HEI ID : HEI-P-U-0169
Name of HEI : Manav Rachna International Institute of Research and Studies
Type of HEI : DEEMED TO BE UNIVERSITY

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE

(CIQA)

PROGRAMMES UNDER

ONLINE MODE

2022-23

Director-CDOE, MRIIRS

Director-CIQA

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Part – I: General Information

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

Notification is uploaded as Annexure 1.1

1.2 Details of Director, CIQA

- Name Prof.(Dr.) Brijesh Kumar
- Qualification: Ph.D(Computer Science),M.Tech (CSE), M.Tech (Applied Geophysics)
- Appointment Letter and Joining Report: Appointment letter and Joining report is attached as Annexure 1.2

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. Sanjay Srivastava, Ph.D(Management)	Cross Cultural Management, Psychometric Profiling, Leadership, Change Management and Qualitative Research	17/03/21
b.	Three Senior teachers of HEI	Member 1	Prof (Dr.)G.L. Khanna, Pro-Vice Chancellor, MRIIRS, B.Sc. (Hons.), M.Sc., Ph.D	Research and Consultancy in High Performance Sports, Nutrition & Physiology, Educational Administration	2/06/23
		Member 2	Prof (Dr.) Lt General R.K. Anand, Director, Centre for Distance and Online Education, MRIIRS, AVSM,SM,VSM,ADC (Retd), Ph.D in Cyber Security	Technology, Medicine, Hospitality and Fashion Design, Development of Academic Institutions, Sports Field, HR Management, Communication Systems and Civil Infrastructure	2/06/23
		Member 3	Prof (Dr.) A.K Sharan, Dean, School of Behavioral & Social Sciences, MRIIRS, Ph.D (Economics)	Public Economics	2/06/23
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Bhavesh Prakash Joshi, Director & HoD UG Mgt Studies- School of Leadership and Management Studies, MRIIRS, FDP (IIMA), Ph.D (Finance), M.Phil (Management) ,MBA (Finance and Marketing).	Behavioral Finance, Security and Portfolio Management, Corporate Finance and Strategic Management	8/7/2022

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		Member 5	Dr. Anindita Chatterjee, Research Director, School of Leadership and Management Studies, MRIIRS, Ph.D, MBA (HR and Marketing)	Behavioral Training, Leadership and Diversity	2/06/23
		Member 6	Dr. Jayendra Verma, Professor & Head-School of Commerce, MRIIRS, Ph.D (Finance), M.Com	Accounts and Economics	2/06/23
d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Komal Kumar Bhatia, Professor-Department of Computer Engineering, J.C. Bose University of Science and Technology, Faridabad	Computer Science	2/06/23
		Member 8	Dr. Pushpender Kumar Surya, Professor, Kirori Mal College, University of Delhi, New Delhi, Ph.D	Commerce	2/06/23
e.	Officials from departments of HEI	Member 9 Administration	Sh. R.K Arora, Registrar, MRIIRS; BA LLB, M.Phil (Political Science)	Administration	17/03/21
	Administration Finance	Member 10 Finance	Mr. Santosh Jha, CFO, MRIIRS	Finance	17/03/21
f.	Director, CIQA	Member Secretary	Dr. Brijesh Kumar, Professor, MRIIRS, Ph.D (CSE), M.Tech (CSE), M.Tech (Applied Geophysics)	Free and Open Source Software, Web Technologies, Computer Networks and Simulations	2/06/23

. Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N) Y
 If No, reason thereof
Yes, on completion of 2 Years, it has been reformed on 2nd June, 2023.

4 Number of meetings held and its approval:
  a. No. of meetings held every year: 2(1 per semester)
  b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	3-11-2022	2	UPLOAD	UPLOAD(Annexure I.3)
Meeting 2	10-07-2023	2	UPLOAD	UPLOAD(Annexure I.4)

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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: **Not Applicable**

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/ Transgender)			
								M	F	TG	Total
Not Applicable											

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: Not Applicable

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	Number of students admitted (Male/Female/Transgender)			
								M	F	TG	Total
Not Applicable											

1.7 Number of programmes started at Post Graduate Diploma level as per Commission Order:
From <Month, Year> academic session: **TO BE EXTRACTED FROM WEBPORTAL**
Not Applicable

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/Transgender)			
							M	F	TG	Total
Not Applicable										

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1.8 Number of programmes started at Undergraduate Degree Programmes as per Commission Order:
For (JULY,2022) academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.) Yearly	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1.	BA (Hons) Economics	3	140		Rs. 50,000/-	Letter no. F.No. 2022-23/2020(DEB-I) Dated: 21 Feb,2022	15	9	-	24
2.	B.Com	3	120	Passed in 10+2 or its equivalent Examination	Rs. 50,000/-		14	15	-	29*
3.	BBA	3	120		Rs. 60,000/-		24	7	-	31**
4.	BCA	3	120		Rs. 65,000/-		59	17	-	76***

Note: Total student details uploaded on web portal is 170 for session July 2022. Out of 170, nine students took withdrawal.
Therefore current strength is 161.
* One withdrawal from BCom
** One withdrawal from BBA
*** Seven Withdrawal from BCA

1.9 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:
From JULY, 2022 academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1.	M.COM	2	80	Passed in Graduation Degree (B.Com , BBA (any stream) or BA-Economics) from a recognized University	Rs. 50,000/-	Letter no. F.No. 2022-23/2020(DEB-I) Dated: 21 Feb,2022	5	5	-	10

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1.10 Number of programmes started at Undergraduate Degree Programmes as per Commission Order:
For (JAN,2023) academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.) Yearly	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1.	BA (Hons) Economics	3	140	Passed in 10+2 or its equivalent Examination	Rs. 50,000/-	Letter no. F.No. 2022-23/2020(DEB-I) Dated: 21 Feb.2022	1	1	-	2
2.	B.Com	3	120		Rs. 50,000/-		1	1	-	2****
3.	BBA	3	120		Rs. 60,000/-		2	2	-	4
4.	BCA	3	120		Rs. 65,000/-		37	6	-	43*****

Note: Total student details uploaded on web portal is 52 for session Jan 2023. Out of 52, five students took withdrawal. Therefore current strength is 47.
**** Two withdrawal from BCom
***** Three Withdrawal from BCA

1.10 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:
From JAN, 2023 academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1.	M.COM	2	80	Passed in Graduation Degree (B.Com , BBA (any stream) or BA-Economics) from a recognized University	Rs. 50,000/-	Letter no. F.No. 2022-23/2020(DEB-I) Dated: 21 Feb.2022	-	1	-	1

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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)
1.	Quality maintained in the services provided to the learners	Building an emotional connect with the students is essence of CDOE because there is no physical touch with students when courses are delivered online. In order to maintain the standard of the services offered to students, CDOE makes sure that the e-learning material are available to them and have a proper system in place so that students can understand and access the resources from the e-library, website, and SWAYAM portal with ease. The IT team conducts regular training for the students to access the content. Students are 24/7 connected with program coordinators to resolve their queries regarding academics, or administrative tasks. Program coordinators serve as their academic mentors as well. In addition to the aforementioned, CDOE's IT team works around the clock to continuously update the website with information on the Academic Calendar, Date Sheets, Orientation Programme Schedule, Results, Curriculum, Time Table for Live Lectures, Fee Details, Details of Extracurricular Activities, and any other updates.
2.	Self-evaluative and reflective exercise undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution.	CDOE regularly conducts audits of the videos, power point presentations, and self-learning materials. Faculty members have received the necessary directions and training in order to provide the content that covers all quality parameters. Additionally, it is made sure that programme and course outcome mapping is done in accordance with the goals of each programme. Faculty members are encouraged to participate in workshops and faculty development programme to advance their knowledge and abilities. Additionally, CDOE often hosts webinars and workshops for students as well as faculty members to further enhance their knowledge and professional skills.
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	The primary focus of the Centre for Distance and Online Education has been on the teaching and learning process. To keep the standards in line with the University policy, proper mechanism of teaching process is defined. The academic staff is motivated to publish papers in reputable national and international journals and conferences. Faculty members are also encouraged to assist PG students for their research projects and motivate them to take interest in the field of research too.
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	The course material is entirely at par with the conventional system of teaching. The online education's courses, curriculum, and credits are aligned with the conventional educational model. To give students the finest instruction possible, online education recruits highly qualified instructors with strong teaching backgrounds. The course and programme outcomes are laid out according to Bloom's taxonomy level in the curriculum. International professors and industry professionals share their knowledge through webinars, which not only adds value but also improves the students' understanding of the industry.

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5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Mid-semester and end-semester feedback from stakeholders, including students and faculty members, has been collected as part of CDOE's regular practice. The members of the feedback committee continuously analyse the feedback of the students based on the curriculum and learning platform using a variety of metrics. The committee ensures to address the problems and recommendations put forth by the stakeholders in fixed stipulated time. A dedicated Student Facilitation Centre (SFC) team and Program Coordinators are available around-the-clock to take student concerns and ensure that they are resolved within a certain time frame. The Feedback Analysis report of AY 2022-23 is attached as Annexure II.1.
6.	Measures suggested to the Authorities of Higher Educational Institution for qualitative improvement	The University is in the process of introducing new degree programmes from AY 2023-24 for the students that will lead to more valuable skill-oriented programmes being provided to the students.
7.	Implementation of its recommendations through periodic reviews	CDOE has done a rigorous exercise for introducing new degree programmes from the academic session 2023-2024. The curriculum is designed at par with the conventional mode of teaching. The curriculum passes through the proper process of approval after taking feedback from stakeholders and recommendations from Board of studies, Board of Faculty and finally by the Academic Council of the University.
8.	Workshops/seminars/symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	As a regular practice, CDOE has organized Expert talks, workshops and trainings for the faculty members and students in the various wide areas such as Innovation and Incubation, Idea to Startup, Success by Design & not by chance, Career opportunities and placements, Application of Input output framework in Economic policy, Rethinking, Energy-Poverty and Best Practices, Intellectual property Rights and training on Learning Platform & E-library Resources.
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same to all concerned in Higher Educational Institution	From inquiries about student admission till course completion, CDOE makes sure that the best procedures are followed in order to create a welcoming and encouraging environment for the students. Best Practices adopted by the department include a multidisciplinary approach, academic flexibility, a choice-based credit system, learning from industry experts and foreign professors, the mentor-mentee approach, a grievance redressal cell, a committee for analyzing student feedback, a dedicated Centre for student facilitation, an IT team and an emotional connection with students. Through creative thinking, the learners are helped to discover who they are, and how they prepare themselves to lead in a more varied community.
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Director, Deputy Director and Assistant Director reviews full statistics regarding admissions, maintaining records of live lectures and recordings of faculty members, maintaining records of internal and external examinations including datasheets, attendance, evaluation of answer sheets, records of open house, results and grades.

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11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme	The Programme Project reports were created in accordance with the standards and norms set out by the commission, and they have been pre-approved by the Programme Coordinators, the Deputy Director, the Director, CIQA and finally by the members of the Academic Council.
12.	Mechanism to ensure the proper implementation of Programme Project Reports	In accordance to programme project reports, the academic calendar, curriculum, fee structure, examination, and assessment system have been put into place. A suitable system has been established by creating a number of committees to ensure its implementation. Academic Calendar and results are available on website.
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The first annual report for the academic year 2021-2022 is recorded at CDOE and uploaded on website. It is regularly assessed for further enhancement of online programme.
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Based on input from stakeholders, industry experts, and academicians, steps have been taken to enhance the curriculum by expanding elective baskets and introducing research and placement preparation courses.
15.	Facilitated system based research on ways of creating learner centric environment and to bring about Qualitative change in the entire system.	The goal of CDOE is to create a student-centered system where the teaching and learning processes are improved using cutting-edge pedagogy to support the growth of each and every student. To give pupils research-based abilities, research-oriented disciplines have been introduced into the curriculum.
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Manav Rachna International Institute of Research & Studies (Deemed to be University),Faridabad is accredited with a CGPA of 3.53 with "A++" Grade by the National Assessment and Accreditation Council (NAAC) valid for a period of 5 years with effect from 20th Feb. 2023. Copy of NAAC certificate is attached as Annexure II.2
17.	Measures adopted to ensure Internalization and institutionalization of quality enhancement practices through periodic accreditation and audit.	Periodic Academic Audit take place every year and 1st Annual Academic Audit of CDOE has taken place on 7th Sep, 2022 for Academic Year 2021-22. Proper action has been taken on the suggestions given by experts. The report is uploaded on website. The next academic audit for AY 2022-23 will be scheduled in the month of September 2023.

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18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	There is a strict adherence to the commission's orders and circulars, the CDOE Director and Deputy director often coordinate with the commission for further clarification of the guidelines.
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Setting up quality benchmarks is something that CDOE places a lot of attention on to ensure that best practises are being followed. A team CDOE always connects with industry and other institutions to learn about the most recent procedures to be followed.
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Departmental Academic Meeting, Board of Studies, Board of Faculty, seminars, workshops, student orientation programme ,Feedback analysis, Action on Grievances, review of EContent, Academic Audit, Conduction of two CIQA meetings in a semester are few of regular activities taken place by CDOE to ensure quality assurance. Grievence and CIQA reports are available on website.
21.	Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	The 1st annual report for AY 2021-22 duly approved by the competent authority and has been uploaded on the UGC portal dated 28th April 2023. The 2nd Annual Report for the AY 2022-23 is prepared and duly approved by the competent Authority of MRIIRS.
	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.	
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	All the reports prepared by Centre for Internal Quality Assurance are duly approved by the competent Authority.
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	The curriculum standards for instructional design have been adhered in accordance with the asynchronous and synchronous nature of online learning. Additionally, it entails providing the material to students in the form of PPTs, assignments, video lectures and Self Learning Material (SLM) with four quadrant approach.

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24.	Promoted automation of learner support services of the Higher Educational Institution	From admission to degree completion, students have access to a dedicated online system including no paper form, Razor Pay, and Payment Gateway access to SWAYAM Portal, access to digital library. Conduction of exams through AI proctored platform using Mettl platform.
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The department constantly seeks the advice of external experts in bringing required changes in the functioning of the department wherever necessary. The external experts are members of various committees and visit the department on regular basis and suggest the changes/additions to be incorporated for the betterment of the department.
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	The annual audit takes place every year that incudes members from different departments of University and external academic and industry experts.
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Manav Rachna International Institute of Research & Studies (Deemed to be University), Faridabad has been accredited with a CGPA of 3.53 with "A++" grade by the National Assessment and Accreditation Council (NAAC) valid for a period of 5 years with effect from 20th Feb, 2023. The AQAR for Academic Year 2021-22 was uploaded successfully on NAAC portal and approved by the executive committee of NAAC two. The AQAR for the AY 2022-23 shall be uploaded on NAAC portal by December, 2023.
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	For the enhancement of quality, CDOE has collaborated with various organizations such as ACM, CSI and other research bodies in addition to Academics-Industry Collaboration.
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	The CDOE is connected with organisations like Microsoft, the Association of Healthcare Providers (AHPI), the Association of Chartered Certified Accountants (ACCA) UK, the Bombay Stock Exchange, and others to provide students with experience to the business world.

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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 pogammes
1.	Governance. Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan. Goals and Policies	The tasks and responsibilities of the teaching and non-teaching staff for online programmes have been carefully organised by the CDOE, which falls under the purview of MRIIRS. The department focused on its recruitment strategies, and the appropriate numbers of academic staff members with the required credentials were hired specifically to manage the online courses. The organisational structure that governs departmental activities includes a director, deputy director, and assistant director at the top, followed by programme coordinators, academic personnel, and non-academic staff. Additionally, the department has a dedicated IT team that responds to the top body and takes care of the technical challenges that the students have. The department has an exclusive recording studio with a production team to enable academic staff and Professors of Practice (PoP) to record video lectures in real time. Since the department is catering to the educational needs of the working professional, operational strategy has been carved at the department to remain available on weekends and public holidays to meet the stated goals and objectives.
2.	Articulation of Higher Educational Institution Objectives	Centre for Distance and Online Education clearly states its vision, mission, programme objectives, outcomes, study schemes, evaluation policy and course matrix articulation in the curriculum booklets and is also available on the website. Each programme coordinator under the guidance of Director, Deputy Director & Assistant Director ensures the smooth delivery of every vertical to meet the objectives of University.

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3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	The approval of Programme Curriculum booklets follows a consistent approval process. The curriculum booklets created by the programme coordinators are first displayed in the Board of Studies and Board of Faculty, and after any suggested changes have been made, the booklets are then submitted to the Academic Council for final approval. The curriculum is built on a credit system based on student preference, giving them the freedom to select courses from a variety of electives. In the current semesters, students have the option to select domain specific, discipline specific courses based on their areas of interest. In addition to that, students have the choice of earning credits from a variety of general electives and MOOCs. The design of the learning tools, which take the shape of videos, PowerPoint presentations, self-learning materials, connections to e-books, assignments, quizzes, case studies, etc., combines text with graphics, charts, and illustrations to produce a thorough document. To make it easy for the students to refer to and use for self-paced learning, care is taken to cover all the topics of the specific module (unit) from various sources. Students, professors, and subject matter experts often provide their feedback during the semester to help CDOE with curriculum and learning platform analysis. The feedback committee receives the feedback analysis report for review and further action. The committee guarantees that the department will act strictly and within the allotted period of time.
4.	Programme Monitoring and Review	CDOE Director, Deputy Director and Assistant Director along with the programme coordinators continuously review the smooth functioning of online programmes in terms of e-Content, recordings, live classes, curriculum updates, and the follow up activities as per the academic calendar. IT team looks after the overall updation of the website and provides trainings to the students for accessing the SWAYAM portal and e-library resources time to time.
5.	Infrastructure Resources	The infrastructure to support student learning at CDOE comprises of e-library with remote access provided to the students to facilitate use of digital resources such as e-books, e-journals, and databases. The library also gives plagiarism checking facility to the faculty members for their academic purposes. The university has established a studio wherein high-quality video lectures are recorded by the faculty members under the guidance of the production team.

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6.	Learning Environment and Learner Support	CDOE provides a full-fledged learner support service to the students who are enrolled in online programmes. It comprises of e-library, training on SWAYAM Portal, trainings on online platforms, online admission facilities, and online proctored examination. Students also get an opportunity to participate in webinars, workshops, International & National talks by Academic and Industry experts. Apart from the above, CDOE provides 24*7 Student Facilitation Centre (SFC), help desk and chatbot for any query related to admissions, academic and administration. The strategy offers a seamless environment that is student centric.
7.	Assessment and Evaluation	Questions papers, assignments, quizzes and other assessments are designed to take care of mapping with course outcome & programme outcomes. CDOE has an approved evaluation mechanism for Sessional & end semester examination which is also uploaded on website.
8.	Teaching Quality and Staff Development	CDOE has deployed a team of dedicated and exclusive faculty for imparting excellent content and delivery to the students. There is a well-established framework for encouraging timely training, workshops, faculty development programmes, motivation to participate in research based to enhance the teaching and learning pedagogy. A proper organization structure exhibits the responsibility matrix for the various levels of operations and programs.

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
1.	Academic Planning	As a regular practice Academic Calendar is issued before the commencement of semester and the same is made available on the website. All teaching, examination, trainings and outreach activities conducted during the entire semester take place according to the approved Academic Calendar.

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2.	Validation	Before the implementation of Programmes, the curriculum booklets designed are duly approved by Board of Studies, Board of Faculty and further Academic Council. The e-content based on four quadrant approach is also approved by the competent authority. In addition to this, the fee structure and scholarship policy is duly approved by Board of Management. As a summary, every academic document before implementation is duly approved by the statutory body.
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	MRIIRS campus is the only examination centre for online Programmes which is regularly monitored and reviewed on regular basis by Superintendent, Controller of Examination and the observer with his/her team. The exams are conducted on remote proctoring using Mettl Platform which is recorded. The exam report on a daily basis is sent to the controller of examination after being reviewed by the observer and Superintendent. The detailed report of evaluation by the examiners is submitted to the Controller of Examination for review and approval. The Academic Audit has been conducted by Audit team for Academic Year 2021-22 by the team of Internal members of MRIIRS & External members outside the University. The Academic Audit Report for Academic Year 2021-22 available on website. The academic audit for the academic year 2022-23 will take place in the month of September 2023

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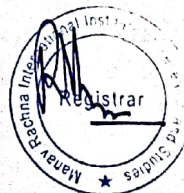
Part – III: Human Resources and Infrastructural Requirements

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

Prof.(Dr.) R.K Anand Director-CDOE, Regular Employee, Ph.D-Computer Science, salary: Rs. 375000/- per month. *Appointment letter & Joining report is attached as Annexure III.1*

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

Prof.(Dr.) Shaveta Bhatia, Deputy Director-CDOE, Regular Employee, Ph.D(Computer Science), Salary= 103331/- per month
Appointment letter & Joining report is attached as Annexure III.2

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

Dr. Mridula Batra, Assistant Director-CDOE, Regular Employee, Ph.D- Computer Applications,Salary- Rs. 78528/- per month.
Appointment letter & Joining report is attached as Annexure III.3

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:

CDOE at MRIIRS follows the recruitment process of teaching and non- teaching staff as per the guidelines issued by the UGC-DEB. The complete details of the Programme Coordinators, Course Coordinators, Mentors, Administrative staff, Technical Support Staff are mentioned below.
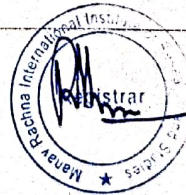
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i.   Programme name:

a.   Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining Programme
1.	Dr. Sahil Malik, Programme Coordinator- M.Com	Ph.D, M.Com	4 Years	Regular (Rs. 65,000/ July,2022)	1st September, 2022
2.	Mr. Tafheem Bashir, Programme Coordinator- BBA	Pursuing Ph.D, MBA, BBA	10 Years	Regular (Rs. 60,000/ July,2022)	3rd August, 2022
3.	Mr. Amit Chatterjee, Programme Coordinator- BA (H) Economics	Pursuing Ph.D, M.Phil, JRF, MA (Economics)	6 Years	Regular (Rs. 75,000/ July,2022)	26th September,2022
4.	Ms. Jolly Khurana, Programme Coordinator- BCA	Pursuing Ph.D (CS), M.Tech(CS)	7 Years	Regular (Rs.45,000/ July,2022)	15th April,2022
5.	Ms. Neha Thakur, Programme Coordinator- B.Com	M.Com, B.Com	7 Years	Regular (Rs. 55,000/ July,2022)	19th September,2022
6.	Dr. Mridula Batra, Programme Coordinator- MCA (For the Students admitted in Jan, 2022)	Ph.D (Comuter Science), MPhil, MCA	20 years	Regular (Rs. 78,528/ July,2022)	1st June, 2021
7.	Dr. Soma Arora, Programme Coordinator- MBA (For the Students admitted in Jan, 2022)	Ph.D, MBA	17 Years	Regular (Rs. 1,35,000/ July,2022)	1st April, 2022

b.   Course Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining Programme
1.	Dr. Shaveta Bhatia, Professor	Ph.D(Computer Science)	20 Years	Regular (Rs. 1,03,331/ July,2022)	10th Oct,2020

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2.	Dr. Soma Arora, Professor	Ph.D, MBA	17 Years	Regular (Rs. 1,35,000/ July,2022)	1ˢᵗ April, 2022
3.	Dr. Mridula Batra, Associate Professor	Ph.D (Comuter Science), MPhil, MCA	20 years	Regular (Rs. 78,528/ July,2022)	1ˢᵗ June, 2021
4.	Dr. Sahil Malik, Programme Assistant Professor	Ph.D, M.Com	4 Years	Regular (Rs. 65,000/ July,2022)	1ˢᵗ September, 2022
5.	Mr. Tafheem Bashir, Assistant Professor	Pursuing Ph.D, MBA, BBA	10 Years	Regular (Rs. 60,000/ July,2022)	3ʳᵈ August, 2022
6.	Mr. Amit Chatterjee, Assistant Professor	Pursuing Ph.D, M.Phil, JRF, MA (Economics)	6 Years	Regular (Rs. 75,000/ July,2022)	26th September,2022
7.	Ms. Jolly Khurana, Assistant Professor	Pursuing Ph.D (CS), M.Tech(CS)	7 Years	Regular (Rs.45,000/ July,2022)	15th April,2022
8.	Ms. Neha Thakur, Assistant Professor	M.Com, B.Com	7 Years	Regular (Rs. 55,000/ July,2022)	19ᵗʰ September,2022
9.	Mr. Amit Kumar, Assistant Professor	CS, MBA, M.COM	13 Years	Regular (Rs. 87,000/ July, 2022)	1st June, 2021
10.	Dr. Preeti Chhabra, Associate Professor	Ph.D	13 Years	Regular (Rs. 65,971/ July 2022)	1st June, 2021
11.	Dr. Priyanka Srivastava, Associate Professor	Ph.D	13 Years	Regular (Rs. 71,309/ July, 2022)	1st June, 2021
12.	Dr. DuraiRaj, Professor	Ph.D	14 Years	Regular (Rs. 1,10,000/ July, 2022)	1st June, 2021
13.	Dr. Aninditta Chatterjee, Professor	Ph.D(Management)	18 Years	Regular (1,24,815/ July, 2022)	1st June, 2021
14.	Dr. Anupriya Jain, Professor	Ph.D(Computer Science)	22 Years	Regular (Rs. 93,848/ July, 2022)	1st June, 2021
15.	Dr. Nidhi Tandon, Associate Professor	Ph.D	22Years	Regular (Rs. 89,780/ July, 2022)	1st June, 2021

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c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining Programme
1.	Dr. Shaveta Bhatia, Professor	Ph.D(Computer Science)	20 Years	Regular (Rs. 1,03,331/ July,2022)	10th Oct,2020
2.	Dr. Mridula Batra, Associate Professor	Ph.D (Comuter Science), MPhil, MCA	20 years	Regular (Rs. 78,528/ July,2022)	1st June, 2021
3.	Dr. Sahil Malik, Programme Assistant Professor	Ph.D, M.Com	4 Years	Regular (Rs. 65,000/ July,2022)	1st September, 2022
4.	Mr. Tafheem Bashir, Assistant Professor	Pursuing Ph.D, MBA, BBA	10 Years	Regular (Rs. 60,000/ July,2022)	3rd August, 2022
5.	Mr. Amit Chatterjee, Assistant Professor	Pursuing Ph.D, M.Phil, JRF, MA (Economics)	6 Years	Regular (Rs. 75,000/ July,2022)	26th September,2022
6.	Dr. Preeti Chhabra, Associate Professor	Ph.D	13 Years	Regular (Rs. 65,971/ July 2022)	1st June, 2021
7.	Ms. Neha Thakur, Assistant Professor	M.Com, B.Com	7 Years	Regular (Rs. 55,000/ July,2022)	19th September,2022
8.	Ms. Jolly Khurana, Assistant Professor	Pursuing Ph.D (CS), M.Tech(CS)	7 Years	Regular (Rs.45,000/ July,2022)	15th April,2022
9.	Dr. Nidhi Tandon, Associate Professor	Ph.D	22 Years	Regular (Rs. 89,780/ July, 2022)	1st June, 2021
10.	Dr. Aninditta Chatterjee, Professor	Ph.D(Management)	18 Years	Regular (1,24,815/ July, 2022)	1st June, 2021

3.5 Details of Administrative staff.
a. Number of Administrative staff available exclusively for Online programmes

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

(Attach duly attested photocopy of appointment letter with salary details) attached as Annexure III.4

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HEI ID : HEI-P-U-0169
Name of HEI : Manav Rachna International Institute of Research and Studies
Type of HEI : DEEMED TO BE UNIVERSITY

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	1
Technical Associate (Audio- Video recording and editing)	1	1
Technical Assistant (Audio-Video recording)	1	1
Technical Assistant (Audio- Video editing)	1	1

ii. For Delivery of Online Programmes:

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

iii. For Admission and Examination for Online mode:

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

(Attach duly attested photocopy of appointment letter with salary details) Attached as annexure III.5

Part – IV: Examinations

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

S. No.	Provisions in Regulations	Whether Complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	

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2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform through campus only.
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform through Campus only.
6.	Building and grounds of the examination centre must be clean and in good condition.	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform through Campus only.
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Yes	For proctors in the Campus
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform

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Director-CIQA

Registrar

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10.	Safety and security of the examination centre must be ensured	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform.
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform.
12.	Provision of drinking water must be made for learners	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform.
13.	Adequate parking must be available near the examination centre	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform.
14.	Facilities for Persons with Disabilities should be available	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform.

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 If yes, Please provide details and upload relevant documents	If No, Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	No	CDOE at MRIIRS is conducting exams through Remote Proctoring Online Examination on Mettl Platform.
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	Yes	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iv) of Annexure II)	Yes	

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HEI ID : HEI-P-U-0169
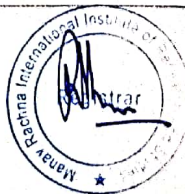Name of HEI : Manav Rachna International Institute of Research and Studies
Type of HEI : DEEMED TO BE UNIVERSITY

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

S. No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes, proper guidelines have been followed and also been shared with the students along with the datesheet. Guidelines are annexed as annexure IV.1	
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes, proper evaluation policy is defined for both Continuous and end semester examination. Domain wise examiners are identified and evaluation is done with a defined methodology and within given timelines. Evaluation policy is annexed as Annexure IV.2	
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;ii) For Online mode: the learner has minimum participation of 75 per cent, in all the activities of Online programme prior to end semester examination or term end examination.	Yes, 75% of participation is followed for online students includes live lectures, attending webinars and workshops, attendance in internal examinations, submission of assignments and quizzes and participation in extra curricular activities.	
4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes, the curriculum including courses and their credits are totally mapped with the curriculum of conventional mode. Setting of question papers is also mapped with the format of Conventional mode to achieve desired Course outcome and Blooms taxonomy level.	
5.	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes, the CDOE at MRIIRS is following the assessment of students as 70% of end semester examination and 30% of Continuous assessment. Sample of question paper is attached as annexure IV.3	

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Director-C

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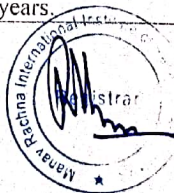| 6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes, Submission of Assessments (subjective or objective) is notified through Notifications option available at SWAYAM Platform. For end sem examination, Mettl platform is used as assessment tool which is notified on website.	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Yes, Marks obtained in continuous and End Semester examination is separately shown in the grade card. Sample Grade card is attached as Annexure IV.4	
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Yes, the proper process of examination is issued by the Controller of examination and followed as per the guidelines. The copy of process of examination is attached as Annexure IV.5	
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Yes, the dedicated committee is constituted to conduct the examination where Superintendent is the full time faculty of Centre for Distance and Online Education with other team members. The list is uploaded as Annexure IV.6	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Yes, Examinations are conducted through Remote Proctoring System which is recorded and recordings are available with IT team of CDOE.	
	(b) Availability of biometric system	Not Applicable for Students in Remote Proctoring mode.	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	Yes, the attendances of examinees are checked through Aadhar card or other government identifier along with student Id card issued by CDOE at MRIIRS.	
	(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	Yes, the Examination is fully recorded and recordings are available with Examination Superintendent.	
11.	The Higher Educational Institution shall retain all such Closed-Circuit Television recordings in archives for a minimum period of five years	Yes, MRIIRS is conducting exams through Remote Proctoring Examination on Mettl. Proctoring records will be retained for the period of five years.	

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12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Yes, Dedicated Observer is assigned. The details are attached herewith as Annexure IV.7	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Yes, Observer Report is attached as Annexure IV.8	
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	Yes, CDOE at MRIIRS conducted examination through AI based Remote Proctoring System with all security arrangements and ensured the transparency and credibility of the examinations.	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored examinations for such learners	All admitted learners have appeared for Examination through AI proctored examination.	

15.	a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have
	   I. Photograph
	   II. Aadhaar number or other government recognised identifier or Passport number, as applicable,
	   III. Other relevant details of the learner along with the Programme name.
		Yes, all guidelines of UGC are followed while designing of degree. The Sample of Degree is attached is annexed as annexure IV.9.	

	(b) Each award shall also be uploaded on the National Academic Depository	Yes, MRIIRS has created ABC accounts of all students and awards are uploaded on National Academic Depository.	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	Yes, Samples of backside of grade card and degree is attached as Annexure IV.10.	

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HEI ID   : HEI-P-U-0169
Name of HEI : Manav Rachna International Institute of Research and Studies
Type of HEI   : DEEMED TO BE UNIVERSITY

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

| Semester beginning	Programme name	No. of Students admitted	No. of Students appeared in exams	No. of Students progressed to next year	% of Students passed	% of Students passed in first class
July, 22 (UG)	B.A(Hons)Eco(IInd semester)	03	03	03	100%	100%
	BBA (IInd Semester)	03	03	03	100%	67%
	BCA (IInd Semester)	15	15	15	100%	86%
	B.COM(IInd Semester)	01	01	01	100%	100%
	B.A(Hons)Eco(Ist semester)	24	Appeared:14 Absent: 10	24	58%	41%
	BBA (Ist Semester)	30	Appeared:22 Absent: 08	31	73%	63%*
	BCA (Ist Semester)	72	Appeared:60 Absent: 12	72	83%	61%**
	B.COM (Ist Semester)	29	Appeared:24 Absent: 5	29	82%	69%
July, 22 (PG)	MBA (IInd Semester, Jan, 2022 Batch)	23	Appeared:20 Absent: 03	23	86%	74%
	MCA (IInd Semester, Jan, 2022 Batch)	07	07	07	100%	100%
	M.COM (IInd Semester)	01	01	01	100%	100%
	M.COM (Ist Semester)	10	Appeared:06 Absent: 04	10	60%	50%

*1 student migrated on 14/11/ 2022 from conventional mode in 2nd Semester.
** 4 students took withdrawal dated (13/12/2022, 17/1/2023, 8/2/2023 and 9/2/2023 respectively).

Semester beginning	Programme name	No. of Students admitted	No. of Students appeared in exams	No. of Students progressed to next year	% of Students passed	% of Students passed in first class
Jan, 23 (UG)	B.A (Hons) Economics (IIIrd Semester)	03	03	03	100%	100%
	BBA ; (IIIrd Semester)	03	03	03	100%	67%
	B.COM (IIIrd Semester)	02	02	02	100%	100%*
	B.A (Hons) Economics (IInd Semester)	24	Appeared:12 Absent: 12	24	50%	33%
	BBA (IInd Semester)	31	Appeared:21 Absent: 10	31	61%	61%**
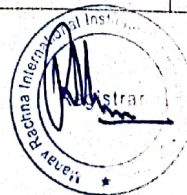
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	BCA (IInd Semester)	69	Appeared:52 Absent: 17	69	75%	70% ***
	B.COM (IInd Semester)	28	Appeared:24 Absent: 04	28	86%	79%
	B.A (Hons) Economics (Ist Semester)	02	Appeared:01 Absent: 01	02	50%	0%
	BBA (Ist Semester)	04	04	04	100%	75%
	BCA (Ist Semester)	40	Appeared:21 Absent: 19	40	50%	40% ****
	B.COM (Ist Semester)	02	Appeared:0 Absent: 02	0	0	0*****
Jan, 23 (PG)	MBA (IIIrd Semester, Jan, 2022 Batch)	23	Appeared:20 Absent: 03	23	86%	74%
	M.COM (IIIrd Semester)	01	01	01	100%	100%
	M.COM (IInd Semester)	10	Appeared:03 Absent: 07	10	33%	33%
	M.COM (Ist Semester)	01	01	01	100%	100%

*1 student migrated on 29/3/ 2023 from conventional mode in 3rd Semester.
**1 Student took withdrawal dated 8/6/2023 and 1 student migrated from conventional mode in 2nd Sem dated 31/03/2023.
***2 students took withdrawal dated 5/4/2023 and 1 took withdrawal on dated 26/5/2023.
**** 3 students took withdrawal dated 10/7/2023.
*****2 students took withdrawal dated 3/7/2023.

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.

Programme project Reports are prepared as per the guidelines issued by the regulations of UGC and approved by the academic council of the university, no new programme was introduced in academic year 2022-23. One sample of Programme Project Report for Online M.Com programme is annexed as Annexure V.1
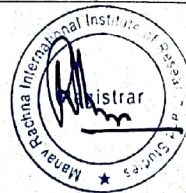
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5.2 Compliance status of 'Quality Assurance Guidelines of Learning Material in Multiple Media and Curriculum and Pedagogy' – As per Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020

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.

CDOE, under the aegis of MRIIRS deploys 4-Quadrant Approach quadrupled into e-tutorial delivery, e-Content uploading, Discussion forum handling and Assessments. In order to match the high quality requirements laid by the SWAYAM guidelines, the course material has been meticulously designed and developed by the subject experts and professionals. The course coordinators prepare the video;and audio content in an organized and well-structured manner as per the Syllabi topics and units. The video demonstrations are kept lucid and are presented in the form of animations and diagrams along with the transcription of the video that enables a better grasp and understanding of the topic. There is a formally designated e-platform where the doubts are taken up and resorted to with maximum student satisfaction. The Assessment scheme is also programmed along the lines of 4-quadrant approach with the mapping of course outcomes and learning outcomes where the evaluation take place in the form of Multiple Choice Questions, Short Answer Questions, Long Answer Questions, Quizzes, Practical Questions, Presentations, Assignments and solutions etc.

Sample of one course: "Human Resource Management" having four-quadrant approach is annexed as Annexure V.2.

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.

It is a regular practice to ensure that self-learning material should incline towards clear objectives, intended learning outcomes, study help and suggestions for learners on how to use the material most effectively. The SLMs are self-explanatory, self-contained, illustrated, simple to understand, and organized in the form of units as per the curriculum structure. The Performa of the SLM is well structured comprising of course description, objectives, activities, assignments, and further resources and book references. The competent authority ensures that SLMs are delivered in an interactive, conversational style using dialogue and a unique writing system to foster more interactive culture amongst the learners. All SLMs are evaluated and approved by the respective Programme Coordinators and the competent authority. Also, the revisions and suggestions are suitably incorporated on a periodic basis to maintain the benchmarks

Sample of Self Learning Material is annexed as annexure V.3.

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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 provides a delivery mechanism to MRIIRS online learners at CDOE. The portal enables us to segment an entire syllabus of a course into module-based and week-wise basis. Each module consists of Self-Learning Material for the students along with multimedia content in form of recorded audio-video lectures. In addition, students can assess their understanding by attempting objective-based tests and quizzes, which indicates the detailed explanation to the questions. For encouraging higher order thinking skill (HOTS) among the students, advanced level questions are included in the assignments, which are attempted and the answers are uploaded on the platform in a given period for further evaluation by the respective faculty.

Copy of approval of Learning platform –Swayam approved by statutory body and links for AY 2022-23 are attached as annexure VI.1

- 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

Not Applicable

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)

A well-defined and proper mechanism has been put in place to ensure that programme delivery takes place according to the provisions and regulations of the UGC Mandate. The course is carried out in the 4 quadrants approach. Besides this, due weightage of each course is given according to the credit of the respective course in terms of asynchronous and synchronous comprising of interactive sessions/webinars/live sessions and discussion forum as well.

Apart from this, study plan has also been followed for e-Tutorial hours and e-Content hours as prescribed by the regulations. A provision of self-study hours has also been kept for the students. The total hours for each course are then duly calculated as per the credit requirement of the respective course to ensure the overall smooth delivery of programme.

The course material and delivery are methodically planned and displayed by the respective course coordinators, as per the benchmarks stated by SWAYAM guidelines. The course coordinators formulate the video and audio content in an ordered and well-structured manner as per the curriculum structure and units.

Centre for Distance and Online Education makes sure the preparation of high-quality self-Learning Material (SLM) and e-learning resources for online learning. SLM is explicitly directed towards clear goals, stated learning outcomes, guidance and propositions for the learners on the optimum utilization of the E-learning resources

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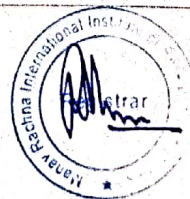
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Name of HEI   : Manav Rachna International Institute of Research and Studies
Type of HEI   : DEEMED TO BE UNIVERSITY

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

a. Provide details as under:

S.No	Programme Name	Courses Allowed through OER/MOOC	Name of Platform	Name of HEI offering the course (if any)	Duration of the course	No. of credits assigned to the course	Percentage of total courses in a particular programme in a semester (Semester Wise- Programme Wise
1.	BCA	Complete Time Management Course Raise Personal Productivity: Time Management Skills, Productivity and Goal Setting Abilities	UDEMY (OER)	MRIIRS	36 hours	3 credits	2.5% (Sem 2)
2.	BBA	Complete Time Management Course Raise Personal Productivity: Time Management Skills, Productivity and Goal Setting Abilities	UDEMY (OER)	MRIIRS	36 hours	3 credits	2.5% (Sem 2)
		Complete Presentation Skills Masterclass for Every Occasion	UDEMY (OER)	MRIIRS	36 hours	3 credits	2.5% (Sem 2)
3.	BA(Hons) Economics	Complete Time Management Course Raise Personal Productivity: Time Management Skills, Productivity and Goal Setting Abilities	UDEMY (OER)	MRIIRS	36 hours	3 credits	2.2 % (Sem 2)
		Complete Presentation Skills Masterclass for Every Occasion	UDEMY (OER)	MRIIRS	36 hours	3 credits	2.2 % (Sem 2)
4.	B.Com	Complete Time Management Course Raise Personal Productivity: Time Management Skills, Productivity and Goal Setting Abilities	UDEMY (OER)	MRIIRS	36 hours	3 credits	2.5% (Sem 2)
		Complete Presentation Skills Masterclass for Every Occasion	UDEMY (OER)	MRIIRS	36 hours	3 credits	2.5 % (Sem 2)
5.	M.COM	Complete Time Management Course Raise Personal Productivity: Time Management Skills, Productivity and Goal Setting Abilities	UDEMY (OER)	MRIIRS	36 hours	3 credits	4% (Sem 2)

(b) Upload approval of statutory authorities of the Higher Educational Institution:
The copy of approval of academic council for the above courses is attached annexure VI.2
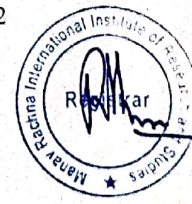
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Part – VII: Self Regulation through disclosures, declarations and reports

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

S. No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes, copy of joint declaration is attached as annexure VII	

Uploading of the following on HEI website (Mention link)

S. No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
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 Link: http://manavrachnaonline.com/wp-content/uploads/2023/02/Establishment-Act-of-offering-online-program.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes Link for Commission order received from UGC https://manavrachnaonline.com/wp-content/uploads/2023/01/DocScanner-24-Jan-2023-02-16-PM.pdf	
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 Link for Brochure 2022-23: http://manavrachnaonline.com/wp-content/uploads/2023/08/Online-Brochure.pdf	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme	Yes, Programme Details of five programmes of session 2022-23 is uploaded on website.	

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	structure with credit points, programmewise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	BBA http://manavrachnaonline.com/wp-content/uploads/2023/08/BBA-GENERAL-BOOKLET_5th-May.pdf BCom http://manavrachnaonline.com/wp-content/uploads/2023/08/B.Com-Curriculum-Booklet-July.pdf BA (H) Economics http://manavrachnaonline.com/wp-content/uploads/2023/08/Online-BA-H-Economics-Booklet-21-24.pdf BCA http://manavrachnaonline.com/wp-content/uploads/2023/08/Online-BCA-Booklet.pdf MCom http://manavrachnaonline.com/wp-content/uploads/2023/08/M.COM-BOOKLET-2022-24.pdf	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes, complete admission and examination schedule is uploaded on website: Links are as follows: **End Term Date Sheet (2022-2023)-** https://manavrachnaonline.com/wp-content/uploads/2023/08/Date-Sheet-2022-2023-Batch-Students-1.pdf **Results (2022-23)** ➢ Sem 1 Jan 23 batch - https://manavrachnaonline.com/wp-content/uploads/2023/08/Result-Sem-1-Jan-2023.pdf ➢ Sem 1 July 2022 batch - https://manavrachnaonline.com/wp-content/uploads/2023/08/Result-Sem-1-July-2022.pdf ➢ sem 2 July batch 2022 - https://manavrachnaonline.com/wp-	

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		content/uploads/2023/08/Result-Sem-2-jan-2022.pdf	
		➢ sem 2 July batch 2022 - https://manavrachnaonline.com/wp-content/uploads/2023/08/Result-sem-2-July-2022.pdf	
		➢ Sem 3 Jan 2022 batch - https://manavrachnaonline.com/wp-content/uploads/2023/08/Result-sem-3-jan-22.pdf	
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	The curricula followed in the online programmes have been developed and designed considering the current and future trends in the markets. Based on Bloom's Taxonomy, each programme has been crafted with specific objectives termed 'Programme Objectives', which are in alignment with the designated 'Course Outcomes'. The content for online programme has been designed while considering these objectives in mind and in light with PO-CO mapping. There exists a two-way mechanism of online programme delivery, which includes non-synchronous and synchronous lecture series. The non-synchronous content is delivered via the Swayam Portal. It includes module-based self-learning material (SLM hereon) curated in lucid language by a team of respective subject experts for their domain specific courses. This is supplemented by multimedia content for in-depth understanding of that module. The faculty with the help of teaching-learning material demonstrates problem solving approach, explains the case in hand and at the end of the video, the faculty posits some questions related to real-life situation which inculcates the higher order thinking skills among the learners. These questions are later taken up by the faculty during the live lectures. The SLM is further supplemented with more pedagogical features such as quizzes, assessments and assignments The learners are also encouraged to take-up the advanced level knowledge for specific topics by	

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		referring to course content available on online platforms such as MOOCs & OER etc. Simultaneously, synchronous lecture series are scheduled during weekends. These classes are primarily doubt-solving along with building up student-teacher connect. The learners and faculty meet on online platform and peer-discussion is encouraged. During these classes, faculty discusses about learners weak and improvement areas besides taking up the detailed solutions of the internal exams. The learners are under consistent mentorship of the faculty and short-meet ups are organized in focus-group manner. For the purpose of further guidance, the department conducts Open-House sessions where the respective subject faculties shows the semester-end answer sheets to the students on one-to-one basis, which helps them to have a better understanding of their improvement areas. In order to keep up and excel the academic quality, the University has an internal body Centre for Internal Quality Assurance, which looks after overall academic content, quality of assessment tools including quality of assignments, sessional examinations and term-end examination. The Centre also undertakes learner's feedback and take a close check on learner's performances.	
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of thetransactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes **Feedback Report July 2022- Dec 2022:** http://manavrachnaonline.com/wp-content/uploads/2023/08/feedback-July-dec-2022.pdf **Feedback Report Jan 2023 -June 2023** http://manavrachnaonline.com/wp-content/uploads/2023/08/Feedback-Report-January-June-2023.pdf	

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9.	Information regarding all the programmes recognised by the Commission	Information of all five programmes are available on the website for session 2022-23 Link https://manavrachnaonline.com/programmes-offered-2/ Programme Wise Links is as follows: **BBA** https://manavrachnaonline.com/bachelor-of-business-administration-2022-23/ **BCom** https://manavrachnaonline.com/bachelor-of-commerce-2022-23/ **BA (H) Economics** https://manavrachnaonline.com/b-a-h-economics-online-degree/ **BCA** https://manavrachnaonline.com/bachelor-of-computer-applications-2022-23/ **MCom** https://manavrachnaonline.com/master-of-commerce-2022-23/	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes, Programme wise details of students are uploaded on website. Link : http://manavrachnaonline.com/wp-content/uploads/2023/08/Programme-Wise-Student-Report.pdf	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes	Yes Link: http://manavrachnaonline.com/wp-content/uploads/2023/08/faculty-list-acedmic-Year-2022-2023.pdf	
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, FAQs are available on website https://manavrachnaonline.com/faqs-3/	

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13.	List of the 'Examination Centres' alongwith the number of learners in each centre, for Online programmes	Not Applicable	Exams are conducted through Remote Proctoring System
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Yes, examinations are conducted through Mett Platform. Link: https://manavrachnaonline.com/mettl-ai-proctoring/	
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, the Academic Calendar for AY 2022-23 is uploaded on website. Links: July 2022 Batch: Sem 1- http://manavrachnaonline.com/wp-content/uploads/2023/08/July-2022-SEM-1.pdf Sem 2- http://manavrachnaonline.com/wp-content/uploads/2023/08/July-batch-Sem-2.pdf Jan 2023 Sem 1- http://manavrachnaonline.com/wp-content/uploads/2023/08/jan-2023-sem-1.pdf Sem 2- http://manavrachnaonline.com/wp-content/uploads/2023/08/jan-23-sem-2.pdf Sem 3 http://manavrachnaonline.com/wp-content/uploads/2023/08/Jan-23-Sem-3.pdf	
16.	Reports of the third party academic audit to be undertaken every five years and internal Academic audit every year by Centre for Internal Quality Assurance	Yes. Audit report for AY 2021-22 is uploaded on website. Link: http://manavrachnaonline.com/wp-content/uploads/2023/04/10.-audit-report.pdf	

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HEI ID : HEI-P-U-0169
Name of HEI : Manav Rachna International Institute of Research and Studies
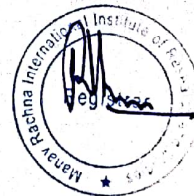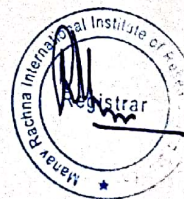Type of HEI : DEEMED TO BE UNIVERSITY

Part – VIII: Admission and Fees

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

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes, Complied with all enrollments did post approval.
2.	Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution	Yes, fee details for AY 2022-23 is uploaded on website. Copy is attached as annexure VIII
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: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	Yes
5.	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners	Yes
6.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; (b) maintain the records of the entire process of selection of	Yes

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	candidates, and preserve such records for a minimum period of five years; (c) exhibit such records as permissible under law on its website; and (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.		
7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below		
8.	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	
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	
c.	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Yes	
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	
e.	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes	
f.	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes	
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	
h.	Pay and other emoluments payable for each category of	Yes	

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	teachers and other employees	
i.	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	No, Not applicable for Online Programmes.
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
k.	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes, information specified in point no. 8 is published on website.
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
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	Yes

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

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

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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.

> At Centre for Distance and Online Education (CDOE), a grievance committee has been duly constituted with members to oversee and resolve student's grievances within a stipulated time. The committee's main function is to ensure that the student issues are identified with best resolution to ensure the smooth journey of students. The constitution of Grievance committee and grievance report of academic year for 2022-23 is uploaded on website. Copy of Grievance report of AY 2022-23 is attached as annexure IX

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
33	33

9.3 Complaint Handling Mechanism

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

> The Compliant Handling mechanism for the as per the guidelines of UGC DEB has been uploaded on the website at the below link:
> - https://manavrachnaonline.com/complaint-handling-mechanism/
> The details of the Committee- Composition, Members Details and its Proceedings have also been available on the website.

9.4 Details of Complaints received from UGC (DEB)

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

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Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

- In sync with the vision of CDOE at MRIIRS to bridge the academia-industry gap, the centre has conducted several webinars with industrial-expert and international professors throughout the academic year 2022-23.
- Besides this, there were many events such as freshers' party, open-house quizzes, presentations, etc. in which the students were encouraged to participate across disciplines and show-case their academic and co-curriculum talents.
- The Centre has released its first edition of newsletter. This is to encourage students to comtribute in terms of write-up, articles; highlighting students' expertise, success-stories, performances in their professional careers and co-curriculum activities.
- Mentors have guided MCA IIIrd Semester (Jan, 2022 Batch) students to write the Research Paper.
- Employee based subject has also been conducted for MBA IIIrd Semester (Jan, 2022 Batch) students where group discussions, Personal Interviews were held for their Placement preparation.

10.2 Best Practices of the HEI

Multidisciplinary Approach:

CDOE believes and provides multidisciplinary approach for the students to shape their career inside and outside their domain of education and to meet the evolving needs of the society. In multidisciplinary approach, students are inspired to select diverged courses from different disciplines to expand their knowledge, discover themselves through creative thinking and learn the skills of collaboration.

Quality

CDOE provides quality programmes to those students who are not able to draw benefits from conventional system of education. It follows Choice Based Credit System (CBCS) with an enriched and wide basket of Elective Courses including Discipline Electives, Generic Electives, Open Electives and Industrial Training The course work is supplemented by invited lectures from eminent persons from academics and experts from industries. Soft skills' training is provided to make students recruitment ready for job opportunities in IT industries and other enterprises.

In pursuit of academic excellence, the Centre ensures the flow of e-content and multimedia content pass-through Quality Checks with raised parameters. This keeps a constant check on the sync of asynchronous and synchronous lectures while ensuring that appropriate pedagogical features have been embedded in the e-content. Besides this, the Centre takes utmost care to update the content as per the dynamics of the real world with the approval of BOS, BOF and Academic Council.

Webinars and Talks by International Experts

With the motive of providing competitive edge to the learners, CDOE has been rigorous in conducting webinars and lecture sessions by the International experts throughout the academic year. This equips the students to know what is actually happening in the real world and prepare themselves as per the future trends and demands. The following is a gist of such webinars:
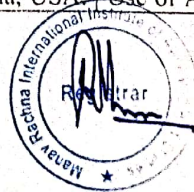
- Dr. Arijit Sikdar, Associate Professor, University of Wollongong, Dubai | Doing Business in Emerging Markets – Challenges and Opportunities
- Dr. Bahrullah Safi, Vice President International, Acacia University, Arizona, USA. | Use of Artificial Intelligence and its

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Scope in Human Resource Management
- Dr. Haider Raza, Senior Lecturer at the School of Computer Science and Electronic Engineering (CSEE), University of Essex, UK. | Fundamentals of Data and Data Sciences
- Dr. Sudhir Rana, Associate Professor of Marketing and Strategy and Program Director at the College of Healthcare Management & Economics, Gulf Medical University, UAE. | Changing Landscape of Healthcare Marketing
- Dr Manoj Kumar Pandey, Associate Professor, Development Policy Centre of the Crawford School of Public Policy | Bringing Data Science Closer to Economics: A Discourse

Emotional Connect with the students

CDOE has mentor-mentee approach where mentors connected 24/7 with the students. Apart from above, Student facilitation Centre facility is provided to students to send their queries (both academic and administrative) and turnaround time for resolving those queries is 24 hours. The ladder of CDOE is as follows:

Mentor->Assistant Director->Deputy Director->Director

CDOE has conducted various online debate sessions for the students which has not only helped them to increase their knowledge but has also helped them to see a particular situation from different angles, hence increasing their logical reasoning.

Events and Co-Curriculum Activities

Fresher's party was also organized where the students participated with full zeal and made it a big success online, students were also issued the digital participation certificates to keep them motivated. The Centre has also hosted numerous events such as quizzes and open-house presentations wherein students across different disciplines participated together.

Few glimpse of best practices of AY 2022-23 is attached as Annexure X.1
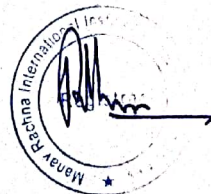
10.3 Details of Job Fairs conducted by the HEI

Not Applicable as the first batch of PG programmes will passout in Dec'2023 and UG Programmes will pass out in Dec,2024.

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10.4 Success Stories of students of Online mode of the HEI

Everyone wishes to be successful in their lives but the meaning of success varies from one person to the other. One can be successful if one puts in the effort and works hard. It is impossible to achieve success and achieve your goals without continuous effort and hard work. The success story of our CDOE students are as follows:

- Sahib Singh (BCOM First Year, CDOE) has represented MRIIRS in 'North-East Inter-University in Athletics' (shotput) event held at KIIT Bhubaneshwar from 20th to 23rd December, 2022 and secured a Gold medal for the university. Besides, he has also bagged the first position in 'All India Inter-University Athletics' held at Chennai from 13th to 16th March, 2023. Mr. Sahib has earned many accolades for the university in the field of shotput. He has won 4 Gold, 6 Silver and 3 Bronze Medals to his credit. Recently, he added a silver medal in the 26th Federation Cup Senior Athletic Championship, 2023, Ranchi to his kitty. To acknowledge and inspire the achiever, MRIIRS has granted him a waiver of 50% on the tuition fee for AY 2023-24.

Few glimpse of success story of Sahib Singh is attached as Annexure X.2.

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

In process.

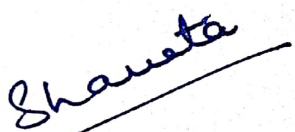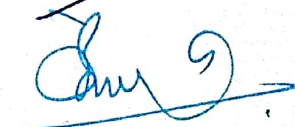## 10.6 Number of students placed through Campus Placements

Not   Applicable   as   the   first   batch   of   MBA/MCA/MCom   will   passout   in   Dec'2023.
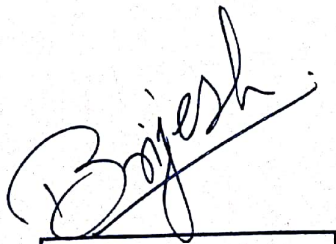
10.7 Details of Alumni Cell and its Activity

CDOE is in the process of forming the alumni cell and formally its first alumni batch will be in January'2024.

10.8 Any other Information

CDOE is in the process of expanding the Centre for Distance and online Education by introducing new programmes in AY 2023-24.

Director-CDOE, MRIIRS

Director-CIQA

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HEI ID   : HEI-P-U-0169
Name of HEI   : Manav Rachna International Institute of Research and Studies
Type of HEI   : DEEMED TO BE UNIVERSITY

DECLARATION

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

Signature of the Director:
Name: Dr. Brijesh Kumar
Seal:
Date: 28 August,2023

Director-CIQA

Signature of the Registrar:
Name: R.K Arora
Seal:
Date: 28 August,2023

Director-CDOE, MRIIRS

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