Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

OPEN AND DISTANCE LEARNING MODE

<2024-2025>

For Vivekananda Global University

[signature]

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

Content

For Viveka... Global Univers...

~~~~~~~ Registrar

Centre for Distance and Online Education-VGU
Arvind Kumar Singh
Director

CIQA

Part – I: General Information

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

1.2 Details of Director, CIQA
- Name : **Dr. Devendra Kumar Doda**
- Qualification: PhD. In Electrical Engineering
- Appointment Letter and Joining Report: **Annexure 1.2.pdf**

1.3 Details of CIQA Committee:

a. Composition as per Regulations : Annexure 1.3.pdf

S. No.	Designation	Nominations	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	President of the University	Chairperson	Prof. (Dr.) N.D Mathur	Economics	11-09-2024
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. Garima Chouhan, 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	Dr. Vikas Shrortriya, 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

2

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

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

1.4 Number of meetings held and its approval:

    a. No. of meetings held every year:

    b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	09/09/2024	2	Upload	
Meeting 2	11/12/2024	2	Upload	annexure 1.4 mom.pdf
Meeting 3	14/04/2025	2	Upload	

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1. N.	Not Applicable											

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

4

*Not for Private University

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

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

From <*Month, Year*> academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/ Regulatory authority(if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction */Off Campus	Number of students admitted (Male/Female/Transgender)			
									M	F	TG	Total
1. N.						Not Applicable						

*Not for Private University

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 WEBPORTAL

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Transgender)			
								M	F	TG	Total
1. N.					Not Applicable						

*Not for Private University

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

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singy

Director

CIQA

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

From <JULY, *2024*>academic session: Annexure 1.8.pdf

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	Passed 10+2 examination in any stream from a recognized Board / Council / University or three years (10+3) diploma from a recognized national or state board of technical education	17500 per year	F.No.30-30/2023(DEB-II) and 19th March, 2024	256	55	0	311
2	BCA	3	138		17500 per year		507	85	0	592

Jan 2025

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	Passed 10+2 examination in any stream from a recognized Board / Council / University or three years (10+3) diploma from a recognized national or state board of technical education	17500 per year	F.No.30-30/2023(DEB-II) and 19th March, 2024	128	28	0	156
2	BCA	3	138		17500 per year		196	28	0	224

*Not for Private University
Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

1.9
Order:

Number of programmes started at Postgraduate Degree Programmes as per Commission
From < **July, *2024***>academic session: Annexure 1.9.pdf

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	M. Sc (Maths)	2	88	Graduates (3 year) with BA/BSc degree with Mathematics as one of the three main subjects or Passed 10+2+3-year bachelor's degree in / Mathematics/ Statistics / Computer Science / Engineering / Technology or any other discipline with a minimum of two years of learning Mathematics from a recognized university/institution or an equivalent qualification recognized by the Association of Indian Universities (AIU)	18000 per year	F.No.30-30/2023(DE B-II) and 19th March, 2024	63	8	0	71
2	MBA	2	103	Passed Bachelor's degree of minimum 3 years duration or an equivalent qualification as recognized by the Association of Indian Universities	26000 per year		219	61	0	280
3	MCA	2	90	Passed any graduation degree (B.E. / B.Tech./B.Sc / B.Com. / B.A./ B. Voc./ BCA etc.,) preferably with Mathematics at 10+2 level or at Graduation level or an equivalent qualification as recognized by the Association of Indian Universities (AIU) or other competent bodies (for learners having no Mathematics background will have to mandatorily complete bridge courses offered by the University related to computer and mathematics subjects as per the norms University).	26000 per year	F.No.30-30/2023(DE B-II) and 19th March, 2024	212	39	0	251

Jan 2025

7

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

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	M. Sc (Maths)	2	88	Graduates (3 year) with BA/BSc degree with Mathematics as one of the three main subjects or Passed 10+2+3-year bachelor's degree in / Mathematics/ Statistics / Computer Science / Engineering / Technology or any other discipline with a minimum of two years of learning Mathematics from a recognized university/institution or an equivalent qualification recognized by the Association of Indian Universities (AIU)	18000 per year	F.No.30-30/2023(DE B-II) and 19th March, 2024	40	16	0	56
2	MBA	2	103	Passed Bachelor's degree of minimum 3 years duration or an equivalent qualification as recognized by the Association of Indian Universities	26000 per year		511	159	0	670
3	MCA	2	90	Passed any graduation degree (B.E. / B.Tech./B.Sc / B.Com. / B.A./ B. Voc./ BCA etc.,) preferably with Mathematics at 10+2 level or at Graduation level or an equivalent qualification as recognized by the Association of Indian Universities (AIU) or other competent bodies (for learners having no Mathematics background will have to mandatorily complete bridge courses offered by the University related to computer and mathematics subjects as per the norms University).	26000 per year	F.No.30-30/2023(DE B-II) and 19th March, 2024	183	48	0	231

8

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

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	**Cross-Functional Teams for Quality Assurance** The Center for Internal Quality Assurance (CIQA) at Vivekananda Global University is dedicated to maintaining high service standards within the CDOE department and enriching the overall learning experience. To achieve these objectives, the following cross-functional teams work collaboratively and proactively: **24/7 Learner Support:** A committed support team available round the clock through email and social media platforms. **Admissions and Counseling Committee:** Facilitates a smooth admission process while ensuring accuracy and transparency in documentation. **Grievance Redressal Committee:** Provides a prompt, fair, and systematic mechanism to address learner concerns and complaints. **Content Review Cell:** Evaluates and validates learning materials to ensure accuracy, relevance, and quality. **Exam Conduct Cell:** Oversees exam management, from administration to	Annexure 2.1.1

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

		timely declaration of results.	
		Academic Integrity Team: Safeguards the fairness and authenticity of all academic processes.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	The department has formulated clear policies and guidelines to strengthen the admission process, documentation, teaching-learning methodologies, content development, learner-teacher interaction, and learner support services. To foster continuous improvement in the teaching-learning ecosystem, the following parameters are implemented: **Curriculum Alignment:** All online programs are carefully structured to align with and uphold the standards of our conventional programs. **Adherence to Academic Calendar:** Every program and academic activity is conducted strictly in accordance with the approved academic calendar for the session. **Process Standardization:** A comprehensive process manual has been developed and rigorously followed to ensure the smooth functioning of both academic and administrative operations within the CDOE department at VGU. **Content Development and Delivery:** Self-learning materials are designed in strict compliance with UGC-DEB Regulations 2020, and academic resources are delivered effectively through both the Learning Management System (LMS) and printed formats.	Annexure 2.1.2

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	**Key Areas for Quality Assurance in Higher Education** To maintain high-quality education, higher educational institutions should prioritize the following areas: **Learner-Centric Curriculum:** Develop and implement outcome-based curricula that cater to the diverse needs of students. **Technology-Enhanced Learning:** Utilize technology to create engaging learning experiences and effectively monitor student outcomes. **Comprehensive Student Support:** Provide a robust support system that guides students through their entire academic journey, from enrollment to graduation.	
4.	Mechanism devised to ensure that the quality of Open and Distance Learning programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	**Ensuring Quality Parity Between ODL and Conventional Programs** To uphold equivalent academic standards across Online and Distance Learning (ODL) and conventional programs, the institution has adopted the following quality assurance measures: **Curriculum Alignment:** The curricula of online programs are carefully structured to reflect the design, content, and rigor of their conventional counterparts, thereby ensuring uniformity in learning outcomes. **Rigorous Examination Processes:** Examinations for online programs are developed and administered with the same level of scrutiny and oversight as conventional assessments, ensuring fairness and credibility. **Quality Assurance in Question Papers:** A specialized committee is entrusted with the preparation and review of question papers to safeguard quality, objectivity, and consistency	

11

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

		across both ODL and conventional modes. **Robust Evaluation System:** Answer scripts are evaluated exclusively by qualified faculty within the university premises, supplemented by AI-enabled tools to enhance accuracy and efficiency. **Comprehensive Evaluation Review:** All evaluations undergo a second-level review by senior faculty members to reinforce academic integrity and uphold consistency in assessment standards. **Meticulous Record Keeping:** The Controller of Examination (CoE) office maintains exhaustive records of every stage of the examination process to facilitate transparency, monitoring, and accountability.	
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 for Stakeholder Interaction and Feedback** To foster effective communication and gather meaningful feedback from all stakeholders, the following mechanisms have been established: **Learner Feedback on Teaching Quality:** Structured feedback forms are provided to learners after each live session. The program coordinators carefully analyze these responses and initiate corrective actions to further enhance teaching effectiveness. **Regular Counseling and Contact Sessions:** Scheduled counseling and contact sessions are organized periodically to address learner queries, provide guidance, and extend academic and emotional support. **PCP Interaction:** Personal Contact Program (PCP) classes are conducted as dedicated doubt-clearing sessions,	Annexure 2.1.5

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

| | | enabling direct engagement between learners and faculty for academic support.

Direct Communication: Learners have access to seamless telephonic and electronic communication channels with faculty members to resolve academic queries promptly.

Mid-Semester Feedback and Parent Connect: Mid-semester feedback sessions are scheduled according to the academic calendar to address both academic and non-academic concerns of learners. Additionally, the Parent Connect initiative provides guardians with insights into learner progress and concerns, promoting transparency and collaboration. | |
|---|---|---|---|

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh
Director

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. The Assurance of Learning concept needs to be formulated and implemented on stage wise. **SLM** learning materials are regularly improved by designated faculty members as per the feedback.	
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.	
8.	Workshops/ seminars/ symposium organised 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 for an instance :- A six days Staff & Faculty orientation and training (FIP- Faculty Induction Program) to create content as per UGC deb regulation ,NEP 2020 etc.	Refer Annexure 2.1.8
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	**Technology-Enabled Learning and Learner Support** The University has developed advanced digital infrastructure to strengthen teaching, learning, and learner support systems through the following initiatives: **Digital Studios for A/V Lectures:** State-of-the-art digital studios have been established to create	

14

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

		high-quality audio-visual lecture content for learners, ensuring accessibility and engagement.	
		Expert-Driven Content Feedback: A structured feedback mechanism is in place to gather qualitative insights from Subject Matter Experts (SMEs) and industry professionals. This ensures the development of effective, relevant, well-structured, and engaging Self-Learning Materials (SLMs).	
		LMS-Based Content Delivery and Assessment: The Learning Management System (LMS) supports content delivery integrated with continuous self-assessment quizzes designed in accordance with Bloom's Taxonomy. This approach adds rigor to learning assessment and promotes higher-order thinking among learners.	
		Learner-Centric Pedagogy and Support: A learner-oriented pedagogy is adopted, complemented by 24x7 support services and an efficient grievance-handling mechanism managed by the department to address learner needs promptly.	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

10.		Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	**Outcome-Based Education and Continuous Improvement** The University emphasizes an outcome-driven approach in program design and curriculum development, aligned with national standards and stakeholder needs. Key mechanisms include: **Outcome-Oriented Curriculum:** All programs and curricula are designed with a focus on Outcome-Based Education (OBE), ensuring measurable learning achievements. **Alignment with NEP 2020:** The syllabi are developed in accordance with the guidelines of the National Education Policy (NEP) 2020, promoting holistic, flexible, and multidisciplinary learning. **Stakeholder Feedback Mechanisms:** Feedback is systematically collected from learners, parents, and faculty members through interviews, surveys, and telecommunication channels to capture diverse perspectives. **Data-Driven Monitoring:** Comprehensive data related to admissions, examinations, and learner progression is analyzed to	

		evaluate institutional performance and identify areas of enhancement. **Actionable Improvements:** Corrective and developmental measures are implemented based on insights gained from data analysis, ensuring continuous academic and administrative refinement. **Annual Reporting:** Annual reports comprehensively present the outcomes of data analysis, actions taken, and measurable improvements to support accountability and transparency.	
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	**Development of Program Project Reports (PPRs)** The University strictly adheres to the guidelines outlined in the UGC-DEB Regulations 2020 while developing Program Project Reports (PPRs). The process involves the following steps: **Collaboration with Faculty (CDOE):** The Center for Distance and Open Education (CDOE) works in close coordination with the faculty of the concerned department to prepare the PPR in the prescribed traditional format. The draft PPR is then presented to the department's Board of	Annexure 2.1.11 ODL

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

| | | Studies (BOS) for review, with additional inputs from external subject experts. **Approval by BOS and Forwarding:** Once approved by the BOS, the PPR is escalated to the Board of Faculties for consideration and further scrutiny. Following this, it is submitted to the Center for Internal Quality Assurance (CIQA) for verification and necessary discussions. **Final Review and Approval by Academic Council:** After CIQA's recommendations, the PPR—whether for an existing program or a newly proposed one—is presented before the Academic Council for final deliberation and approval, prior to program launch or renewal. | |

18

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh
Director

CIQA

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 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 University's Quality Assurance (QA) bodies, including the Internal Quality Assurance Cell (IQAC) and the Center for Internal Quality Assurance (CIQA), are responsible for documenting quality assurance activities. These records are subsequently submitted to the University's statutory authorities, as well as to external regulatory bodies and commissions as per their specific requirements.	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Regular curriculum reviews and redesigns are conducted based on input from industry, alumni, and academia to ensure alignment with contemporary industry demands and enhancement of graduate employability. The University incorporates guidelines and parameters stipulated by regulatory authorities such as the UGC, AICTE.	

19

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

15.	Facilitated system based research on ways of creating a learner centric environment and to bring about qualitative change in the entire system.	**Learner-Centered Environment and Research Integration** The University is committed to fostering a learner-centered environment and continuously improving academic and administrative systems through the following measures: **Academic and Administrative Audits:** Comprehensive audits are conducted at the beginning and end of each semester. These audits help identify system-level gaps or challenges, enabling the timely implementation of corrective measures and ensuring smooth academic operations. **Integration of Research in Teaching-Learning:** Recognizing research as a vital component of the teaching-learning process, the University has undertaken specific initiatives to embed research within its programs, including: **Research Methodology Courses:** Incorporated as a core or elective course in most programs to build learners' foundational research skills. **Courses on Research Tools and Techniques:** Offered across various programs to equip students with practical research competencies and analytical skills. **Research-Based Learning:** Many programs require learners to engage in research-driven assignments, projects, fieldwork, internships, or practical training, thereby encouraging experiential and inquiry-based learning.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	**Key Responsibilities of the CIQA Department, VGU–CDOE** The Center for Internal Quality Assurance (CIQA) at Vivekananda Global University's Center for Distance and Online Education (CDOE) plays a crucial role in maintaining transparency, accountability, and continuous improvement through systematic data management and dissemination. Its key responsibilities include: **Data Management:**	

		Maintains comprehensive learner records, including enrollment statistics, fee details, attendance, examination outcomes, and placement achievements. Collects and updates detailed faculty profiles covering qualifications, remuneration, specializations, awards, and recognitions. Monitors faculty and staff research contributions, including publications, funded research projects, grants acquired, Faculty Development Programs (FDPs) organized or attended, and participation in workshops or seminars. **Performance Indicators:** Compiles data on departmental events, academic programs, revenue generation, expenditures, and placement initiatives. Consolidates information relating to national and international rankings, assessments, and accreditations earned by the University or its department members. **Information Dissemination:** Ensures timely distribution of analyzed data and insights within the department and to relevant stakeholders for informed decision-making. In addition, the CIQA Department at VGU–CDOE works in close coordination with the University's conventional teaching departments to ensure comprehensive, accurate, and integrated data collection and management across all modalities.	
17.		Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit.	**Global Benchmarking and Learner Support** The University ensures that its academic programs and learner support systems are aligned with global standards of higher education through the following initiatives: **Curriculum Benchmarking:** Curriculum design and development are benchmarked against leading national and international frameworks. This includes referencing globally recognized rankings such as QS	

		World University Rankings, Times Higher Education, NIRF, as well as curricula from institutions accredited with NAAC A+ or higher, ensuring relevance, competitiveness, and quality. **Support for International Learners:** A dedicated learner support unit has been established to cater specifically to the academic and administrative needs of international students, fostering inclusivity and a supportive learning environment. **Celebration of Global and Cultural Events:** The Department of Student Welfare promotes diversity and global engagement by ensuring the observance of international, national, and cultural festivals, celebrations, and events within the university community. **Academic & Co-Curricular Calendars:** Both academic and co-curricular activity calendars are implemented with precision and are subject to regular internal audits by university officials to ensure compliance, smooth functioning, and continuous improvement.	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	**Compliance with Regulatory Guidelines** The University ensures that all policies and processes are developed and implemented in alignment with the latest guidelines issued by the University Grants Commission (UGC) and other regulatory authorities. **Participation in Regulatory Initiatives:** The University actively participates in events, workshops, and seminars organized by authorized regulatory bodies, ensuring that their recommendations and directives are integrated into academic and administrative practices. **Adoption of UGC Resources:** As part of its commitment to compliance and awareness, the University incorporates official UGC-provided resources, such as video lectures on the Academic Bank of Credits (ABC ID) and other regulatory topics, as mandatory	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

		components within certain programs. This helps learners remain informed about evolving academic policies and frameworks. Link https://youtu.be/tDSNKZWXs7E?feature=shared	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	The institution collaborates with other higher educational institutions to study their teaching-learning and administrative practices. These insights are used to identify and implement best and innovative practices within the institution's own system. When creating or updating curriculums, developing new courses, degree, diploma, or certification programs, benchmarking exercises are conducted with reputable national and international academic institutions. These institutions are selected based on their rankings in QS, Times, NIRF, and NAAC, providing a valuable 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 four ODL programs at CDOE, VGU have started from JAN-FEB 2024 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.Though the CIQA for Online programs have been uploaded on HEI website.	
21.	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 Academic session of ODL programsis over, the CIQA cell will submit its annual report to the academic council of the University.	

24

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU
Arvind Kumar Singh
Director

CIQA

19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	The institution collaborates with other higher educational institutions to study their teaching-learning and administrative practices. These insights are used to identify and implement best and innovative practices within the institution's own system. When creating or updating curriculums, developing new courses, degree, diploma, or certification programs, benchmarking exercises are conducted with reputable national and international academic institutions. These institutions are selected based on their rankings in QS, Times, NIRF, and NAAC, providing a valuable 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 four ODL programs at CDOE, VGU have started from JAN-FEB 2024 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.Though the CIQA for Online programs have been uploaded on HEI website.	
	(a) 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 academic session of ODL gets completed, the CIQA team submits the copy of annual report to commission after getting it duly approved from Academic council of Vivekananda Global University.	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

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 President 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 part in CIQA meetings organised 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 Open and Distance Learning decided by the statutory bodies of the HEI for its different academic programmes	University had 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 through LMS. Self explanatory SLM are developed by the subject experts.	

26

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

24.	Promoted automation of learner support services of the Higher Educational Institution	University is consistently working on making all the processes fully automated. The admission and documentation process is automated and our Learner Management system is also user friendly and give an essence of virtual availability of learning resources from anywhere and anytime.	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The University actively promotes the engagement of distinguished experts from diverse domains to enrich student learning through structured industry expert sessions organized by individual departments. Furthermore, external subject matter experts and representatives from professional organizations are integrally involved in the CIQA and academic committees. Their contributions ensure rigorous review, validation, and continuous enhancement of the University's internal processes, thereby upholding academic credibility, transparency, and quality standards.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	Yes, the university will collaborates with 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.	Academic Audit Report CIQA 2024-25
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.	

27

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

28.	Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein	The curriculum, learning pedagogy, and research at ODL align with contemporary international educational standards and industry needs. The institution collaborates and associates with internal and external communities to ensure relevance. In asynchronous discussions with learners, faculty members encourage topics related to various industries, society, and the environment. Learners have ample opportunities to conduct in-depth research and provide thoughtful responses. Additionally, the department encourages facilitators to assign research-based assignments to learners	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	The University has established robust industry–academia linkages and networks aimed at providing learners with meaningful exposure and enhancing their employability across diverse domains. The CDOE department works in close collaboration with the University's Training and Placement (T&P) Cell to facilitate placement assistance for its learners. In addition, the department partners with external agencies to design and introduce employability-oriented short-term courses, thereby equipping learners with industry-relevant skills and competencies.	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

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 ODL	Upload relevant document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	**Organizational Structure and Governance** The Centre for Distance and Online Education (CDOE) at Vivekananda Global University (VGU) functions within the well-defined organizational framework of the University. All mandated positions, as prescribed by the relevant regulatory commission, are appropriately staffed. To ensure efficiency and transparency, the University employs an in-house developed e-Governance system that supports academic, administrative, budgeting, and financial activities. In addition, a range of statutory and advisory committees are in place to manage diverse functions such as planning, monitoring, human resource development, and financial management of academic initiatives. **Management** The University's leadership and management are actively engaged in evaluating, monitoring, and guiding the activities of various divisions. This proactive oversight ensures that all institutional actions and initiatives remain aligned with the vision, mission, and goals of the University. Regular interactions, systematic reviews, and structured stakeholder feedback mechanisms further strengthen this alignment. **Strategic Planning** Strategic planning forms a cornerstone of the University's e-Governance framework. Each year, comprehensive strategic plans	Annexure 2.2.1 Organogram

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

		are formulated covering both academic and administrative dimensions. These plans are carefully designed to align with the University's vision, mission, goals, and established quality benchmarks, thereby fostering continuous improvement. **Operational Plans, Goals, and Policies** The University's Planning and e-Governance Division plays a central role in overseeing the formulation and implementation of strategic and operational plans. It ensures that the annual goals proposed by different divisions are both realistic and feasible. At the conclusion of each academic year, the division undertakes a structured assessment to evaluate progress made by various divisions toward the achievement of their vision, mission, and goals.	
2.	Articulation of Higher Educational Institution Objectives	The University has developed clear and concise vision and mission statements that are fully aligned with its objectives of delivering programs via Online and distance Learning.	Website link: https://cdoevgu.com/about-the-university.php

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

3.		Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	**Programme Development and Approval Processes** The Centre for Distance and Online Education (CDOE), Vivekananda Global University (VGU), has implemented a comprehensive framework for programme development and approval. The process begins with a systematic **needs assessment**, conducted through data collection instruments to determine the academic and professional requirements of stakeholders. Based on this assessment, programs are developed in strict adherence to prescribed norms and guidelines, followed by securing the necessary approvals from the relevant statutory authorities. These processes cover the complete spectrum of activities associated with Open and Distance Learning (ODL) programs, including curriculum planning, design and development of academic content, implementation, feedback, and review. The details of these processes are systematically documented within the **Programme Project Report (PPR)**, which also specifies: • The academic scheme, • Syllabi aligned with the **Choice Based Credit System (CBCS)** framework to ensure academic flexibility, and • Learning resources and media to be utilized for course delivery. **Quality Assurance in Learning Materials** To ensure academic rigor and quality, the development of Self-Learning Materials (SLMs) follows prescribed regulatory	Please Refer: Annexure 2.1.11 ODL

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

guidelines. Only after thorough review and validation processes are SLMs finalized and approved for dissemination through the Learning Management System (LMS).

Stakeholder Engagement and Feedback
A robust feedback ecosystem has been established to facilitate learner engagement and gather insights from stakeholders regarding academic delivery, administrative practices, and the availability of institutional resources and facilities. Feedback is collected through multiple channels, including:

- Online feedback forms available on the University website, and

- Hardcopy feedback forms provided during Personal Contact Program (PCP) classes.

This integration of feedback mechanisms promotes a dynamic, learner-centric, and responsive academic environment, ensuring continuous improvement in ODL practices.

4.	Programme Monitoring and Review	To ensure parity and equivalence with the University's conventional mode of programs, the Centre for Distance and Online Education (CDOE) at Vivekananda Global University (VGU) follows the same curriculum framework as prescribed for traditional programs. The process of program monitoring and review is overseen by the **Center for Internal Quality Assurance (CIQA)**, the **Board of Studies (BOS)**, and both internal and external academic review committees. These bodies play a pivotal role in ensuring continuous quality enhancement by: • Collecting inputs and feedback from enrolled learners, faculty members, industry experts, and students of conventional programs, • Mapping **Program Outcomes (POs), Course Outcomes (COs)**, and actual learner achievements, and • Recommending and incorporating necessary syllabus revisions to maintain rigor, relevance, and alignment with academic and industry standards.	
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 ODL programmes and provide the required support services to all stakeholders.	Refer Annexure 2.2.5

33

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

6.	Learning Environment and Learner Support	**Learning Environment and Learner Support** The learning environment and support systems at Vivekananda Global University (VGU) are designed to address the specific needs of Open and Distance Learning (ODL) learners. A robust **Learning Management System (LMS)** provides 24/7 access to course materials, interactive sessions, digital libraries, and Personalized Contact Programs (PCPs), thereby ensuring both flexibility and structured academic support. Comprehensive learner services—including academic advising, technical assistance, and career counseling—are delivered through multiple communication channels to create a seamless academic experience. Furthermore, the University adopts a **learner-centric approach** supported by personal mentoring, PCP sessions, and peer interaction opportunities. This integrated support ecosystem fosters engagement, academic success, and the holistic development of learners.	
7.	Assessment and Evaluation	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 and SLM 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, PCP participations , industry expert session and graded assignments are used for Internal Assessment and end term examinations comprises of MCQ's and Long questions to fulfil the learning outcomes expected from the course. The university has a proper assessment and	Annexure 2.2.7 Assessment and Evaluation

34

For Vivekananda Global University
Registrar

Centre for Distance and Online Education-VGU
Arvind Kumar Singh
Director

CIQA

		moderation system for assessing the learning outcomes of Learners.	
8.	Teaching Quality and Staff Development	**Faculty Development and Capacity Building**	
		Teachers are regarded as the most valuable assets of any educational institution. At Vivekananda Global University (VGU), the Centre for Internal Quality Assurance (CIQA) is committed to strengthening the competencies and professional growth of faculty members through structured **Faculty Development Programs (FDPs)**, training sessions, and capacity-building initiatives.	
		In alignment with this objective, CIQA recently organized an FDP dedicated to enhancing faculty expertise in **content development skills**, thereby equipping them to design, curate, and deliver high-quality instructional materials for learners.	

35

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

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 ODL	Upload relevant document
1.	Academic Planning	**Academic Calendar and Planning** The Academic Calendar is systematically prepared and approved prior to the commencement of each academic session and is published on the University website for transparency, accessibility, and compliance. Comprehensive academic planning procedures are implemented to ensure a **high-quality, value-added learner experience**, encompassing teaching, infrastructure, and technology-enabled support. These measures ensure that the curriculum remains current, responsive to evolving academic and industry needs, and aligned with the broader institutional vision, mission, and goals.	Annexure 2.3.1
2.	Validation	A rigorous validation process is in place to ensure that programs adhere to academic standards and offer learners optimal learning opportunities. External subject matter experts and industry professionals are actively involved in all validation activities.	

36

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

3.	**Monitoring, Evaluation and Enhancement Plans** a. Reports from Learner Support Centres (for Open and Distance Learning programmes) b. Reports from Examination Centres c. External Auditor or other External Agencies report d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels e. Reporting and Analytics by the Higher Educational Institution f. Periodic Review	**Quality Assurance in ODL Programs** The Centre for Internal Quality Assurance (CIQA) at Vivekananda Global University (VGU) ensures the quality, credibility, and continuous enhancement of Open and Distance Learning (ODL) programs through the adoption of systematic measures, including: • **Regulatory Compliance:** Adherence to UGC-DEB regulations with a focus on maintaining ethical, transparent, and authentic examination practices. • **Technology-Enabled Assessments:** Use of the secure and user-friendly **VGU–Eklavya AI-driven Virtual Exam Portal** to facilitate fair and efficient online examinations. • **Examination Monitoring:** Systematic maintenance of **observer and proctor reports** for all examinations to ensure accountability and integrity. • **PCP Participation:** Emphasis on learner engagement through regular **Personal Contact Program (PCP)** sessions. • **External Audits:** Engagement of external academic agencies to conduct quality audits at the end of each program batch. • **Periodic Academic Reviews:** Regular review of academic deliverables by CIQA to ensure alignment with learning outcomes and	

37

academic benchmarks.

- **System-Generated Reports:** Monitoring through system-based reports on LMS usage, website activity, and examination results.

- **Structured Feedback Mechanisms:** Collection and detailed analysis of feedback from learners, parents, and faculty members.

Based on insights gathered from audits, reviews, reports, and feedback, CIQA implements necessary revisions to academic practices and administrative processes. This continuous quality enhancement cycle ensures that ODL programs remain robust, learner-centric, and aligned with institutional and regulatory standards.

For Vivekananda Global University   Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

Registrar

CIQA

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

---

I.   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)

Refer Annexure 3.1 for appointment letter and joining report.

3.2   **Compliance status of "Human Resource and Infrastructural Requirements" – 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 and physical infrastructure exclusively/independently, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no. reason thereof
UG	6	6	Yes	
PG	9	9	Yes	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

S.No	Programme Name	No. of Full time-Dedicated faculty for ODL	Names	Designation	Qualification	Experience	Type(Regula/Contract with gross salary/month)			Date of Joining programme and joining report
							Type	Gross Salary/Month	Contract Period	
1	BBA	3	Dr. Sarita Agrawal	Associate Professor	Ph.D	15	Regular	37400-6700+DA, HRA		27-Sep-23
			Mr Shubhendra Singh	Assistant Professor	MBA, NET	2.5	Regular	15600-39100+DA, HRA		02-May-24
			Dr. Priya Parihar	Assistant Professor	Ph.D	5	Regular	15600-39100+DA, HRA		26-Sep-23
2	BCA	3	Dr. Prashant Sharma	Associate Professor	Ph.D	20	Regular	15600-39100-DA, HRA		08-May-24
			Mr Saurabh Anand	Assistant Professor	NET, MCA	5	Regular	15600-39100+DA, HRA		20-Jun-24
			Ms. Jyoti Shekhawat	Assistant Professor	M.Tech	4.1	Regular	15600-39100+DA, HRA		03-Mar-23
3	MBA	3	Dr. Vijayendra Shrivastava	Associate Professor	Ph.D	16.3	Regular	15600-39100+DA, HRA		03-Mar-23
			Ms. Shreya Mathur	Assistant Professor	MBA/Ph.D Pursuing	5	Regular	15600-39100+DA, HRA		07-Oct-23
			Ms Sridisha Banerjee	Assistant Professor	MBA	7	Regular	15600-39100+D A, HRA		19-June-23
4	MCA	3	Dr. Pawan Bhambu	Associate Professor	Ph.D	14	Regular	37400-6700+DA, HRA		03-Mar-23

40

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

			Ms Arpita Jain	Assistant Professor	M.Tech	2	Regular	15600-39100+DA, HRA	08-July-24
			Ms. Ritu Sree	Assistant Professor	MCA	4	Regular	15600-39100+DA, HRA	03-Mar-23
5	M.Sc	3	Dr. Vandana Agarwal	Professor	Ph.D	13.1	Regular	37400-6700+DA, HRA	03-Mar-23
			Dr. Deepak Kumar	Associate Professor	Ph.D, M.Sc., M.Phil	10	Regular	37400-6700+DA, HRA	03-Mar-23
			Mr. Ravindra	Assistant Professor	Ph.D, M.Phil	16	Regular	15600-39100+DA, HRA	03-Mar-23

Annexure 3.2.pdf

3.3 Details of Administrative staff

Number of Administrative staff available exclusively for ODL programmes at HQ & at LSCs

Admin Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	3
Assistants	3 (2 for DM Universities)	4
Computer Operator	2	4
Multi-Tasking Staff	2	9

Annexure 3.3.pdf

Note:

1. In case of the enrolment higher than 5,000 the number of positions in the Centre for Distance and Online Learning may be increased by the HEI appropriately.

2. Private University eligible to offer ODL programmes through its Head Quarters only and duly recognized off-campus centres; not through any Learner Support Centre.

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

41

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 Open and Distance Learning 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.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centres or Learner Support Centres is located under the direct control and responsibility of the Open and Distance Learning mode Institution. No Examination Centres shall be allotted to any private organisations or unapproved Higher Educational Institutions.	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	HEI Head Quarter only

42

For Vivekananda Global University   Centre for Distance and Online Education-VGU

Registrar

Arvind Kumar Singh

Director

CIQA

5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	No	HEI Head Quarter only
6.	Building and grounds of the examination centre must be clean and in good condition.	Yes	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Yes	.
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Yes	
10.	Safety and security of the examination centre must be ensured	Yes	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Yes	
12.	Provision of drinking water must be made for learners	Yes	

43

For Vivekananda Global University

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

4.2 **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 Annexure 4. 2.1 Proctored Examination Proof.pdf	
2.	A Higher Educational Institution offering Open and Distance Learning Programmes shall have a mechanism well in place for evaluation of learners enrolled through Open and Distance Learning mode and their certification.	**Yes Weblink** https://assessment.eklavvya.com/proctormanagement/	
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 Open and Distance Learning mode: the learner has minimum attendance of 75 per cent.	Yes, a minimum participation of 75% is followed by engaging the students through PCP classes (Personal contact program) **Please refer 4.2.2**	

44

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

	in the programme specific Personal Contact Programme (excluding counselling) and lab component of each of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ Higher Educational Institution		
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 Open and Distance Learning mode shall be evolved by adopting same standards as being followed in conventional mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes, Refer 4.2.4 Academic Regulations	
5.	The weightage for different components of assessments for Open and Distance Learning 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 Refer **Annexure 4.2.5.pdf**	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes, Refer Annexure 4.2.6.pdf	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Yes	
8.	A Higher Educational Institution offering a Programme in Open and Distance Learning 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.	Refer Annexure 4.2.8.pdf Refer Annexure4.2.8b.pdf	

45

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
9.	The examination of the programmes in Open and Distance learning 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.	Yes Refer Annexure 4.2.9	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Yes	
	(b) Availability of biometric system	Yes	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners	Yes the university have the facilities of Aadhaar based verification system. Will be used in the upcoming examination.	
	(d) In case of non-availability of the Closed- Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution	No	University have CCTV facility.

46

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Yes Database will be maintained as per UGC Norms.	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	No	Norms will be followed as per UGC at the time of upcoming examination.
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	No	Norms will be followed as per UGC at the time of upcoming examination.
13.	(a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted through proctored examination (pen- paper or online or computer based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.	Will be complied as per the norms.	
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	Yes Will be complied as per the norms.	

For Vivekananda Global University

Registrar

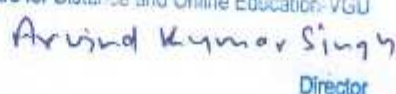Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
14.	The Examination Centre shall be located in Government Institutions like KendriyaVidyalaya(s),NavodayaVidyalaya(s), Sainik School(s), State Government Schools, etc. can also be identified as examination centre(s) under direct overall supervision of a Higher Educational Institution offering education under the Open and Distance Learning mode including approved affiliated colleges under the University system in the Country and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions	Yes The examination will be conducted in the HEI campus only.	
15.	The Learner Support Centres, as defined in the regulations and within the territorial jurisdiction, can also be used as examination centres provided they fulfil the criteria of an examination centre as defined in these regulations	No	No LSC is designated by the university.
16.	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	Yes The HEI will be the Examination Centre.	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
17.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Yes Refer Annexure 4.2.17.pdf	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes Will be complied as per UGC norms.	
18.	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 Learner Support Centres (only for Open and Distance Learning); (v) Name and address of all Examination Centres	Yes	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU
Arvind Kumar Singh
Director

CIQA

4.3 Whether any examination is held through online mode.

If yes, provide details regarding technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination
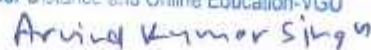
> No online examination conducted

4.4 Result and Student Progression For UG, PG and PGD programmes

Exam Session - June 2024

Semester beginning	Programme	No. of Students admitted	No. of Students appeared in exams	No. of Students progressed to next year	% of Student passed	% of Students passed in first class
Jan-24	ODL BBA I YEAR I SEMESTER	32	32	22	68.75	81
Jan-24	ODL BCA I YEAR I SEMESTER	142	142	112	78.87	81
Jan-24	ODL MBA I YEAR I SEMESTER	280	280	239	85.36	78
Jan-24	ODL MCA I YEAR I SEMESTER	251	251	219	87.25	77
Jan-24	ODL MSC I YEAR I SEMESTER	71	71	64	90.14	79

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

Exam Session - Jan/Feb 2025						
Semester beginning	Programme	No. of Students admitted	No. of Students appeared in exams	No. of Students progressed to next year	% of Student passed	% of Students passed in first class
Jul-24	ODL BBA I YEAR I SEMESTER	304	304	251	82.57	81
Jul-24	ODL BCA I YEAR I SEMESTER	585	585	539	92.14	77
Jul-24	ODL MBA I YEAR I SEMESTER	1256	1256	1130	89.97	79
Jul-24	ODL MCA I YEAR I SEMESTER	565	565	527	93.27	80
Jul-24	ODL MSC I YEAR I SEMESTER	118	118	110	93.22	80
Jul-24	ODL BBA I YEAR II SEMESTER	23	23	16	69.57	78
Jul-24	ODL BCA I YEAR II SEMESTER	103	102	92	90.20	80
Jul-24	ODL MBA I YEAR II SEMESTER	241	241	220	91.29	76
Jul-24	ODL MCA I YEAR II SEMESTER	216	216	200	92.59	76
Jul-24	ODL MSC I YEAR II SEMESTER	64	64	60	93.75	77

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

Part – V: Programme Project Report (PPR) and Self-Learning Material (SLM)

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.**
> Please refer the following links for detailed PPR's of all the programmes.
> Programme Project Report for BBA (ODL)
> https://cdoevgu.com/assets/upload/bbappr.pdf
> Programme Project Report for BCA (ODL)
> https://cdoevgu.com/assets/upload/Annexure%202.2.3%20PPR%20BCA%20approved.pdf
> Programme Project Report for MBA (ODL)
> https://cdoevgu.com/assets/upload/Annexure%202.1.10%20PPR%20mba%20approved.pdf
> Programme Project Report for MCA (ODL)
> https://cdoevgu.com/assets/upload/Annexure%202.2.9%20PPR%20MCA%20approved.pdf
> Programme Project Report for M. Sc. (Mathematics) (ODL)
> https://cdoevgu.com/assets/upload/Annexure%202.2.15%20PPR%20Msc%20approved.pdf

Refer Annexure 5.1

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

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

52

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CDOE-VGU adheres to the guidelines given by UGC for Open and Distance Learning (ODL) courses.

The methods include Self-Learning Materials (SLMs), which consist of print and digital study materials that enable students to study independently. Additionally, Online Learning Resources such as e-books Self learning material are provided to support learning in a digital format.

PCP Sessions that is real-time interactive sessions between teachers and students solve the curriculum doubts, . E-tutorials offer online support and guidance from teachers, and Phone and Email Support ensure regular feedback and assistance.

Furthermore, Teleconferencing enables group discussions and interactions via conference calls.

5.3 Compliance status in respect of Self-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.

University follows the norms as per the regulations for self learning material. Please Refer
Annexure 2.1.2.pdf

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

Part – VI: Programme Delivery through Learner Support Centre (LSC)

6.1 Details of personal contact programmes implemented:

Please provide information in respect of programmes at UG, PG and PGD Programmes

S. No.	Programmes name	Centre Name	No. of centres conducted PCP	No. of PCP held every year	Total no. of students registered in the programme	No. of Students Attended on an average basis
1	UG	CDOE VGU Jaipur	1	169	380	308
2	PG	CDOE VGU Jaipur	1	310	957	776

Note: a) All the PCP classes were held at Head Quarter only.

b) The above PCP classes calculation is for the first semester only.

6.2 Compliance status of 'Learner Support Centre' – As per Annexure – VIII of UGC(ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the process followed for identification of LSCs and the agreement terms for providing support to the learners thereby ensuring compliance to the LSCs provisions of the Regulations. The explicit details of approval by its Statutory Authorities/CIQA shall also be mentioned.

> No Learner Support Centre designated all the activities run through HEI head quarter only.

6.3 LSC wise enrolment details (Not for Private University)

Sr. No.	Name & Address of College/ institute where LSC is establishe d (with Pin Code)	This LSC is LSC of how many HEIs? (No. and Names)	If yes,All the HEIs in same State as that of the LSC?	Name of HEI to which College/ institute is affiliated (where LSC is established)	Whether the College/ institute is private or Govt(where LSC is established)	Name and Contact Details of Coordinator and Counsellor	Qualification of Coordinator and Counsellor	No. of Counsellors	Program-mes offered	Total Enrolled student.
1.										
N.				Not Applicable						

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

Note: In case of Science Programmes, programmes shall be offered from the Head Quarters and/or only from such Learner Support Centres which are offering the same programme under conventional mode at least for seven years.

Whether LSC is offering same programme under conventional mode	If Yes, then years since when being taught in conventional mode	No. of years	7 years condition complied Yes/No
Not Applicable			

6.4   Off campus details (For Deemed to be University)

Sr. No.	Name & Address of Off campus (Pin Code)	Approval of Govt of India through notification published in the Official Gazette	Name and Contact Details of Coordinator and Counsellor	Qualification of Coordinator and Counsellor	No. of Counsellors	Program-mes offered	Total Enrolled student.
I.	Not Applicable						
N.							

6.5   Delivery of Self-Learning Material

Delivery of Self Learning Material to learners for ODL programmes as defined in Annexure-VI and Annexure-VII of Regulations

For July-24-ODL

Type	Date of Admission (for July -2024)	Date of delivery SLM	Whether SLM Delivered to learners within a fortnight from the date of admission
Printing Material	15-11-2024	12-09-2024 onwards	Yes
Audio-Video Material	15-11-2024	15-10-2024	Yes
Online Material	15-11-2024	15-10-2024	Yes

55

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA
JAIPUR

Compute based Material	15-11-2024	20-11-2024	Yes

For Jan-2025-ODL

Type	Date of Admission (for Jan-2025)	Date of delivery SLM	Whether SLM Delivered to learners within a fortnight from the date of admission
Printing Material	31-03-2025	01-04-2025 onwards	Yes
Audio-Video Material	31-03-2025	10-04-2025	Yes
Online Material	31-03-2025	10-04-2025	Yes
Compute based Material	31-03-2025	01-04-2025	Yes

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

6.6 **Whether any course in a particular programme was allowed through OER/ Massive Open Online Courses: Y/N**

a. Provide details as under:

S. No.	Programme Name	Courses allowed through OER/ MOOC	Name of Platform	Name of HEI offering the course (if any)	Duration of the Course	No. of Credits assigned to the Course	Percentage of total courses in a particular programme in a semester (Semester wise programmes wise)
				Not Applicable			

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

Upload

57

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind kumar Singh

Director

CIQA

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

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes the link is available on the university website	
	Uploading of the following on HEI website **(Mention link)**		
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 Open and Distance Learning mode	Yes, link: - https://cdoevgu.com/assets/upload/Relevant%20Page%20of%20Act%20allowing%20to%20offer%20ODL.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes, UGC-Link:- https://cdoevgu.com/assets/upload/ODL%20UGC%20Approval.pdf Sr.No 50 AICTE-Link :- http://cdoevgu.com/assets/upload/NOC%20From%20AICTE.pdf Refer Annexure 7.1.3	
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	Program Links for Open and Distance Learning ODL BBA https://cdoevgu.com/bachelor-of-business-	

		administration.php BCA https://cdoevgu.com/bachelor-of-computer-applications.php M. Sc (Maths) https://cdoevgu.com/master-of-science-mathematics.php MBA https://cdoevgu.com/master-of-business-administration.php MCA https://cdoevgu.com/master-of-computer-application.php	
5.	Programme-wise information on syllabus,suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme- wise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details (for Open and Distance Leaning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;	Open and Distance Learning ODL BBA https://cdoevgu.com/bachelor-of-business-administration.php BCA https://cdoevgu.com/bachelor-of-computer-applications.php M. Sc (Maths) https://cdoevgu.com/master-of-science-mathematics.php MBA https://cdoevgu.com/master-	

For Vivekananda Global University

Registrar

Centre for Distance and Online Education VGU

Arvind Kumar Singh

Director

		of-business-administration.php MCA https://cdoevgu.com/master-of-computer-application.php	
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:- and admission data :- https://cdoevgu.com/2023-2024-odl.php Annexure 7.1.15.pdf	
7.	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 Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes Link for feedback:- https://cdoevgu.com/complaint.php Under which following link is used https://forms.gle/o262zoYUSgkmeqhe6	
8.	Information regarding all the programmes recognised by the Commission	Approval of UGC for all programmes are available on the website. Link :- https://cdoevgu.com/assets/upload/ODL%20UGC%20Approval.pdf **Refer Serial no 50** Annexure 7.1.3.pdf	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	No	The first batch of CDOE-VGU ODL has started in Jan Feb 2024, and

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

			all learners will become eligible upon completing the program.
10.	Complete information about 'Self Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Open and Distance Learning Programmes;	E- Learning material was created by in-house faculties of University and continuous updating done by Course-coordinators on a regular basis. https://cdoevgu.com/assets/upload/13th.pdf	
11.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Open and Distance Learning Programmes	Refer the link https://cdoevgu.com/FAQs.php	
12.	List of the 'Learner Support Centres' along with the number of learners who shall appear at any examination centre and details of the Information and Communication Technology facilities available for conduct of examination in a fair and transparent manner, for Open and Distance Learning programmes	No	No LSC are designated
13.	List of the 'Examination Centres' alongwith the number of learners in each centre, for Open and Distance Learning programmes	No	Only one centre is applicable i.e HEI itself.
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	Yes	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes Refer Annexure 7.1.15.pdf Annexure 7.1.15a.pdf	

61

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU
Arvind Kumar Singh
Director

CIQA

16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	No	Only 6 months have completed. Will be complied once 5 years completed.

62

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh
Director

CIQA
JAIPUR

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.	The intake capacity under Open and Distance Learning mode for a programme under science discipline to be offered by a Dual Mode University shall be three times of the approved in take in conventional mode and incase of Open University, it shall be commensurate with the capacity of the Learner Support Centres (for Open and Distance Learning only) to provide lab facilities to the admitted learners;	Yes
2.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Open and Distance Learning mode, shall render the enrolment invalid	Yes
3.	A Higher Educational Institution shall, for admission in respect of any programme in Open and Distance Learning 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

63

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

4.	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. All information available on the given link. https://cdoevgu.com/assets/upload/Fee%20Structure%20for%20proposed%20ODL%20Programmes.pdf
5.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	No
6.	Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning 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: Provided that a Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning for or on behalf of the Higher Educational Institution	Yes

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

7.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; (b) Maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; (c) Exhibit such records as permissible under law on its website; and (d) Be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	Yes
8.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Open and Distance Learning mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in Open and Distance Learning mode, and the other terms and conditions of such payment	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes

65

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

8. (c)	The number of seats approved in respect of each programme of Open and Distance Learning mode, which shall be in consonance with the resources	Yes
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	Yes

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh
Director

8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind kumar Singh

Director

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 Open and Distance Learning mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in Open and Distance Learning mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes

68

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

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

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU

Arvind Kumar Singh

Director

CIQA

Part – IX: Grievance Redressal Mechanism

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

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

Vivekananda Global University (VGU) has 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 in session 2023-24.

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

GU conducts 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. Following is the composition of Cell for the session 2023-24:

I.   Prof. (Dr.) Mridula Purohit, Associate Dean, FBAS- Convener .

II.   Dr. Pramod Kumar, Proctor- Member .

III.   Mr. Satish Kumar, ADSW- Member

IV.   Mr. Manish Dahiya, Hostel Warden- Member .

V.   Ms. Somya Bhardwaj, Section Officer- Member

VI.   Mr. Prasun Verma, Asst. Registrar- Member .

VII.   Mr. Deepak Bishnoi, Dy. Registrar-- Member Secretary

For Vivekananda Global University

Registrar

Centre for Distance and Online education-VGU

Arvind Kumar Singh

Director

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
Nil	Nil

9.3 Complaint Handling Mechanism

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

*Composition of student grievance redressal cell (**Refer to Annexure 9.1**)*

*Complaint handling mechanism as specified by UGC is available on website (**Refer to 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		

For Vivekananda Global University

Registrar

Centre for Distance and Online Education-VGU
Arvind Kumar Singh
Director

Part – X: Innovative and Best Practices

10.1   Innovations introduced during academic year

- State of the art digital studio for development of video lectures and live sessions.

- 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 is placed for development of self learning material quality check of development content.

- Curriculum design-Learner Centric Online instructional material on outcome based education model fulfilling Industrial requirements and meeting Global Standards.

- Strong Learner Support System -Through the ticket system & and one to one polling at social media communications with learner support team.

Annexure 10.2.pdf

10.3   Details of Job Fairs conducted by the HEI

Though it is just first semester of ODL in VGU but in center of Distance and Online education, we are committed for the skills enhancement and career development of our learners and to attain this target, department closely work with Training and Placement cell of the university to conduct soft skills sessions and guide and assist these CDOE learners to get internship and placement assistance.

10.4   Success Stories of students of ODL mode of the HEI
Success stories are shared on https://cdoevgu.com/, as Learners Testimonials

10.5   Initiatives taken towards conversion of SLM into Regional Languages

The university is taking necessary steps towards starting programs in regional languages as per the guideline of NEP 2020.

10.6   Number of students placed through Campus Placements
         Not Applicable
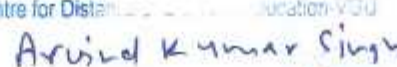
10.7   Details of Alumni Cell and its activity
Not Applicable

10.8   Any other Information

Not Applicable

For Vivekananda Global University

Registrar

Centre for Distance Education-VGU
Arvind Kumar Singh
Director

72

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.

Arvind Kumar Singh
Signature of the Director:

Name: Dr. Arvind Kumar Singh

Seal:
Centre for Distance and Online Education-VGU
Date: 29|08|2025

Director

Signature of the Registrar:

Name: Dr Praveen Choudhry

Seal:
Date: 29|08|2025   Dr. Praveen Choudhry
Registrar
Vivekananda Global University, Jaipur

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

For Vivekananda Global University

Registrar

Centre for Distance and Education-VGU

Arvind Kumar Singh
Director

73