

चौधरी चरण सिंह विश्वविद्यालय, मेरठ



CHAUDHARY CHARAN SINGH UNIVERSITY MEERUT

ONLINE PROGRAMS -
MONTHLY REPORT

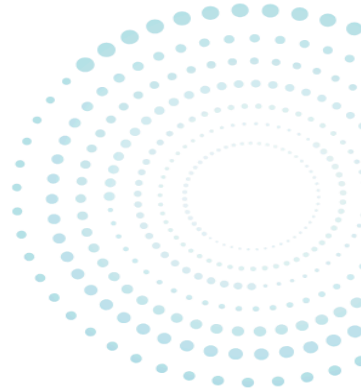
MARCH'26

SUBMITTED BY :



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STUDENT ENROLLMENT DETAILS

Batch	Total Admissions
July-2025	37
Jan-2026	307
Total	314

Course	Jul 2025	Jan 2026	TOTAL
BBA ODL	2	14	16
BBA Online	-		
MA Economics	2	14	16
MA English	4	28	32
MA Political Science	5	47	52
MA Sociology	0	12	12
MBA- HA- Online	-	16	16
MBA ODL	14	101	115
MBA Online	-	29	29
MCOM	3	8	11
MCA ODL	7	24	31
MCA Online	-	4	4

STUDENT SUPPORT SERVICES

Support	Received	Closed/Completed	% Completed
Email	23	23	100 %
Tickets	17	17	100 %
Chats	0	0	100 %
Inbound Calls	78	78	100 %

***Missed calls are called back within 1 day**



LEARNING MANAGEMENT SYSTEM

Batch	Semester	Course Pages Created	Practice Quiz Uploaded	Assignment Uploaded
July-2025	1	3	3	3
Jan-2026	I	NA	NA	NA



COMMUNICATION STACK SUPPORT

Support	Target Students	Positive Hits	%Positive Hits
Email Notification	164	164	100 %
Portal Announcement	2	2	100 %
IVR Calls	0	0	
Outbound Calls	12	12	100%



LIVE SESSIONS REPORT

Batch	Department	Sem-1	Grand Total
July-25	NA	NA	NA

LIVE SESSION FACULTY DETAILS

Batch	No of Session	Total Faculty	TLE Faculty	Sem	% TLE Faculty
July-25	NA	NA	NA	NA	100 %

INTERNAL ASSESSMENTS

Batch	Semester	Schedule	Enrolled	Attempted	% Attempted
Jul-2025	1	NA	NA	NA	



TERM END EXAMINATION

Batch	Semester	Schedule	Students Count	Attempted	% Attempted
July-25	I	27-2-2026-20-3-2025	57	37	65%



STUDENTS FEEDBACK

Parameters	No. of responses	% of responses with respective rating
Total No. of responses received	7	
No. of responses with 4 and above rating	5	71%
No. of responses with less than 4 rating	2	29%

Rating Range	5	4	3	2	1
Rating Scale	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Total No. of responses received under each rating	3	2	1	0	1

STUDENT FEEDBACK COMMENTS

Abhijeet Sutradhar

Jan 2026 - 2 Years

Master of Business Administration -

ODL

OD26202000019



very informative

Chandra Prakash Singh

Jan 2026 - 2 Years

Master of Business Administration -

ODL

OD26202000033



GOOD

STUDENT TESTIMONIALS

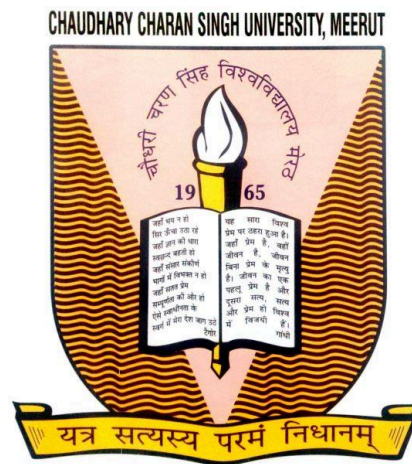


The online course was very well conducted and thoughtfully structured. Special thanks to the entire team for efficiently managing queries, sharing regular updates, and ensuring that all required information was communicated clearly and on time. The coordination and support throughout the course made the learning experience smooth and effective.

SUMIT TOMAR

MBA-ODL

OD25102000017



Chaudhary Charan Singh University Meerut

Chaudhary Charan Singh University, Ramgarhi, Meerut, Uttar Pradesh 250004





Annexure I Inbound Calls

Direction	Type	ExotelNumber	From	To Name	Status	StartTime	EndTime	Duration
inbound	transactional	8047492552	8923195928	Shikha Vyas AMU Support	completed	03-05-2026 16:54	03-05-2026 16:55	46
inbound	transactional	8047492552	8923195928	Shikha Vyas AMU Support	completed	03-05-2026 16:55	03-05-2026 16:58	187
inbound	transactional	8047492552	9719779597	Shikha Vyas AMU Support	missed-call	03-06-2026 09:44	03-06-2026 09:45	52
inbound	transactional	8047492552	8077151985	Shikha Vyas AMU Support	completed	03-06-2026 09:51	03-06-2026 09:53	122
inbound	transactional	8047492552	9990291999	Shikha Vyas AMU Support	completed	03-06-2026 10:39	03-06-2026 10:40	36
inbound	transactional	8047492552	9990291999	Shikha Vyas AMU Support	completed	03-06-2026 10:40	03-06-2026 10:41	56
inbound	transactional	8047492552	9990291999	Shikha Vyas AMU Support	completed	03-06-2026 10:41	03-06-2026 10:43	125
inbound	transactional	8047492552	8051079475	Shikha Vyas AMU Support	completed	03-06-2026 10:44	03-06-2026 10:45	37
inbound	transactional	8047492552	8051079475	Shikha Vyas AMU Support	completed	03-06-2026 10:45	03-06-2026 10:50	284
inbound	transactional	8047492552	7065291129	Shikha Vyas AMU Support	completed	03-06-2026 14:13	03-06-2026 14:14	43
inbound	transactional	8047492552	7065291129	Shikha Vyas AMU Support	completed	03-06-2026 14:14	03-06-2026 14:17	194
inbound	transactional	8047492552	7078819838	Shikha Vyas AMU Support	completed	03-06-2026 14:40	03-06-2026 14:45	328
inbound	transactional	8047492552	7078819838	Shikha Vyas AMU Support	completed	03-06-2026 14:51	03-06-2026 14:53	115
inbound	transactional	8047492552	7078819838	Shikha Vyas AMU Support	completed	03-06-2026 14:53	03-06-2026 14:55	94
inbound	transactional	8047492552	7906273448	Shikha Vyas AMU Support	completed	03-07-2026 12:01	03-07-2026 12:06	270
inbound	transactional	8047492552	7906273448	Shikha Vyas AMU Support	completed	03-07-2026 12:21	03-07-2026 12:23	99
inbound	transactional	8047492552	9871939291	Shikha Vyas AMU Support	completed	03-07-2026 14:41	03-07-2026 14:43	94
inbound	transactional	8047492552	8521620825	Shikha Vyas AMU Support	completed	03-09-2026 09:45	03-09-2026 09:47	100
inbound	transactional	8047492552	8825171189	Shikha Vyas AMU Support	completed	03-09-2026 09:59	03-09-2026 10:06	379
inbound	transactional	8047492552	8210024102	Shikha Vyas AMU Support	completed	03-09-2026 10:13	03-09-2026 10:14	89
inbound	transactional	8047492552	7906273448	Shikha Vyas AMU Support	completed	03-09-2026 12:41	03-09-2026 12:43	138
inbound	transactional	8047492552	7065291129	Shikha Vyas AMU Support	completed	03-09-2026 13:01	03-09-2026 13:06	283
inbound	transactional	8047492552	9012932894	Shikha Vyas AMU Support	missed-call	03-09-2026 13:49	03-09-2026 13:50	53
inbound	transactional	8047492552	8521620825	Shikha Vyas AMU Support	completed	03-09-2026 14:01	03-09-2026 14:03	103
inbound	transactional	8047492552	8825171189	Shikha Vyas AMU Support	completed	03-09-2026 15:11	03-09-2026 15:16	272
inbound	transactional	8047492552	8825171189	Shikha Vyas AMU Support	missed-call	03-09-2026 15:33	03-09-2026 15:34	51
inbound	transactional	8047492552	8825171189	Shikha Vyas AMU Support	completed	03-09-2026 15:40	03-09-2026 15:42	141
inbound	transactional	8047492552	7982534212	Shikha Vyas AMU Support	completed	03-09-2026 15:50	03-09-2026 15:51	98
inbound	transactional	8047492552	9389936327	Shikha Vyas AMU Support	completed	03-10-2026 09:55	03-10-2026 09:57	113
inbound	transactional	8047492552	8826065874	Shikha Vyas AMU Support	completed	03-10-2026 12:34	03-10-2026 12:40	359
inbound	transactional	8047492552	9897700798	Shikha Vyas AMU Support	completed	03-10-2026 15:16	03-10-2026 15:19	134
inbound	transactional	8047492552	8745967226	Shikha Vyas AMU Support	completed	03-11-2026 10:29	03-11-2026 10:30	86
inbound	transactional	8047492552	8745967226	Shikha Vyas AMU Support	completed	03-11-2026 10:30	03-11-2026 10:33	123
inbound	transactional	8047492552	7982534212	Shikha Vyas AMU Support	completed	03-11-2026 10:55	03-11-2026 10:56	38
inbound	transactional	8047492552	7982534212	Shikha Vyas AMU Support	completed	03-11-2026 11:03	03-11-2026 11:07	225
inbound	transactional	8047492552	8191803886	Shikha Vyas AMU Support	completed	03-11-2026 12:38	03-11-2026 12:39	99
inbound	transactional	8047492552	7701871319	Shikha Vyas AMU Support	completed	03-12-2026 09:56	03-12-2026 09:57	72
inbound	transactional	8047492552	9540210903	Shikha Vyas AMU Support	completed	03-12-2026 10:42	03-12-2026 10:45	192

inbound	transactional	8047492552	7546059124	Shikha Vyas AMU Support	completed	03-12-2026 14:48	03-12-2026 14:50	129
inbound	transactional	8047492552	8210791591	Shikha Vyas AMU Support	completed	3/14/2026 14:46	3/14/2026 14:48	97
inbound	transactional	8047492552	7906273448	Shikha Vyas AMU Support	completed	3/14/2026 15:55	3/14/2026 15:58	139
inbound	transactional	8047492552	7417452704	Shikha Vyas AMU Support	completed	3/16/2026 11:14	3/16/2026 11:16	102
inbound	transactional	8047492552	8899516889	Shikha Vyas AMU Support	completed	3/16/2026 14:33	3/16/2026 14:34	25
inbound	transactional	8047492552	9068672083	Shikha Vyas AMU Support	completed	3/17/2026 10:17	3/17/2026 10:18	77
inbound	transactional	8047492552	9910057830	Shikha Vyas AMU Support	completed	3/18/2026 14:12	3/18/2026 14:16	276
inbound	transactional	8047492552	7078237738	Shikha Vyas AMU Support	completed	3/19/2026 10:56	3/19/2026 11:01	285
inbound	transactional	8047492552	8092167749	Shikha Vyas AMU Support	completed	3/20/2026 9:50	3/20/2026 9:52	124
inbound	transactional	8047492552	9886207984	Shikha Vyas AMU Support	missed-call	3/20/2026 11:04	3/20/2026 11:05	52
inbound	transactional	8047492552	8092167749	Shikha Vyas AMU Support	completed	3/20/2026 11:43	3/20/2026 11:44	61
inbound	transactional	8047492552	8899516889	Shikha Vyas AMU Support	completed	3/20/2026 13:02	3/20/2026 13:05	195
inbound	transactional	8047492552	8822233338	Shikha Vyas AMU Support	completed	3/20/2026 13:33	3/20/2026 13:34	57
inbound	transactional	8047492552	9997193407	Shikha Vyas AMU Support	completed	3/20/2026 16:20	3/20/2026 16:22	101
inbound	transactional	8047492552	7078237738	Shikha Vyas AMU Support	completed	3/20/2026 16:44	3/20/2026 16:57	757
inbound	transactional	8047492552	9389936327	Shikha Vyas AMU Support	completed	3/23/2026 11:24	3/23/2026 11:25	83
inbound	transactional	8047492552	7906273448	Shikha Vyas AMU Support	completed	3/23/2026 11:33	3/23/2026 11:37	264
inbound	transactional	8047492552	9851238283	Shikha Vyas AMU Support	completed	3/23/2026 11:48	3/23/2026 11:51	178
inbound	transactional	8047492552	9851238283	Shikha Vyas AMU Support	completed	3/23/2026 11:52	3/23/2026 11:54	129
inbound	transactional	8047492552	8826065874	Shikha Vyas AMU Support	completed	3/23/2026 14:39	3/23/2026 14:41	106
inbound	transactional	8047492552	8800184179	Shikha Vyas AMU Support	completed	3/23/2026 15:03	3/23/2026 15:07	205
inbound	transactional	8047492552	8800184179	Shikha Vyas AMU Support	completed	3/23/2026 15:46	3/23/2026 15:46	46
inbound	transactional	8047492552	8800184179	Shikha Vyas AMU Support	completed	3/23/2026 15:46	3/23/2026 15:47	54
inbound	transactional	8047492552	7906432153	Shikha Vyas AMU Support	missed-call	3/25/2026 10:15	3/25/2026 10:16	49
inbound	transactional	8047492552	7906432153	Shikha Vyas AMU Support	missed-call	3/25/2026 10:16	3/25/2026 10:17	52
inbound	transactional	8047492552	8092167749	Shikha Vyas AMU Support	missed-call	3/25/2026 10:50	3/25/2026 10:51	49
inbound	transactional	8047492552	8092167749	Shikha Vyas AMU Support	missed-call	3/25/2026 10:51	3/25/2026 10:51	36
inbound	transactional	8047492552	7078237738	Shikha Vyas AMU Support	missed-call	3/25/2026 13:23	3/25/2026 13:23	50
inbound	transactional	8047492552	7078237738	Shikha Vyas AMU Support	completed	3/25/2026 13:24	3/25/2026 13:25	85
inbound	transactional	8047492552	9999869085	Shikha Vyas AMU Support	completed	3/26/2026 10:43	3/26/2026 10:46	200
inbound	transactional	8047492552	7042485357	Shikha Vyas AMU Support	completed	3/26/2026 13:58	3/26/2026 14:00	80
inbound	transactional	8047492552	7042485357	Shikha Vyas AMU Support	completed	3/26/2026 14:02	3/26/2026 14:04	85
inbound	transactional	8047492552	7546059124	Shikha Vyas AMU Support	completed	3/26/2026 15:37	3/26/2026 15:40	203
inbound	transactional	8047492552	7078237738	Shikha Vyas AMU Support	completed	3/27/2026 10:30	3/27/2026 10:31	61
inbound	transactional	8047492552	9886207984	Shikha Vyas AMU Support	completed	3/27/2026 11:29	3/27/2026 11:35	368
inbound	transactional	8047492552	9773710205	Shikha Vyas AMU Support	completed	3/27/2026 12:05	3/27/2026 12:07	91
inbound	transactional	8047492552	9871139243	Shikha Vyas AMU Support	completed	3/27/2026 13:21	3/27/2026 13:26	294
inbound	transactional	8047492552	8373971895	Shikha Vyas AMU Support	missed-call	3/28/2026 9:36	3/28/2026 9:37	52
inbound	transactional	8047492552	8373971895	Shikha Vyas AMU Support	missed-call	3/28/2026 9:46	3/28/2026 9:47	53
inbound	transactional	8047492552	8077448129	Shikha Vyas AMU Support	completed	3/28/2026 15:15	3/28/2026 15:20	266
inbound	transactional	8047492552	9717593575	Shristi Rana Jamia Support	missed-call	3/30/2026 9:31	3/30/2026 9:32	84

inbound	transactional	8047492552	9717593575	Shikha Vyas AMU Support	completed	3/30/2026 9:39	3/30/2026 9:41	146
inbound	transactional	8047492552	9599360032	Shikha Vyas AMU Support	missed-call	3/30/2026 10:25	3/30/2026 10:26	51
inbound	transactional	8047492552	9599360032	Shikha Vyas AMU Support	missed-call	3/30/2026 10:26	3/30/2026 10:27	49
inbound	transactional	8047492552	9599360032	Shikha Vyas AMU Support	missed-call	3/30/2026 10:27	3/30/2026 10:28	56
inbound	transactional	8047492552	9599360032	Shikha Vyas AMU Support	completed	3/30/2026 10:38	3/30/2026 10:40	103
inbound	transactional	8047492552	8800184179	Shikha Vyas AMU Support	completed	3/30/2026 10:42	3/30/2026 10:44	118
inbound	transactional	8047492552	8650782428	Shikha Vyas AMU Support	completed	3/30/2026 10:58	3/30/2026 10:59	77
inbound	transactional	8047492552	9540210903	Shikha Vyas AMU Support	completed	3/30/2026 11:04	3/30/2026 11:07	152
inbound	transactional	8047492552	8533993002	Shikha Vyas AMU Support	completed	3/30/2026 14:29	3/30/2026 14:34	291
inbound	transactional	8047492552	8533993002	Shikha Vyas AMU Support	completed	3/30/2026 15:15	3/30/2026 15:17	114
inbound	transactional	8047492552	9119052297	Shikha Vyas AMU Support	completed	3/31/2026 10:02	3/31/2026 10:03	73
inbound	transactional	8047492552	7905149460	Shikha Vyas AMU Support	completed	3/31/2026 10:37	3/31/2026 10:38	39
inbound	transactional	8047492552	7905149460	Shikha Vyas AMU Support	completed	3/31/2026 10:38	3/31/2026 10:39	84
inbound	transactional	8047492552	9104560973	Shikha Vyas AMU Support	completed	3/31/2026 14:01	3/31/2026 14:05	221



Annexure II

Outbound Calls

Direction	Type	ExotelNumber	To	Status	StartTime	EndTime	Duration
outbound-dial	transactional	8047492552	8077151985	completed	03-06-2026 10:08	03-06-2026 10:08	57
outbound-dial	transactional	8047492552	9012932894	completed	03-09-2026 16:41	03-09-2026 16:41	32
outbound-dial	transactional	8047492552	9012932894	completed	03-09-2026 16:41	03-09-2026 16:42	21
outbound-dial	transactional	8047492552	8051079475	completed	03-09-2026 16:54	03-09-2026 16:55	73
outbound-dial	transactional	8047492552	9760238162	failed	03-10-2026 16:30	03-10-2026 16:31	32
outbound-dial	transactional	8047492552	9760238162	failed	03-10-2026 16:36	03-10-2026 16:36	17
outbound-dial	transactional	8047492552	8077151985	completed	03-11-2026 10:36	03-11-2026 10:43	408
outbound-dial	transactional	8047492552	9760238162	failed	03-11-2026 11:47	03-11-2026 11:47	23
outbound-dial	transactional	8047492552	8051079475	no-answer	3/17/2026 13:07	3/17/2026 13:07	46
outbound-dial	transactional	8047492552	9719779597	completed	3/17/2026 13:09	3/17/2026 13:11	106
outbound-dial	transactional	8047492552	8051079475	completed	3/17/2026 14:01	3/17/2026 14:02	73
outbound-dial	transactional	8047492552	9910057830	completed	3/19/2026 15:03	3/19/2026 15:06	152
outbound-dial	transactional	8047492552	6202000026	busy	3/19/2026 15:07	3/19/2026 15:08	19
outbound-dial	transactional	8047492552	9997193407	no-answer	3/19/2026 15:08	3/19/2026 15:08	43
outbound-dial	transactional	8047492552	9997193407	completed	3/20/2026 14:45	3/20/2026 14:47	140
outbound-dial	transactional	8047492552	7078237738	no-answer	3/20/2026 16:40	3/20/2026 16:41	42
outbound-dial	transactional	8047492552	9125960461	completed	3/25/2026 12:41	3/25/2026 12:42	31
outbound-dial	transactional	8047492552	8092167749	completed	3/25/2026 12:42	3/25/2026 12:44	122
outbound-dial	transactional	8047492552	8810233983	completed	3/25/2026 12:55	3/25/2026 12:59	240
outbound-dial	transactional	8047492552	9389936327	no-answer	3/25/2026 13:23	3/25/2026 13:23	41
outbound-dial	transactional	8047492552	8265848526	completed	3/25/2026 13:24	3/25/2026 13:27	187
outbound-dial	transactional	8047492552	9886207984	failed	3/25/2026 13:27	3/25/2026 13:27	23
outbound-dial	transactional	8047492552	9149154872	failed	3/25/2026 13:27	3/25/2026 13:28	8
outbound-dial	transactional	8047492552	7906432153	completed	3/25/2026 14:46	3/25/2026 14:48	68
outbound-dial	transactional	8047492552	7011792227	no-answer	3/25/2026 15:16	3/25/2026 15:17	43
outbound-dial	transactional	8047492552	6392097865	completed	3/25/2026 18:17	3/25/2026 18:20	177
outbound-dial	transactional	8047492552	8899516889	completed	3/25/2026 18:21	3/25/2026 18:22	79
outbound-dial	transactional	8047492552	8373971895	completed	3/28/2026 9:51	3/28/2026 9:53	120



Annexure III Tickets

TicketNo	EnrollmentNo	Title	EmailId	Batch	Course	RaisedBy	RaisedOn	FirstResponseOn	Status
266100075	OD26204000006	study material and learning video	riteshyagyanik@gmail.com	Jan 2026 - 2 Years	Master of Arts (Sociology) - ODL	RITESH YAGYANIK	31-03-2026 22:15	01-04-2026 10:57	Closed
266100074	OL26210000016	Course is not visible	jyotsinghal59@gmail.com	Jan 2026 - 2 Years	Master of Business Administration (Hospital Administration) - Online	Jyoti Singhal	30-03-2026 22:36	31-03-2026 14:05	Closed
266100073	OD26205000006	STUDY MATERIAL NOT RECEIVED YET.	ns956062@gmail.com	Jan 2026 - 2 Years	Master of Arts (Political Science) - ODL	Nidhi SINGH	29-03-2026 21:03	30-03-2026 10:52	Closed
266100072	OL26202000015	I have requested for advertisement or notification of an online MBA clearly having the last date of admission. But no response yet received. I need this for obtaining NOC for higher studies.	rinku9050singh1987@gmail.com	Jan 2026 - 2 Years	Master of Business Administration - Online	RINKU SINGH	28-03-2026 09:39	28-03-2026 22:13	Re-opened
266100071	OD26202000019	I want to cancel this course I want to do MBA in operation management already discussed with the course counselor	happyvovii9@gmail.com	Jan 2026 - 2 Years	Master of Business Administration - ODL	Abhijeet Sutradhar	27-03-2026 09:06	27-03-2026 12:21	Closed
266100070	OL26202000006	May I know when the course is starting?	guptahemant19269@gmail.com	Jan 2026 - 2 Years	Master of Business Administration - Online	HEMANT GUPTA	26-03-2026 23:35	27-03-2026 08:51	Closed
266100069	OD26205000022	Regarding Admission Status and Name Correction – MA Political Science	bhanupratapsingh4320@gmail.com	Jan 2026 - 2 Years	Master of Arts (Political Science) - ODL	BHANU SINGH	25-03-2026 17:50	25-03-2026 18:31	Closed
266100068	OD26201000006	No access to the course	adityamehra957@gmail.com	Jan 2026 - 3 Years	Bachelor of Business Administration - ODL	Aditya Mehra	25-03-2026 12:09	25-03-2026 15:19	Closed
266100067	OD26202000041	Regarding m.b.a study material and all	sosingh14381@gmail.com	Jan 2026 - 2 Years	Master of Business Administration - ODL	Sonia singh	23-03-2026 21:55	24-03-2026 10:54	Closed
266100066	OD26205000006	Assingments submission date and questions	ns956062@gmail.com	Jan 2026 - 2 Years	Master of Arts (Political Science) - ODL	Nidhi SINGH	23-03-2026 20:46	24-03-2026 10:47	Closed
266100065	OL26202000003	COURSE ACCESS APPROVAL	anurag71196@gmail.com	Jan 2026 - 2 Years	Master of Business Administration - Online	ANURAG RAI	19-03-2026 12:02	19-03-2026 15:25	Closed
266100064	OD26202000087	Inquiry Regarding Start of ODL MBA Classes and Next Steps	shivamshivam087@gmail.com	Jan 2026 - 2 Years	Master of Business Administration - ODL	shivam chaurasia	09-03-2026 17:00	09-03-2026 17:09	Closed
266100063	OD26202000041	M.b.a. student admission information and subjects details plz send me on this mail	sosingh14381@gmail.com	Jan 2026 - 2 Years	Master of Business Administration - ODL	Sonia singh	08-03-2026 15:05	09-03-2026 10:11	Closed
266100062	OD25101000002	exam date confusion	kanishkabaliyan045@gmail.com	July 2025 - 4 Years	Bachelor of Business Administration (Honours) - ODL	kanishka singh	05-03-2026 22:50	06-03-2026 10:27	Closed
266100061	OD25101000002	exam date confusion	kanishkabaliyan045@gmail.com	July 2025 - 4 Years	Bachelor of Business Administration (Honours) - ODL	kanishka singh	05-03-2026 22:46	06-03-2026 10:39	Closed
266100060	OD25101000002	sample question papers	kanishkabaliyan045@gmail.com	July 2025 - 4 Years	Bachelor of Business Administration (Honours) - ODL	kanishka singh	01-03-2026 11:25	01-03-2026 23:08	Closed
266100059	OD25101000002	id card	kanishkabaliyan045@gmail.com	July 2025 - 4 Years	Bachelor of Business Administration (Honours) - ODL	kanishka singh	01-03-2026 11:23	01-03-2026 23:05	Closed