

# **Annual Report**

**OF**

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

**PROGRAMMES UNDER**

**ONLINE MODE**

**2024-25**

## Contents

| <b>Part</b> | <b>Part Name</b>   | <b>Page No.</b> |
|-------------|--|-----------------|
| Part-I:     | General Information  | 3               |
| Part-II:    | Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning | 7               |
| Part-III:   | Human Resources and Infrastructural Requirements                             | 25              |
| Part-IV:    | Examinations   | 33              |
| Part-V:     | Programme Project Report (PPR) and e-Learning Material (e-LM)                | 35              |
| Part-VI:    | Programme Delivery through Learning Platform                                 | 36              |
| Part-VII:   | Self Regulation through disclosures, declarations and reports                | 38              |
| Part-VIII:  | Admission and Fees   | 41              |
| Part-IX:    | Grievance Redressal Mechanism  | 43              |
| Part-X:     | Innovative and Best Practices  | 46              |
|             | DECLARATION  | 47              |

**Part- I: General Information**

**1.1. Date of notification of the Centre (attached the copy of notification):**  
20.02.2023

Upload PDF

**1.2. Details of Pro Vice Chancellor, (Quality Assurance), CIQA**

- Name: Dr. K.K. Mishra
- Qualification: Ph.D.
- Appointment Letter and Joining Report (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             | Dr. Sandhir Sharma, Ph.D                                     | Business Management    | 13.05.2025                           |
| b.     | Three Senior teachers of HEI  | Member 1                | Dr. Simerjeet Singh Bawa                                     | Management             | 13.05.2025                           |
|        |   | Member 2                | Dr. Rashmi Aggarwal  | Commerce               | 13.05.2025                           |
|        |   | Member 3                | Dr. Sovia R J Singh  | Leadership Development | 13.05.2025                           |
| c.     | Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode.            | Member 4                | Dr. Kuldeep Chand Rojhe, Ph.D                                | Marketing Management   | 13.05.2025                           |
|        |   | Member 5                | Dr. Gautam Bansal  | Business Management    | 13.05.2025                           |
|        |   | Member 6                | Dr. Kiran Mehta, Ph.D.                                       | Finance and Banking    | 13.05.2025                           |
| d.     | Two External Experts of ODL and/or Online Education   | Member 7                | Rajneesh Sinha, Founder & CEO, Talent Accelerator, New Delhi | External Expert        | 13.05.2025                           |
|        |   | Member 8                | Abhiraj Malhotra, Co-founder & CEO Chalkpad Pro, Mohali      | External Expert        | 13.05.2025                           |
| e.     | Officials from departments of HEI <ul style="list-style-type: none"> <li>• Administration</li> <li>• Finance</li> </ul> | Member 9 Administration | Lt. Col. (Dr.) Rakesh Sharma, Registrar                      | Management             | 13.05.2025                           |
|        |   | Member 10 Finance       | Rajat Bhatia, Chartered Accountant                           | Finance                | 13.05.2025                           |

| S. No. | Designation                                  | Nomination as    | Name and Qualification | Specialization       | Date of Nomination |
|--------|--|------------------|------------------------|----------------------|--------------------|
| f.     | Pro Vice Chancellor- Quality Assurance, CIQA | Member Secretary | Dr. K.K.Mishra, Ph.D.  | Physics, Electronics | 13.05.2025         |

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

If No, reason thereof

- Yes, this is the first term of the members will be changed after completion of 2 years of their tenure

**1.4. Number of meetings held and its approval: 04**

**a) No. of meetings held every year: 04 (AY: 2024-25)**

**b) Meeting details:**

| Meetings  | Date-Month-Year                | No. of External Expert Present | Minutes  | Approval of Minutes |
|-----------|--------------------------------|--------------------------------|----------|---------------------|
| Meeting 1 | 1 <sup>st</sup> August 2024    | 2                              | Uploaded | Uploaded            |
| Meeting 2 | 10 <sup>th</sup> December 2024 | 2                              | Uploaded | Uploaded            |
| Meeting 3 | 19 <sup>th</sup> March 2025    | 2                              | Uploaded | Uploaded            |
| Meeting 4 | 06 <sup>th</sup> June 2025     | 2                              | Uploaded | Uploaded            |

**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: **No Certificate programmes started**

| 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 | TG | Total |  |
| 1.      | NA                     |                   |                   |                |                       |           |   |  |   |    |       |  |
| N.      | NA                     |                   |                   |                |                       |           |   |  |   |    |       |  |

**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: **No Diploma programmes started**

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

**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: No programmes at Post Graduate Diploma Level started**

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

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

**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: No programmes at undergraduate level started**

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.) | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) |   |    |       |
|---------|-------------------------------|------------------|----------------|-----------------------|-----------|-------------------------------------|--|---|----|-------|
|         |                               |                  |                |                       |           |                                     | M  | F | TG | Total |
| 1.      | NA                            |                  |                |                       |           |                                     |  |   |    |       |
| N.      | NA                            |                  |                |                       |           |                                     |  |   |    |       |

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

**1.9. Number of programmes started at Post-graduate Degree Programmes as Per Commission Order:**

From February, 2024 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.      | MBA (August 2024 batch)    | 2 years          | 80             | Graduation            | (3.00) lakhs per programme | Available at the link: <a href="https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140upload_RecognitionDetails_20250218145251.pdf">https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140upload_RecognitionDetails_20250218145251.pdf</a> | 219  | 180 | 0  | 399   |
| 2.      | MBA (January 2025 batch)   | 2 years          | 80             | Graduation            | (3.00) lakhs per programme | Available at the link: <a href="https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140upload_RecognitionDetails_20250404123211.pdf">https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140upload_RecognitionDetails_20250404123211.pdf</a> | 172  | 82  | 0  | 254   |

Details provided separately for August 2024 academic session and February, 2025 academic session and August, 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  | Quality is provided as per the four quadrants of learning as provided under the UGC's Online Regulations 2020. Guidelines in this regard have been uploaded on the website, which also briefly discusses the evaluation pattern of the online programme offered by the University and other guidelines which helps in enhancing the quality of the learning.  | Guidelines uploaded on the CUCDOE website at link:<br><a href="https://onlinechitkara.com/resource-center/">https://onlinechitkara.com/resource-center/</a><br><br>Handbook of Guidelines for online Learners <b>(Annexure-1)</b>   |
| 2.    | Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution | Chitkara University Centre for Distance and Online Education (CUCDOE) are reviewing e-content, e-tutorials, lectures, SLM based on the feedback received from the stakeholders. Content on the LMS is regularly updated. Assessment and evaluation are regularly updated and remote proctoring examination has also been made more robust.<br><br>Learners are required to fill in the feedback form twice a year.          | Guidelines uploaded on the CUCDOE website at link:<br><a href="https://onlinechitkara.com/wp-content/uploads/2024/01/Guide-to-Student-Feedback-Mechanism-on-Design-Delivery.pdf">https://onlinechitkara.com/wp-content/uploads/2024/01/Guide-to-Student-Feedback-Mechanism-on-Design-Delivery.pdf</a><br><br>Feedback form and analytics are attached at <b>(Annexure-2)</b><br><br>Learning Resources on LMS <b>(Annexure-3)</b> |
| 3.    | Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality  | Chitkara University Centre for Distance and Online Education (CUCDOE) is maintaining quality in the following key areas like: Curriculum, Live classes; Lecture videos, Self Learning Material, Functioning of LMS, Examination system, Quality of teaching, Quality of questions, assessments etc. Processes are reviewed every semester and changes are made wherever required with the approval of statutory committees. | Handbook of Guidelines for online Learners 2025 <b>(Annexure-1)</b><br><br>Link:<br><a href="https://onlinechitkara.com/resource-center/">https://onlinechitkara.com/resource-center/</a>   |
| 4.    | Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual             | CUCDOE has devised a mechanism to ensure that quality of Online Programmes matches with the quality of the relevant programmes in the conventional mode by focusing its attention on the similarity in the APG of both places, curriculum, in Training of teachers;   | Report on Learners Support; Pedagogy; Content; Programme outcome <b>(Annexure-4)</b><br><br>Revised PPR <b>(Annexure-5).</b>  |

|    |  |   |  |
|----|--|---|--|
|    | Mode HEIs)   | in Coordinated response to the teaching; in Consistently bringing about improvement in the Self Learning Material; in improving the lecture videos and monitoring performance of the teachers. The Deans and Senior Professors of Business School are part of the Board of Studies and Departmental (BOS) Academic Advisory Committee (DAAC), ensures that quality of the curriculum and other important academic policies are brought in to maintain quality in the CUCDOE programmes in line with the offline programmes. |  |
| 5. | Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement. | CUCDOE has devised a mechanism for interaction with and obtaining feedback from different stakeholders. The learners are required to fill in the feedback form twice a year. There is constant interaction with all stakeholders including with faculties, with Industry to improve the system.   | Feedback form guidelines devised for learners is uploaded on CUCDOE website at link:<br><a href="https://onlinechitkara.com/wp-content/uploads/2024/01/Guide-to-Student-Feedback-Mechanism-on-Design-Delivery.pdf">https://onlinechitkara.com/wp-content/uploads/2024/01/Guide-to-Student-Feedback-Mechanism-on-Design-Delivery.pdf</a><br><br>Feedback form and analytics are attached at <b>(Annexure-2)</b> |
| 6. | Measures suggested to the authorities of Higher Educational Institution for qualitative Improvement  | Following measures have been suggested to further improve working of the CUCDOE: Upgrading skills of teachers with FDPs; staff through workshops and Students through induction programme, through on-campus Immersion programme, similar to one held on 26.4.2025. Further upgrading studio recording and video production facilities.   | Report on FDP, Conferences, Workshop, Visits abroad <b>(Annexure-6)</b><br><br>Report on immersion programme <b>(Annexure-7)</b><br><br>Infrastructure Facilities <b>(Annexure-8)</b>  |
| 7. | Implementation of its recommendations through periodic reviews   | All recommendations of the CIQA have been taken up for implementation:<br>1. Syllabus approved by Academic Council has been implemented<br>2. Guidelines prescribed in the UGC regulations 2020 have been uploaded on the website<br>3. Time Tables and Academic Calendars are issued every semester and implemented and classes are scheduled as per   | Action Taken Report of CIQA Committee Meetings of 2024-25 year given at MOM Link:<br><a href="https://onlinechitkara.com/wp-content/uploads/2025/07/P1-MoM_CIQA-1-4.pdf">https://onlinechitkara.com/wp-content/uploads/2025/07/P1-MoM_CIQA-1-4.pdf</a>   |

|    |   |  |  |
|----|---|--|--|
|    |   | <p>these timetables.</p> <ol style="list-style-type: none"> <li>4. The end semester examination is held through remote proctoring at the end of each semester successfully.</li> <li>5. ABC compliance is implemented in most cases and results are sent to NAD authorities every semester.</li> <li>6. Grade Cards issued as per the requisite format provided in the UGC Regulations.</li> <li>7. Report on the attainment levels of each of running courses.</li> <li>8. FDP attend by the faculty of CUCDOE.</li> <li>9. Result of the first batch of students. The convocation ceremony held in the last week of April 2025.</li> <li>10. Value added courses, Faculty Development Programmes, Industry and Academia.</li> </ol>  |  |
| 8. | Workshops/seminars/symposiums/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. | <p>Workshops/seminars/symposiums were held to upgrade the skills of the faculty, support staff and students. Following are the details:-</p> <ol style="list-style-type: none"> <li>1) One day immersion programme for students held on 26.4.2025</li> <li>2) Simulation workshop was held on 28.4.2025</li> <li>3) Faculty Orientation was held on 6.7.2024 &amp; 18.01.2025</li> <li>4) Induction/Orientation programme held on 4 August 2024, 2<sup>nd</sup> &amp; 16 February 2025</li> <li>5) Examination Orientation programme: 29.11.2024 &amp; 31.5.2025</li> <li>6) Staff Training programme, The recording and minutes of these programmes are available on the LMS and is circulated to all stakeholders within the university in the shape of Annual Report.</li> <li>7) 1<sup>st</sup> Convocation held on 26.4.2025</li> </ol> | <p>Annual Report of CUCDOE (<b>Annexure-9</b>)</p> <p>Immersion Programme Report (<b>Annexure-7</b>)</p> |
| 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  | <p>Centre is committed on developing processes to give better services to the learners. These processes are periodically reviewed. LMS services are provided by D2L Bright Space. Teaching, content, assessment etc. are constantly improved. The online video lectures are supported by PPTs, Podcast and Transcripts and open education resources. The</p>   | <p>Report on the e-content delivery (<b>Annexure-10</b>)</p>   |

|     |  |  |   |
|-----|--|--|---|
|     | Educational Institution  | duration of each lecture is 15 to 30 minutes to ensure higher understanding and engagement of learners. The quality of videos is upgraded every semester through in-house studio and experts helping in the quality enhancement. Same is true with the SLM which is reviewed every semester.   |   |
| 10. | Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the Programme (s).  | All interventions are thoroughly organized well in advance for smooth implementation. Developing academic calendars, time tables, various guidelines for orienting faculty and students and uploading them on the website and on the LMS. Analytics on student progress is regularly analyzed. The review and updation of the SLM with the dates of each update, along with the names of the faculty members responsible, are uploaded on the website to maintain transparency and accountability.   | <b>Annual Report of CUCDOE (Annexure-9)</b><br>(Important dates, all important guidelines, and statistics can be seen in the annual report)   |
| 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 | PPR was prepared strictly as per the guidelines of the UGC DEB and same was approved by Academic Council of the Chitkara University in its 21 <sup>st</sup> Meeting held on 21.2.2022. Online programme of the University was approved by UGC in September 2022 upon submitting a proposal along with a copy of the approved PPR. Upon modification of the course curriculum and course structure and new majors, the PPR was further updated and revised incorporating all fresh changes including updated examination rules. The updated and revised PPR was approved by the Academic Council in its 25 <sup>th</sup> meeting held on 28.2.2024. | Revised and approved PPR 2024 ( <b>Annexure-5</b> ).  |
| 12. | Mechanism to ensure the proper implementation of Programme Project Reports   | A mechanism has been developed to ensure proper implementation of PPR.<br><ol style="list-style-type: none"> <li>1. Academic programme is run as per the scheme laid down in the PPR.</li> <li>2. Teaching learning process and its outcome is linked to the SDGs laid down in the PPR.</li> <li>3. Online lectures are held as per the course structure and course curriculum given in the PPR.</li> <li>4. Academic Calendar and Timetable are prepared as per</li> </ol>  | Report on PPR implementation ( <b>Annexure-11</b> )<br><br>Link to Academic Calendar:<br><a href="https://onlinechitkara.com/wp-content/uploads/2024/06/Academic-Calendar-July-Dec-2024.pdf">https://onlinechitkara.com/wp-content/uploads/2024/06/Academic-Calendar-July-Dec-2024.pdf</a><br><br><a href="https://onlinechitkara">https://onlinechitkara</a> |

|     |   |   |  |
|-----|---|---|--|
|     |   | <p>the duration of the semester as provided in the UGC ODL and Online Regulations of 2020.</p> <p>5. Revision classes are also held as per the timetable.</p> <p>6. Examinations are conducted as per the examination scheme given in the revised PPR.</p>  | <p><a href="https://onlinechitkara.com/wp-content/uploads/2025/05/academic-calendar-2025-26.pdf">u.com/wp-content/uploads/2025/05/academic-calendar-2025-26.pdf</a></p>  |
| 13. | Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports. | <p>Record is maintained of the important decisions /recommendations of various committees related to the CUCDOE like Board of Studies (BOS), Departmental Academic Affairs Committee (DAAC), CIQA Committee meetings. The minutes/recommendations of these committees are recorded in the soft form and also in the files. Recommendation of BOS/DAAC is approved by the Academic Council for implementation. After implementation, the action taken report is submitted to the next academic council to be reported to members. Besides above, academic policies of the centre are defined in the PPR/APG. For taking effective steps, these policies are referred to. Academic and Examination rules also form part of PPR/APG and academic decisions taken in centre including one related to examination are also part of PPR/APG and is referred to at different times for instruction.</p> <p>A number of guidelines have been prepared to comply with the requirements of the UGC's ODL and Online Regulations of 2020. These are available on websites and also in records of CUCDOE. These guidelines are referred to at different times for action. Also, these guidelines are improved every now and then to be in conformity with the present realities.</p> <p>Timetables and Academic Calendars are issued every semester and implemented and classes are scheduled as per these time tables.</p> | <p>Revised PPR <b>(Annexure-5)</b></p> <p>MOM BOS &amp; DAAC <b>(Annexure-12)</b></p> <p>MOM CIQA Committee<br/><a href="https://onlinechitkara.com/wp-content/uploads/2025/07/P1-MoM_CIQA-1-4.pdf">https://onlinechitkara.com/wp-content/uploads/2025/07/P1-MoM_CIQA-1-4.pdf</a></p> <p>Link:<br/><a href="https://onlinechitkara.com/resource-center/">https://onlinechitkara.com/resource-center/</a></p> |
| 14. | Inputs provided to the Higher Educational Institution for   | In 2 <sup>nd</sup> Meeting of CIQA Committee held on 31.10.2023, Hon'ble Vice Chancellor Ma'am advised CUCDOE to hold one Immersion   | Immersion Programme Report <b>(Annexure-7)</b>   |

|     |   |   |  |
|-----|---|---|--|
|     | restructuring of programmes in order to make them relevant to the job market.   | workshop for the online students on campus as an initiation for blended learning. On advice of the CIQA Committee this immersion programme was held on 20.1.2024 on campus and same was reported in 3 <sup>rd</sup> Meeting of CIQA Committee held on 19 <sup>th</sup> March 2024. 52 online learners participated in this programme. University and outside experts took classes in the relevant areas. In continuation with the recommendation 2 <sup>nd</sup> Immersion program was held on 26.04.2025.  |  |
| 15. | Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system. | All processes are designed to be learner centric. CUCDOE's objective is to make online learning more productive and a futuristic mode of learning. The delivery of the learning in Four quadrants is undertaken as per UGC online regulations 2020. Job oriented certifications from renowned global learning platforms e.g. LinkedIn Learning, and Harvard Business Online, are provided to learners to upgrade their skills. Master Class from Industry leaders are held every month to acquaint students about latest developments in the industry in different areas. This helps in building network of the students with the stalwarts in the industry. Students are incentivized to complete certifications. They are given 2 marks in the internal assessments if they have completed some certifications. The CUCDOE has already made an effort to collaborate with the Industry for tailoring the courses to provide as value added course to the learners and to provide the opportunity for on the job training and placement support. | <p>Link:<br/> <a href="https://onlinechitkara.u.com/wp-content/uploads/2024/01/Quality-Assurance-Guidelines-of-Learning-Material.pdf">https://onlinechitkara.u.com/wp-content/uploads/2024/01/Quality-Assurance-Guidelines-of-Learning-Material.pdf</a></p> <p>Report on Learners Support; Padegogy; Content; Programme outcome <b>(Annexure-4)</b></p> <p>Learning Resources on LMS <b>(Annexure-3)</b></p> |
| 16. | Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.  | The University has valid NAAC A+ (score of 3.26 on a scale of 4.00) and its validity is till 06.09.2026.  |  |
| 17. | Measures adopted to ensure internalization and Institutionalization of quality  | <ul style="list-style-type: none"> <li>Measures are taken to develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of</li> </ul>   | <p>MOM BOS &amp; DAAC <b>(Annexure-12)</b></p> <p>Internal Academic Audit Report:</p>  |

|     |   |   |  |
|-----|---|---|--|
|     | enhancement practices through periodic accreditation and audit  | <p>the institution; to promote measures for institutional functioning towards quality enhancement through internalization of quality culture and institutionalization of best practices and to assure all the stakeholders the accountability of the institution for its own quality. In the line, the University continuously participates in NIRF and has been ranked 64<sup>th</sup> in Management category in the year 2023. The University has already submitted AQAR to NAAC for last academic year. The University is also ranked by QS and Times Higher Education. On completing one year of the online education the CIQA conducted Internal Academic Audit of the CUCDOE. The audit was done on the following parameters:-</p> <ol style="list-style-type: none"> <li>1. Curricular planning; design and development.</li> <li>2. Curriculum implementation.</li> <li>3. Academic Flexibility.</li> <li>4. Learning Resources.</li> <li>5. Feedback system.</li> <li>6. Programme Monitoring and Review</li> <li>7. Learning Environment and Learning Support.</li> <li>8. Assessment and Evaluation.</li> <li>9. Teaching Quality and Staff Development.</li> <li>10. Completion of course and internal evaluation.</li> <li>11. Change in nomenclature of MBA in analytics.</li> <li>12. Introduction of a new course in 3<sup>rd</sup> semester.</li> <li>13. Cyber Security &amp; Pharmaceutical Management.</li> </ol> | <a href="https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf">https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf</a>  |
| 18. | Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines | <p>The CUCDOE coordinates with the Commission for submission of all compliances related to regulatory requirements, its approvals and other relevant information related to the learners from time to time. The CUCDOE has already submitted the details of learners to the DEB, UGC for August-December (2024-25) and January-June (2024-25) batch through DEB portal.</p>   | <p>AICTE Approval: <a href="https://onlinechitkara.com/wp-content/uploads/2023/05/AICTE-Approval.pdf">https://onlinechitkara.com/wp-content/uploads/2023/05/AICTE-Approval.pdf</a></p> <p>Mandatory Disclosures: Link: <a href="https://onlinechitkara.com/resource-center/">https://onlinechitkara.com/resource-center/</a></p> |

|     |   |  |  |
|-----|---|--|--|
|     |   | <p>UGC DEB has been communicating with the University on regular basis and CUCDOE complies with various matters related to the UGC ODL &amp; Online Regulations of 2020. University has been promptly replying and complying with the directions. For example UGC asked for compliance regarding Self Disclosure and it has been informed of the action taken by the University. Similarly, UGC DEB wanted to comply regarding the name given to the Centre for online education and within the requisite time frame the name of the centre was changed to Centre for Distance and Online Learning. UGC DEB asked for compliance on submission of the internal academic audit report, which was done and uploaded on the website. There is a long list of compliances done on day to day basis. All meetings conducted by UGC DEB on various issues were duly attended by the officials of CUCDOE.</p> |  |
| 19. | Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices. | <p>SLM for the learners has been benchmarked as per IGNOU, New Delhi. Issues like development of e-content, training of faculty, and developing processes are some of the many issues discussed with other leading Universities into online learning to understand and fine tune our conceptualization and implementation process. On top of this a good number of outside experts are there in the CIQA, BOS, DAAC who have given their valuable suggestion on building and improving the syllabus and recommending it to the Academic Council. On 10.3.2024, a meeting was held in Mumbai, where top officers of the Pharmaceutical Companies were invited to suggest on building the curriculum for the MBA specialisation in Pharmaceutical Management. About 20 Vice Presidents/General Managers/Directors of HR and Senior Managers participated in this meeting and a good document</p>         | <p>SLM Guidelines uploaded on <a href="https://onlinechitkara.com/wp-content/uploads/2023/08/Guidelines-on-Self-Learning-Material-and-E-Learning-Material.pdf">https://onlinechitkara.com/wp-content/uploads/2023/08/Guidelines-on-Self-Learning-Material-and-E-Learning-Material.pdf</a></p> <p>Minutes of Meeting of BOS &amp; DAAC<br/><b>(Annexure-12)</b></p> |

|     |  |   |  |
|-----|--|---|--|
|     |  | was prepared.   |  |
| 20. | Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.  | Annual Report of the Centre for Continuing Education was prepared by the CIQA Committee in terms of para 19(3) of the UGC's ODL and Online Regulations of 2020. The report was for the year 2024-25 and same was uploaded on website and also sent to UGC-DEB on their advice in the month of May 2025.   | Internal Academic Audit Report :<br><a href="https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf">https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf</a>  |
| 21. | (a) Submitted Annual Report to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.   | Annual Report of the Centre for Continuing Education is attached. Annual Academic Audit Report 2024-25 was uploaded on website and also sent to UGC-DEB on their advice in the month of May 2025.   | Internal Academic Audit Report:<br><a href="https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf">https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf</a>   |
|     | (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, The annual report is in prescribed format is and is submitted to UGC DEB and uploaded on the website. On completing one year of the online education the CIQA conducted Internal Academic Audit Report of the CIQA Committee in March 2025. The audit was done on the following parameters:-<br>1. Curricular planning; design and development.<br>2. Curriculum implementation.<br>3. Academic Flexibility.<br>4. Learning Resources.<br>5. Feedback system.<br>6. Programme Monitoring and Review<br>7. Learning Environment and Learning Support.<br>8. Assessment and Evaluation.<br>9. Teaching Quality and Staff Development.<br>10. Completion of course and internal evaluation. | Internal Academic Audit Report:<br><a href="https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf">https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf</a>   |
| 22. | Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes | The University constituted Centre for Internal Quality Assurance on 20.2.2023 as per the UGC's online Regulations 2020. The CIQA of the Centre has been continuously discussing the quality parameters for effective delivery of the programme content. Some notable initiatives on quality processes are given in the of Guidelines for online Learners. A number of   | Internal Academic Audit Report:<br><a href="https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf">https://onlinechitkara.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf</a><br><br>CIQA MOM:<br><a href="https://onlinechitkara.com/wp-content/uploads/2025">https://onlinechitkara.com/wp-content/uploads/2025</a> |

|     |   |   |  |
|-----|---|---|--|
|     |   | suggestions have been given by the CIQA Committee for enhancing the quality of the Centre for Distance and Online Education which includes suggestions given in the forms of the Internal Academic Audit Report 2024-25 submitted in the month of May 2025 and in the form of suggestions given in the CIQA Meetings.   | <a href="#">/07/P1-MoM CIQA-1-4.pdf</a>  |
| 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 | Academic Council of the University approved the PPR, course curriculum, course structure of the online programme and implementation of 4 quadrant approach as provided in UGC's ODL and Online Regulations of 2020. A revised and an updated PPR were approved by Academic Council in its 21 <sup>st</sup> Meeting held on 21 <sup>st</sup> February 2022.  | Report on Learners Support; Pedagogy; Content; Programme outcome ( <b>Annexure-4</b> )<br><br>Approval of Academic Council ( <b>Annexure-13</b> )  |
| 24. | Promoted automation of learner support services of the Higher Educational Institution.  | <ul style="list-style-type: none"> <li>A learner support services has been created to attend to student queries. Learner support services are being automated through ERP and LMS platforms of D2L Bright Space. Continuing for 2023-24, the ERP and LMS is improved further on the suggestions received from students and teachers.</li> </ul>   | D2L-Learner's Guide: <a href="https://onlinechitkara.com/wp-content/uploads/2024/01/Guidelines-on-Learning-Management-System-LMS.pdf">https://onlinechitkara.com/wp-content/uploads/2024/01/Guidelines-on-Learning-Management-System-LMS.pdf</a> |
| 25. | Coordinated with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes                             | Two Industry experts are part of the Board of Studies, who recommends the syllabus to the Academic Council for approval. Besides this a number of senior Industry leaders are invited to join Board meetings for providing their invaluable views. On 1 <sup>st</sup> March 2024, BOS Meeting was held in Mumbai and about 20 top business leaders were invited to help in framing curriculum of MBA specialisation in Pharmaceutical Management. LMS services, LinkedIn certifications, Harvard Business publishing and Coursers are some of the external agencies associated in online learning who take workshops for faculty and also motivate online learners during their induction programmes to take up relevant certifications to hone their skills.<br><br>One day immersion programme for students was held on 26.04.2025. | MOM BOS & DAAC ( <b>Annexure-12</b> )<br><br>Immersion Programme Report ( <b>Annexure-7</b> )  |

|     |  |   |   |
|-----|--|---|---|
|     |  | Sessions were taken by external experts simulation workshop was held in 28.04.2025.   |   |
| 26. | Coordinated with third party auditing bodies for quality audit of programme(s)   | The University is a NAAC A+ graded University with validity till 6.9.2026 in its first cycle as unitary general university category. The programmes offered under OL mode under CUCDOE will be audited and submitted as part of SSR while processing to cycle-2 of the A&A by NAAC in dual mode University category.  | NAAC A+ Certificate<br><b>(Annexure-14)</b>   |
| 27. | Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution | The University is a NAAC A+ graded University with validity till 6.9.2026 in its first cycle as unitary general university category. The programmes offered under OL mode under CUCDOE will be audited and submitted as part of SSR while processing to cycle-2 of the A&A by NAAC in dual mode University category.  | NAAC A+ Certificate<br><b>(Annexure-14)</b>   |
| 28. | Promoted collaboration and association for quality enhancement of Online mode of education and research therein  | Four meetings of CIQA were held to discuss mainly quality aspects related to the Centre. First meeting was held on 15 <sup>th</sup> July 2024, review the annual report CIQA. Also compliance regarding student feedback for August to December 2024 semester was ensured. Second meeting of CIQA was held on 01.12.2024. In this meeting review the integration process of UGC portal and Chitkara admission portal through API and reverse API and creation of DEBID and review first batch students admitted and review student feedback and FDP August to December 2024 session. 3 <sup>rd</sup> Meeting of CIQA Committee held on 19 <sup>th</sup> March 2025. In this meeting, Report on attainment levels of each of the running courses and analysis of students feedback and consider the holding connecting the dots workshop for online students and report on immersion programme. 4 <sup>th</sup> Meeting of CIQA Committee held on 06 <sup>th</sup> June 2025. In this meeting, deliberate about the value added courses and faculty development. | Minutes of Meetings of CIQA:<br><a href="https://onlinechitkara.com/wp-content/uploads/2025/07/P1-MoM_CIQA-1-4.pdf">https://onlinechitkara.com/wp-content/uploads/2025/07/P1-MoM_CIQA-1-4.pdf</a><br><br>Immersion Programme Report <b>(Annexure-7)</b> |
| 29. | Facilitated industry-institution linkage for providing exposure to the   | CUCDOE is collaborating with LinkedIn, Harvard Business Publishing, Coursera and E&Y to provide access to their   | Report of LinkedIn and Harvard Studies<br><b>(Annexure-15)</b>  |

|  |  |   |  |
|--|--|---|--|
|  | <p>learners and enhancing their employability.</p> | <p>certifications. Students can access any of these certifications and can earn them and as a result get exposure to a new dimension of the education industry.</p> <p>The centre has number of linkages with the Industry. A learner will get free access to LinkedIn learning courses with our online MBA Program. These courses are developed to impart a wide range of skills that are in demand by employers, such as data analysis, project management &amp; digital marketing, etc. By completing these courses, a Learner would acquire new skills that make him more attractive to potential employers. Besides this centre is collaborating with <b>Harvard Business Publishing Coursera and E&amp;Y.</b></p> <p>CUCDOE is also collaborating with M/s LearnBiz Simulations LLP, New Delhi for organizing Business Simulation workshop which will help students of 4<sup>th</sup> semester in completing their 8 credit project work.</p> |  |
|--|--|---|--|

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

| Sr.No . | Provisions in Regulations  | Action taken in respect of online programmes  | Upload relevant document  |
|---------|--|---|---|
| 1.      | <p>Governance, Leadership and Management:</p> <p>a. Organisation Structure and Governance</p> <p>b. Management</p> <p>c. Strategic Planning</p> <p>d. Operational Plan, Goals and Policies</p> | <p>a. Chitkara Centre for Distance and Online Education (CUCDOE) is being developed into an autonomous centre within the Chitkara University. The centre is conceived to operate independently and through self sustained operations, governance, examination system, admissions etc.</p> <p>b. Following is the organizational structure of the Centre:</p> <ul style="list-style-type: none"> <li>• Statutory Bodies:</li> <li>• Chancellor</li> <li>• Governing Body</li> <li>• Pro-Chancellor</li> <li>• Board of Management</li> <li>• Vice Chancellor</li> <li>• Academic Council</li> <li>• Finance Committee</li> </ul> | <p><a href="https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf">https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf</a></p> <p><a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Quality-Assurance-Guidelines-of-Learning-Material.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Quality-Assurance-Guidelines-of-Learning-Material.pdf</a></p> <p><a href="https://onlinechitkarau.com/wp-content/uploads/2024/08/Guidelines-on-Examination-Matters.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/08/Guidelines-on-Examination-Matters.pdf</a></p> <p><a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf</a></p> <p>Vision Document (<b>Annexure-16</b>)</p> |

|    |   |   |   |
|----|---|---|---|
|    |   | <ul style="list-style-type: none"> <li>• Registrar;</li> <li>• Director, CUCDOE</li> </ul> <p>a. The CUCDOE has developed its Strategic Plan 2027- Document embedded with vision and mission of the University for the growth of online education offered by the Centre. The document was approved by Academic Council in its 25<sup>th</sup> Meeting held on 28<sup>th</sup> February 2024. The Strategic Plan 2027 is uploaded on the University website.</p> <p>b. The Centre has developed various policy documents for the support to the learners and the faculty members involved in teaching learning process. All the <u>policies (the notable policies are related to examination; remote proctoring; delivery of e-content etc.)</u> are available at the CUCDOE website. The website has also detailed information about operation plans and goals for the support of the learners. On completing one year of the online education the CIQA conducted Annual Internal Academic Audit on CUCDOE in March 2025. The audit was done on the following parameters:-</p> <ol style="list-style-type: none"> <li>1. Curricular planning; design and development.</li> <li>2. Curriculum implementation.</li> <li>3. Academic Flexibility.</li> <li>4. Learning Resources.</li> <li>5. Feedback system.</li> <li>6. Programme Monitoring and Review</li> <li>7. Learning Environment and Learning Support.</li> <li>8. Assessment and Evaluation.</li> <li>9. Teaching Quality and Staff Development.</li> <li>10. Completion of course and internal evaluation.</li> </ol> | <p>Internal Academic Audit Report:<br/> <a href="https://onlinechitkarau.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf">https://onlinechitkarau.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf</a></p> |
| 2. | Articulation of Higher Educational Institution Objectives | <p>University Objectives are:</p> <p>a) To provide instruction, teaching and training in the Higher Education and to make provisions for research, advancement and dissemination of</p>   | Vision Document ( <b>Annexure-16</b> )  |

|    |  |  |   |
|----|--|--|---|
|    |  | <p>knowledge;</p> <p>b) To create higher level of intellectual abilities;</p> <p>c) To establish state of the art facilities for education and training;</p> <p>d) To carry out teaching and research and offer continuing education programmes;</p> <p>e) To create centers of excellence for research and development and for sharing knowledge and its application;</p> <p>f) To establish campus and to make provisions for all the facilities required for the study and stay of the students, staff, visitors including parents of the University; and</p> <p>g) To do all such acts and things as may be necessary or desirable to further the objects of the University.</p>   |   |
| 3. | <p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum Implementation</p> <p>c. Academic Flexibility</p> <p>d. Learning Resource</p> <p>e. Feedback System</p> | <p>Online MBA Programme has been initially conceived and developed with the help of the Chitkara Business School. The Programme was approved by Academic Council before the proposal was submitted to AICTE in 2022. It was approved in May 2022.</p> <p>a. Board of Studies (BOS) is a statutory committee approved by the Academic Council. All course structures, curriculums are deliberated and recommended by the BOS to the Academic Council for approval. Learning resources have been created as per the online regulations 2020 of the UGC. The course curriculum is also discussed in other statutory committee called DAAC or Departmental Academic Activities Committee, where internal and external members deliberate on the academic planning and other academic issues.</p> <p>b. Curriculum implementation: Approved curriculum was implemented through Time Table and</p> | <p>Revised PPR (<b>Annexure-5</b>)</p> <p>MOM BOS &amp; DAAC (<b>Annexure-12</b>)</p> <p>Learning Resources on LMS (<b>Annexure-3</b>)</p> <p>Feedback response (<b>Annexure-2</b>)</p> |

|    |                                 |   |   |
|----|---------------------------------|---|---|
|    |                                 | <p>Academic Calendars and circulated to all learners and faculty. Classes are strictly run as per these time tables and academic calendar. E-content on uploading video lectures, SLM has been uploaded on the LMS.</p> <p>c. Academic flexibility: Lectures are held on flexible hours on the weekends (on Saturdays and Sundays). Examination is also held on weekends and option is given to the learners to opt for Sundays or Saturdays for examination. Sufficient time is given to learners to complete their assignments. Examination is held through remote proctoring.</p> <p>d. Learning resources include pre-recorded videos, Self learning material, PPT corresponding to each lecture. Master classes are also conducted (twice in a month) by Industry experts to give real world insights to the learners.</p> <p>e. A feedback form has been introduced to be filled up by the learners once in a semester to give feedback about the different aspects of the online learning.</p> |   |
| 4. | Programme Monitoring and Review | <p>The work related to courses is coordinated by the course coordinators, one for each course. There is a faculty mentor who looks after 250 students for their academic requirements. Presently, CUCDOE has 2 mentors to look after 320 students. MBA Program is headed by Programme Coordinator who monitors the work of the faculty and resolve all academic issues. The overall incharge of the academics of the Centre is Director, CUCDOE who is also holding additional charge of Dean (Academics). The monitoring and review is based on learner centric approach by CUCDOE, effectiveness of live classes, technology, LMS, student support, Academic and</p>  | Organization Structure ( <b>Annexure-17</b> ) |

|    |  |   |   |
|----|--|---|---|
|    |  | assessment systems and relevance of content.  |   |
| 5. | Infrastructure Resources                 | University has adequate infrastructure to support its online education through its Centre for Continuing Education strictly in line with the guidelines and norms as mentioned in the UGC Regulations 2020 for OL/ODL. Total area of the Centre is 15000 sq. feet comprising of the Academic area, Academic Support, Library, and Examination, Audio Video workshop and Administrative and other spaces. D2L LMS platform is used to provide content access to the learners. CollPoll ERP is implemented for seamless communication between centre, learners and faculty and iamneo is employed to hold remotely held proctored end term examination system. The centre has three state of art studios for recording of lectures. There is facility for video recording, editing and production, the Centre also has effective IT facilities comprising of high speed internet connectivity, storage in cloud and physical hard disks. There are adequate number of laptops, desktops, LED, mics, cameras and lighting equipment. | Infrastructure Facility ( <b>Annexure-8</b> )   |
| 6. | Learning Environment and Learner Support | A dedicated Learner support team looks after all needs of the learners. Grievance Redressal Mechanism is in place for learners to file any grievance in terms of Section-10 of the UGC's ODL and Online Regulations of 2020. A Student Grievance redressal Committee at the University level for CUCDOE is also in place. Prof. Hardeep Singh, 20 Holy City, Green Amritsar-143008, Email: <a href="mailto:hardeep.dcse@gndu.ac.in">mailto:hardeep.dcse@gndu.ac.in</a> is the Ombudsman for student grievances and same is mentioned on the website also.   | Guidelines on Grievance Redressal Mechanism is given at the link below: <a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Grievance-Redressal-Mechanism.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Grievance-Redressal-Mechanism.pdf</a> |

|    |  |  |  |
|----|--|--|--|
| 7. | Assessment and Evaluation              | Assessment, Evaluation and remote proctoring of the examination is part of the LMS. External examination has 70 marks and internal has 30 marks. Periodic training of the students and faculty is organized to sensitize them about the working and technology of LMS and Remote Proctoring System.  | Examination guidelines are uploaded on the CUCDOE website at link: <a href="https://onlinechitkarau.com/wp-content/uploads/2024/08/Guidelines-on-Examination-Matters.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/08/Guidelines-on-Examination-Matters.pdf</a><br><br>Guidelines on remote proctoring at link: <a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf</a> |
| 8. | Teaching Quality and Staff Development | E-content and quality of teaching is closely monitored by the Programme Coordinator and Director, CUCDOE. Teachers performance is evaluated through the regular student feedback system taken every semester and suggestions from the Centre to upgrading their skills. Regular refresher programs of the faculty take place. A number of FDPs were held in the last year. A faculty Orientation programme was held on 18 <sup>th</sup> January 2025 in the Centre to orient the Subject Matter Expert (SMEs) about the upcoming courses and change in guidelines and other details. | Report on FDP, Conferences, Workshop, Visits abroad<br><b>(Annexure-6)</b>   |

### 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         | Academic Policies, curriculum, course structure, programmes, SDGs, Course outcome etc is given in the PPR/APG approved by Academic Council. This is major policy document. Academic Planning and policies are deliberated in Departmental Academic Activities Committee and in Board of Studies. Recommendation of these | Revised PPR<br><b>(Annexure-5)</b><br><br>MOM of BOS & DAAC<br><b>(Annexure-12)</b> |

|    |   |   |  |
|----|---|---|--|
|    |   | committees goes to the Academic Council for approval. Academic Council is headed by the Vice Chancellor as the Chairperson, Dean of all Schools of the University, Directors, Heads etc. At the course level the coordination is done by the Course Coordinators. Two faculties are mentor for each batch of 250 students. Programme Head Coordinates the between different course coordinators and ensures implementation of the Academic Curriculum as per the Academic Calendar and time table. Director, CUCDOE is responsible for overall academic operations of the Centre.   |  |
| 2. | Validation  | The Programme is validated by its approval by the statutory authorities of the University and by complying with the instructions given in the UGCs online Regulations of 2020.  | Approval of Academic Council<br><b>(Annexure-13)</b> |
| 3. | Monitoring, Evaluation and Enhancement Plans<br>a. Reports from Examination Centres<br>b. External Auditor or other External Agencies report<br>c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels<br>d. Reporting and Analytics by the Higher Educational Institution<br>e. Periodic Review | a. End semester Examination of the 1 <sup>st</sup> and 2 <sup>nd</sup> semester MBA Programme was held in November 2024. The same examination was held for 1 <sup>st</sup> to 3 <sup>rd</sup> semester in the month of June and July 2025 through remote proctoring. Remote Proctoring reports are available with the Centre. Each learner has been monitored through technology, their images taken at regular intervals.<br>b. Not applicable<br>c. This is being systematically done.<br>d. Performance of courses is evaluated through performance outcome analytics and same is linked to the SDGs and with the objective of the each course.<br>e. The performance of the CUCDOE is monitored and reviewed at different levels by Director, CUCDOE, by Programme Coordinator and Course Coordinators. At University level the programme is periodically reviewed by Vice Chancellor looking at the analytics of course outcome and programme outcome. | Examination Regulations<br><b>(Annexure-18)</b>      |

**Part – III: Human Resources and Infrastructural Requirements**

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

Or

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

Dr. Kuldeep Chand Rojhe, Ph.D., Regular Employee, Salary(Appointment letter and joining report attached)

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

Or

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

Rahul Haku, Deputy Director (Appointment Order/Transfer Order attached)

**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** - Fulltime or contractual basis, not below the rank of an Assistant Professor

Dr. Gurloveleen Kaur, Assistant Director (Appointment Order/Transfer Order attached)

**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:*

Insert Box

**i. Programme name: MBA**

**a. Programme Coordinator**

| S. No. | Names with Designation  | Qualification | Experiences | Type (Regular/Contract) with gross salary/month          | Date of joining programme  |
|--------|---|---------------|-------------|--|----------------------------|
| 1.     | Dr. Varun Nayyar, Associate Professor and Programme Coordinator | Ph.D.         | 15 years    | Regular, Gross Salary Rs. 1.10 lakhs p.m. at appointment | 1 <sup>st</sup> March 2023 |

**b. Course Coordinator**

| S No | Course name   | Names with Designation | Qualification                       | Experiences | Type (Regular/Contract) with gross salary/month | Date of Joining |
|------|---|------------------------|-------------------------------------|-------------|---|-----------------|
| 1    | OBHR, Managerial Economics, Compensation and Benefits | Dr. Kamakshi Malik     | B.Pharm, PGD, MBA, NET, Ph.D        | 21 Years    | Regular   | 11-12-2023      |
| 2    | Financial Accounting, Financial Landscape             | Dr. Amandeep           | B.Com, M.Com, MBA, Ph.D             | 3 Years     | Regular   | 06-12-2023      |
| 3    | Marketing Management                                  | Dr. Varun Nayyar       | B.Tech, MBA, Ph.D, UGC-NET          | 15 Years    | Regular   | 01-03-2023      |
| 4    | Business Communication                                | Dr. Sovia RJ Singh     | MA(Women Studies); MA English, Ph.D | 19 Years    | Regular   | 13-11-2009      |
| 5    | Website Development                                   | Dr. Tanvi Verma        | B.Com, M.Com, UGC-NET, Ph.D         | 5 years     | Regular   | 15-05-2017      |
| 6    | Retail Management                                     | Dr. Rahul Hakhu        | B.Com, MMS, M.Phill, Ph.D           | 21 Years    | Regular   | 16-08-2023      |
| 7    | Talent Acquisition                                    | Dr. Nidhu Punj         | BBA, MBE, MBA, Ph.D                 | 15 Years    | Regular   | 01-09-2023      |

| S No | Course name                          | Names with Designation | Qualification                      | Experiences | Type (Regular/Contract) with gross salary/month | Date of Joining |
|------|--------------------------------------|------------------------|------------------------------------|-------------|---|-----------------|
| 8    | Performance Appraisal, Strategic HRM | Dr. Parul Kulshrestha  | BA,MA(English), MBA, Ph.D          | 13 Years    | Regular   | 15-05-2023      |
| 9    | Introduction to Fintech              | Dr. Shefali Saluja     | B.A, MBA, Ph.D                     | 9 Years     | Regular   | 08-08-2022      |
| 10   | Business Finance                     | Dr. Jyoti Verma        | B.Sc, MBA, NET, Ph.D               | 9 Years     | Regular   | 12-10-2020      |
| 11   | E-Commerce                           | Dr. Ajit Bansal        | B.Com, MBA, Ph.D                   | 20 Years    | Regular   | 18-06-2018      |
| 12   | Learning & Development , CCM,        | Dr. Shraddha Awasthi   | B.Sc, MBA, Ph.D                    | 14 Years    | Regular   | 06-01-2020      |
| 13   | Marketing Management                 | Dr. Gagandeep          | Ph.D.                              | 1 Year      | Regular   | 23-03-2023      |
| 14   | Managerial Economics                 | Dr. Shveta Gupta       | Ph.D.                              | 1 Year      | Regular   | 13-02-2023      |
| 15   | Financial Accounting                 | Dr. Ajay Dogra         | Ph.D. M.Com                        | 1 Year      | Regular   | 08-02-2023      |
| 16   | Business Finance                     | Dr. Gurpreet Kaur      | B.Com, B.Ed, M.Com, MBA, PhD       | 12 Years    | Regular   | 01-03-2024      |
| 17   | Economics for Business               | Dr. Alisha Mahahjan    | B.Com, MA (Economics) & Ph.D., NET | 1 Year      | Regular   | 27-03-2024      |
| 18   | Financial Management                 | Dr. Sonia Antil        | B.Com, MBA, Ph.D., NET             | 3 Years     | Regular   | 04-10-2023      |
| 19   | Business Finance                     | Dr. Arpandeeep Kaur    | BBA, MBA, Ph.D, NET                | 7 Years     | Regular   | 02-09-2024      |
| 20   | E-Commerce                           | Dr. Jasmeet Kaur       | B.Com, MBA, PhD                    | 3 Years     | Regular   | 20-03-2024      |

### c. Course mentor

| S. No. | Names with Designation | Qualification | Experiences | Type (Regular/Contract) with gross salary/month | Date of Joining |
|--------|------------------------|---------------|-------------|---|-----------------|
| 1.     | Dr. Jyoti Verma        | Ph.D.         | 9 years     | Regular   | 12-10-2020      |
| 2.     | Dr. Kamakshi Malik     | Ph.D.         | 20 years    | Regular   | 11-12-2023      |

Any other details

### 3.5. Details of Administrative staff

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

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

(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  |
|---|----------|--|
| Technical Manager (Production)                          | 1        | Production, audio-video recording and editing services are outsourced to   |
| Technical Associate (Audio-Video recording and editing) | 1        | Tucious, a young startup company based in Patiala.   |
| Technical Assistant (Audio-Video recording)             | 1        | Company works in the University studio for Audio-Video recording and editing the lecture videos. They have been employed to do the work in the month of February 2023. |
| Technical Assistant (Audio-Video editing)               | 1        | MOUs <b>(Annexure-19)</b>  |

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

| Post  | Required       | Available |
|---|----------------|-----------|
| Program Manager/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**

| <b>S.No.</b> | <b>Provisions in Regulations</b>  | <b>Whether complied Yes/No</b>   | <b>If No, Reason thereof</b>        |
|--------------|---|--|-------------------------------------|
| 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. Complete assessment and evaluation is undertaken by the CUCDOE itself and no part of it is outsourced.  |                                     |
| 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. End Semester Examination is held through remote proctoring using proctored technology to oversee the conduct of the examination. Besides this regular faculty of the University is associated to act as the human proctors for the programme. |                                     |
| 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. The end-semester examination is conducted using technology and AI to remotely proctor the examination and all efforts are taken to make examination free and fair.  |                                     |
| 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.  | Yes. Examination is held through remote proctoring using technology only.  |                                     |
| 5.           | The number of examination centres in a city or State must be proportionate to the student enrolment from the region   | Not applicable to online programmes  |                                     |
| 6.           | Building and grounds of the examination centre must be clean and in good condition.   | Not applicable   | Not applicable to online programmes |
| 7.           | The examination centre must have an examination hall with adequate seating capacity and basic amenities   | Not applicable   | Not applicable to online programmes |
| 8.           | Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and  | Not applicable   | Not applicable to online programmes |

|     |  |                |                                     |
|-----|--|----------------|-------------------------------------|
|     | clear of obstructions  |                |                                     |
| 9.  | The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities | Not applicable | Not applicable to online programmes |
| 10. | Safety and security of the examination centre must be ensured  | Not applicable | Not applicable to online programmes |
| 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             | Not applicable | Not applicable to online programmes |
| 12. | Provision of drinking water must be made for learners  | Not applicable | Not applicable to online programmes |
| 13. | Adequate parking must be available near the examination centre   | Not applicable | Not applicable to online programmes |
| 14. | Facilities for Persons with Disabilities should be available   | Not applicable | Not applicable to online programmes |

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

| S. No. | Provisions in Regulations  | Whether being complied Yes/No<br>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)                  | Not applicable  | Not for online programmes            |
| 2.     | Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)                      | Not applicable  | Examination is conducted using AI.   |
| 3.     | Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II) | Not applicable  | Not applicable for online programmes |
| 4.     | Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)                           | Yes. Link for the guidelines<br><a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf</a> |                                      |

**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.<br>If Yes, Upload relevant document             | If No, Reason thereof |
|--------|---|--|-----------------------|
| 1.     | The Higher Educational Institution shall adopt the guidelines issued by the | Yes, UGC DEB Guidelines are followed to conduct End Semester Examination |                       |

|    |  |  |  |
|----|--|--|--|
|    | Commission for the conduct of proctored examinations.  | using remote proctoring technology.<br><br>Guidelines are given at the link below:<br><a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf</a>  |  |
| 2. | A Higher Educational Institution offering Online programme shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.   | Evaluation system is part of the LMS. Examination Regulations ( <b>Annexure -18</b> ). Detailed guidelines on the examination are uploaded on CUCDOE website at link:<br><a href="https://onlinechitkarau.com/wp-content/uploads/2024/08/Guidelines-on-Examination-Matters.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/08/Guidelines-on-Examination-Matters.pdf</a>   |  |
| 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:<br>Provided that no semester or year-end examination shall be held unless:<br>i) The Higher Educational Institution is satisfied that at least 75 percent of the programme of study stipulated for the semester or year has been actually conducted;<br>ii) For Online mode: the learner has minimum participation of 75 percent in all the activities of Online programme prior to end semester examination or term end examination. | i) All classes scheduled by CUCDOE were conducted satisfactorily. Close to 100% programmes stipulated for the semester has been covered through pre-recorded video lectures, live classes and tutorials and revision classes.<br>ii) Learners should have at least 75% of the attendance in through their participation in 4 quadrants including live classes. These analytics are available on LMS and the report is generated by LMS on demand. In case attendance falls below 75%, the learner is immediately informed to participate more in the existing resources. |  |
| 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  | Regulations for online programme have been prepared based on the regulations of the Conventional mode programmes with many regulations adapted from the UGC's ODL and Online Regulations and other regulations which are specific to the online learning. Examination Regulations ( <b>Annexure-18</b> ).  |  |

|     | Universities   |   |   |
|-----|--|---|---|
| 5.  | The weightage for different components of assessments for Online mode shall be as under:<br>(i) Continuous or formative assessment (in semester): Maximum 30 per cent.<br>(ii) Summative assessment (end semester examination or term end examination): Minimum 70 per cent.   | Yes. The weightage is as per UGC's online Regulations.  |   |
| 6.  | The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments  | Guidelines on delivery, on examination, on SLM etc. examination are uploaded on CUCDOE website at link:<br><br><a href="https://onlinechitkarau.com/resource-center/">https://onlinechitkarau.com/resource-center/</a>  |   |
| 7.  | Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card   | Grades are shown separately for internal, external examinations as shown in the attached Sample Grade Card <b>(Annexure-20)</b>   |   |
| 8.  | A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner. | CUCDOE follows rigorous process for preparing questions and to conduct the examination. SOPs and Guidelines in this regard have been supplied to the paper setters. No portion of the syllabus is left untouched because paper setters have to set question paper from all units (there are 4 units in all subjects). There is a separate committee for moderation of the question paper headed by Director, CUCDOE including Programme Head and other faculties. |   |
| 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.   | Online Examinations is managed by the Examination Department of the University. Since University runs an online programme, it is conducted through remote proctoring.   |   |
| 10. | (a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.   | Not applicable.   | University conducts online program only |
|     | (b) Availability of biometric system   | Not applicable.   | University conducts online program only |

|     |  |  |   |
|-----|--|--|---|
|     | (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   | The examinees Identity is authenticated by matching their face with the photographs available in the system. Also student has to use user name and password to enter the examination portal.                                     | University conducts online program only |
|     | (d) In case of non-availability of the Closed- Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution   | Not applicable.  | University conducts online program only |
| 11. | The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years  | Not applicable.  | Not applicable for online programmes    |
| 12. | (a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and  | Not applicable.  | Not applicable for online programmes    |
|     | (b) It shall be mandatory to have observer report submitted to the Higher Educational Institution  | Not applicable   | Not applicable for online programmes    |
| 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 | CUCDOE use technology enabled online mode examination with all security features including Artificial Intelligence to supervise the proctoring process during the examination in addition to the availability of human proctors. |   |
| 14. | As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognized to enroll international learners shall endeavor to conduct proctored examinations for such learners.   | Yes. However, no international learner was admitted to the online programme in 2024-25.  |   |
| 15. | (a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned   | First batch of 14 students have passed out in January 2025 and all these guidelines are followed   |   |

|     |  |  |  |
|-----|--|--|--|
|     | a unique identification number and shall have<br>i. Photograph<br>ii. Aadhaar number or other government recognised identifier or Passport number, as applicable,<br>iii. Other relevant details of the learner along with the Programme name.   | accordingly at the time of awarding degree. These guidelines are also used for issuing semester grade cards. |  |
|     | (b) Each award shall also be uploaded on the National Academic Depository  | Yes. Results are send to NAD authorities at the end of each semester.  |  |
| 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 Centers | Yes, Same has been followed while awarding the degrees and grade cards.                                      |  |

**4.4. Result and Student Progression  
For PG Programme**

| Semester beginning | Programme | 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 |
|--------------------|-----------|--------------------------|-----------------------------------|---|----------------------|-------------------------------------|
| August, 2024       | MBA       | 399                      | 399                               | 348                                     | 87%                  | 85%                                 |
| January 2025       | MBA       | 254                      | 253                               | 224                                     | 89%                  | 88%                                 |

## **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.*

PPR was prepared strictly as per the guidelines of the UGC DEB and same was approved by Academic Council of the Chitkara University in its 21<sup>st</sup> Meeting held on 21.2.2022. Online programme of the University was approved by UGC in September 2022 upon submitting a proposal along with a copy of the approved PPR. **(Annexure-5)**

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

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

Quality Assurance Guidelines of Learning Material in Multiple Media and Curriculum and Pedagogy is attached as **(Annexure-4)**. Learning Resources available on LMS **(Annexure-3)**

### **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.*

Guidelines on Self Learning (SLM) Material and E-Learning Material **(Annexure-10)**.

List of courses (SLM), faculty name and date of creation may be seen at link: <https://onlinechitkarau.com/wp-content/uploads/2024/05/List-of-courses-SLM-faculty-and-date-of-its-creation.pdf>

## 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.*

Swayam Portal is always open for value added learning.

- 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.*

D2L is primary LMS; M/S CollPoll is used for Resource Planning and I am neo is used for remotely held proctored examination.

**Link:** <https://onlinechitkarau.com/wp-content/uploads/2024/05/ICT-facilities-available-for-Examination.pdf>

### 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)*

Active engagement in Online class is monitored by the Course Coordinator and compliance is monitored by the Programme Coordinator via participation in asynchronous or synchronous discussions, assignment activity and Programme involvement and the analytics of Learning Management System shall be used for ensuring the learners participation of more than four hours every week. Every semester a time table is created based on the Academic Calendar approved by Academic Council. Each Learner attends 5 hours of lectures every week as per UGC's online Regulations 2020.

Guidelines on Content delivery may be seen at link:  
<https://onlinechitkarau.com/resource-center/>

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

a. Provide details as under:      No

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

b. Upload approval of statutory authorities of the Higher Educational Institution: Not applicable

**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?                      | Joint declaration is given at the Link:<br><a href="https://onlinechitkarau.com/wp-content/uploads/2023/07/Joint-Declaration-by-Registrar-and-Director-CIQA.pdf">https://onlinechitkarau.com/wp-content/uploads/2023/07/Joint-Declaration-by-Registrar-and-Director-CIQA.pdf</a>                                | (Uploaded)              |
| 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. Chitkara Act is given in the link here:<br><a href="https://onlinechitkarau.com/wp-content/uploads/2023/07/Chitkara-University-Act-2010_compressed-1.pdf">https://onlinechitkarau.com/wp-content/uploads/2023/07/Chitkara-University-Act-2010_compressed-1.pdf</a>   | (Uploaded)              |
| 3.    | Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities   | Yes. UGC + AICTE approval of the programme is given at S.No. 49 at the Link:<br><a href="https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140_upload_RecognitionDetails_20250218145251.pdf">https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140_upload_RecognitionDetails_20250218145251.pdf</a> | (Uploaded)              |
| 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. It is given on the home page of our CUCDOE website. Link:<br><a href="https://onlinechitkarau.com">https://onlinechitkarau.com</a>   | (Uploaded)              |
| 5.    | Programme-wise information on syllabus, suggested readings, contact points for counselling /mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule | Yes. Complete details are given on the student portal of the CUCDOE, Chitkara University  |                         |

|     |   |   |  |
|-----|---|---|--|
| 6.  | Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.   | It is circulated on the LMS. Important dates are given in the link:<br><a href="https://onlinechitkarau.com/wp-content/uploads/2024/08/Academic-Calendar-July-Dec-2024_website.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/08/Academic-Calendar-July-Dec-2024_website.pdf</a>                      | (Uploaded)                                   |
| 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   | Guidelines on this subject are available on website.<br>Link:<br><a href="https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf">https://onlinechitkarau.com/wp-content/uploads/2023/05/Student-Guide.pdf</a>  | (Uploaded)                                   |
| 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 | Guidelines are uploaded on website and link is given here:<br><a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Guide-to-Student-Feedback-Mechanism-on-Design-Delivery.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Guide-to-Student-Feedback-Mechanism-on-Design-Delivery.pdf</a> | (Uploaded)                                   |
| 9.  | Information regarding all the programmes recognized by the Commission   | Online Programme recognized by UGC is given at S.No. 49 at the Link:<br><a href="https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140_upload_RecognitionDetails_20250218145251.pdf">https://deb.ugc.ac.in/pdf/HomePageRecognitionDetail/140/140_upload_RecognitionDetails_20250218145251.pdf</a>         |  |
| 10. | Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded  | First batch of 14 students passed out in January 2025.<br><a href="https://learning.onlinechitkarau.com/d21/home/7816">https://learning.onlinechitkarau.com/d21/home/7816</a>   |  |
| 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;  | The information is available on the website. Link:<br><a href="https://onlinechitkarau.com/pdf/List-of-Courses.pdf">https://onlinechitkarau.com/pdf/List-of-Courses.pdf</a>   |  |
| 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. Link is given here:<br><a href="https://onlinechitkarau.com/faqs">https://onlinechitkarau.com/faqs</a><br>FAQs regarding learning etc is also given on the LMS.  |  |
| 13. | List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes   | Not applicable.   | Not applicable in case of online programmes. |

|     |   |   |   |
|-----|---|---|---|
| 14. | Details of proctored examination in case of end semester examination or term end examination of Online programmes   | Yes. Guidelines have been prepared and Link is given here: <a href="https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf">https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Remotely-Proctored-Examination.pdf</a>  |   |
| 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. Academic Calendar is circulated on LMS. Important dates have been uploaded on the CUCDOE website at the link here: <a href="https://onlinechitkarau.com/wp-content/uploads/2025/05/academic-calendar-2025-26.pdf">https://onlinechitkarau.com/wp-content/uploads/2025/05/academic-calendar-2025-26.pdf</a>   | Uploaded  |
| 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                   | Third party audit will be scheduled after 5 years. However Internal Academic Audit was conducted by CIQA Committee in the month of March 2025 and report was submitted to UGC DEB in the month of May 2025 and same has also been uploaded on the website.<br><br><a href="https://onlinechitkarau.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf">https://onlinechitkarau.com/wp-content/uploads/2025/05/Academic-Audit-Report-2024-2025-1.pdf</a> | Third party academic audit will be done at the end of 5 <sup>th</sup> year as per UGC's online Regulations 2020 |

**Part – VIII: Admission and Fees**

**10.1. 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-<br>(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;<br>(b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions;<br>(c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution. | (a) Yes. Fees declared in prospectus and on website only is accepted towards admission fee; other fee and charges<br>(b) Yes.<br>(c) 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.  | Amount of fee to be paid by the learner is mentioned in the information brochure available on the website.  |
| 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 the instructions or orders issued by Central Government or State Government:<br>Provided that a Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, and shall provide for equity and access to all deserving learners   | Government orders are complied with.<br><br>Compliance is ensured.  |
| 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. Admission is offered in a transparent manner and made directly by the Headquarters of the University, responsible for final approval related to admissions |
| 6.    | Every Higher Educational Institution shall-<br>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;<br>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;   | Yes.<br><br>Yes. This is done.  |

|        |   |   |
|--------|---|---|
|        | (c) exhibit such records as permissible under law on its website; and<br>(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.<br>Yes. Will be complied with as and when required.        |
| 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  | Minimum educational qualification is prescribed on the website. |
| 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  | Details are mentioned in the information brochure.              |
| 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  | Yes. Facilities which can be accessed by the online learners on admissions are being conveyed to the learners at the time of orientation.                                |
| 8. (j) | Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study  | Yes.   |
| 8. (k) | Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions   | Yes.   |
| 9.     | Higher Educational Institution shall publish information at <b>sr. no. '8'</b> 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  | No capitation fee is demanded or charged or accepted or demanded any donation by way of consideration for admission to any seat in a programme of study conducted by it. |
| 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  | No such practice is encouraged in Chitkara University.   |
| 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 | No original documents are taken from learners. All UGC directions given in the online regulations are complied with.   |
| 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  | Fee shall be refunded as per the instructions issued by UGC from time to time. Same is mentioned in prospectus as well.  |

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

**10.2. 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: No**

**If No, reason thereof:**

No international learner was admitted to our online programme in year 2024-25

**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.*

**9.2. Details of Grievance received**

| <b>Numbers of Grievance Received</b> | <b>Numbers of Grievance Resolved</b> |
|--------------------------------------|--------------------------------------|
| 0                                    | 0                                    |

**9.3. Complaint Handling Mechanism**

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

Complete guidelines have been prepared as per Annexure-X of the online Regulations of 2020. Details are given at the link here:  
<https://onlinechitkarau.com/wp-content/uploads/2024/01/Guidelines-on-Grievance-Redressal-Mechanism.pdf> **(Uploaded)**

**9.4. Details of Complaints received from UGC (DEB)**

| <b>Numbers of Complaint Received</b> | <b>Numbers of Complaint Resolved</b> | <b>Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)</b> |
|--------------------------------------|--------------------------------------|---|
| 0                                    | 0                                    | 0   |

## Part – X: Innovative and Best Practices

### 10.1. Innovations introduced during academic year

The syllabus is divided into smaller duration lectures to make it easier for the learners to understand the subject at their own pace.

### 10.2. Best Practices of the HEI

Master classes have been introduced. The classes are taken by the industry leaders, which gives industry exposure to the learners. Certifications from LinkedIn, Harvard Business Publishings and Coursera have been introduced and learners are given option to do any of the short term courses relevant to their MBA Programme. Best practices report (attached file)

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

No Job Fairs were conducted. There is a proposal to do such Job Fairs after first batch of learners pass out in the year 2025.

### 10.4. Success Stories of students of Online mode of the HEI

Online Learners of the CUCDOE, Chitkara University have completed their 3<sup>rd</sup> semester. Any success stories will be pursued in the subsequent years.

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

CUCDOE, Chitkara University has this on the agenda and will be taken up by them in the coming years depending on the demand coming from the learners.

### 10.6. Number of students placed through Campus Placements

No learner has completed the degree programme as yet.

### 10.7. Details of Alumni Cell and its activity

Learners will automatically become part of the Chitkara Alumni Network (CAN).

### 10.8. Any other Information

We are complying with all the instructions given by UGC in its online Regulations and also instructions passed on from time to time. The student centric approach is strictly followed.

## 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.



Dr. K.K. Mishra, Pro Vice Chancellor,

Quality Assurance  
Pro Vice Chancellor (Quality Assurance)  
Chitkara University, Punjab  
Chandigarh-Patiala National Highway  
Tehsil-Rajpura, Distt. Patiala  
Punjab-140401 (India)

Seal:

Date: 31.8.2025



Dr. Rakesh Sharma,

Registrar

Seal:

Date: 31.8.2025

Note: Kindly take the printout 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.