HEI ID: HEI-P-0427   Name of HEI: SGVU   Type of HEI: Dual Mode

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

OPEN AND DISTANCE LEARNING MODE

<2024-25>

Contents

HEI ID: HEI-P-0427　　　　**Name of HEI: SGVU**　　　　**Type of HEI: Dual Mode**

Part – I: General Information

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

Upload PDF

1.2　**Details of Director, CIQA**

- Name: Dr. Ankur Dutt Sharma
- Qualification:
- Appointment Letter and Joining Report: Upload (PDF)

1.3　**Details of CIQA Committee:**

    a.　Composition as per Regulations

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Dr. Arunanshu Haldar		22 Jan, 2025
b.	Three Seniorteachers of HEI	Member 1	Dr. Trilok Kumar Jain	Management	22 Jan, 2025
		Member 2	Dr. Amit Sharma	Management	22 Jan, 2025
		Member 3	Ms. Hemlata Dharendra, Assistant Professor	Humanities	22 Jan, 2025
c.	Head of three Departments or School of studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Kalpana Randhawa, Professor	SILS	22 Jan, 2025
		Member 5	Dr. Anil Pal	CA	22 Jan, 2025
		Member 6	Mr. Ankit Sain, Asst. Professor	Journalism and Mass communication	22 Jan, 2025
d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Sanjeev Rana, Director MMU, Ambala	Computer Science	22 Jan, 2025
		Member 8	Dr. Ravi Choudhary, Associate Professor, MUJ, Jaipur	Mathematics	22 Jan, 2025
e.	Officials from departments of HEI				22 Jan, 2025

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• Administration	Member 9 Administration	Mr. Pankaj Verma, MBA	Astt. Registrar (Exams)	22 Jan, 2025
• Finance	Member 10 Finance	Mr. Ajay Tripathi MBA	Chief Finance Officer	22 Jan, 2025
f. Director, CIQA	Member Secretary	Dr. Ankur Dutt Sharma	Administration	22 Jan, 2025

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

If No, reason there of

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

a. **No. of meetings held every year: 4**

b. **Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	08 August 2024	1	uploaded	uploaded
Meeting 2	10 October 2024	1	uploaded	uploaded
Meeting 3	20 February, 2025	1	uploaded	uploaded
Meeting 4	27 March, 2025	1	uploaded	uploaded

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

From <Month, Year> academic session:

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)	No. of Learner Support Centre Operationalized as per territorial Jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Not for Private University
Note: Mention details separately for <Month, Year>academic session, as applicable,as above.

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/ Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Not for Private University
Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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

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

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Not for Private University
Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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

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

Sr. No.	Under-Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No, And Date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Of Campus	Number of students admitted (Male/Female/Trans-gender)
1	NA	NA	NA	NA	NA	NA	NA	NA
2	NA	NA	NA	NA	NA	NA	NA	NA

*Not for Private University
Note: Mention details separately for <Month, Year>academicapplicable, as above.

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

From <Month, Year>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	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1.	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA

*Not for Private University

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

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

2.1   Action taken on the functions of CIQA: -

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcomethereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	In house 22 faculties available to meet the requirements of students in terms of lectures and live sessions all the faculties are either NET qualified or pursuing PhD. There are program coordinators to address issues and concerns of students. Study material is regularly evaluated and revised as per the need of students.	Document Attached
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Work of all the administrative and academic staff is being evaluated from time to time and appropriate measures are taken as and where required. Important processes like admission, enrollment, exams, etc. are very closely monitored and respective issues are raised in the regular meetings of CIQA.	Document Attached
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality.	Student related services and prompt grievance redressal. The Quality of SLM and PPR as per UGC DEB Regulations are key areas.	Document Attached

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4.	Mechanism devised to ensure that the quality of Open and Distance Learning programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs).	Nomenclature of respective courses and syllabus of CDOE is same as in conventional mode. Higher authorities of HEI are consulted from time to time regarding quality improvement in curriculum and related components of CDOE.	Document Attached
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Regular collection of course-wise and faculty-wise feedback through Learning Management Systems (LMS) and physical forms.	Document Attached
6.	Measures suggested to the atmis of Higher Educational Institution for qualitative improvement.	The Program coordinators were instructed to update the study learning material in order to improve them to level as that of IGNOU.	Document Attached as 1.4.- B
7.	Implementation of itsrecommendations through periodic reviews.	All the required changes and actions were implemented & reviewed at CIQA meeting on quarterly basis.	Link - https://sgvu.edu.in/mandatory-disclosure
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.	4 workshops/ FDPs are conducted during the academic session of 2024-25, were the experts trained the administrative and academic staff for regular quality improvement and also self-development.	Document Attached
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution.	All the student related services are being automated like, enrollment, New Modified SLM, New Student and teachers friendly integrated LMS with four quadrants, New Grievance Redressals services etc.	Document Attached

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No.			
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Data is systematically gathered through multiple sources such as learner feedback, faculty evaluations, examination results, alumni surveys, and employer feedback. These statistics are then collated using standardised formats and verified to ensure accuracy and reliability. The analysed information is disseminated through academic councils, quality assurance committees, departmental meetings, university websites, newsletters, and periodic reports. This practice ensures transparency, accountability, and continuous quality enhancement.	Document Attached as 2.1.5
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	PPRs of all the approved programs is available and is prepared as per the guidelines prescribed by UGC. There are no changes made in PPRs since they were approved by the commission.	Document Attached
12.	Mechanism to ensure the proper implementation of Programme Project Reports	Regular Academic audits by experts for PPRs implementation and academic activities are reviewed discussed in the CIQA meetings.	Document Attached
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Annual report is generated by HEI, every year.	Link : https://drive.google.com/file/d/1YBde_eXLLerl-eprkopmUakvFvDxiHU/view?usp=sharing

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14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The University systematically gathers inputs - to ensure that its academic programmes remain relevant to the emerging job market and societal needs. Feedback is obtained through surveys, industry–academia interaction sessions. Based on the analysis of these inputs, the institution undertakes curriculum review and restructuring at regular intervals.	Document Attached as 2.1.5
15.	Facilitated system-based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	CDOE follows the best available practices to provide service and best education to the students. However, issues and problems of the students are monitored very closely and regular changes are being made to keep the system advanced enough to maintain high standards of quality.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The University has established an IQAC Cell as the nodal coordinating unit for all quality assurance and accreditation-related activities. The IQAC functions as the central body to plan, coordinate, and monitor initiatives aimed at continuous improvement in academic and administrative performance. Preparation and Documentation, Stakeholder Orientation, Self-Study Report Preparation, Internal Academic and Administrative Audits.	Document Attached as per 2.1.16

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17.	Measures adopted to ensure internalization and institutionalization Of quality enhancement practices throughperiodic accreditation and audit	The University has established an IQAC Cell as the nodal coordinating unit for all quality assurance and accreditation-related activities. The IQAC functions as the central body to plan, coordinate, and monitor initiatives aimed at continuous improvement in academic and administrative performance. Preparation and Documentation, Stakeholder Orientation, Self-Study Report Preparation, Internal Academic and Administrative Audits Liaison with Accrediting Agencies Regular as well as Distance education.	Document Attached as per 2.1.16
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines.	The University, through CIQA functions as the coordinating body to ensure effective interaction with the Commission and the smooth implementation of various quality-related initiatives and guidelines. Official Communication Dissemination of Guidelines, Monitoring, Data Validation and Submission, Facilitating External Reviews.	As per Previous Document Attached
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	We followed by visiting and discussion with other HEIs on regular basis.	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	All the records are being maintained and recorded as per the directives of the commission.	

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21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	All he required reports and activity records are submitted to Higher authorities of the HEI from time to time.	Document Attached
	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	Yes, the respective report is being submitted to the commission in soft and hard copy.	
22.	Overseen the functioning of Centrefor Internal Quality Assurance and approve the reports generated by Centre for Internal QualityAssurance on the effectiveness of quality assurance systems and Processes.	Yes, all the reports generated by CIQA are being approved by higher authorities from time to time.	
23.	Facilitated adoption of instructionaldesign requirements as per the philosophy of the Open and Distance Learning decided by the statutory bodies of the HEI for its different academic programs.	All the instructional design requirements are being adopted as required and reported to higher authorities.	
24.	Promoted automation of learner support services of the Higher Educational Institution.	Learner support services have been fully automated, CDOE is having fully functional Learning Management System with all the required facilities.	Document Attached

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25.	Coordinated with external subject experts or agencies or organizations, the activities pertaining to validation and annual review of its in-house processes	At least two external subject experts are being contacted for each course.	Document Attached As 2.1.12
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	People (experts) from other universities re being called upon to conduct the audit of programs run under CDOE, SGVUE, Jaipur.	Document Attached As 2.1.12
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Yes, CIQA actively engaged in Preparation of Self-Appraisal Report submitted to NAAC and other Agencies.	
28.	Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein	HEI regularly sign the MOUs and establish different collaborations. The CDOE faculty members are also engaged with the faculty members of other Universities and Research centers for the conduction of the research activities.	Document Attached as 2.1.12
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	SGVU is having fully functional Training & Placement Cell, the same is working dedicatedly to provide required exposure to the students of distance education.	Document Attached

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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 ODL	Upload relevant document
1.	Governance, Leadership and Management: a. Organization Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	HEI has well defined organogram with a defined structure of CDOE. HEI has filled all the positions as prescribed by the commission and established a credible Governance system. Ensure that the online/distance education strategy aligns with the overall vision and mission of the institution. Define a clear purpose for offering distance/online education. Establish an internal Distance and Online Education Quality Committee (DOEQC). Conduct regular academic audits and learner satisfaction surveys. Use data analytics to track student progress and outcomes.	Document attached.
2.	Articulation of Higher Educational Institution Objectives	Higher Educational Institutions (HEIs) play a vital role in fostering knowledge, skills, values, and innovation among learners. It is articulated in university Policy.	

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3.	Programme Development and Approval Processes	Curriculum of CDOE is initially prepared by the in-house faculties, after taking feedback from different stake holders then it is forwarded to subject experts for intellectual inputs. Finally, the curriculum is presented in meetings of Academic council to get the approval. Once the curriculum is approved in the meetings of Academic Council and Board of Studies then it is implemented in the respective course.	Document attached
	a. Curriculum Planning, Design and Development		
	b. Curriculum Implementation		
	c. Academic Flexibility	CDOE is offering completed academic flexibility in terms of the time frame of the course, vertical mobility and inter-disciplinary options for the registered students.	
	d. Learning Resource	CDOE is having fully functional Learning management system where all the needs of students are full filled in terms of SLM, e-learning material, extensive use of media and technology, etc. All such facilities are offered free of cost to the students i.e. no extra fee is being charged for the same.	Link : https://sso.sgvu.org User id :- 2448744 Password :- 5af!Wr
	e. Feedback System	Curriculum of CDOE is being reviewed and revised after collecting feedback from the respective stakeholders i.e. students, industry, market experts, subject experts, in-house experts, etc.	Document attached in hard copy report.

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4.	Programme Monitoring and Review	Learning outcomes are being proposed in the syllabus (with the help of subject experts and industry experts) then at the time of assessment (internal and external) these outcomes are being evaluated in terms of attainment.	Document attached in hard copy report.
5.	Infrastructure Resources	HEI is having a full fledged library for the use of CDOE student, other than this a book bank is available for the students that is provided to the students (as and when required). For the facility of students there is a Learning Management System present.	Document attached in hard copy report.
6.	Learning Environment and Learner Support	HEI is having a well equipped library at the disposal of ODL students. HEI is conducting Live lectures for the students that are easily accessible on any smart device. References of e-learning platforms are being forwarded to students from time to time as the part of their assessment. HEI is determined to provide the students with sophisticated approach to the use of Information and Communication Technology.	Document attached
7.	Assessment and Evaluation	HEI has included the Learning Outcomes in the syllabus and seriously following the same at the	

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		time of assessment. Assessment of the students in the form of multiple choice questions, projects, reports, case-studies, presentations, and term end examinations, to suit the different learning outcomes expected of the course elements.	Document attached.
8.	Teaching Quality and Staff Development	In order to improve the teaching quality of the faculty and performance enhancement of staff, HEI is regularly conducting workshops, seminars etc.	Document attached as 2.18

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 ODL	Upload relevant document
1.	Academic Planning	HEI has designed the curriculum in accordance to the need of job market. Also, the system of education followed at CDOE is seamless in terms of admission, examination, assessment, result declaration, etc. HEI has recruited appropriate number of teaching and administrative staff as stated by UGC.	Document Attached
2.	Validation	HEI is having appropriate mechanism in place for validation to ensure that its programs are academically viable and all the academic standards have been followed in the best interest of the learners. These are implemented as per plan and reviewed by CIQA in meetings.	

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3.	Monitoring, Evaluation and Enhancement Plans	As a matter of fact, HEI is not having any LSC outside the campus and all the CDOE related activities are being conducted in and from the Suresh Gyan Vihar University, Jaipur campus only.	
	a. Reports from Learner Support Centres (for Open and Distance Learning programmes)		
	b. Reports from Examination Centres	HEI is not having any Examination center outside the campus and all the examination related activities are being conducted by the examination department of Suresh Gyan Vihar University, Jaipur campus only.	
	c. External Auditor or other External Agencies report	External audits are conducted from time to time and the reports are being submitted to higher authorities of the HEI.	Document Attached as 2.1.12
	d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels. Reporting and Analytics by the Higher Educational Institution	For effective evaluation and audit, HEI has ensured the easy access to performance monitoring information such as course pass rates, learner entry profiles and progression and achievement reports, which is available on the online Learning Management of the HEI.	
	e. Periodic Review	All the relevant information related to course conduction is available on the website of HEI and on the LMS as well.	Website- www.sgvu.edu.in LMS- sso.sgvu.org

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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, at least Associate Professor

Or

Name and details of Head for each school (for Open University) - Full time

Name: Prof. (Dr.) T. K Jain
Designation: Director, Centre for Distance and Online Education
Mode: Full Time, Regular
Joining Date: 2 January, 2020

dedicated, not below the rank of an Associate Professor

3.2 **Compliance status of "Human Resource and Infrastructural Requirements" – 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 and physical infrastructure exclusively/independently, as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

Insert Box

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no, reason thereof
UG	15	15	Yes	
PG	7	7	Yes	
PGD	NA	NA	NA	NA

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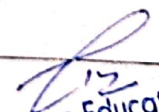
3.2   Details of Administrative staff

Number of Administrative staff available exclusively for ODL programmes at HQ & at LSCs

Admin Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3 (2 for DM Universities)	5
Computer Operator	4	4
Multi-Tasking Staff	3	3

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

Note:

1. In case of the enrolment higher than 5,000 the number of positions in the Centre for Distance and Online Learning may be increased by the HEI appropriately.
2. Private University eligible to offer ODL programmes through its Head Quarters only and duly recognized off-campus centers; not through any Learner Support Centre.

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HEI ID: HEI-P-0427   **Name of HEI: SGVU**   **Type of HEI: Dual Mode**

S. No.	Programme Name	No. of Full time-Dedicated faculty for ODL	Names	Designation	Qualification	Experience	Type (Regular/ Contract) with gross salary/ month	Date of joining program and joining report
1	Bachelor of Arts	5	1. Ms. Hemlata Dharendra	Assistant Professor	Post Graduate	8	Regular/28500-	2.9.2021
			2. Ms. Nirmala Parewa	Assistant Professor	Post Graduate	8	Regular/25000-	26.2.2022
			3. Ms. Diksha Dadhich	Assistant Professor	Post Graduate	2	Regular/42000-	2.5.2025
			4. Pooja Solanki	Assistant Professor	Post Graduate	12	Regular/25680	2.6.2023
			5 Mr. Ashfaq Ahmad	Assistant Professor	Post Graduate	8	Regular/28000-	4.10.2021
2	Bachelor of Arts (Journalism)	2	1. Mr. Vijay Kumar	Assistant Professor	Post Graduate	3	Regular/25000-	14.11.2022
			2. Mr. Ankit Sain	Assistant Professor	Post Graduate	8	Regular / 31000-	17.10.2022
3	Bachelor of Business Administration	2	1. Dr. Deep Mathur	Professor	PhD	20	Regular/78000-	10.11.2020
			2. Ms. Priya Pareek	Assistant Professor	Post Graduate	4	Regular/28500	06.09.2021
4	Bachelor of Commerce	2	1. Ms. Kriti Tandon	Assistant Professor	Post Graduate	5	Regular/25000-	9.04.2022
			2. Kapila	Assistant Professor	Post Graduate	5	Regular/28500-	10.9.2021
5	Master of Arts (Economics)	2	1. Dr. Manish Dwivedi	Associate Professor	Post Graduate	17	Regular/58000-	02.01.2020
			2. Ms. Yati Sharma	Assistant Professor	Post Graduate	3	Regular/25000-	4.09.2022
6	Master of Commerce	1	1. Ms. Richa Sharma	Assistant Professor	Post Graduate	8	Regular/38000-	10.07.2021
7	Bachelor of Computer Applications	2	1. Ms.Sonika Katta	Assistant Professor	Post Graduate	7	Regular/50000-	17.05.2022
			2. Mr. Anil Pal	Assistant Professor	Post Graduate	12	Regular/58000-	06.02.2020
8	Master of Computer Applications	1	1. Mr Ashok Sharma	Assistant Professor	Post Graduate	9	Regular/52000-	10.12.2021
9	Master of Business Administration	1	1. Dr. Swati Mishra	Associate Professor	PhD	12	Regular/56000-	05.01.2022

10	Bachelor of Library Science	2	1. Dr. Pramod Singh	Professor	PhD	22	Regular/46000-	11.7.2024
			2. Ms. Kriti Sandaya	Assistant Professor	Post Graduate	5	Regular/30000-	18.9.2023
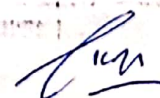
11	Master of Science (Mathematics)	2	1. Dr. Manvendra Narayan Mishra	Associate Professor	PhD	22	Regular/49000-	4.7.2020
			2. Dr. Harshvardhan Harsh	Associate Professor	Post Graduate	5	Regular/60000-	15.4.2023

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Part – IV: Examinations

4.1 Information of formative & 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, Complied	
2.	For ensuring transparency and credibility, the full-time faculty of the Open and Distance Learning mode Higher Educational Institutions or qualified faculty from University Grants Commission recognized Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes, Complied	
3.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centers or Learner Support Centers is located under the direct control and responsibility of the Open and Distance Learning mode Institution. No Examination Centers shall be allotted to any private organizations or unapproved Higher Educational Institutions.	Yes, Complied There is no off campus LSC of the HEI.	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the Convenience of the students.	Yes, Complied All the exams are conducted in the premises of Suresh Gyan Vihar University, Jaipur	
5.	The number of examination centers in a city or State must be proportionate to the student enrolment from the region	Yes, Complied All the exams are conducted in the premises of Suresh Gyan Vihar University, Jaipur.	
6.	Building and grounds of the examination centre must be clean and in good condition.	Yes, Complied	

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7.	The examination centre must have an examination hall with adequate seating capacityand basic amenities	Yes, Complied	
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, Complied	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities.	Yes, Complied	
10.	Safety and security of the examination centre must be ensured	Yes, Complied	
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	Yes, Complied	
12.	Provision of drinking water must be made for learners	Yes, Complied	
13.	Adequate parking must be available near the examination centre	Yes, Complied	
14.	Facilities for Persons with Disabilities should be available	Yes, Complied	

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

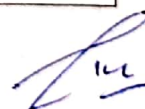| S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes, Complied	

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2.	A Higher Educational Institution offering Open and Distance Learning Programmes shall have a mechanism well in place for evaluation of learners enrolled through Open and Distance Learning mode and their certification.	Yes, Complied	
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:	Yes, Complied	
	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;	Yes, Complied	
	ii) For Open and Distance Learning mode: the learner has minimum attendance of 75 per cent. in the programme specific Personal Contact Programme (excluding counseling) and lab component of each of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ Higher Educational Institution.	Yes, Complied	
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 Open and Distance Learning mode shall be evolved by adopting same standards as being followed in conventional mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities.	Yes, Complied	

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5.	The weightage for different components of assessments for Open and Distance Learning 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, Complied	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes, Complied	
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, Complied	
8.	A Higher Educational Institution offering a Programme in Open and Distance Learning 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, Complied	
9.	The examination of the programmes in Open and Distance learning 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, Complied (All the exams are conducted at the campus of HEI i.e. Suresh Gyan Vihar University, Jaipur)	

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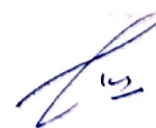|			
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Yes, Complied	
	(b) Availability of biometric system	Yes, Complied	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian Learners.	Yes, Complied	
	(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, Complied	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Yes, Complied	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution.	Yes, Complied	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Yes, Complied	
13.	(a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted	Yes, Complied	

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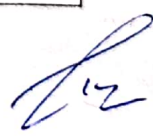|			
	through proctored examination (pen- paper or online or computer-based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.		
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	Yes, Complied	
14.	The Examination Centre shall be located in Government Institutions like Kendriya Vidyalaya (s),Navodaya Vidyalaya (s), Sainik School(s), State GovernmentSchools, etc. can also be identified as examination centre(s) under direct overall supervision of a Higher Educational Institution offering education under theOpen and Distance Learning mode including approved affiliated colleges underthe University system in the Country and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions	Yes, Complied However, all the exams of Open and distance learning Students are conducted at the campus of Suresh Gyan Vihar University, Jaipur only. Campus is fully equipped to conduct exams of all the students registered in Open and Distance Learning mode.	
15.	The Learner Support Centers, as defined in the regulations and within the territorial jurisdiction, can also be used as examination centers provided, they fulfill the criteria of an examination centre as defined in these regulations	There are no LSCs except campus of Suresh Gyan Vihar University, Jaipur.	
16.	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	Yes, Complied.	

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17.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognized identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Yes, Complied	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes, Complied Provisions have been made for the same and details will be uploaded as and when students pass the respective course.	
18.	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 Learner Support Centres (only for Open and Distance Learning); (v) Name and address of all Examination Centres	Yes Complied	

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4.3   Whether any examination held through online mode.

If yes, provide details regarding technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination

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4.4   Result and Student Progression

For UG, PG and PGD programmes

July-2024 Session Admissions Data for UGC					
S.no.	Course	Total Students	Total Enrolled Students	Appeared Student in Exam	Pass Student	Pass Student with 1st Division
1	B.COM	1081	934	840	655	393
2	BA	2606	1904	1712	1368	807
3	BA-Journalism	12	7	6	5	3
4	BBA	688	559	503	389	239
5	M.COM	175	144	129	104	59
6	MA (Economics)	143	100	89	75	39
	Total	4705	3648	3279	2596	1540

Note: The table header "Pass Student with 1st Division" applies to the last data column.

January-2025 Session Admissions Data for UGC					
S.no.	Course	Total Students	Total Enrolled Students	Appeared Student in Exam	Pass Student	Pass Student with 1st Division
1	B.COM	27	27	27	27	27
2	BA	76	76	76	72	69
4	BBA	29	29	29	29	29
5	M.COM	2	2	2	2	2
6	MA (Economics)	8	8	8	7	7
	Total	142	142	142	137	134

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Part – V: Programme Project Report (PPR) and Self-LearningMaterial (SLM)

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.

> **CDOE, SGVU, Jaipur has started any new course in 2024-25, apprently the PPRs, SLM, etc. are duly approved by statuary body of the HEI.**
>
> **Documents attached accordingly.**

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.

> INSERT TEXT BOX
> DOCUMENTS ATTACHED IN HARD COPY REPORT.

5.3   **Compliance status in respect of Self-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.

> INSERT TEXT BOX
> DOCUMENTS ATTACHED IN HARD COPY REPORT.

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Part – VI: Programme Delivery through Learner Support Centre (LSC)

6.1   Details of personal contact programmes implemented:

Please provide information in respect of programmes at UG, PG and PGD Programmes

S. No.	Programmes name	Centre Name	No. of centres conducted PCP	No. of PCP held every year	Total no. of students registered in the programme	No. of Students Attended on an average basis
1	UG	Suresh Gyan Vihar University, Jaipur	1	2	3536	110
2	PG	Suresh Gyan Vihar University, Jaipur	1	2	254	35
3	PGD	NA	NA	NA	NA	NA

6.2   Compliance status of 'Learner Support Centre' – As per Annexure – VIII of UGC(ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the process followed for identification of LSCs and the agreement terms for providing support to the learners thereby ensuring compliance to the LSCs provisions of the Regulations. The explicit details of approval by its Statutory Authorities/CIQA shall also be mentioned.

There is only one LSC i.e. Suresh Gyan Vihar University, Jaipur.
No off campus LSC is there.

6.3   LSC wise enrollment details (Not for Private University)

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Sr. No.	Name & Address of College/ institute where LSC is established (with Pin Code)	This LSC is LSC of how many HEIs? (No. and Names)	If yes,All the HEIs in same State as that of the LSC?	Name of HEI to which College/ institute is affiliated (where LSC is established)	Whether the College/ institute is private or Govt(where LSC is established)	Name and Contact Details of Coordinator and Counselor	Qualification of Coordinator and Counselor	No. of Counsellors	Program-mes offered	Total Enrolled student.
1.	NA	NA		NA	NA	NA	NA	NA	NA	NA
N.	NA	NA		NA	NA	NA	NA	NA	NA	NA

Note: In case of Science Programmes, programmes shall be offered from the Head Quarters and/or only from such Learner Support Centres which are offering same programme under conventional mode atleast for seven years.

Whether LSC is offering same programme under conventional mode	If Yes, then years since when being taught in conventional mode	No. of years	7 years condition complied Yes/No
NA	NA	NA	NA

6.4   Off campus details (For Deemed to be University)

Sr. No.	Name & Address of Off campus (Pin Code)	Approval of Govt of India through notification published in the Official Gazette	Name and Contact Details of Coordinator and Counselor	Qualification of Coordinator and Counselor	No. of Counsellors	Program-mes offered	Total Enrolled student.
1	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA	NA	NA	NA	NA	NA

6.5   Delivery of Self-Learning Material

Delivery of Self Learning Material to learners for ODL programmes as defined inAnnexure-VI and Annexure-VII of Regulations

Type	Date of Admission (for July and January)	Date Of SLM Of delivery	Whether delivered SLM to learners within a fortnight fromthe date of admission

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Printing Material	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)
Audio-Video Material	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)
Online Material	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)
Compute based Material	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)	FOR JULY-2024 (24.08.2024) FOR JANUARY-2025 (10.03.2025)

6.6 **Whether any course in a particular programme was allowed through OER/ Massive Open Online Courses: Y/N**

a. Provide details as under:

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

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

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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 withexplicit link address	If no. Reason thereof
1.	Joint declaration by authorized 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, Complied. LINK :- https://www.sgvu.edu.in/ciqa	
	*Uploading of the following on HEI website **(Mention link)***		
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Open and Distance Learning mode	LINK :- https://www.gyanvihar.org/media-library/contentLibrary/1665555298073SureshGyanViharUniversityAct2008.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory orregulatory authorities	LINK :- https://drive.google.com/file/d/177NQPtJBUBIA32dbOARjHaDCPQ8-oFP2/view?usp=drive_link	
4.	Programme details including brochures or programme guide inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	LINK :- https://drive.google.com/file/d/1RFb1MK1bwKYlcj3JUxzwFw2fbhhwEmWv/view?usp=sharing	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme- wise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details (for Open and Distance Leaning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;	LINK :- https://sgvu.edu.in/mandatory-disclosure	

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6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	LINK :- https://sgvu.edu.in/uploads/File_4_a20267f540.pdf	
7.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	LINK :- https://sgvu.edu.in/uploads/File_6_Feedback_Mechanism_e368278132.pdf	
8.	Information regarding all the programmes recognized by the Commission	Link :- https://sgvu.edu.in/#programs	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Link : - https://drive.google.com/file/d/1hwYbmP4-sCI-Fff6oXIUKWmAV8eUKu-Y/view?usp=sharing	
10.	Complete information about 'Self Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Open and Distance Learning Programmes;	Link:- https://sgvu.edu.in/uploads/LIS_102_Library_Management_and_Information_Centre_b0c5a2859a.pdf https://sgvu.edu.in/mandatory-disclosure	
11.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Open and Distance Learning Programmes	Yes, Complied. LINK :- https://sgvu.edu.in/uploads/File_9_FA_Qs_0f601815 27.pdf	
12.	List of the 'Learner Support Centres' along with the number of learners who shall appear at any examination centre and details of the Information and Communication Technology facilities available for conduct of examination in a fair and transparent manner, for Open and Distance Learning programmes	Link:- https://sgvu.edu.in/mandatory-disclosure HEI is having only one LSC i.e. Suresh Gyan Vihar University, Jaipur.	

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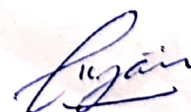Mahal Jagatpura, Jaipur (Raj.)

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13.	List of the 'Examination Centers' along with the number of learners in each centre, for Open and Distance Learning programmes	Link:- https://sgvu.edu.in/mandatory-disclosure HEI is having only one Examination Center i.e. Suresh Gyan Vihar University, Jaipur.	
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	Link: - https://drive.google.com/file/d/1ExBYAQIqP9rAv9JXZrpnllBXQeFRaC1f/view?usp=sharing	
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	Link:- https://sgvu.edu.in/uploads/File_4_a20267f540.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	Link:- https://sgvu.edu.in/uploads/File_11_fca6d9cf2f.pdf	

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

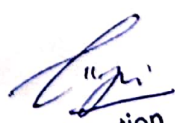| S.No.	Provision	Whether being compliedYes/No
1.	The intake capacity under Open and Distance Learning mode for a programme under science discipline to be offered by a Dual Mode University shall be three times of the approved in take in conventional mode and incase of Open University, it shall be commensurate with the capacity of the Learner Support Centers (for Open and Distance Learning only) to provide lab facilities to the admitted learners:	Yes, Complied
2.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Open and Distance Learning mode, shall render the enrolment invalid.	Yes, Complied
3.	A Higher Educational Institution shall, for admission in respect of any programme in Open and Distance Learning mode, accept payment towards admission feeand other fees and charges-	
	(a) as may be fixed by it and declared by it in theprospectus for admission, and on the website of the Higher Educational Institutions;	Yes, Complied.
	(b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions;	Yes, Complied.
	(c) only by way of online transfer, bank draft or pay Order directly in favour of the Higher Educational Institution.	Yes, Complied.

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4.	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, Complied.
5.	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:	Yes, Complied.
	Provided that a Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	Yes, Complied.
6.	Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning 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, Complied.
	Provided that a Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning for or on behalf of the Higher Educational Institution	Yes, Complied.
7.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;	Yes, Complied.

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	(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;	Yes, Complied.
	(c) exhibit such records as permissible under law on its website; and	Yes, Complied.
	(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	Yes, Complied.
8.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Open and Distance Learning mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in Open and Distance Learning mode, and the other terms and conditions of such payment	Yes, Complied.
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes, Complied.
8. (c)	The number of seats approved in respect of each programme of Open and Distance Learning mode, which shall be in consonance with the resources.	Yes, Complied.

8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes, Complied.
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes, Complied.
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes, Complied.
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes, Complied.
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	Yes, Complied.
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution.	Yes, Complied.
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes, Complied.

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8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions.	Yes, Complied.
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, Complied.
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, Complied.
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 Open and Distance Learning mode offered by a Higher Education Institution.	Yes, Complied.
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, Complied.

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13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in Open and Distance Learning mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes, Complied.
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 recognized by the appropriate statutory authority or by the Commission where it is not so recognized;	Yes, Complied.
	(b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorized to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	Yes, Complied.

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.

1. At the first end issues of the students are very closely monitored over mail i.e. Support.sgvude@mygyanvihar.com and other prescribed mail ids.
2. At the next level HEI is having its own ticket generation system, where all the tickets of the students are answered within 36 hours or earlier.
3. Person in charge is assigned to look after the grievances generated on UGC grievance portal where all the appropriate answers are given to the student and competent authority.
4. E-samadhan portal for student grievance is very closely monitored by the person in charge at HEI, appropriate answers are given as and when required.

9.2 **Details of Grievance received**

Numbers of Grievance Received	Numbers of Grievance Resolved
165 (Includes internal mails and tickets)	165

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 grievance portal of UGC, direct mails and ticket system of university is being checked on regular basis and solutions are being provided at the earliest. All the issues are being addressed within 24 hours.

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)
80	80	Yes

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Part – X: Innovative and Best Practices

10.1   Innovations introduced during academic year

University focuses on the thrust area like
(i) Development of innovative learning Management System (LMS)
(ii) Development of innovative student support system.
(iii) Benchmarking for Quality Management.
(iv) Curriculum has been revised as per guidelines of NEP
(v) Provision his been made to upload Adhar Card for proper identification.

10.2   Best Practices of the HEI

Quality learning material in local language, relevant to local conditions with global standards, technology enabled learner support services for admission, payment of fees, hall ticket, examination time-table, model question papers, learning material, etc. environment friendly practices; modern office infrastructure with ICT facilities at hear quarter.
-LMS (with 4 quadrant)
-In-house development of 100% SLM
-24x7 help desk
-Online lectures
-E-Content on LMS
-Queries & case studies,

10.3   Details of Job Fairs conducted by the HEI

SGVU, Jaipur is committed to provide better future to youth of the state, hence aims to provide a bigger platform covering huge masses for choosing their career path at the job fair event. In this series of huge successes of previous job fairs organized.

The 2025 job fair is expected to take place in the month of November, 2025. Exact date and venue will be made public at the earliest. This job fair is expected to provide opportunities to all students who are pursuing higher/technical education in various HEls and are looking forward to jobs in the relevant fields.

10.4   Success Stories of students of ODL mode of the HEI

Student success is everything at Suresh Gyan Vihar University, with our rich experience in the education sector, we truly understand that each student's story is unique and special, and we are here to guide them, nurture them and train them to face real world challenges with grit, patience and confidence.

Students are going to appear in their final semesters (both UG and PG courses) in September 2025 exam cycle, we are looking forward to the placement of our students and hope that we will be able to create best success stories of our students.

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10.5 Initiatives taken towards conversion of SLM into Regional Languages

At the first instance, material is developed in English language, till date we have finalized 6 semesters of IIG courses and revised the 4 semesters of PG courses. Now we are in process of our SLM in Hindi (as a second language).

10.6 Number of students placed through Campus Placements

In September 2025 first batch of PG courses has been passed out and till date 6 students have grabbed the govt. job in Rajasthan Public Service Commission, at Jeast 25 students (MBA) have been recommended to various companies and more than 12 have accepted the offer and working in the respective companies.
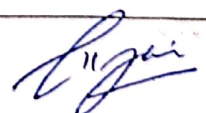
10.7 Details of Alumni Cell and its activity

The Alumni related activities of the university are conducted at SGVU, Jaipur including placements for its heterogenous and dispersed population who have successfully completed their programs of studies. The alumni of the university are registered through an Alumni registration form. Currently the university has a network of 2500 alumni and the number is continuously growing. The alumni of the university significantly contributed in the following ways:

- Helping our potential learners to find opportunities in the organization where they are currently working.
-Facilitating placement drives by coordinating with different agencies and industries.
-Acting as mediator and an interface between the industry and the university students/alumni
-Acting as a brand ambassador of the university propagating ODL. philosophy in society.
-Acting as a brand ambassador of the university propagating ODL. philosophy in society
-Conducting counselling sessions workshops.

10.8 Any other Information

1. Institution has a dedicated online/offline helpdesk, toll free phone number: SGVII has a dedicated student service division (SSD) at its headquarter for online and offline resolution of learner's problems which are communicated in person or through email, phone and letters.
2. Learners have access to the identified and designated program coordinators, course coordinators and the faculty members for academic consultation about information on the program, courses and grievances
3. Student zone/corner on university website provide information related to the admission and examination to learners at one place.
4. Academic counselors at 5GVU conduct induction workshop, provide academic counselling, psychological support and personal guidance to learners.
5. We also serve as information center and send SMS alerts regarding induction programs, counselling sessions, re-registration, examination, etc, and motivating them to maintain their schedule of study.

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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: Signature of the Registrar:

Name: Name:

Seal: DIRECTOR   Seal: (Madhusudan Sharma)
        Centre for Distance and Online Education   Registrar
Date: Suresh Gyan Vihar University, Jaipur   Date: Suresh Gyan Vihar University
                                                                  Jaipur

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

DIRECTOR
Centre for Distance and Online Education
Suresh Gyan Vihar University, Jaipur

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