

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER ONLINE

MODE

<2025-26>

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Part – I: General Information

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

<https://www.ccsuniversitycdoe.com/mandatory-disclosure.html>

1.2 Details of Director, CIQA

- Name : Dr. R K Sharma
- Qualification:Phd
- Appointment Letter and Joining Report: Upload (PDF):
[CIQA-Dcoument-CDOE-CCSU-Updated-version.pdf](#)

1.3 Details of CIQA Committee:

a. Composition as per Regulations

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. Sangeeta Shukla	Zoology	19/01/2026
b.	Three Senior teachers of HEI	Member 1	Prof. Beerpal Singh	Physics	19/01/2026
		Member 2	Prof. Jitendra Singh	Micro Biology	19/01/2026
		Member 3	Prof K. K. Sharma	History	19/01/2026
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Prof. Ravindra Sharma	Economic	19/01/2026
		Member 5	Dr. Rahul Sharma	Management	19/01/2026
		Member 6	Dr. Vikas Jain	Computer Application	19/01/2026
d.	Two External Experts of ODL and/or Online Education	Member 7	Prof. Pramod Mehra	Dept of English, IGNOU, Delhi	19/01/2026

		Member 8	Prof. Ajendra Malik	Dept of Mathematics, Rajarshi Tandon Open University	19/01/2026
e.	Officials from departments of HEI	Member 9 Administratio	Shri Anil Kumar Yadav	Registrar	19/01/2026

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
	- Administration - Finance	n			
		Member 10 Finance	Shri Ramesh Chand	Finance Officer	19/01/2026
f.	Director, CIQA	Member Secretary	Prof. Rakesh Kumar Sharma	Director, CDOE	19/01/2026

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

If No, reason thereof

NA

1.4 Number of meetings held and its approval:

a. No. of meetings held every year: 1

b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	19.01.26	Virtually present	CIQA-minutes-of-the-meeting.pdf	
Meeting 2	NA	NA	upload	upload

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

From <Month, Year> academic session: **AY 2025-26 Session July 2025 and Feb 2026**

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	T G	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

HEI ID: DEB-U-0506

Name of HEI: Chaudhary Charan Singh University

Type of HEI: Category 1

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

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

From <Month, Year> academic session: **AY 2025-26 Session July 2025 and Feb 2026**

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YY YY) of HEI/Regulatory authority(if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.											

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

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

From <Month, Year>academic session: TO BE EXTRACTED FROM WEBPORTAL

AY 2025-26 Session July 2025 and Feb 2026

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)				
							M	F	TG	Total	
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.											

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

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

AY 2025-26 Session July 2025 and Feb 2026

From <Month, Year>academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.) (Yearly)	UGC Recognition Letter No. and	Number of students admitted (Male/Female/Trans- gender)			
							M	F	Trans	Total

HEI ID: DEB-U-0506**Name of HEI: Chaudhary Charan Singh University****Type of HEI: Category 1**

1	BBA	3	120	10+2 with at least 45% marks in aggregate or equivalent examination (40% for SC/ST)	17000/-		1	0	0	1
2	BA	3	120	10+2 with at least 45% marks in aggregate or equivalent examination (40% for SC/ST)	7,000		0	0	0	0

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

1.9 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:

AY 2025-26 Session July 2025 and Feb 2026

From <Month, Year>academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.) (Yearly)	UGC Recognition Letter No. and	Number of students admitted (Male/Female/Trans- gender)			
							M	F	Trans	Total
1	MBA	2 years	96	Bachelor/Master's Degree in any discipline or equivalent examination with 45% marks in aggregate, with 5% relaxation for SC/ST.	22000		33	8	0	41
2	MCA	2 years	104	Graduate in any stream with Mathematics at 10+2/UG level, or BCA/B.Sc. (Computer Science/IT/Computer Applications) or equivalent with 50% marks, with 5% relaxation	22000		4	0	0	4
3	MCom	2 years	112	Bachelor of Commerce (Regular/Hons.) or Bachelor of Business Administration with at least 50% marks in aggregate (45% for SC/ST), or any other equivalent examination recognized thereto.	9000		0	0	0	0
4	MBA-HA	2 years	112	Bachelor/Master's Degree in any discipline or equivalent examination with 45% marks in aggregate, with 5% relaxation for SC/ST.	33000		17	8	1	26

HEI ID: DEB-U-0506

Name of HEI: Chaudhary Charan Singh University

Type of HEI: Category 1

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

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

2.1 Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	The CDOE was prepared to render quality education through various services provided to learners. The University provides reading material SLM for ODL and ELM for Online as per the 4 Quadrants, Supports students through query handling via emails, ticket systems, whatsapp Chats and SMS. Periodically doubt clearing sessions are organized. The UGC prescribed parameters and guidelines are adhered to ensure the quality maintenance in the learner services	Mandatory Disclosure - CCSU
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Periodical department meetings, Programme coordinator meetings, feedback from students towards overall delivery of the programme, accessibility, support are taken and reflected upon. Suggestions and improvement taken and the worthy ones are genuinely evaluated and implemented to enhance	Mandatory Disclosure - CCSU

		the learning experience and quality	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	Academic programme delivery Quality and Student Support Services are the identified key areas	Mandatory Disclosure - CCSU
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)	Same Programme structure and credits. Same syllabus curriculum. Program Objective and Outcome. Similar Assessment patterns with formative and Subjective. Similar grading and result matrix. Strict alignment to the academic Calendar. The above streamlines and ensures the quality and relevance to the programme in the dual mode	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Students: Feedback form, Feedback session, Interactive sessions Faculty-Regular review meetings Staff – Regular review meetings Society- Public Self-Disclosure University- Transparency and Governance The regular interaction with multiple stakeholders ensures quality improvement	Mandatory Disclosure - CCSU

6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	Introduction of AI related modules, On the job training, apprenticeship, project based learning to improve relevance and quality to education	
7.	Implementation of its recommendations through periodic reviews	Yes, Periodic reviews will be done to see the scope of implementation and its progress	
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.	Workshops/ Seminars /Symposiums will be organized virtually for students from the next academic year	
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	Response to student query addressed the same day Student onboarding on time for the Academic session Course access to students with Onboarding Timely notifications on important events, activities Facilitation of Group Discussion forums for active student engagement and promotion of learning beyond text books.	Drive link
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Yes, Admission Live sessions Student Engagement Exam details Pass/Fail details	Monthly Report - Google Drive

11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme	The PPR is prepared as per the norms and guidelines of UGC and has been passed through the BOS and AC. The PPR contains all the relevant information about the programme in line with the UGC prescribed format	OL - Google Drive
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12.	Mechanism to ensure the proper implementation of Programme Project Reports	The PPR serves as the central guide to refer and execute the entire programme management right from admissions till examinations. Based on that, both the ODL and OL programmes duly approved by the UGC, are offered	Mandatory Disclosure - CCSU
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Yes, its being done	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The CDOE has provided certain inputs for restructuring the programmes like Relevant specializations in programmes; Value addition through Apprenticeship/ On the Job training; SEC, AEC, VAC and soft skill courses as mandatory courses; Project Work and Project based learning integration into the syllabus curriculum	
15.	Facilitated system based research on ways of creating a learner centric environment and to bring about qualitative change in the entire system.	The different applications, portal and systems used are interconnected ecosystem, ensuring that structural, pedagogical, and administrative changes work together to create a learner-centric environment.	https://lms.ccsuniversitycdoe.com/
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	CCSU is a Category I institution with a NAAC A++. The NAAC score is of 3.66 and carries the validity till 9th March 2028	

17.	Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit	The University has planned an annual internal audit for ensuring proper review and evaluation of the quality metrics. This will support to enhance and institutionalise the best practices.	Mandatory Disclosure - CCSU
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	The University is in regular touch with the UGC authorities. Clarifications regarding guidelines or specific matters are getting addressed. All the sensitization sessions conducted by the UGC-DEB are attended without fail. The circulars and notifications are adhered to.	

19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Interaction with peers from other HEIs of UP offering ODL and Online programmes helps in understanding the best practices. The quality benchmarks or parameters are set for effective programme management	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	AY 2025-26 is the first year of CDOE operations and the CIQA report is getting submitted	
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.	AY 2025-26 is the first year of CDOE operations and the CIQA report is getting submitted	
	(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.	This AY 2025-26 is the first annual report that is due for submission to the commission and the same is effected upon	
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	

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	Yes	Mandatory Disclosure - CCSU
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24.	Promoted automation of learner support services of the Higher Educational Institution	Technology intervention is brought in to support students and teachers have their learning and teaching experience and connect through the LMS. The support services are enabled online and made accessible to the learners smoothly via multiple channels like Ticket system, Whatsapp support, Chatbot and Email support.	https://lms.ccsuniversitycdoe.com/
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	CIQA Committee members council has two external members and they are part of the progress review ,thereby validating the inhouse process	Mandatory Disclosure - CCSU
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	The external members of the CIQA committee share their opinions and suggestions after review to enhance the quality of the programmes	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	CCSU is a Category I institution with a NAAC A++. The NAAC score is of 3.66 and carries the validity till 9th March 2028	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	CCSU offers programmes through ODL and Online mode. The various collaborative engagements between faculty, students, corporate and research bodies are promoted for knowledge exploration and positive findings as part of enhancing the	

		research aptitude and quality enhancement among learners.	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	Few industry expert virtual sessions were conducted during this year. The Work linked programmes will be initiated for “” on the job training exposure to the students through industry partnerships	

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

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document

1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	The CDOE Organization structure is set up with positions as per the regulatory mandates. Each programme has a programme coordinator and requisite number of course coordinators. The CDOE governance is aligned to the guidelines of ODL and OL 2020. The technical team and administrative staff also form part of the structure. The operational programme delivery from a holistic perspective is well managed by the CDOE team. During the year 2025-26, on a strategic note, additional programmes were proposed in the Online mode with the Feb 2026 session and approved by UGC	CCSU CDOE Meerut Online & Distance Education Programs
2.	Articulation of Higher Educational Institution Objectives	CCSU being a Category -1 HEI has always put forward the academic quality and Student satisfaction through success as the primary objectives. The PPRs of all the programmes are prepared as per the institutional objectives. With the Online Education initiative, the HEI expands access to quality higher education beyond geographical boundaries through flexible, technology-enabled and learner-centric programmes. Through the CDOE, the University brings in innovative teaching	CCSU CDOE Meerut Online & Distance Education Programs

		pedagogy, practical learning, digital resources and continuous learner support to enhance knowledge, skills, employability and career advancement. The Online Education initiative further seeks to promote lifelong learning, career advancement and upskilling while fostering innovation, inclusivity and global outreach. By integrating technology with quality academic processes and a robust Learning Management System, the University aspires to create an engaging and effective learning environment that meets the evolving needs of learners and industry.	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	The University on deciding to establish CDOE has finalized the programmes to be offered both in the ODL and the Online mode. The programme structure and the syllabus followed in the regular mode is maintained the same for the ODL and Online as per the regulatory guidelines. The necessary insights are gathered by the faculty members well in advance through internal brainstorming sessions and taking inputs from outside experts of other HEIs already offering online programmes. The content was developed through the joint efforts of	

		programme Design Committee/ Course Design Committee, Course author and reviewer and were peer reviewed. The key concepts in the e-content are broken down to digestible sections including real world examples like case studies from industries to help students connect theory and practice. Relevant images, charts, infographics, simulations, and interactive quizzes are used in the e content to illustrate key points. The Conclusion in chapters summarizes the key points and reiterates the importance of the course in the context of their studies and future careers. The Video recording of various courses are done by the respective course coordinators at the studio of CDOE which is edited by the editing team. The assignments are created by the faculty members as per the requirement of the courses and uploaded on the LMS. The functionalities are tested several times through pilot studies. The online programmes offer flexibility in learning, making it suitable for diverse learners by allowing self-paced study while ensuring access to quality education beyond geographical and occupational constraints. Learners are	
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		provided flexibility in terms of time, and place of study, fostering self-directed learning and continuous professional development .	
4.	Programme Monitoring and Review	Programme monitoring and review in the online programmes of the University is undertaken through a structured and continuous quality assurance mechanism. Key parameters monitored include student enrolment and retention, LMS login and student onboarding, engagement, attendance in live sessions, completion of learning activities, internal assessment, examination performance, learner grievances, feedback and student satisfaction. Monthly academic reports are analysed to identify gaps and initiate corrective actions The CIQA Committee has reviewed programme implementation and quality indicators and provided recommendations for some improvements. These recommendations are followed up through periodic reviews by the CDOE to ensure effective implementation. Thus, programme	

		monitoring and review is a continuous, data-driven and feedback-based process , ensuring compliance with UGC requirements and continuous enhancement of the quality and effectiveness of the University's online programmes.	
5.	Infrastructure Resources	The CDOE Physical infrastructure has been enabled in line with the requirements specified in the ODL and OL guidelines. The Technical infra includes the tech platforms essential for the Online programme Management like the LMS, Proctored assessment tool, Online admission enabling ERP system, Student Support Mechanism. The organization structure for CDOE has already been set up and is managed by the Director, Deputy Director, Assistant Director, Program Coordinators, Course Coordinators, Student Support team, LMS team, Examinations team, Content production technical team	
6.	Learning Environment and Learner Support	The CCSU LMS platform for the online programmes integrates live conferencing systems, including Google Meet, Zoom, and Microsoft Teams, through APIs for seamless access and to ensure 75% participation	https://lms.ccsuniversitycdoe.com/

		of the learners in learning activities (both synchronous & asynchronous). Through multiple provisions integrated in the LMS -Discussion forums for students - Feedback module - Faculty chat - Survey module - Web linkage etc the student participation is monitored through a progress bar. The platform has provisions including Interactive videos - Gamification - Collaborative group projects - Facility can track learner progress using dashboards. The LMS platform supports group activities including assignments & projects by crafting multiple learning communities. Individual progress reports are created based on students' performance during various quiz. The LMS platform has an integrated Competency Management Framework. An integrated adaptive testing engine is used to conduct adaptive assessment for learners. An integrated mail and SMS server is used to keep the students updated about all the developments. A notification can also be sent on their smartphones to help them not miss any schedule. All faculty members have been given access to an engagement dashboard which helps track the student progress including logins, content	
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		access, assignments, tests etc.	
7.	Assessment and Evaluation	The Evaluation will include both formative and summative assessments carrying a weightage of 30:70 respectively. The formative assessments are administered through LMS and two compulsory assignments are planned as per UGC guidelines. The term end examination is through the AI Powered Remote Proctored Online assessment engine which has been integrated within the LMS platform to support the online submission and grading of assignments. Different types of questions can be configured to assess the learner like Descriptive type questions, MCQ, matching answers, True or False, Fill in the blanks, Numerical questions, Case study analysis, Essay type and Short answers type etc. The software uses algorithms to create a unique question paper for each student through randomization. Marks and grades can be set for the questions and sections as per the blueprint of the question paper. The teaching faculties grade the assignments, projects and answers by logging into the LMS with their unique logins.	Ist semester exams are scheduled in first week of September

		Thus the exam conduct process through the online mode is well structured for a seamless and transparent experience to the learners	
8.	Teaching Quality and Staff Development	Teaching quality is monitored through regular review of live sessions, learner participation, feedback, academic performance and course delivery. The Director, CDOE periodically reviews teaching-learning processes and seek inputs from senior faculty and external experts wherever required. Feedback and performance data are used to identify gaps and initiate appropriate corrective and enhancement measures. The live sessions are regularly monitored by the Director, CDOE to ensure effective delivery, learner engagement, and proper dissemination of course content by faculty members. The recorded sessions are systematically stored on the LMS and made available to learners for later viewing, revision, and academic reference. Continuous development focus on teacher quality has been the focus with the University. Accordingly the faculty members attend several relevant seminars, conferences and symposiums to expand their knowledge horizon.	

		Certain FDPs conducted by government and private organizations are exposed to the teachers and with the participation and peer learning , they continue to develop their teaching skills and bring its impact in the programme delivery	
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2.3 Compliance of Process of Internal Quality Audit – As per Annexure–I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document

1.	Academic Planning	The Academic planning is done well before the commencement of the semester/Batch and the calendar of events is circulated to all stakeholders. The programmes are delivered in alignment to the academic calendar without any deviation so as to ensure no loss of learning and timely conduct of examinations. The requisite approvals for the seamless execution is well obtained through the statutory bodies	Academic Calender - Google Drive
2.	Validation	The internal quality mandates are reviewed periodically and validated by the statutory bodies. CIQA plays a major role in establishing the standards, process and operational pathways for smooth execution and functioning on quality parameters	

3.	Monitoring, Evaluation and Enhancement Plans	The University has established a systematic mechanism for academic planning, validation, monitoring, evaluation, and continuous enhancement of its Online programmes. The Programme Project Reports (PPRs) of the programmes serve as the primary framework for programme planning and implementation. The PPRs define the programme objectives, target learner groups, learning outcomes, curriculum, delivery mechanisms, assessment strategies, learner support, and quality parameters, ensuring alignment with the University's vision and mission.	Exam reports document Reports and Analytics of HEI for 2025-26 Progressive data Analysis report
	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		

Part – III: Human Resources and Infrastructural Requirements

3.1 Name and details of Director of Centre for Distance and Online Education (Dual Mode University) - Regular, full time, atleast Associate Professor

Or

Name and details of Head for each school (for Open University) - Full time dedicated, not below the rank of an Associate Professor

Professor - Prof. Rakesh Kumar Sharma

Designation: - Professor

Qualification :- Phd (Physics, Education)

[CCSU-Director-appointment-and-JR-27-Nov-2025.pdf](#)

3.2 Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, atleast Associate Professor

Or

Name and details of Deputy Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Associate Professor

The University for the CDOE structure has provided dedicated leadership team with full time Director, Deputy Director and Asst. Director. The programme coordinators and teaching faculty resources are also appointed to effectively take care of the programme delivery. The administrative staff, technical team members as per the requirement mentioned in the UGC regulations 2020 has been adhered to. Thus all the mandatory positions have been enabled for the CDOE structure for the smooth functioning of ODL and OL programme offering by the University

3.3 Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, not below the rank of an Assistant Professor

Or

Name and details of Assistant Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Assistant Professor

Assistant Director - Dr. K K shrma

3.4 Compliance status in respect of Human Resource – As per Annexure – IV of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention compliance details against the requirements in terms of Staffing norms, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

The University for the CDOE structure has provided dedicated leadership team with full time Director, Deputy Director and Asst. Director. The programme coordinators and teaching faculty resources are also appointed to effectively take care of the programme delivery. The administrative staff, technical team members as per the requirement mentioned in the UGC regulations 2020 has been adhered to. Thus all the mandatory positions have been enabled for the CDOE structure for the smooth functioning of ODL and OL programme offering by the University

i. Programme name:

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Sanjay Singh Assistant Professor	Ph.D.	16		28/07/2010
2	Dr. Rahul Sharma Assistant Professor	Ph.D.	20		30/11/2006
3	Dr. Vikas Jain Assistant Professor	Ph.D.(CSE), M.Tech(CS), M.Sc.(CS), MCA, M.Phil(CS)	17		9-14-2009

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	BBA	Dr. Reena Singh Assistant Professor	Ph.D.	16		31/07/2010

2	MBA	Dr. Neeraj Chaudhary Assistant Professor	Ph.D.	23		25/08/2003
3	MCA	Dr. Vandana Assistant Professor	Ph.D.	10		8-16-2017

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
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1	Dr. Swati Sharma Assistant Professor	Ph.D.	16		09-04-2010
2	Dr. Munesh Kumar Assistant Professor	Ph.D	2		Date of Joining in University: 24/07/2024
3	Dr. Devaki Nandan Bhatt Assistant Professor	Ph.D, UGC NET/JRF	2		01-10-2024
4	Dr. Vijeta Gautam Associate Professor	Ph.D., UGC-NET	2		19.07.2024
5	Dr. Swati Agarwal Assistant Professor	Ph.D.	9		08-12-2017
6	Ms. Nidhi Bhatia Assistant Professor	M.Tech, MCA, MBA, Pursuing Ph.D. (CSE)	9		8-16-2017

3.5 Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

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

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

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

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

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

Video editing)		
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ii. **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

iii. **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

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

Part – IV: Examinations

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

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

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

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

S.	Provisions in Regulations	Whether	If No,
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No.		being complied Yes/No If yes, please provide details and upload relevant documents	Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	NA	
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	The faculty members act as proctors for the examinations and are trained in the Online proctor examination tool for invigilation and proctoring work	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	NA	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	

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

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof

1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes	
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of	Yes	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	learners enrolled through Online mode and their certification.		
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.	OL - Google Drive	
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	OL - Google Drive	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities		
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.	OL - Google Drive	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	OL - Google Drive	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	OL - Google Drive	

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	OL - Google Drive	
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S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	that no part of the syllabus is left out of study by a learner.		
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.	Yes	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	NA	
	(b) Availability of biometric system	NA	
	(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	NA	
	(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	NA	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	centre to the Higher Educational Institution		
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	NA	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	NA	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	NA	
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, proctored examination is conducted for online students	
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	yes	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	examinations for such learners		
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	

Semester beginning	Programmen ame	No. of students	No. of students	No. of students	% of student	% of students
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4.4 Result and Student Progression For**UG, PG and PGD programmes**

		admitted	appeared in exams	progressed to next year	s passed	passed in first class
Jan 2026	1. BBA	1	Yet to appear	-	-	-
	2. BA	0	NA	-	-	-
	3. MBA	41	Yet to appear	-	-	-
	4. MCA	4	Yet to appear	-	-	-
	5.MCOM	0	NA	-	-	-
	6.MBA HA	26	Yet to appear	-	-	-

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

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

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

The PPR serves as a central document containing all the details pertaining to the programmes. It has been prepared programme wise in the same format prescribed by UGC. The prepared documents have been passed through and approved by the BOS and AC. The PPR document is made available in the Mandatory Disclosure of the University website.

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

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

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

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

The University has developed ELM content as per the 4 Quadrants in line with the UGC Regulations 2020. The Faculty members have contributed for the content preparation. The developed content has been passed through the BOS and AC and approved statutorily before its made available to the students on the LMS. The programme committee and the Course committee have designed the instructional flow mostly in alignment to the IGNOU pattern. The content specifications and learning duration based on the credits of the courses have been adhered to.

The University on finalization of programme and courses identified the programme committee and Course Committee to collectively work upon the instructional design for the specified programmes. With their inputs, the writers and reviewers were identified. A session was conducted on the process to be followed, the UGC guidelines to be followed with respect to the content assets as per 4 quadrants, The use of reference material, time plan and the content flow in alignment to the course objective and outcomes. The ELM was prepared in a few months of time with periodical internal review and the inputs of the senior professors. The audio and video content was recorded from the University studio with the technical team supporting in many aspects on recording management, post production work, Quality review etc; The faculty members who contributed to the content also reviewed their output and suggested changes wherever needed. Once all were done, it was passed through the BOS and AC for approval and vetted. The statutory approval document and a sample of the content is attached for reference

Upload samples and authority approval

Part – VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

Please provide link and details of Learning Platform opted by HEI.

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

INSERT TEXT BOX

- In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the regulations

No Franchise arrangement. The University fully owns, administers and manages the CDOE programmes delivery effectively

6.2 Compliance status in respect of the Programme delivery

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

Yes and being followed

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

a. Provide details as under:

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)
	NA						

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

Upload

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 Mandatory Disclosure - CCSU	
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	Mandatory Disclosure - CCSU	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Mandatory Disclosure - CCSU	
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	Mandatory Disclosure - CCSU	
5.	Programme-wise information on syllabus, suggested readings, contact points for	Mandatory Disclosure - CCSU	

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		
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	CCSU CDOE Meerut Online & Distance Education Programs	
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	OL - Google Drive	
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	Monthly Report - Google Drive	
9.	Information regarding all the programmes recognised by the Commission	Mandatory Disclosure - CCSU	

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	No batch passed out yet	
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;	lms.ccsuniversitycdoe.com	
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	General ODL Program FAQs	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	NA	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Remote proctored examination application where students will appear for the exams In and thorough the MS lms.ccsuniversitycdoe.com	

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	Academic Calender - Google Drive	
16.	Reports of the third party academic audit to be undertaken every five years and internal	Yes . this is the first batch in progress	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
	academic audit every year by Centre for Internal Quality Assurance		

Part – VIII: Admission and Fees

8.1 Compliance status of 'Admissions and Fees' – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes
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

	the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	
5.	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	Yes
6.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; (b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; (c) exhibit such records as permissible under law on its website; and (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	Yes
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	
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	CCSU CDOE Meerut Online & Distance Education Programs
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	CCSU CDOE Meerut Online & Distance Education Programs
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Mandatory Disclosure - CCSU
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	Mandatory Disclosure - CCSU
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for	Yes CCSU CDOE Meerut Online & Distance Education Programs

	admission to each programme of study and the amount of fee to be paid for the admission test	
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	Faculty Details - Google Drive
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	Yes, CDOE infra made available as per the UGC ODL and OL guidelines
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	Programme objective , Outcome, CO PO mapping of each programme passed through BOS and AC
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	lms.ccsuniversitycdoe.com
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	
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in 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	Yes

	Educational Institution	
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

8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes/No

If No, reason thereof:

No international admissions made so far

Part – IX: Grievance Redressal Mechanism

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

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

CDOE CCSU student grievances are addressed through the following

The University in its commitment to provide prompt and efficient resolution to students and stakeholders, has established online helpline. This helps improve service satisfaction by reducing downtime and streamlining the support process, which ultimately benefits everyone involved. The help desk can quickly resolve frequently coming concerns by use of Ticketing system to keep track of the status of each issue. The details about how the There is also prescribed format for lodging the grievance available at For the proposed online programmes, the University ensures efficient complaint handling through: i) Integrated complaint management system within the Learning Management System (LMS) ii Dedicated helpdesk for prompt resolution of learner complaints iii) Student counsellor for personalized support

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9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
7	All 7 grievances had resolved

9.3 Complaint Handling Mechanism

HEI shall mention the mechanism adopted for Complaint Handling Mechanism as per Regulations.

The University ensures efficient complaint handling through: i) Integrated complaint management system within the Learning Management System (LMS) ii Dedicated helpdesk for prompt resolution of learner complaints iii) Student counsellor for personalized support. The helpdesk is named as Centre for Distance and Online Education,. Additionally, as per UGC regulations, CCSU University has established a Student Grievance Redressal Committee (SGRC) to prevent unfair practices and to provide a mechanism for students, parents, and others to resolve grievances. To file a grievance, one needs to submit the prescribed Grievance Form, duly forwarded by the respective Director/HOD,

Also, mention details of Nodal Officers.

9.4 Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
0	0	NA

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

Doubt clearing sessions on a periodical note, Student engagement through Discussion forum, Gamified exercises, industry expert sessions, Digital projects, Internship components for better exposure, Automated ticketing system, 24x7 student support mechanism, Use of AI to render chatbot to students for instant response

10.2 Best Practices of the HEI

Student-Centric Programme Delivery: The programme is designed and delivered with a strong focus on students' learning needs, engagement, and academic support.
Flexible & Self-Paced Learning: ODL enables learners to follow flexible learning pathways and access learning resources at their own pace, supporting diverse learner needs.

10.3 Details of Job Fairs conducted by the HEI

Efforts will be made in the forthcoming semesters

10.4 Success Stories of students of Online mode of the HEI

First batch of students are studying in the programmes

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

Efforts will be made from next year. Currently students are allowed to write in English or Hindi

10.6 Number of students placed through Campus Placements

NA

Details of Alumni Cell and its activity

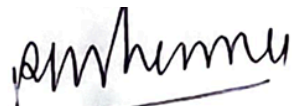
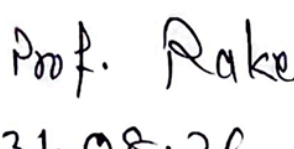
NA

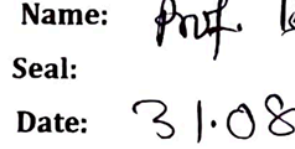
10.7 Any other Information

NIL

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: Prof. Rakesh Kumar Sharma
Seal: 
Date: 31.08.28

Signature of the Registrar: 
Name: Prof. Bhupendra Singh
Seal: 
Date: 31.08.28

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