reports and follow given steps-</p> <ol style="list-style-type: none"> <li>I. CDOE prepares the PPR in collaboration with the faculty of the offering department in conventional mode which is then presented in the Board of Studies of the concerned department with external expert's comments.</li> <li>II. Once approved by the Board of Studies it is placed with the Board of Faculties for approval and submitted to CIQA for verification and deliberations, if any.</li> <li>III. CIQA further places PPR for the existing/newly proposed programmes to Academic Council for final deliberations &amp; approval before the launch of the new programme/renewal of existing.</li> </ol>	Annexure 2.5 -PPR-MBA
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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		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 commission as per their requirement.	
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-UGC, AICTE & government of India.	
15.	Facilitated system based research on 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 accreditation from a designated body for accreditation such as NAAC etc.	CIQA department of VGU-CODE works in sync with University conventional mode department and we maintain all the essential records like details pertaining to Learners (No. of enrollment, Fee details, attendance records, Exam results and placement etc.) Faculty details (Highest	

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		<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 &amp; Accreditation (National &amp; International) obtain by either University or Department individual. All this information was gathered and circulated by the department.</p>	
17.	<p>Measures adopted to ensure internalization and institutionalization of quality Enhancement practices through periodic accreditation and audit</p>	<ul style="list-style-type: none"> <li>All of our ongoing programs are at par with reputed national and intentional Higher education institution and while making the syllabuses in our University we do benchmarking of all our courses with top institution worldwide on basis of QS and Time ranking for International institutions and NIRF ranking and NAAC accreditation minimum A+ to utilize for comparison. We have formulated a dedicated wing of learner support to handle queries of our International learners and DSW department in University to ensure that all the important festivals and events which are globally or in a specific country get celebrated.</li> <li>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.</li> </ul>	

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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"> <li>The University ensures that the processes and policies are framed in line with the guidelines from commission from time to time.</li> <li>We take active participation in all the events, workshops and seminars organized by regulatory authorized and ensure to implement their guidelines in our programs. ( For Example- We have participated in a recently organized session about ABC-ID ) by UGC.</li> </ul>	Annexure 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 improvise best and innovative practices in our system. During creation or updating of our curriculums, development of new courses, degree , diploma or certification programs we conduct benchmarking exercises with reputed national and international academic institutions on the basis of QS and Time ranking for International institutions and NIRF ranking and NAAC accreditation to utilize for comparison.	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Since the Academic activities of CDOE, 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 bases of step or initiatives taken by the CIQA cell for quality enhancement of the CDOE department and same will be updated on University website after getting approval from CIQA 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 CIQA 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 <sup>st</sup> Year of academic session gets completed, the CIQA 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 on the effectiveness of quality assurance systems and processes	The CIQA 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 CIQA committee members take participation in CIQA meetings organized by the CIQA department and they oversee 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 ID team. While developing A/V content use of animation, info-graphics are implemented in videos for learner engagement.	
24.	Promoted 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	

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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, organized by departments. Our CIQA committee and academic committees also comprises external subject experts/agencies and organizations 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 recognized 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, CIQA cell connect to the other nodal agencies like IQAC, research & ranking wings, 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 OL 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 facilitators to introduce research based assignments for the learners.	

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29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	The University has strong industry academia linkages and networks to provide effective exposure and employability to the learners in all areas and CDOE 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.	
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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.	<p>Governance, Leadership and Management:</p> <p>a. Organisation Structure and Governance</p> <p>b. Management</p> <p>c. Strategic Planning</p> <p>d. Operational Plan, Goals and Policies</p>	<p><b>A. Organization Structure and Governance:</b></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 &amp; monitoring mechanism, human resources development, management of finance pertaining to academic activities.</p> <p><b>2. Management:</b></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><b>3. Strategic Planning:</b></p> <p>A crucial aspect of the University's</p>	Annexure 2.7

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		<p>e-Governance framework is the annual formulation of strategic plans. These plans encompass 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><b>4. Operational Plans, Goals, and Policies:</b></p> <p>The Planning and e-Governance division of the University plays 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 divisions' progress towards realizing their respective visions, missions, and goals.</p>	
2.	Articulation of Higher Educational Institution Objectives	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.	Annexure 2.8
3.	<p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum Implementation</p> <p>c. Academic Flexibility</p> <p>d. Learning Resource</p> <p>e. Feedback System</p>	CDOE, VGU has applied comprehensive procedures for Programme Development and approval where need assessment exercises were done through use of data collection instruments and later-on programs were developed as per the requirement of all the stakeholders where all the required norms and guidelines were followed and necessary approvals has also been taken from concerned Authorities. Incorporated processes	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 flexibility, 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 crafted out as per four Quadrant Approach guidelines of Swayam. These measures are in place to ascertain excellence before the material is considered for finalization and approval to upload 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 circulation 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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4.	Programme Monitoring and Review	To maintain the equivalence of degree CDOE, VGU follows the similar curriculum of conventional mode programs of University. CIQA, BOS and internal & external academic review committees are involved in the Programme Monitoring and Review process of ongoing programs of CDOE department where they gathers the relevant inputs and feedbacks from enrolled learners, faculties, industry experts, students of conventional mode and also map PO, CO and actual outcomes while incorporating any changes in syllabuses.	
5.	Infrastructure Resources	The CDOE department of University has adequate and scalable physical facilities and ICT infrastructure (includes well-equipped recording studios, A/V Labs, Work stations for conducting Virtual Sessions) E-Libraries, computer labs to ensure the quality delivery of OL programmes and provide the required support services to all stakeholders.	Annexure 2.9
6.	Learning Environment and Learner Support	CDOE VGU has implemented an engaging and robust system of academia 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 materials, 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>foster interaction, collaboration, and knowledge exchange among learners, instructors, and peers.</p> <p>A range of comprehensive learner support services is provided to ensure that learners receive the assistance they need throughout their online learning journey. These services encompass academic support from Course Coordinator, Program Coordinators and mentors, technical support from LMS Team, and solution of administrative and other aspects through dedicated learner support team which is available on call, emails, social media networks all time.</p>	
7.	Assessment and Evaluation	<p>The evaluation of a Learner is done keeping the view learning outcomes of the Programme in mind. For analysis of continuous assessment, provision of practice exercises and quizzes incorporated in LMS at the end of every Chapter. As per UGC-Deb guidelines, CDOE department uses 70:30 assessment model for doing performance evaluation of learners where various tools e.g. MCQs, live session participations, discussion forums and graded assignments are used for Internal Assessment and end term examinations comprises of MCQ's and Long questions to fulfill the learning outcomes expected from the course. The university has a proper assessment and moderation system for assessing the learning outcomes of Learners.</p>	Please refer annexure 2.1
8.	Teaching Quality and Staff Development	<p>Teachers are the most valuable assets of educational institutions and in VGU our CIQA department ensures to work on acing the skill</p>	Annexure 2.10

		sets of its faculty members through imparting various relevant FDPs, training and development Programs of CDOE faculties and other staff members. Recently CIQA 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 (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 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.	Vadation	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 CIQA committee and BOS will conduct detailed analysis.	

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<p>3.</p>	<p>Monitoring, Evaluation and Enhancement Plans</p> <p>a. Reports from Examination Centres</p> <p>b. External Auditor or other External Agencies report</p> <p>c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>d. Reporting and Analytics by the Higher Educational Institution</p> <p>e. Periodic Review</p>	<p>The CIQA department of the University ensures Quality deliverance, outcomes attainment and continual quality Improvements in the ODL programmes based on the following reports and measures:</p> <p>Exam Guidelines adhere to UGC-deb regulation for conducting ethical and authentic examination Practices</p> <p>Conduction of Examination with the use of robust, secure and easy to operate virtual AI exam portal VGU-Eklavya</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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### 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- 110000 per month
2. Dr. Arvind 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 Bhatnagar, 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 Appointed*

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### 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:

*CDOE-VGU 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.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Ankit Dhamija	Ph. D	15 Years	Regular (Rs. 75000 per month)	12-05-2023
2.	Ms. Puja Bhowmik	M.Com	10 Years	Regular ( Rs. 45000 per month)	19-12-2022
3.	Dr. Vijayendra Kumar Shirvastava	Ph.D	17 Years	Regular ( Rs. 85000 per month)	28-09-2022

##### b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Computer Science	Mr. Sunil Sharma, Assistant Professor	M.Tech	2	Regular (Rs. 39000 per month)	03-03-2023
2	Computer Science	Prof Dr. Prasant Sahal Saxena	Ph.D	25	Regular (Rs. 132238 per month)	03-03-2023
3	Webex Technology	Mr. Zahid Ahmed	MCA	8	Regular (Rs. 53950 per	03-03-2023

					month)	
4	Machine Learning	Mr. Kasaf Khan Assistant professor	MCA	2	Regular (Rs. 45000 per month)	03-03-2023
5	Human Resource-Management	Dr. Thaya Madhavi, Associate professor	Ph. D	25	Regular (Rs. 45000 per month)	03-03-2023
6	Human Resource-Management	Dr. Saroj Kumar Rajan, Assistant professor	Ph. D	10	Regular (Rs. 42000 per month)	03-03-2023
7	Finance Management	Dr. Saroj Kumar Rajan Assistant Professor	Ph. D	10	Regular (Rs. 42000 per month)	03-03-2023
8	Finance Management	Dr. Ashok Kumar Meena, Associate Professor	Ph. D	10	Regular (Rs. 35000 per month)	03-03-2023
9	Information Technology-Management	Mr. Surendran Nair, Assistant Professor	MBA, PGDCA	8	Regular (Rs. 35000 per month)	03-03-2023

## c. Course mentor

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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## 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	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:

## 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	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	1
Technical Assistant (Admission, Examination and Result)	2	2 for Admission and 2 for Examination

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

Attached as an **Annexure 3.4**

*Approved Kamesh Singh*  
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### Part - IV: Examinations

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

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

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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	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
6.	Building and grounds of the examination centre must be clean and in good condition.	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities.	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI 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	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
10.	Safety and security of the examination centre must be ensured	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus

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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	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
12.	Provision of drinking water must be made for learners	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
13.	Adequate parking must be available near the examination centre	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
14.	Facilities for Persons with Disabilities should be available	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus

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

S. No.	Provisions in Regulations	Whether being complied Yes/No  If yes, please provide details and upload relevant documents	If No, Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	<b>Annexure 4.1</b>

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

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes, Please Refer <b>Annexure 4.2</b>	
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. <b>Please Annexure 2.1 refer page no.16-17</b>	
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless:  i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;  ii) For Online mode: the learner has minimum participation of 75 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. <b>Please refer to page no. 23 in annexure 2.1</b>	

	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 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, curricular aspects, assessment criteria and credit framework are fully mapped with conventional mode and as per guideline mentioned in DEB-UGC regulation-2020. <b>Please refer annexure 2.1</b>	
5.	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes, Sample question paper is attached as an <b>Annexure 4.3</b>	
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 ONVGU-LMS which is based on the 4.2 version. The Summative assessments are conducted through VGU-Eklavya examination platform for End term Exam and ONVGU-LMS for Internal Assessment.	

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7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Upload sample <b>Annexure 4.4</b>	
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 that no part of the syllabus is left out of study by a learner.	Upload Process <b>Please refer Annexure 2.1 and Annexure 4.3</b>	
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.	Upload list <b>Annexure 4.5</b>	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Yes	Though, CDOE-VGU conducting the examination through remote proctoring mode on Eklavya platform from HEI campus
	(b) Availability of biometric system	No	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya

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			platform from HEI campus
	(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	Yes	CDOE-VGU conducting the examination through remote proctoring mode on Eklavya 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 to 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 list	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Upload details of Observer assigned - <b>Annexure 4.6</b>	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Upload Observer Report - <b>Annexure 4.6</b>	

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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, Please refer Annexure 4.2	
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 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 <ul style="list-style-type: none"> <li>i. Photograph</li> <li>ii. Aadhaar number or other government recognised identifier or Passport number, as applicable,</li> <li>iii. Other relevant details of the learner along with the Programme name.</li> </ul>	Upload samples Annexure 4.7	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes. Please refer annexure 1.4	

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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	Upload samples <b>Annexure 4.7</b>	
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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
<Month, Year>	1. BCA	119	83	Result awaited	Result awaited	Result awaited
	2. BBA	29	20	Result awaited	Result awaited	Result awaited
	3. MBA	60	52	Result awaited	Result awaited	Result awaited

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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.*

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

*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-VGU 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-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 misconceptions are also cleared through textual material and case 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 pace 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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**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.*

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. Revisions 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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## Part – VI: Programme Delivery through Learning Platform

### 6.1 Details of Learning Platform

Please provide links and details of the 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

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 offering 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 ONVGU-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:

- CDOE-VGU e-Connect portal for OL mode students was further strengthened with inhouse built Discussion Forum. Personalized online mentorship system was implemented for OL mode students.
- OL 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 (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)

CDOE-VGU 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-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 misconceptions are also cleared through digital material and case based pedagogy. Discussion forum platform is active and aims

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**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: **No**

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

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

*Upload- Not Applicable*

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

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorized 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, Copy of joint declaration is attached as an <b>Annexure 7.1</b>	
Uploading of the following on HEI website ( <b>Mention link</b> )			
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, link: - <a href="https://onlinevgu.com/wp-content/uploads/2023/08/VGU-Offering-OL-Programs.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/VGU-Offering-OL-Programs.pdf</a>	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes, UGC-Link:- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/UGC-Approval-for-Jaipur-2023-Session-for-OL-programs.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/UGC-Approval-for-Jaipur-2023-Session-for-OL-programs.pdf</a> AICTE-Link :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/3.-AICTE-No-Objection-Certificate.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/3.-AICTE-No-Objection-Certificate.pdf</a>	
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, Link for brochure :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Online-3-Fold.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Online-3-Fold.pdf</a> and link for MBA programme guide :-	

		<a href="https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-MBA.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-MBA.pdf</a>  BBA programme guide :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BBA.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BBA.pdf</a>  BCA programme guide :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BCA.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BCA.pdf</a>	
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	Programme details of three programmes of session 2022-23 is available on the website.  Programme wise links are as follows:- MBA programme guide :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-MBA.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-MBA.pdf</a>  BBA programme guide :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BBA.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BBA.pdf</a>  BCA programme guide :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BCA.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Prog-Guide-BCA.pdf</a>	

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6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes, Link for admission process, Link for exam schedule, and Link for Results all available on website:- <a href="http://www.onlinevgu.com">www.onlinevgu.com</a> and Examination link :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Date-sheet-for-July-2023-Examination.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Date-sheet-for-July-2023-Examination.pdf</a>	
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	CDOE, VGU focuses on holistic online program delivery for their all programs . This includes well-structured learning materials accessible through an intuitive online learning platform-ONVGU-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 engagement is	

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		<p>promoted via live sessions and discussion forums. Constant monitoring and feedback loops from all the stakeholders ensure program refinement. Collaboration with industry experts ensures real-world relevance. Overall, the strategy prioritizes interactive learning, frequent assessments, and continuous improvement for an enriching online education experience.</p>	
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	<p>Yes Link for feedback:- <a href="https://docs.google.com/forms/d/e/1FAIpQLSdXkkR13sHZPjWWLk4wpNvOynsVBuoW8g2fK-Xb6ShSIIK1w/viewform">https://docs.google.com/forms/d/e/1FAIpQLSdXkkR13sHZPjWWLk4wpNvOynsVBuoW8g2fK-Xb6ShSIIK1w/viewform</a></p>	
9.	Information regarding all the programmes recognised by the Commission	<p>Approval of UGC for all programmes are available on the website.</p> <p>Link :-<a href="https://onlinevgu.com/wp-content/uploads/2023/08/11-UGC-Approval-for-Online-2023-Session-for-OL-programs.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/11-UGC-Approval-for-Online-2023-Session-for-OL-programs.pdf</a></p>	

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		df	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Not Applicable	The first batch of CDOE-VGU started in January 2023, and all learners will become eligible upon completing the program.
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;	E- Learning material was created by in-house faculties of University and continuous updating done by Course-coordinators on a regular basis.	<b>Annexure 7.2</b>
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	Yes, FAQs are available on website. Link:- <a href="https://onlinevgu.com/">https://onlinevgu.com/</a>	
13.	List of the 'Examination Centres Along With the number of learners in each centre, for Online programmes	Not Applicable	Exams were conducted through Virtual proctoring Eklavya platform
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	First Semester was conducted through an AI based virtual platform where dedicated proctors were assigned to discharge the proctoring duties. Notice from Registrar office available on link <a href="https://onlinevgu.com/wp-content/uploads/2023/08/NOTICE-8631-000">https://onlinevgu.com/wp-content/uploads/2023/08/NOTICE-8631-000</a>	

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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 <b>Annexure 2.11</b> for Academic Calendar	
16.	Reports of the third party academic audit to be undertaken every five years and internal	Not applicable	Five years will be completed on Jan-28
17.	academic audit every year by Centre for Internal Quality Assurance	No	Till Now we have completed only one semester so after the 2nd semester CIQA will conduct an academic audit after completion of one year.

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**Part - VIII: Admission and Fees****8.1 Compliance status of 'Admissions and Fees' - As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes, all enrollments have been complied with after approval.
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes, all the fee details mentioned on the website. <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Fee-Structure-for-Jan-2023-Session.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Fee-Structure-for-Jan-2023-Session.pdf</a>
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	

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	<p>the instructions or orders issued by Central Government or State Government:</p> <p>Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners</p>	<p>Yes, please refer <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Fee-Structure-for-Jan-2023-Session.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Fee-Structure-for-Jan-2023-Session.pdf</a></p>
5.	<p>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</p>	<p>Yes, all the admission activities are directly handled by HEI and final approval done by Dy. Registrar.</p>
6.	<p>Every Higher Educational Institution shall-</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(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.</p>	<p>Yes, HEI will abide by rules and regulations by UGC.</p>
7.	<p>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</p>	

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, please refer <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Fee-Structure-for-Jan-2023-Session.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Fee-Structure-for-Jan-2023-Session.pdf</a>
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, please refer <b>Annexure 2.1</b> and link :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/refund-policy.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/refund-policy.pdf</a>
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Not applicable
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, please refer <b>Annexure 2.1</b>
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, specified as per UGC regulations on website. Please refer <b>Annexure 2.1</b> and also refer link :- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Online-3-Fold-1.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Online-3-Fold-1.pdf</a>
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	We are following UGC and AICTE norms for admission and also provide merit based scholarships. Please refer <b>Annexure 2.1</b>

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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, all the faculty members are on a regular basis.
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	Yes
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	Not applicable
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, please refer <b>Annexure 2.5</b> and link:- <a href="https://onlinevgu.com/wp-content/uploads/2023/08/Syllabus-MBA.pdf">https://onlinevgu.com/wp-content/uploads/2023/08/Syllabus-MBA.pdf</a>
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes, please refer <b>Annexure 2.11</b>
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, information specified in point 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, 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	HEI will not raise any extra charges for the fee.
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	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 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	HEI will not impose such things on learners.

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14.	<p>No Higher Educational Institution shall, issue or publish-</p> <p>(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;</p> <p>(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 authorized to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading</p>	HEI will not publish such information which misleads any learners and also not allowed to publish such information on behalf of HEI.
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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

Not applicable so far.

If No, reason thereof:

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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 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 campaigns 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, FBAS-Convener
- 2 Dr. Pramod Faujdar, Proctor-Member
- 3 Mr. Satish Kumar, ADSW-Member
- 4 Mr. Manish Dahiya, Hostel Warden-Member
- 5 Ms. Somya Bhardwaj, Section Officer, CDOE-Member
- 6 Mr. Prasun Verma, Asst. Registrar-Member
- 7 Mr. Deepak Bishnoi, 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 (DEB)**

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 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 assessing 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 OBE (Outcome Based Education) model fulfilling industrial requirements and meeting Global Standards. <https://onlinevgu.com/wp-content/uploads/2023/08/Prog.-Guide-MBA.pdf>

Strong Learner Support System - Through Ticket System & one to one calling and social media communication with Learner support team.

### 10.3 Details of Job Fairs conducted by the HEI

Though it is just 1<sup>st</sup> 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 CDOE learners to get internship 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 NEP-2020 in sequential phases and CDOE 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

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**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 CDOE-VGU. The HEI is at starting phase and shall implement all tasks as per norms and regulation of UGC.

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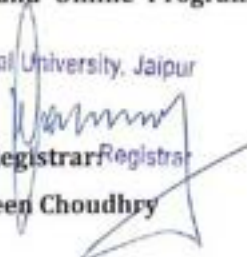


## DECLARATION

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

  
Signature of the Director:  
Name: Dr. Arvind Kumar Singh  
Seal:  
Date: 31-08-2023  


For Vivekananda Global University, Jaipur

  
Signature of the Registrar

Name: Prof. Praveen Choudhry

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.

