

HEI ID: HEI-U-0262

**Name of HEI: Mahatma Gandhi University,
Kottayam, Kerala**

Type of HEI: State

Annual Report

OF

**CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)**

PROGRAMMES UNDER

ONLINE MODE

2022-2023

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Kottayam, Kerala****Type of HEI: State****Part – I: General Information****Date of notification of the Centre: 14/10/2022****Details of Director, CIQA**

- Name : Prof. (Dr.) Robinet Jacob
- Qualification: Ph D
- Appointment Letter and Joining Report: Uploaded

Details of CIQA Committee:**a. Composition as per Regulations**

S. No.	Designation	Nominations	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof.(Dr.) Sabu Thomas, PhD	Nano Science	15/10/2020
b.	Three Senior teachers of HEI	Member 1	Dr. Beena Mathew, PhD	Chemical Science	15/10/2020
		Member 2	Dr. Jisha M S, PhD	Bio Science	15/10/2020
		Member 3	Dr. Sajimon Abraham, PhD	Management & Business Studies	15/10/2020
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. E. Sulaiman, PhD	Management & Business Studies	15/10/2020
		Member 5	Dr. Pushpalatha K.P., PhD		15/10/2020
		Member 6	Dr. Nandakumar Kalarikkal, PhD	Computer Science	15/10/2020
d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Zeenath, PhD		15/10/2020
		Member 8	Dr. R. Kannan, PhD		15/10/2020
e.	Officials from departments of HEI • Administration • Finance	Member 9 Administration	Joint Registrar-I		15/10/2020
		Member 10 Finance	Joint Registrar		15/10/2020
f.	Director, CIQA	Member Secretary	Prof. (Dr.) Robinet Jacob, PhD	Tourism Studies	15/10/2020

b. Whether members mentioned at 'b' to 'e' changed every 2 years? Yes

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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	26-07-2022		uploaded	uploaded
Meeting 2	08-03-2023		uploaded	uploaded

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

Not applicable

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

Not applicable

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

Not applicable

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

Not applicable

HEI ID: HEI-U-0262**Name of HEI: Mahatma Gandhi University
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Commission Order:**

From July 2022 academic session: TO BE EXTRACTED FROM WEBPORTAL

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. Com.	2	80	A candidate who has passed B Com/BBA/BBM approved by M G University with a minimum of 45% are eligible to pursue the M. Com Programme on a regular basis. Relaxation in percentage is allowed for SC/ST, OEC, SEBC and Physically challenged students as prescribed by the University from time to time.	72000/-	F. No. 1-14/2020(DEB-I) Dated: 16/08/2021	26	31	0	57

HEI ID: HEI-U-0262**Name of HEI: Mahatma Gandhi University
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Commission Order:**

From January 2023 academic session: TO BE EXTRACTED FROM WEBPORTAL

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. Com.	2	80	A candidate who has passed B Com/BBA/BBM approved by M G University with a minimum of 45% are eligible to pursue the M. Com Programme on a regular basis. Relaxation in percentage is allowed for SC/ST, OEC, SEBC and Physically challenged students as prescribed by the University from time to time.	72000/4	F. No. 1-14/2020(DEB-I) Dated: 16/08/2021	4	4	0	8

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

Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	<p>The MGU Online has maintained its quality in the following services:</p> <p>(a) Interactive and engaging content: The instructional content, be it video classes PPTs or self-learning material, has the interactive elements quite meticulously incorporated to keep the learners engaged which enhances their understanding of the learning material. For this purpose, the Director, COE and the Assistant Director, COE, were advised to take special care in making instructional design of the LMS more users friendly and inclusive.</p> <p>(b) Live Interactive Sessions: LISs provide the opportunity for learners to place</p>	

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		<p>their doubts and queries regarding the subject matter before the subject matter experts. Timely responses to questions and concerns contribute to a positive and engaging learning environment. LISs establish clear lines of communication between instructors, learners and support staff like Programme Coordinators, Course Mentors and Course Coordinators. CIQA has always emphasised the significance of conducting LISs with adequate preparation and necessary supporting staff.</p> <p>(c) Expert Faculty: Ensured that subject matter experts are adept in online teaching methods. For the purpose of enhancing their skill, they are given adequate training in e-content preparation and e-self learning material by conducting workshops led by experts. Now we have a pool of subject matter experts who have the necessary skills in online learning.</p> <p>(d) Additional</p>	
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		<p>Learning Material: Resolved to include additional material for those students who are willing to enhance their horizon of knowledge beyond the syllabus. Additional learning material will be prepared by subject experts in respective subjects. In response to this, a review committee of subject matter experts was constituted for the purpose of reviewing additional material prior to uploading in the LMS. This novice suggestion is made for the purpose of making online learning more adaptive to individual strengths and weaknesses.</p> <p>(e) Continuous Improvement: CIQA insisted on reviewing and updating course content based on learner feedback. The Programme Coordinator was entrusted with the task of analysing the feedback from learners and in cooperation with Course Coordinator and Course Mentor prepares a list of topics on which modifications are required.</p>	
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2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	(a) The University has constituted an Executive Committee and an Academic Core Committee for the purpose of addressing administrative and academic issues of COE. One of the major self-evaluative initiatives in continual improvement is by getting feedback from learners regarding the quality of video classes, e-self learning material, effectiveness of live interactive sessions, quality of instructional design etc. The subject matter experts after the live interactive sessions shared their feedback with the Programme Coordinators, Course Coordinators and Course Mentors. These cross-functional entities then made a comprehensive evaluation of the entire session identifying areas for improvement and the	

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		<p>possibilities of implementing new strategies for enhancing the overall quality of online learning. CIQA directed the subject matter experts to specifically address the issues confronted by the learners through the live interactive sessions. After identifying gaps in performance and opportunities for improvement, CIQA directed the subject matter expert concerned to add a few more examples in the e-learning material and thereby to make the portion of the subject more understandable to the learner. CIQA considered the feedback data as well as responses from subject matter experts and identified the trends, patterns, strengths and areas for improvement. This involved comparing current practices against established benchmarks, industry standards and best practices in higher education. CIQA directed the</p>	
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		<p>Programme Coordinator and the Assistant Programme Coordinator to keep on setting specific, measurable, relevant and time-bound goals for each identified area of improvement.</p> <p>(b) The HEI makes time bound revision of curriculum and syllabi of various programmes. This is an effort to ensure that the content is updated to reflect the current academic knowledge and practice and also reflects the new trends and demands in the industry. Subject Matter Experts are given clear instruction regarding the way in which classes are to be taken. The classes are to be conducted in an inclusive and respectful environment that should encourage students to share their perspectives and experiences in the live interactive sessions. While giving examples, the diverse socio-cultural background of international students too should be taken into</p>	
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		consideration.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	(a) As part of ensuring effective educational and operational outcomes, a strategic planning and analysis based on the feedback from students and suggestions from subject matter experts. Based on this strategy, CIQA directed the Programme Coordinator and Assistant Programme Coordinator to prioritise areas that align with the vision and mission, core values and long-term objectives of COE. As part of this initiative, it was decided to conduct workshops on e-learning to subject matter experts to make them in touch with the latest trends and developments in online learning. In pursuance of this, workshops are conducted for the stakeholders. CIQA believes that initiatives of this kind will definitely	

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		<p>foster a culture of continuous improvement in all spheres of activity.</p> <p>(b) CIQA directed the stakeholders concerned to ensure that the e-self learning material should be an organic extension of the video classes and should enable the students to have a wider perspective of the topic in hand. E-learning material should work as a supporting text with examples elucidating the nuances of the topic. As part of enhancing and enriching the learners' depth of knowledge in the subjects concerned, CIQA suggested the option of incorporating additional study material prepared by competent subject matter experts if needed.</p> <p>(c) It took hours of brainstorming sessions for preparing and finalising the pattern of question papers. CIQA insisted that a student who gets through the examination successfully has to be specifically skilled in the said</p>	
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		topic as has been briefed in the objectives and learning outcome portion of the e-learning material.	
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	<p>(a) The University has adopted the same syllabus and curriculum as has been designed and developed for students belonging to the conventional mode.</p> <p>(b) Live interactive sessions are done to rectify the doubts of students regarding any portion of the completed modules. Here the subject matter experts not only clear the doubts of the students but also give them the right motivation, counseling and career guidance. CIQA has taken special care in ensuring that the opportunity to interact with students are used in such a way that it should make the student feel at ease to ask any doubts regarding the subject matter and the subject matter experts should suggest any modification or change that can make the entire live interactive session</p>	

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		<p>more effective learner oriented.</p> <p>(c) A reliable and user-friendly technology platform ensures a seamless online learning environment which enhances students' learning experience and helps maintain the quality of online programs.</p> <p>(d) University has constituted an Academic Core Committee dedicated to overseeing and maintaining the quality of online programmes and thereby to ensure that the qualities of online programmes are in alignment with the conventional programme standards. This alignment helps maintain consistency in educational standards.</p> <p>(e) The various data that we gather helps us in monitoring the students' progress, engagement and performance and this provides insights into areas that require improvement and help maintain programme quality.</p>	
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<p>5.</p>	<p>Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.</p>	<p>(a) From Students/Learners : Google forms are issued with specific questions to the students for the purpose of furnishing their comments, suggestions and concerns. Their feedback is then placed before CIQA for further necessary action. Students' opinion on learning experiences, course content, live-interactive sessions are found to be satisfactory and the students have expressed their appreciation over the effectiveness and overall quality of the quadrants. Students and teachers can place their suggestions and concerns in the Learning Management System too.</p> <p>(b) Subject Matter Experts: Faculty meetings are held at the Vice Chancellor's mini conference hall in which all faculty members share their opinions, suggestions and areas of concern. The faculty meetings provide the subject matter experts a platform for sharing best</p>	
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		<p>practices, feedback on curriculum and resources and individual initiatives for improving learning methods. The minutes of these meetings are then briefed to CIQA for consideration and direction upon its implementation.</p> <p>Workshops are organised as part of chiseling the skills of the faculty members to be more effective and adept in this new teaching platform.</p> <p>(c) Executive Committee Meetings: The Executive Committee for the Centre for Online Education, which comprises the Vice Chancellor, Select members of the Syndicate, Finance Officer, Administrative Staff and the Director, COE which has the authority to invite any person belonging to the entire rank and file of COE, be it faculty members or other technical staff or program coordinators, for the purpose of getting their opinions, explanations or clarifications regarding any</p>	
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		<p>subject of concern. The Executive Committee conducts regular periodic reviews of the academic and non-academic aspects of COE. Comprehensive minutes are prepared based on these meetings and action taken reports on these minutes are briefed in the next meeting.</p> <p>(d) Academic Core Committee: The University has constituted an academic core committee for the purpose of creating the question paper pattern and also for making valuable suggestions to academic matters as and when required. Academic core committee takes special care in overseeing the implementation process of the academic matters a has been directed by CIQA.</p>	
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6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	<p>The following are the pedagogical strategies and technological enhancements suggested to the HEI for improving the quality of online education :</p> <p>(a) The subject matter expert along with the course coordinator and course mentor shall maintain regular communication with students through whatsapp, e-mail and live-interactive sessions to establish a sense of instructor presence.</p> <p>(b) Shall look into a variety of teaching methods other than recorded video classes such as live lectures, discussion boards etc.,</p> <p>(c) As part of achieving result oriented learning objectives CIQA directed to set clear expectations for students regarding course requirements, assignments that truly test the students' depth of knowledge and deadlines. Provide timely feedback on assignments and guide the student through the learning process.</p> <p>(d) Constantly improve the online platform for course</p>	
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		<p>delivery by incorporating features such as discussion forums and chat boards. Provide technical support for both instructors and students on any newly introduced modifications in the learning platform or LMS.</p> <p>(e) Collect feedback from students through whatsapp, google forms or discussions to identify areas for improvement and regularly update course content to reflect current trends and industry practices.</p> <p>(f) Design assessments that align with learning objectives and accurately measure student understanding of the subject matter.</p> <p>(g) Offer training and workshops for instructors to enhance their online teaching skills, including effective use of technology and student engagement techniques.</p>	
7.	Implementation of its recommendations through periodic reviews	a) Implementing the recommendations for improving the quality of online education through periodic reviews is	

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		<p>crucial for ensuring that the desired outcomes are achieved and sustained. The continuous improvement process by adhering and implementing the recommendations of CIQA are closely monitored by the Executive Committee for COE.</p> <p>(b) The review is done by tracking the completion of specific tasks assigned to the target group and evaluating performance data by gathering data from both instructors and students. Based on this review findings, necessary adjustments and modifications are made in the implementation plan.</p> <p>(c) During each review cycle, the committee assesses the extent to which the recommendations have been implemented and their impact on the quality of online education.</p> <p>(d) The Executive Committee keeps all stakeholders informed about the progress of implementation and the result of</p>	
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		reviews. It emphasises the importance of continuous improvement by using the insights gained from each review to review and enhance the online education experience overtime.	
8.	Workshops/ seminars/ symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	<ul style="list-style-type: none">• As part of continuous improvement in regular meetings are arranged instructional designers, administrators and other stakeholders. These meetings provide opportunities to share knowledge, exchange ideas and learn from each other. The main focuses of such meetings are to create practical strategies for creating engaging and interactive online learning experiences.• In the meetings we explore the best practices to be followed for creating or designing user-friendly interfaces, easily accessible e-resources, simplifying the admission process, designing vibrant instructional designs etc.• In the meeting of subject matter experts, the latest trends and advancements in	

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		<p>educational technology relevant to online learning are discussed. The subject matter experts emphasised the need for ensuring academic integrity in online assessments. They requested occasional training sessions to excel in the online teaching environment and also for instructions on strategies for effective communication with online students.</p> <ul style="list-style-type: none">• As part of ensuring and maintaining the integrity of online assessments, the Academic Core Committee directed to explore proctoring technologies, plagiarism detection tools and strategies for creating secure online exam environments. The Academic Core Committee entrusted this task with the Technical Committee of the University. The technical committee in collaboration with the software developers has effectively developed and implemented the said directions.	
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<p>9.</p>	<p>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</p>	<ul style="list-style-type: none"> • A comprehensive and systematic approach is followed in identifying the key areas of learning to enhance the quality of services to learners and disseminating these practices to all stakeholders. The best practices are followed in curriculum design, instructional methods, technology integration, learner engagement, assessment and support services. Prior to implementing these best practices, we ensure that they are adaptable to different learning contexts and ideas. • Being always alert on the benchmark against reputable online education institutions and platforms to gather insights and ideas. • University conducts or organizes workshops or training sessions to acquaint instructors and administrators to the best practices. Since online education is an evolving field and offers numerous advantages and possibilities, it is important to address challenges such as 	
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		<p>maintaining student engagement, ensuring academic integrity and providing adequate support for learners who may struggle with the self-directed nature of online learning. As technology continues to advance, online education will keep on evolving, creating new opportunities and challenges for educators and institutions alike. Hence it is imperative to conduct workshops and seminars on a regular basis for the purpose of staying abreast of technological advancements and educational trends in online learning.</p>	
10.	<p>Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).</p>	<ul style="list-style-type: none">• University collects accurate data for the purpose of identifying areas for improvement. Accurate data in online education is essential for improving programme quality, enhancing student learning outcomes and ensuring the overall success of the online education. Realising the significance of collecting such data, the programme Coordinator, Assistant Programme Coordinator, Course Coordinators and	

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		<p>Course Mentors are entrusted with the responsibility of collecting data related to students' response to our online learning methods, subject matter experts' views and suggestions on making the learning process more effective and learner oriented, keeping data on examination result like pass percentage, subjects in which maximum number of students got passed and failed etc. There is a post result analysis by subject matter experts, programme coordinators, course coordinators and course mentors based on the data gathered. They then prepare a report based on this analysis and submit it before CIQA.</p> <ul style="list-style-type: none">• CIQA makes a thorough study of the report thus submitted and makes proper directions to the Programme Coordinator to effect the necessary changes as it makes	
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<p>11.</p>	<p>Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme</p>	<ul style="list-style-type: none"> • The Programme Project Report is prepared as per the direction of the UGC, approved by the Statutory Body of the University and uploaded in the COE website. University follows a rigorous internal review and approval process for PPRs. This process involves multiple levels of review by the relevant stakeholders. CIQA ensures that the programme is in line with the norms and guidelines set by the Program Project Reports since it is crucial for maintaining the quality and integrity of the learning imparted. The academic core committee, constituted by the University, ensures that the programme follows the guidelines prescribed in the PPR be it mission and objectives of the programme, instructional design, instruction delivery mechanisms, learner support service systems such as whatsapp chat, web services, live interactive sessions etc., curriculum, assessment methods, quality assurance mechanisms and expected program 	
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		<p>outcomes.</p> <ul style="list-style-type: none">• There are informal periodic meetings every week between programme coordinators, course mentors and course mentors to assess the progress and maintenance of the quality of instruction delivered. This group has direct communication and access with the appropriate regulatory or administrative authority to seek clarification on any guidelines mentioned in the PPR. This helps in ensuring that the PPR aligns well with the programmes' mission and objectives.	
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12.	Mechanism to ensure the proper implementation of Programme Project Reports	<ul style="list-style-type: none"> The Programme Coordinator and Course mentor maintain open communication with learners about the progress of the programme and keep on evaluating whether the objectives of the programme are in alignment with the expected programme outcomes. The programme structure and syllabus is approved by the Academic council of the University. The University has three committees for ensuring that the objectives set in the Programme Project Reports are followed in full earnestness: (1). CIQA (2). The Academic Core Committee (3). The Executive Committee. These three committees always maintain open and transparent communication channels among all stakeholders, conduct regular meetings to discuss progress and address issues and encourage all stakeholders to provide feedback, raise concerns and suggest improvements. The committees monitor the allocation of 	
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		<p>resources, including finances, personnel and materials and also ensure that the resources are used efficiently and effectively to achieve the objectives set in the PPR.</p> <ul style="list-style-type: none">• The committees ensure accountability by clearly defining roles and responsibilities for each team member and hold individuals and teams accountable for their assigned tasks and deliverables. <p>By implementing these mechanisms, the University strives to achieve the desired outcomes outlined in the Program Project Report.</p>	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	<ul style="list-style-type: none">• For the purpose of tracking the progress of the online programme, the University maintains the annual plans and annual reports which helps us in identifying areas for improvement and for ensuring accountability. The annual plans and annual reports get reviewed periodically and generate actionable reports.• The university has developed a well organised digital system for storing	

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		<p>Annual Plans and Annual Reports. The Annual Report highlights the institution's achievements, progress made towards the desired goals and deviations from the initial plan.</p> <ul style="list-style-type: none">• The University makes quantitative and qualitative analysis of the data collected in the annual reports. Based on this analysis, the HEI generates actionable reports that highlight key findings, successes, challenges and recommendations for improvement. These reports provide a clear overview of the institution's progress and help guide decision making.	
14.	<p>Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.</p>	<p>The online programme follows the conventional syllabus designed for the M.Com programme of the University. The curriculum and syllabus was first designed to make it suitable for the current trends and developments in the industry at the micro and macro levels.</p> <ul style="list-style-type: none">• The entire M.Com programme has been designed to meet the expanding needs in Commerce	

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		<p>education at all levels and provide necessary manpower to business, industry, service and government and private sectors in the areas like accounting, finance and taxation etc.</p> <ul style="list-style-type: none">• Develop ability in students or learners to teach Commerce for UG and PG Programmes in Colleges and universities or undertake research leading to Ph.D in Commerce.• Inculcate the capability for writing competitive examinations for securing lucrative jobs as teachers, finance managers, officers in government and other public and private sectors. <p>By incorporating these inputs, the HEI has effectively structured the programme to produce graduates who are well equipped to meet the demands of the job market and contribute meaningfully to their chosen fields.</p>	
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15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	<p>A learner centric environment prioritises the needs, preferences and goals of the learners aiming to enhance their learning experiences and outcomes.</p> <ul style="list-style-type: none"> • The PPR has put forth clearly defined objectives and goals for the learners and the entire strategy of the learning process is for creating a learner centric environment. • The entire objective of the Centre for Online Education is to create a learner centric, multipronged and comprehensive learning method assisted by advanced technology and perfected by the active participation of the faculty concerned. Live interactive sessions, provision of Assignments, Industry oriented Projects, Internal evaluation Tests are the means through which such a learner centric educational method is evolved and reinforced. 	
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		<ul style="list-style-type: none">• There are qualitative methods such as surveys to collect opinions from students, subject matter experts, administrators and other stakeholders and quantitative methods such as analysing academic performance data provide valuable insights into the creation of a learner centric environment.• Personalised learning approaches, flexible curriculum designs, effective incorporation of technology, identifying current best practices are the means through which the University creates a learner centric environment.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	<ul style="list-style-type: none">• The Centre for Internal Quality Assurance, the Academic Core Committee and the Committee constituted for monitoring and improving the overall functioning of COE with the Vice Chancellor as its Chairman are the chief institutional mechanisms to ensure the quality of education given in online	

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		<p>mode. The Centre for Online Education, being the nodal coordinating unit, makes a comprehensive effort in assessing, evaluating and documenting the overall activities of the online programme. COE prepares the Annual Report, using its institutional database for quality enhancement as per the guidelines and parameters of UGC-DEB. COE familiarise themselves with accreditation standards and criteria set by the designated accrediting body through CIQA.</p>	
17.	<p>Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit</p>	<p>The university is strongly committed to quality enhancement and the involvement of all the stakeholders has set the tone for the institution's dedication for excellence.</p> <p>1. The internalisation and institutionalisation of quality enhancement practices through periodic audits involves creating a culture of continuous improvement and accountability</p>	

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		<p>within the University.</p> <p>2. The governing bodies of the HEI have a strong commitment to quality enhancement.</p> <p>3. Strict measures are initiated to integrate academic and administrative operations for quality assurance. The academic operation of the institution is efficiently monitored. An academic core committee was constituted with the sole objective of monitoring, guiding and supervising the academic activities of COE. As a part of internalisation and Institutionalisation of quality enhancement mechanisms the academic core committee directly executes and monitors the development measures adopted. The committee directly monitors the various technical methods in teaching, admission procedures, feedback system, improvement in quality of teaching and research. This quality auditing by an in-house</p>	
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		<p>committee ensures internalization and institutionalization of quality enhancement.</p> <p>4. University conducts regular self-assessment exercises to evaluate the institutions' performance against predefined quality benchmarks.</p> <p>5. For the purpose of fine tuning the skills of the faculty in online education methods, the HEI conducts workshops conducted by experts in the topics concerned.</p> <p>6. Since the entire quality improvement measures are data driven, emphasis is given to data collection and analysis to drive decision making.</p>	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	<p>1. The Centre for Online Education strictly abides by all the guidelines stated for maintaining quality assurance by UGC Regulations, 2020 for online programmes.</p> <p>2. The Centre for Internal Quality Assurance, the Academic Core Committee and the Committee constituted for monitoring and improving the overall</p>	

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		<p>functioning of COE with the Vice Chancellor as its Chairman are the means to ensure that UGC stipulated quality enhancing measures are followed in its true spirit.</p> <p>3. There is thorough documentation of all the activities related to quality initiatives. This includes records of meetings, progress reports, action plans and the correspondence between the HEI and the University Grants Commission. Besides that, the HEI provides training and conducts workshops to faculty members and staff to enhance their understanding of quality standards and best practices. This has helped us to build a culture of quality within the institution.</p> <p>4. CIQA works as the primary quality enhancement cell along with the academic core committee and the executive committee for monitoring and improving the overall functioning of COE. These units streamline the efforts and ensure that the institution remains aligned with the commission's guidelines.</p>	
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		<p>5. The HEI is always prepared to adapt to changes in the Commission's guidelines or initiatives. We always stay informed about updates and adjust the institution's strategies accordingly.</p> <p>Since quality improvement is an ongoing process, we continuously seek ways to improve and innovate in order to maintain high standards in online education.</p>	
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19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	<p>We fully realise that by obtaining information from other HEIs on quality benchmarks and best practices can definitely provide valuable insights and this has helped us in improving our quality of education imparted and the operations within our institution.</p> <p>1. We could establish connections with professionals and faculty members from peer institutions through workshops and online meetings.</p> <p>2. We always search for institutional reports that discuss the quality benchmarks and best practices followed in other HEIs. These sources could provide in-depth insights into successful strategies.</p> <p>3. We identify institutions known for maintaining exceptional quality standards in online education and we do research on their success stories. We analyse their approaches and strategies that contribute to their reputation. We also explore websites, publications released by renowned educational institutions, accreditation bodies</p>	
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		<p>and government agencies. They often provide guidelines, benchmarks and best practices. We also take care that not all practices are directly transferable due to differences in context and culture. We adapt and tailor the practices to suit our institution's needs.</p> <p>We always try our level best to keep abreast of the latest trends and developments in improving the quality of online learning by always staying connected with the education community thereby contributing to the continuous improvement of our institution's educational quality and overall effectiveness.</p>	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	COE keeps a detailed account of all the activities so far taken to ensure that the entire learning programme is learner oriented and every step initiated by the quality assurance committees are followed in detail and has achieved the desired objectives.	
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	The institution has submitted its Annual Reports to the Statutory Authorities at the end of each academic session.	

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	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	Yes. A detailed report in the prescribed format duly approved by the statutory authorities is submitted.	
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	Yes, has overseen the functioning of the CIQA and the suggestions for quality improvements from various sources were placed before the committee and got all of them approved through detailed discussions.	
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	A comprehensive course content, be it video classes or e-material, COE ensures that the existing instructional design of the curriculum adapts to the online programme and any change, if required, the Academic Advisory Committee will consider relevant steps will be initiated. The M.Com programme in online mode, its syllabi and curriculum follows the syllabus offered to its affiliated colleges of Mahatma Gandhi University which gets revised every three years.	

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24.	Promoted automation of learner support services of the Higher Educational Institution	To map the entire student life-cycle and to deliver the programmes in a panoptical mode, COE uses a custom developed digital platform called MGU-ALEMS (Automated learning and Evaluation Management System). MGU-ALEMS covers the entire student life cycle, starting from the admission process and continuing through to graduation and alumni engagement. It encompasses various stages such as application processing, enrollment, course registration, student records management, academic advising and more. The platform supports the delivery of educational programmes by providing tools for curriculum management, scheduling, course content dissemination and tracking of programme progress. The ALEMS manages and delivers electronically, course materials, assignments, quizzes and other learning resources. In short, the MGU-ALEMS enhance efficiency, communication and the overall quality of education through automation, data management and integration of various processes.	
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25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	Have incorporated the assistance of qualified external faculty as subject matter experts, reviewers of PPTs, preparation of question banks, external assessments, as invigilators etc.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	Routine Local fund (Finance/Accounts) and AGS Audits (Finance/Performance) are conducted at the institution.	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Yes. Have overseen the preparation of the Self Appraisal Report.	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	<ol style="list-style-type: none">1. Introducing external faculty as Subject Matter Experts and Reviewers.2. The weekly assessment of the progress of activities of COE by the special committee with the Pro-Vice Chancellor as its Chairman coordinates the different functioning units of COE.3. MGUIF, Mahatma Gandhi University Innovation Foundation, an institution established with the assistance of RUSA fund , being an in-house facility extends its technical support	

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		along with human resources in sharpening the technical edge of the online programme.	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	COE is committed to preparing a knowledgeable, skilled and industry ready generation of resourceful professionals capable of handling the emerging challenges of the 21 st century. COE encapsulates the concept of positively transforming the traditional approach to the educational system along with that of being the torch bearer in changing the conventional practices in education.	

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

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	<p>(a) COE has its organizational structure as it has been mandated by the UGC regulation for online programmes. Transparent, efficient and vibrant governance is established through the appointment of well qualified personnel motivated by a common vision.</p> <p>(b) Motivated by a common vision, an inspiring leadership dedicated in developing a new cultural change in the attitude towards the entire education system is pivotal in the successful running of the online programme. From the Vice Chancellor to the Director, COE, the hierarchy maintains its discipline and coherent structure for better results.</p> <p>(c) Having a well thought out, realistic strategic plan is pivotal in tracking the progress of the institution in attaining its desired objectives. Through</p>	

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		<p>effectively incorporating academic and administrative aspects to improve the overall quality of the functioning of COE, we hope to achieve our desired objectives.</p> <p>(d) The policies that COE has formulated in implementing its strategic plan, be it academic or administrative, are well communicated to all its stakeholders which necessitates in having a common vision undeterred by emerging challenges.</p>	
2.	Articulation of Higher Educational Institution Objectives	<p>The COE's vision and mission are articulated through its programmes. A revised and updated syllabus that well reflects the demands of the time, meticulously prepared e-content that suits to the academic requirements of the learner and an exam pattern that truly tests the skill level and the depth of knowledge of the learner are the objectives that stand consistent with the general goals of the HEI.</p>	

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3.	<p>Programme Development and Approval Processes</p> <ul style="list-style-type: none">a. Curriculum Planning, Design and Developmentb. Curriculum Implementationc. Academic Flexibilityd. Learning Resourcee. Feedback System	<p>(a) The curriculum planning, design and development of academic programmes are done by the Academic Council, the statutory body consisting of academic experts of the programme concerned.</p> <p>(b) The Academic Council specifically gives direction for the implementation plans for a programme identifying the time to be spent on specific components of the implementation phase</p> <p>(c) The viability of Academic flexibility upon request is decided by the Academic Core Committee considering the technical aspect of the academic curriculum.</p> <p>(d) The affluent learning resource of the University such as the e-library, high end lab facilities, computer labs etc can be used by the learners.</p> <p>(e) The LMS has the built in facility to register feedback from the students and availability of an AI chat bot, 24x7 toll free number as well as an email id for getting quick response, whatsapp</p>
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		number etc are the major instruments to get feedback from the learners and the general public regarding our programmes.	
4.	Programme Monitoring and Review	<p>Programme monitoring and review system is conducted through the following tools :</p> <ol style="list-style-type: none">1. Assignments2. Online Assessment through MCQ examinations3. Participation in Live Interactive Sessions4. Periodic Tests in the form of Quiz. <p>The quality of academic programmes is thus ensured.</p>	
5.	Infrastructure Resources	<ol style="list-style-type: none">1. e-library2. web resources	
6.	Learning Environment and Learner Support	<ol style="list-style-type: none">1. e-material prepared by experts of the programme concerned. They are prepared keeping in mind the needs and special requirements of the learners ensuring that it is self explanatory, self-contained, comprehensive and simple.2. Exclusive forums for rectifying the doubts of the students concerning their programmes3. Well equipped Learning Management	

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		System which provides a vast number of supports to the learners.	
7.	Assessment and Evaluation	<ol style="list-style-type: none">1. COE conducts remote proctored examination.2. Multiple Choice Questions with varying difficulty levels following BLOOM's Taxonomy are prepared.3. Automated evaluation is done.4. Assignments are assessed and reviewed by Subject Matter Experts.5. Projects are evaluated and assessed by expert faculty.	
8.	Teaching Quality and Staff Development	<p>All our subject matter experts are from our affiliated colleges who have enough experience in conducting classes and have proved their worth through years of interaction with students of varying IQ levels.</p> <p>The Centre for Online Education follows the same syllabus as that of the conventional syllabus for conducting online programmes. SMEs are given clear instructions that while using examples to drive home a point, the example should have a global flavor rather than a regional one since we have learners from other countries too.</p>	

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		<p>Special care and attention is given to SMEs and programme coordinators to ensure that video classes are simple, to the point, easy to understand, creatively engaging and comprehensive.</p> <p>Learners are given assignments to ensure active participation of the students in the learning programme. Just as is done in the conventional programme we have the technical means to engage the learners in doing Project Work as well as in Viva Voce sessions.</p>	
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Compliance of Process of Internal Quality Audit – As per Annexure-I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	Academic Planning	A periodically revised curriculum and syllabi, revised once in every three years, to ensure the content is updated to reflect current academic knowledge and practice and also to ensure that the University is providing the best learning experience possible for the students. In addition to that the quality of the video classes and the comprehensiveness of the e-material uploaded prepared to ensure that the objectives of the academic planning are met with full earnestness and commitment.	

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2.	Validation	Periodic review of the performance of COE is evaluated and assessed by committees like the Academic core committee, CIQA and the Expert committee chaired by the Pro Vice Chancellor.	
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	(a) COE conducts remotely proctored examinations. (b) The Higher Educational Institution considers the suggestions and comments made by External auditors and experts such as local fund and AGS audits (finance and performance). (c) Easy access is ensured for performance monitoring information such as semester pass rates, internal assessment marks, final semester pass rates etc. (d) COE has generated the required reports and data through which it can analyze and evaluate the	

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		learner. (e) The COE has an effective system for collecting feedback from the stakeholders regularly to improve its programmes. COE conduct self-assessments regularly and uses the results to improve its systems, processes etc.	
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Part - III: Human Resources and Infrastructural Requirements

1. **Name and details of Director of Centre for Distance and Online Education (Dual Mode University)** – Prof. (Dr.) Robinet Jacob ([University Order](#))
2. **Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University)** – Dr. Sabukuttan K ([University Order](#))
3. **Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University)** – Aju K Ashok

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S. No.	Name of the Programme	Names with Designation	Qualification	Experiences	Type(Regular /Contract) with gross salary/month	Date of joining programme
1.	BBA	Dr. Roshna Varghese, Assistant Professor	Ph D		Regualr	15.10.2020
2.	B.Com	Dr Madhulal M Assistant Professor	Ph D		Regualr	15.10.2020
3.	M. Com.	Dr. E Sulaiman, Assistant Professor	Ph D		Regualr	15.10.2020
4.	MSc Statistics	Dr Jose K K, Assistant Professor	PhD		Regualr	30.07.2021
5.	MA Journalism and Mass Communication	Dr Muhammad K V, Assistant Professor	Ph D		Regualr	30.07.2021
6.	MA English	Dr. Rajesh V Nair, Assistant Professor	PhD		Regualr	30.07.2021
7.	MA Business Economics	Dr. Rajesh Many, Assistant Professor	Ph D		Regualr	30.07.2021
8.	MA Sociology	Dr. Abhilash G Nath, Assistant Professor	PhD		Regualr	30.07.2021
9.	MA Graphic Design	Dr. Sujithkumar Parayil, Assistant Professor	Ph D		Regualr	30.07.2021
10.	MA Animation	Dr. P Abdul Jabbar, Assistant Professor	PhD		Regualr	30.07.2021
11.	MA Multimedia	Dr. Ismail Thamarassery, Assistant Professor	Ph D		Regualr	30.07.2021

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S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Specialised Accounting	Dr. Santhosh Kumar K	UGC/CSIR NET (Lectureship), M.Phil, Post Doctoral Degree	10 years experience in academics	Contract	15/03/2022
2	Organisational Behaviour	Alan George	UGC/CSIR NET (Lectureship), M.Com, Pursuing Ph.D	3 years experience in academics	Contract	15/03/2022
3	Marketing Management	Dr. Arundev P R	UGC/CSIR NET (Lectureship)	8 years experience in academics	Contract	15/03/2022
4	Methodology of Social Science Research	Dr. Asha E Thomas	UGC/CSIR NET (Lectureship), M.Phil, Post Doctoral Degree	16 years experience in academics	Contract	15/03/2022
5	Management Optimisation Technique	Athira GJ	UGC/CSIR NET (Lectureship), M.Com, Pursuing Ph.D	6 years experience in academics	Contract	15/03/2022

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Chinnu Vijayan	UGC/CSIR NET (Lectureship),		Contract. Rupee 1750/day	13.10.2022

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ii. **Details of Administrative staff**

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

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

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

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

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

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

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

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ii. For Admission and Examination for Online mode:

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

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Part – IV: Examinations

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

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

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

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

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

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

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes	
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes	
3.	<p>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:</p> <p>Provided that no semester or year-end examination shall be held unless:</p> <p>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;</p> <p>ii) hgFor Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.</p>	Yes	

4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes	
5.	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Upload sample question paper Yes	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Upload sample Yes	

8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Yes Upload Process	
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	No	COE conducts Remotely Proctored Examinations
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	No	COE conducts Remotely Proctored Examinations
	(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 and Passports for International learners	Yes	COE conducts Remotely Proctored Examinations
	(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	COE conducts Remotely Proctored Examinations

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11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	No	COE conducts Remotely Proctored Examinations
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	No	COE conducts Remotely Proctored Examinations
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	No	COE conducts Remotely Proctored Examinations
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	Yes	COE conducts Remotely Proctored Examinations
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored examinations for such learners	Yes	COE conducts Remotely Proctored Examinations

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15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Yes	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	Yes	

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

Semester beginning	Programme Name	No. of Students Admitted	No. of Students Appeared in exams	No. of Students Progressed to next year	% of Students Passed	% of Students passed in first class
Jan 2022	M. Com.	32	26	Result not published yet		

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

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

PPR of each programme is prepared following the stipulations set down by the UGC, and is approved by the statutory academic bodies of the University.

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

The COE has meticulously followed the Quality Assurance Guidelines of Learning Material in Multiple Media and Curriculum and Pedagogy requirements laid out by UGC.

Compliance status in respect of e-Learning Material- As per Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 202

SLM in the form of e-book in the format stipulated by the UGC is prepared and provided for each course under various programm

Part – VI: Programme Delivery through Learning Platform**Details of Learning Platform**

Non-Swayam Learning Platform – “MGU-ALEMS” - www.coelms.mguonline.ac

To map the entire student life-cycle and to deliver the programmes in a panoptical mode, the center has a custom developed digital platform called MGU-ALEMS (Automated Learning and Evaluation Management System) which is an in-house innovation of Mahatma Gandhi University.

Compliance status in respect of the Programme delivery

Progression report clearly specifying the learner’s participation in online programmes is well assessed and if found short of their participation, necessary steps are initiated and related corrections are made. Participation in Live Interactive Sessions are made mandatory for all learners concerned. Their participation is one of the evaluation points in continuous evaluation process

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

a. Provide details as under:

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

a. Upload approval of statutory authorities of the Higher Educational Institution:
Uploaded

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	
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 Online mode	Yes	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes	
5.	Programme-wise information on syllabus, suggested readings, contact points for		

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

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

Part – VIII: Admission and Fees**Compliance status of ‘Admissions and Fees’ – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

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

HEI ID: HEI-U-0262

Name of HEI: Mahatma Gandhi University,
Kottayam, Kerala

Type of HEI: State

	<p>the instructions or orders issued by Central Government or State Government:</p> <p>Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners</p>	
5.	<p>Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners</p>	Yes
6.	<p>Every Higher Educational Institution shall-</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.</p>	Yes

HEI ID: HEI-U-0262

**Name of HEI: Mahatma Gandhi University,
Kottayam, Kerala**

Type of HEI: State

7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	Yes
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Yes
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes

HEI ID: HEI-U-0262

**Name of HEI: Mahatma Gandhi University,
Kottayam, Kerala**

Type of HEI: State

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
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	No (COE conducts remotely proctored examinations only)
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes

HEI ID: HEI-U-0262

Name of HEI: Mahatma Gandhi University,
Kottayam, Kerala

Type of HEI: State

9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes

HEI ID: HEI-U-0262

Name of HEI: Mahatma Gandhi University,
Kottayam, Kerala

Type of HEI: State

13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
14.	No Higher Educational Institution shall, issue or publish- (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

Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes

HEI ID: HEI-U-0262 Name of HEI: Mahatma Gandhi University, Type of HEI: State Kottayam, Kerala

Part – IX: Grievance Redressal Mechanism

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

The University has been providing an array of services to its student community. As part of it, it has an effective and efficient grievance redressal system. There is a web page designed as a One Stop Solution for all the queries related to online learning. There is a two-level procedure prescribed which will answer all their questions and resolve their grievances. In the first level the learner can search popular questions and their queries will be answered by our extensive database of FAQs which is being updated on a daily basis. If the learner is still unable to find a satisfying answer he/she can lodge a complaint by clicking the 'Register Your Complaint/ Ask a Question' button and go through some simple formalities for grievance registration. On submitting the complaint they'll get an Acknowledgement and Reference No. in their registered email address. Their queries will be answered through email within seven working days depending on the level/ levels the query has to be escalated. In addition to this, there is a toll-free number and a whatsapp number which can respond to the queries of a learner within minimum time possible.

Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
98	98

Complaint Handling Mechanism

The University has been providing an array of services to its student community. As part of it, it has an effective and efficient grievance redressal system. There is a web page designed as a One Stop Solution for all the queries related to online learning. There is a two-level procedure prescribed which will answer all their questions and resolve their grievances. In the first level the learner can search popular questions and their queries will be answered by our extensive database of FAQs which is being updated on a daily basis. If the learner is still unable to find a satisfying answer he/she can lodge a complaint by clicking the 'Register Your Complaint/ Ask a Question' button and go through some simple formalities for grievance registration. On submitting the complaint they'll get an Acknowledgement and Reference No. in their registered email address. Their queries will be answered through email within seven working days depending on the level/ levels the query has to be escalated. In addition to this, there is a toll-free number and a whatsapp number which can respond to the queries of a learner within minimum time possible. Office of the Registrar functions as the Nodal office for Complaint Handling Mechanism,.

Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
0	0	Not Applicable

Part – X: Innovative and Best Practices

Innovations introduced during academic year

INSERT TEXT BOX

Best Practices of the HEI

- Vibrant and responsive website that can cater almost all the queries of the learner
- A credible and dependable academic system which is time tested and error proof
- Mahatma Gandhi University Innovation Foundation, a section (8) company built under RUSA fund always provide with the technical edge and creative width for the HEI to excel in new areas of Information and Knowledge.
- HEI is the one and only state university in kerala to have applied for online programme and got the approval of UGC to start 11 programmes via online mode.

Details of Job Fairs conducted by the HEI

- Periodical job fairs are conducted by the HEI under the supervision of Information and career guidance bureau
- University conducted an exclusive academic exhibition EUNOIA which gave a lot of exposure for the learners to the emerging tendencies in the job market.

Success Stories of students of Online mode of the HEI

The first batch is yet to finish the programme.

Initiatives taken towards conversion of e-LM into Regional Languages

All the UGC approved programmes have their medium of instruction in English language.

Number of students placed through Campus Placements

The first batch is yet to finish the programme.

Details of Alumni Cell and its activity

The first batch is yet to finish the programme.

Any other Information

Nil

HEI ID: HEI-U-0262

me of HEI: Mahatma Gandhi University,
Kottayam, Kerala

Type of HEI: State

DECLARATION

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

Signature of the Director:

Name: *Dr. NOUSHAD P. P*

Seal:

Date: *25.08.2023*

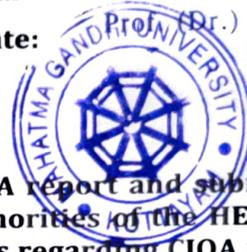


Signature of the Registrar:

Name:

Seal:

Date:



(Dr.) PRAKASH KUMAR B
REGISTRAR

26.08.2023

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.