Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE

(CIQA)

PROGRAMMES UNDER

ONLINE MODE

2022-23

Contents	
Part – I: General Information	3
Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning	9
Part – III: Human Resources and Infrastructural Requirements	19
Part – IV: Examinations	50
Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)	59
Part – VI: Programme Delivery through Learning Platform	61
Part – VII: Self Regulation through disclosures, declarations and reports	64
Part - VIII: Admission and Fees	66
Part – IX: Grievance Redressal Mechanism	69
Part – X: Innovative and Best Practices	71

Name of HEI: Guru Nanak Dev University

HEI ID: HEI-U-0376

DECLARATION

Part - I: General Information

1.1 Date of notification of the Centre (attach a copy of the notification) F: No. 14/2020 (DEB) dated 26^{th} July 2021 (letter attached 2677-88/Estt/A-10 date 15-02-2023.

Upload PDF

1.2 Details of Director, CIQA

• Name: Prof.(Dr.) Subheet Kumar Jain

• Qualification: Ph.D

Appointment Letter and Joining Report: Upload (PDF)- 8th February 2018

1.3 Details of CIQA Committee:

a. Composition as per Regulations

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. (Dr.) Jaspal Singh Sandhu	Sports Medicine	28-10-2020
b.	Three Senior teachers of HEI	Member 1	Dean, Academic Affairs, Dr. Sarbjot Singh Behl	Urban Environment and Design, Regional Architecture, Green and Sustainable Architecture	28-10-2020
		Member 2	Director IQAC, Prof. Dr. Ashwani Luthra	Policy making sustainable development.	28-10-2020
C.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 3	Dr. Parminder Kaur, Associate Prof. and HoD of Computer Science	Computer Science	28-10-2020
		Member 4	Dr. Gurpreet Randhawa, Associate Professor and HoD of University Business School	MBA	28-10-2020
		Member 5	Prof. Dr. Manjinder Singh, Associate	Punjabi	28-10-2020

Name of HEI: Guru Nanak Dev University

Type of HEI: State

			Professor and		
			HoD, School of		
			Punjabi Studies		
d.	Two External Experts of ODL	Member 6	Dr. Anita Gill,	Distance	28-10-2020
	and/or Online Education		Former Dean	Education	
			Academic		
			Affairs, Jagat		
			Guru Nanak Dev		
			Punjab State		
			Open		
			University,		
			Patiala		
		Member 7	Dr. Rajneesh	Distance	28-10-2020
			Kant Sachdev,	Education	
			Former		
			Director, ODL		
			IKGPTU,		
			Jalandhar		
e.	Officials from departments of	Member 8	Prof. Incharge	Chemistry	28-10-2020
	HEI		Examinations,		
		Administration	GNDU		
	 Administration 	Member 9	Dr. Daiagh Valia	Accounts	28-10-2020
	Finance	Member 9	Dr. Rajesh Kalia, DR Finance	Accounts	28-10-2020
	• Finance	Finance	DR Fillance		
f.	Director, CIQA	Member	Prof. (Dr.)	Pharma	28-10-2020
		Secretary	Subheet Jain		

b. Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N) If No, reason thereof

Yes.

Note- HOD's as ex-officio shall be members of CIQA committee as per University appointment.

Dean, Academic Affairs as ex-officio shall be members of CIQA committee as per University appointment.

Dean College Development Council as ex-officio shall be members of CIQA committee as per University appointment

Director IQAC Council as ex-officio shall be members of CIQA committee as per University appointment

1.4 Number of meetings held and its approval: 2

a. No. of meetings held every year:

b. Meeting details:

Meetings	Date-Month-Year	No. of External	Minutes	Approval of Minutes

		Expert Present		
Meeting 1	26-04-2023	02	upload	upload
Meeting 2	30-06-2023	02	upload	upload

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

From < Month, Year > academic session:

Sr.	Name of the	Certificate	Duration	No. of	Admissio	Fee	Approval Of	Number	of st	ude	nts
1	Departmen	Title	(months)	Credits	n	(Rs.)	statutory	Admitte	d		
No.	t				Eligibility		Authority(s)	(Male/Fo	emal	e/	
							(DDMMYYYY)Of	Transge	nder)	
							HEI/ Regulatory		1		1
							Authority (if	M	F	T	T
							required)			G	ot
											al
1	NA	NA									

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:

Sr.	Name of the	Diploma	Duration	No. of	Admission	Fee	Approval Of	Numb	er of	f	
No.	Depart ment	Title	(months)	Credit s	Eligibility	(Rs.)	statutory Authority(s) (DDMMYYYYY)Of HEI/ Regulatory Authority (if required)	studer (Male Trans	/Fen	nale,	
1	NA	NA								ı	

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.	Post	Duration	No. of	Admission	Fee	UGC Recognition	Numb	er of	studer	its
No.	Graduate Diploma Title	(months)	Credits	Eligibility	(Rs.)	Letter No. and date	Admit (Male Trans	/Fem		Tot
										al
1	NA	NA								

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

From < July, 2022 > academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Adm (Mal	ber of itted e/Fem sgende	ale/	ıts
							M	F	TG	Tot al
1	Bachelor of Computer Applications	36	128	10+2	95200	F.No. 1- 14l2020(DEB-l) 26th July 2021	29	16		45
2	Bachelor of Arts (Punjabi)	36	96	10+2	40200	F.No. 1- 14l2020(DEB-l) 26th July 2021	20	13	:	33

From < Jan-Feb, 2023 > academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Under - Graduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Adm Fema	itted (studer Male/ er)	nts
							M	F	TG	Tot al
1	Bachelor of Computer Applications	36	128	10+2	95200	F.No. 1- 14l2020(DEB-l) 26th July 2021	6	0		6
2	Bachelor of Arts (Punjabi)	36	96	10+2	40200	F.No. 1- 14l2020(DEB-l) 26th July 2021	3	2		5

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.	Postgraduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Adm (Mal	iber of itted e/Fen isgend	nale/	ents
							M	F	TG	Tot al
1	Master of Commerce	24	80	Graduate	54000	F.No. 1- 14l2020(DEB-l) 26th July 2021	6	7	l	13
2	Master of Arts- Punjabi	24	64	Graduate	34000	F.No. 1- 14l2020(DEB-l) 26th July 2021	11	7		18

Name of HEI: Guru Nanak Dev University

Sr. No.	Postgraduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Adm Fem	iber of nitted (ale/ nsgend	(Male _/	
							M	F	TG	Tot al
1	Master of Commerce	24	80	Graduate	54000	F.No. 1- 14l2020(DEB-l)	1	2	<u> </u>	3
						26th July 2021				
2	Master of Arts- Punjabi	24	64	Graduate	34000	F.No. 1- 14l2020(DEB-l) 26th July 2021	2	2		4

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

2.1 Action taken on the functions of CIQA:

S.N o.	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	Strict quality control by the HEI is being followed for Online programmes as currently being followed for Conventional courses. A system is developed to measure quality control parameters in all inputs as well as all processes relating to services provided to Learners. All stakeholders are surveyed regularly and after interactions for feedback, comments as well as via detailed questionnaire.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Feedback received from Surveys and other systems are reviewed constantly to look for ways and means to improve the functioning of the Department. Improvements are being made continuously as a whole for the Online system such as improvements in the content and language for e-learning materials.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality.	The CIQA has identified certain key areas wherein we should maintain and improve quality at all times – including Academic design, learner support, communication, student engagement and interactivity.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
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)	CIQA has ensured that Academic Benchmarks including Syllabi and Evaluation systems for Online Programs are at least as rigorous as Conventional programs. Also, faculty are sensitized on the need to ensure that their inputs in teaching learning for students on these programs are to be as rigorous as in	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023

	T	1 ,	
		campus, and to ensure that outcomes are kept in mind at all times.	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Personal Interviews, Module Surveys, Online Surveys and evaluation studies were taken up. Stakeholders can also give feedback by walking in and meeting the support staff, or emailing or calling any of the staff members whose contact details are available on the website. Also, the University has made arrangements for regular interface sessions.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative Improvement	The efforts are ongoing for continuous quality improvement of systems, methods and services by arranging meetings and workshops for various categories of personnel involved in implementing the programs. Regular meetings were held with HOD's and other incharges of various activities with a view to share necessary information, expertise, materials and debate strategies needed for Quality assessment and improvement.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
7.	Implementation of its recommendations through periodic reviews	A Core Committee is constituted by CIQA to provide support in advising and monitoring the quality assurance aspects of the University. The Core Committee met at regular intervals throughout the year.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
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.	CIQA conducted Periodic seminars and workshops to promote social values among the teachers and learners. Workshops and training on Research Methodology and innovative practices are regularly conducted for the faculty members and the research students.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
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	Towards quality enhancement in services, a mobile application for the students to track important notifications, and also to raise	Compliance Uploaded for Section 2.1 for

	Institution	support tickets were introduced. An AI Powered Chat Bot that would address most frequently asked questions was also introduced. Changes made to processes were informed to Students/Learners. Also, quality commitments at the University's end were documented and informed to students.	all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	The Department has been collecting data as per the instructions of CIQA, and has been collating the corresponding statistical studies, which are shared with all stakeholders periodically. The same is also analyzed for accuracy and conformity.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
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 HEI has followed the norms and guidelines for the preparation for PPR. A PPR is prepared before the introduction of any new program and the same is approved by the Statutory body of HEI. The program PPR clearly defines the following— (a) programme objectives and outcomes (b) nature of target group of learners (c) appropriateness of the programme with quality assurance for acquiring specific skills (d) programme content designing and developing (e) cost estimates for development of the programme (f) admission, delivery and evaluation norms.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
12.	Mechanism to ensure the proper implementation of Programme Project Reports	All Departments and corresponding Board of Studies are sensitized to the importance of following the PPR and ensuring to adherence to it in all matters relating to the Programs. Compliance to PPR has been made a matter of utmost importance, and it is used as the authoritative document for each program. Compliance is reviewed periodically.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023

13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Annual Reports, and all documentation generated by the CIQA, as well as the Department, are documented in the University's Online filing system, and reviewed periodically, to ensure compliance and continuity.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The committee and CIQA has given various inputs from interactions had with Industry and Businesses, and has convened the same to the Department, in order to ensure that faculty are sensitized, and syllabi and teaching are kept up to date and in line with Industry expectations, in order to ensure that the students are employable and job ready.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	Keeping in mind recent and ongoing changes in the regulations, including NAD, CBCS, NEP etc., the CIQA is working constantly to design a system based learner centric environment and to help the Departments transition to the same.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The CIQA shall be working with the various departments of the University towards ensuring that it provides all required assistance towards any accreditation and assessment reviews by NAAC or such bodies.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
17.	Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit	CIQA has encouraged the various departments and the Online Department to ensure that a 'Quality First' approach is adopted, and all processes are in line with the same. The CIQA Annual Report process as well as regular NAAC appraisals shall be used as benchmark. The CIQA Committee is pleased to note that the University ranks A++ in the NAAC grading and hopes the same will be maintained.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	The University has been encouraged to pass on inputs as received by various stakeholders to the Commission whenever possible, and	Compliance Uploaded for Section 2.1 for

19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	also to include any such matters in discussions whenever DEB / UGC Presentations are held next. It has been also recommended that the same may be documented accordingly. The University has been advised to make arrangements for Seminars and Conferences, inviting Institutions and Universities from across the Nation to share best practices in Online and Distance Education. Faculty are also being encourages to attend such conferences and seminars organized by other Institutes wherever possible.	all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023 Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	The CIQA committee of the HEI meets at least once a semester. The quorum for the meeting comprises of two-third of the total number of members with mandatory presence of one external expert. The agenda, minutes and Action Taken Reports are documented with official signatures and maintained electronically in a retrievable format.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
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. (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 CIQA has made all efforts to ensure that Annual Report is prepared on time, and made available online as well as shared with the Syndicate and the UGC/DEB.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
22.	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes	The committee oversees the functioning of CIQA and approves the reports generated time to time.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 1653/ODL dt. 24/8/2023
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	CIQA has overseen the adoption and implementation of various Instructional Design methodologies	Compliance Uploaded for Section 2.1 for

	programmes	as decided by the Statutory bodies,	all points S. No 1
		such as the usage of the Swayam- 4	to 29 vide letter
		Quadrant approach	no. 1653/ODL
			dt. 24/8/2023
24.	Promoted automation of learner support services of the	The CIQA committee of the HEI	Compliance
	Higher Educational Institution	plays an important role in	Uploaded for
		promoting the automation of	Section 2.1 for
		Learner Support Services. Use of Artificial Intelligence , as we all	all points S. No 1
		technology platforms for the same is	to 29 vide letter
		encouraged.	no. 1653/ODL
		S	dt. 24/8/2023
25.	Coordinated with external subject experts or agencies or	The CIQA committee of the HEI	Compliance
	organisations, the activities pertaining to validation and	coordinates with external subject	Uploaded for
	annual review of its in-house processes	experts or agencies for the annual	Section 2.1 for
		review of its in-house processes.	all points S. No 1
			to 29 vide letter
			no. 1653/ODL
			dt. 24/8/2023
26.	Coordinated with third party auditing bodies for quality	The CIQA committee of the HEI	Compliance
	audit of programme(s)	ensures coordination with third	Uploaded for
		party auditing bodies for quality	Section 2.1 for
		audit of the programme.	all points S. No 1
			to 29 vide letter
			no. 1653/ODL
			dt. 24/8/2023
27.	Overseen the preparation of Self- Appraisal Report to be	The CIQA committee of the HEI is	Compliance
	submitted to the Assessment and Accreditation agencies on	responsible for overseeing the	Uploaded for
	behalf of Higher Educational Institution	preparation of Self- Appraisal Report which is submitted in	Section 2.1 for
		Assessment and Accreditation	all points S. No 1
		agencies.	to 29 vide letter
			no. 1653/ODL
			dt. 24/8/2023
28.	Promoted collaboration and association for quality	The CIQA committee of the HEI	Compliance
	enhancement of Online mode of education and research	promotes collaboration and	Uploaded for
	therein	association for quality enhancement of Online mode of education.	Section 2.1 for
		or omnie mode or education.	all points S. No 1
			to 29 vide letter
			no. 1653/ODL
			dt. 24/8/2023
29.	Facilitated industry-institution linkage for providing	The CIQA committee of the HEI	Compliance
	exposure to the learners and enhancing their employability.	ensures proper facilitation of the	Uploaded for
		industry-institutional linkage	Section 2.1 for

	towards providing exposure to the	
	learners and enhancing their job	to 29 vide letter
	prospects.	no. 1653/ODL
		dt. 24/8/2023

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

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	The required policies were framed by the HEI related to matters regarding planning, human resources, recruitment, performance appraisal, training and financial management etc. with a focus on the following key aspects: a)Organization Structure and Governance- The required positions in the HEI are filled in as prescribed by the commission. b)Management- The role of the leadership and management of the HEI is to assess and review the organization culture. c) Strategic Planning- The HEI undertakes strategic planning of its activities and implements the same. d)Operational Plan, Goals and Policies-The HEI has well defined realistic and measurable goals, policies and plans that are well implemented and well	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt. 24/8/2023
2	Articulation of Higher Educational Institution Objectives	communicated to its stakeholders. The HEI has articulated a clear vision, mission, ethos and strategy that are consistent with the goals of offering programs in an online mode.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt.

			24/8/2023
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 following mechanisms were adopted by the HEI towards program development and approval processes. a) Curriculum Planning, Design and Development- Proper processes, systems and structures are laid in place by the HEI to carry out these responsibilities. b) Curriculum Implementation- The HEI has implemented specific plans to identify the time to be spent on specific components towards the effectiveness of the programme(s) and their usefulness as a whole. c. Academic Flexibility- The HEI has adopted proper strategies for imparting academic flexibility to its learners. d. Learning Resource- The HEI ensures the quality of the learning resources in the form of e-learning materials. It follows the 4 Quadrant approach as defined in the regulations. e. Feedback System- A proper feedback mechanism is in place by the HEI to take feedback from all stakeholders.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt. 24/8/2023
4	Programme Monitoring and Review	The HEI has planned and executed the program monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt. 24/8/2023
5	Infrastructure Resources	The HEI has a system to elicit data on the adequacy and optimal use of the facilities namely e-library, ICTE infrastructure etc. to maintain the quality of academic programmes and ensure qualitative support to each of the stakeholders.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt.

			24/8/2023
6	Learning Environment and Learner Support	The HEI provides learner support services including academic counseling etc. for its online learners. Additionally, HEI has established Information and Communication Technology facilities as component of the learning environment which is focused on the pedagogical use of modern educational practices to support blended learning. The learner support services are provided through the e-learning platform.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt. 24/8/2023
7	Assessment and Evaluation	The HEI has executed the evaluation through various assessment tools including multiple choice questions, project reports, case-studies, presentation and term end examinations. The HEI has put in place a proper mechanism to evaluate the assessment for assessing the learning outcomes of the learners.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt. 24/8/2023
8	Teaching Quality and Staff Development	The Higher Educational Institutions has maintained a well-established structure for promoting quality counseling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 1654/ODL dt. 24/8/2023

2.3 Compliance of Process of Internal Quality Audit – As per Annexure–I (Part V (3)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020:

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1	Academic Planning	The HEI has robust and appropriate academic planning procedures to ensure that the programs offered are relevant to national economy and offers a high-quality value-added learner experience. The HEI has adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	Compliance Uploaded for Section 2.3 for all points S. No 1 to 3 vide letter no. 1655/ODL dt. 24/8/2023
2	Validation	The HEI has a mechanism in place for validation to ensure that its programmes are academically viable, that academic standards have been appropriately defined and that these offer learners the best opportunity to learn.	Compliance Uploaded for Section 2.3 for all points S. No 1 to 3 vide letter no. 1655/ODL dt. 24/8/2023
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	The HEI ensures that the monitoring, evaluation and enhancement plans are in place for the learners. Examination Centers do not exist for Online Programs. Every 5 years the external audit is planned for the fifth year. Data related to Performance, Programme, Faculty etc is collected from the LMS and a periodic review is done by the HEI.The details are documented in the University's Online filing system, and reviewed periodically, to ensure compliance and continuity.	Compliance Uploaded for Section 2.3 for all points S. No 1 to 3 vide letter no. 1655/ODL dt. 24/8/2023

Name of HEI: Guru Nanak Dev University

Type of HEI: State

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

0r

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

Name of Director: Prof. (Dr.) Subheet Kumar Jain (Regular)

Emp. Code: 37177 (Regular mode) **Designation: Professor and Director**

Oualification: Ph.D

Salary: Basic Salary 182200 in matrix 14 Rs. 144200-218200 (as per new pay scale) Mention detail such as Regular Employee, Designation, Qualification, Salary (Attached Appointment Letter and Joining Report) detail

Attached Letter No. 3848/ODL date 12-05-2023

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

Dr. K S Duggal (Dy. Director of Centre for Distance and Online Education)

Qualification-Ph.D

Employment- Regular

Salary- 144200-218200* (Academic Level 14)

- 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

0r

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

NA			

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

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

Insert Box			

Programme name: Bachelor of Arts (Punjabi)

a. Programme Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Harinder Kaur Sohal, (BA Punjabi) Assistant Professor	MA (Pbi) Ph.d	19 Years	Regular, 57700-182400 (as per Academic Level 10)	16-10-2014

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Adhunik Punjabi Kavita	Ms. Kulwant Kaur Assistant Professor	MA (Pbi.), M.Phil	Fresh	Contractual	10-11-2022
2	Punjabi Natak te Rangmanch	Ms. Kulwant Kaur Assistant Professor	MA (Pbi.), M.Phil	Fresh	Contractual	10-11-2022
3	Punjabi Naval	Ms. Kulwant Kaur Assistant Professor	MA (Pbi.), M.Phil	Fresh	Contractual	10-11-2022
4	English	Ms. Gurpreet Kaur Assistant	MA Eng,	1.5	Contractual	21-07-2021

		Professor				
	Adhunik Punjabi Kavita	Ms. Kulwant Kaur Assistant	MA (Pbi.), M.Phil	Fresh	Contractual	10-11-2022
5		Professor				
	Punjabi Sabhyachar	Dr. Pawan Kumar	MA (Pbi), Ph.D	Fresh	Contractual	10-06-2022
6		Assistant Professor				
	Punjabi Sahit da Itihas	Dr. Pawan Kumar Assistant	MA (Pbi), Ph.D	Fresh	Contractual	10-06-2022
7		Professor				
	English	Ms. Gurpreet Kaur	MA Eng,	1.5	Contractual	21-07-2021
8		Assistant Professor				
	Punjabi Lokdhara	Dr. Pawan Kumar	MA (Pbi), Ph.D	Fresh	Contractual	10-06-2022
9		Assistant Professor				
10	Punjabi Dhuni Viont te Gurmukhi Orthography	Ms. Kulwant Kaur Assistant Professor	MA (Pbi.), M.Phil	Fresh	Contractual	10-11-2022
	Punjabi Sahit da Itihas	Dr. Pawan Kumar	MA (Pbi), Ph.D	Fresh	Contractual	10-06-2022
11		Assistant Professor				
	English	Ms.Pahuldeep Kaur	MA Eng,	1.5	Contractual	21-07-2021
12		Assistant Professor				
13	Punjabi Viyakaran	Ms. Surinder Kumari	MA Punjabi	1.5	Contractual	24-10-2021

		Assistant Professor				
	Pakistani Punjabi Sahit	Ms. Surinder Kumari	MA Punjabi	1.5	Contractual	24-10-2021
14		Assistant Professor				
	Punjabi Sahit da Itihas	Ms. Surinder Kumari	MA Punjabi	1.5	Contractual	24-10-2021
15		Assistant Professor				
	English	Ms.Pahuldeep Kaur	MA Eng,	1.5	Contractual	21-07-2021
16		Assistant Professor				
	Punjabi Bhasha da Itihas	Ms. Surinder Kumari	MA Punjabi	1.5	Contractual	24-10-2021
17		Assistant Professor				
	Parwasi Punjabi Sahit	Dr. Harinder Kaur Assistant	MA (Pbi.), Ph.D	02 Years	Regular, 57700-182400 (as per Academic Level 10)	01-01-2021
18		Professor				
	Gurmat Kaav	Dr. Manjinder Singh	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
19		Associate Professor				
	Punjabi Sufi Kaav	Dr. Inderpreet Kaur	MA (Pbi.), Ph.D	Fresh	Contractual	10-06-2022
20		Assistant Professor				
	Punjabi Alochna	Dr. Pawan Kumar	MA (Pbi), Ph.D	Fresh	Contractual	10-06-2022
21		Assistant Professor				
22	Kissa te bir Kaav	Dr. Pawan	MA (Pbi), Ph.D	Fresh	Contractual	10-06-2022

		Kumar Assistant Professor				
23	Punjabi Vartak	Dr. Harinder Kaur Assistant Professor	MA (Pbi.), Ph.D	02 Years	Regular, 57700-182400 (as per Academic Level 10)	01-01-2021
24	Adhunik Punjabi Kahani	Ms. Surinder Kumari Assistant Professor	MA Punjabi	1.5	Contractual	24-10-2021

c. Course mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr Harinder Kaur, Assistant Professor	PhD	3	57700-182400 (as per Academic Level 10)	01-01-2021

Programme name: Bachelor of Computer Applications

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Sandeep Sharma	B.E (CSE), ME (CSE), Ph.D	23 years	Regular	21-01-2000

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Introduction to Programming in C	Er. Hardeep Singh Assistant	B.Tech, M.Tech, GATE	05 Years	Regular, 57700-182400 (as per Academic Level 10)	23-10-2018

		Professor				
2	Introduction to Computer and Information Technology	Mr. Arvind Sharma Assistant Professor	MCA, M.Tech	05 Years	Contractual	23-10-2018
3	Communication Skills in English-I	Ms. Gurpreet Kaur Assistant Professor	MA Eng,	1.5	Contractual	21-07-2021
4	Punjabi Compulsory-I	Ms. Surinder Kumari Assistant Professor	MA Punjabi	1.5	Contractual	24-10-2021
5	Programming Lab-I	Er. Hardeep Singh Assistant Professor	B.Tech, M.Tech, GATE	05 Years	Regular, 57700-182400 (as per Academic Level 10)	23-10-2018
6	Punjab History Culture	Dr. Manjinder Singh Associate Professor	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
7	Drug Abuse Problem	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
8	Introduction to Programming in C++	Mr. Arvind Sharma Assistant Professor	MCA, M.Tech	05 Years	Contractual	23-10-2018
9	Principles of Digital Electronics	Ms. Keerti Shelly Assistant Professor	MCA	05 Years	Contractual	23-10-2018
10	Numerical Method and	Mr. Arvind Sharma	MCA, M.Tech	05 Years	Contractual	23-10-2018

Name of HEI: Guru Nanak Dev University

	Statistical Techniques	Assistant Professor				
11	Communication Skills in English-II	Ms. Gurpreet Kaur Assistant Professor	MA Eng,	1.5	Contractual	21-07-2021
	Punjabi Compulsory-II	Ms. Kulwant Kaur	MA (Pbi.), M.Phil	Fresh	Contractual	10-11-2022
12		Assistant Professor				
	Programming Lab -II	Mr. Arvind Sharma	MCA, M.Tech	05 Years	Contractual	23-10-2018
13		Assistant Professor				
	Drug Abuse Problem	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
14		Assistant Professor				
	Punjab History Culture	Dr. Manjinder Singh	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
15		Associate Professor				
	Computer Architecture	Ms. Keerti Shelly	MCA	05 Years	Contractual	23-10-2018
16		Assistant Professor				
	Database Management System	Dr. Sandeep Sharma	B.E (CSE), M.E. (CSE), Ph.D	21 Years	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000
17		Associate Professor				
	Computation Problem Using Python	Er. Tarandeep Singh	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
18	7,000	Assistant Professor				
19	Programming	Er. Tarandeep	B.Tech, M.Tech	05 Years	Contractual	23-10-2018

	Lab -III	Singh	(CSE)			
		Assistant Professor				
	Environmental Studies	Dr. Nitika Bhandari Assistant	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
20		Professor				
	Data Structure and File Processing	Dr. Sandeep Sharma Associate	B.E (CSE), M.E. (CSE), Ph.D	21 Years	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000
21		Professor				
	Information System	Mr. Simran Singh	B.Tech	Fresh	Contractual	27-09-2022
22		Assistant Professor				
	Internet Applications	Mr. Simran Singh	B.Tech	Fresh	Contractual	27-09-2022
23		Assistant Professor				
	System Software	Dr. Sandeep Sharma Associate	B.E (CSE), M.E. (CSE), Ph.D	21 Years	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000
24		Professor				
	Programming Lab -IV	Singh	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
25		Assistant Professor				
	Computer Networks	Ms. Zinia Verma	BCA	Fresh	Contractual	27-09-2022
26		Assistant Professor				
	Web Technologies	Er. Hardeep Singh Assistant	B.Tech, M.Tech, GATE	05 Years	Regular, 57700-182400 (as per Academic Level 10)	23-10-2018
27		Professor				

Name of HEI: Guru Nanak Dev University

Type of	of	HEI:	State
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	Operating System	Mr. Arvind Sharma	MCA, M.Tech	05 Years	Contractual	23-10-2018
28		Assistant Professor				
	Programming Lab –V	Er. Tarandeep Singh Assistant	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
29		Professor				
	Computer Graphics	Ms. Zinia Verma Assistant	BCA	Fresh	Contractual	27-09-2022
30		Professor				
	Software Engineering	Er. Tarandeep Singh Assistant	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
31		Professor				

c. Course Mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Prof. Sandeep Sharma	Ph.D	23	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000

Programme name: Master of Arts (Punjabi)

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
	Dr. Manjinder Singh,	Ph.D		Regular, 131400-217100 (as	
1.	(Associate Professor)		09 years	per Academic Level 13A)	16-10-2014

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Gurmat Kaav	Dr. Manjinder Singh Associate Professor	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
2	Punjabi Sufi Kaav	Dr. Inderpreet Kaur Assistant Professor	MA (Pbi.), Ph.D	Fresh	Contractual	10-06-2022
3	Sahit Sidhant Ate Kaav Shastar	Dr. Manjinder Singh Associate Professor	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
4	Lokdhara te Punjabi Lokdhara	Dr. Harinder Kaur Assistant Professor	MA (Pbi.), Ph.D	02 Years	Regular, 57700-182400 (as per Academic Level 10)	01-01-2021
5	Bhagat Bani	Dr. Manjinder Singh Associate Professor	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
6	Punjabi Kiss ate Birtant Kaav	Dr. Inderpreet Kaur Assistant Professor	MA (Pbi.), Ph.D	Fresh	Contractual	10-06-2022
7	Khoj Ate Punjabi Alochna	Dr. Manjinder Singh Associate Professor	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
8	Sabhyachar te Punjabi	Dr. Harinder Kaur	MA (Pbi.), Ph.D	02 Years	Regular, 57700-182400 (as per Academic Level	01-01-2021

Name of HEI: Guru Nanak Dev University

	Sabhyachar	Assistant Professor			10)	
9	Adhunik Punjabi Kavita	Dr. Harinder Kaur Assistant Professor	MA (Pbi.), Ph.D	02 Years	Regular, 57700-182400 (as per Academic Level 10)	01-01-2021
	Punjabi Naval	Dr. Pawan Kumar Assistant	MA (Pbi), Ph.D	Fresh	Contractual	10-06-2022
10		Professor				
11	Punjabi Bhasha Ate Bhasha Vigyan- I	Dr. Harinder Kaur Assistant Professor	MA (Pbi.), Ph.D	02 Years	Regular, 57700-182400 (as per Academic Level 10)	01-01-2021
	Punjabi Natak te Ikangi	Dr. Inderpreet Kaur	MA (Pbi.), Ph.D	Fresh	Contractual	10-06-2022
12		Assistant Professor				
	Punjabi Kahani	Dr. Manjinder Singh	MA (Pbi.), Ph.D	09 Years	Regular, 131400-217100 (as per Academic Level 13A)	16-10-2014
13		Associate Professor				
	Punjabi Bhasha Ate Bhasha Vigyan-II	Dr. Harinder Kaur Assistant	MA (Pbi.), Ph.D	02 Years	Regular, 57700-182400 (as per Academic Level 10)	01-01-2021
14		Professor				
	Punjabi Vartak	Ms. Surinder Kumari	MA Punjabi	1.5	Contractual	24-10-2021
15		Assistant Professor				
	Parwasi Punjabi Sahit	Dr. Inderpreet Kaur	MA (Pbi.), Ph.D	Fresh	Contractual	10-06-2022
16		Assistant Professor				

c. Course Mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Dr Harinder Kaur, Assistant Professor	PhD	3	57700-182400 (as per Academic Level 10)	01-01-2021

Programme name: Master of Business Administration

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Vikram Sandhu (Associate Professor)	Ph.D		Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Principles of Management and Organizational Behaviour	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
2	Business Environment	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
3	Business Economics and Statistics	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
4	Production and Operations	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018

Name of HEI: Guru Nanak Dev University

	Management	Assistant Professor				
5	Seminar - I					
	Accounting and Business Finance	Dr. Manpreet Kaur	Ph.D	05 Years	Contractual	23-10-2018
6		Assistant Professor				
	Marketing Management	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
7		Assistant Professor				
	Human Resource Methods	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
8		Assistant Professor				
	Business Research Methods	Dr. Vikram Sandhu Associate	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
9		Professor				
10	Seminar –II					
	Entrepreneurship Development and Project Planning	Dr. Vikram Sandhu Associate	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
11		Professor				
	Corporate Law and Administration	Dr. Manpreet Kaur	Ph.D	05 Years	Contractual	23-10-2018
12		Assistant Professor				
	Management Control Systems	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
13		Assistant Professor				
14	Capital Markets and Investment Management	Dr. Suman Nayyar	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
		Assistant	21			

		Professor				
15	Consumer Behaviour	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
1.6	Marketing Research	Dr. Suman Nayyar Assistant	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
16	Organisational Change and Development	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
18	Labour Legislations and Social Security	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
19	Strategic Management	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
20	International Business	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
21	International Financial Management	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
22	Financial Markets and Financial Services	Mr. Dheeraj Giri Assistant Professor	MBA, M.Com	05 Years	Contractual	23-10-2018
23	Advertising and Sales	Dr. Saurabh Grover	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018

	Management	Assistant Professor				
24	Brand and Retail Management	Mr. Dheeraj Giri Assistant Professor	MBA, M.Com	05 Years	Contractual	23-10-2018
25	International Human Resource Management	Dr. Saurabh Grover Assistant Professor	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018
26	Industrial Training	Mr. Dheeraj Giri Assistant Professor	MBA, M.Com	05 Years	Contractual	23-10-2018

c. Course Mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Dr. Vikram Sandhu (Associate Professor)	Ph.D		Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006

Programme name: Master of Business Administration (Financial Management)

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Sangeeta Arora (Professor)	Ph.D		Regular 144200-218200* (Academic Level 14-)	10-02-2022

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Principles of Management and Organizational Behaviour	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
2	Business Environment	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
3	Business Economics and Statistics	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
4	Production and Operations Management	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
6	Accounting and Business Finance	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
7	Marketing Management	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
8	Human Resource Methods	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
9	Business Research	Dr. Vikram Sandhu	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level	05-04-2006

Name of HEI: Guru Nanak Dev University

	Methods	Associate Professor			13A)	
10	Capital Markets and Investment Management	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
	Management Control System	Dr. Nitika Bhandari Assistant	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
11	Financial Research and Econometrics	Dr. Saurabh Grover Assistant Professor	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018
13	Management of Banking Operations & Treasury Management	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
14	Management of Financial Services and Financial Institutes	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
15	Strategic Management	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
16	Management of Insurance Services	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
17	Financial Risk Management	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006

	Portfolio	Dr. Suman	M.Com, MBA,	05 Years	Contractual	23-10-2018
	Management and	Nayyar	Ph.D			
	Mutual Funds					
		Assistant				
18		Professor				
	Corporate tax law	Mr. Hardev	M.Com,	02 Years	Regular, 57700-182400	21-07-2021
	and planning	Singh	UGC-NET		(as per Academic Level	
					10)	
		Assistant			-	
19		Professor				

c. Course Mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Dr. Sangeeta Arora (Professor)	Ph.D		Regular 144200-218200* (Academic Level 14-)	10-02-2022

Programme name: Master of Business Administration (Marketing Management)

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Saurabh Grover, (Assistant Professor)	MBA, Ph.D	05 years	Regular, 57700-182400 (as per Academic Level 10)	23-10-2018

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Principles of Management and Organizational Behaviour	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
2	Business Environment	Dr. Manpreet Kaur	Ph.D	05 Years	Contractual	23-10-2018

		Assistant Professor				
3	Business Economics and Statistics	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
4	Production and Operations Management	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
	Accounting and Business Finance	Dr. Manpreet Kaur Assistant	Ph.D	05 Years	Contractual	23-10-2018
5	Marketing Management	Professor Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
6		Assistant Professor				
7	Human Resource Methods	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
8	Business Research Methods	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
9	Corporate Law and Administration	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
10	Customer Relationship Management	Dr. Saurabh Grover Assistant Professor	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018
11	Marketing	Dr. Suman	M.Com, MBA,	05 Years	Contractual	23-10-2018

	Research	Nayyar	Ph.D			
		Assistant Professor				
	Consumer Behaviour	Dr. Vikram Sandhu	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
12		Associate Professor				
	Retail Management	Mr. Hardev Singh	M.Com, UGC-NET	02 Years	Regular, 57700-182400 (as per Academic Level 10)	21-07-2021
13		Assistant Professor				
	Strategic Management	Dr. Vikram Sandhu	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
14		Associate Professor			133.19	
	Brand Management	Mr. Dheeraj Giri	MBA, M.Com	05 Years	Contractual	23-10-2018
15		Assistant Professor				
	Advertisement and Sales Management	Dr. Saurabh Grover	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018
16		Assistant Professor				
	International Marketing	Dr. Vikram Sandhu	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
17		Associate Professor			130)	
	Digital and Social Media Marketing	Dr. Vikram Sandhu	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
18		Associate Professor			130)	

c. Course Mentor

	S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
-	1	Dr. Rakesh Mohan Sharma	Ph.D		Regular, 131400-217100 (as per Academic Level 13A)	23-10-2018

Programme name: Master of Business Administration (Human Resource Management)

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Gurpreet Randhawa (Associate Professor)	Ph.D	16 years	Regular, 131400-217100 (as per Academic Level 13A)	11-07-2007

b. Course Coordinator

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Principles of Management and Organizational Behaviour	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
2	Business Environment	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
3	Business Economics and Statistics	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
4	Production and Operations Management	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018

HEI ID: HEI-U-0376

Name of HEI: Guru Nanak Dev University

Type of HEI: State

	Accounting and Business Finance	Dr. Manpreet Kaur	Ph.D	05 Years	Contractual	23-10-2018
5		Assistant Professor				
	Marketing Management	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
6		Assistant Professor				
	Human Resource Methods	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
7		Assistant Professor				
	Business Research Methods	Dr. Vikram Sandhu Associate	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
8		Professor				
	Labour Legislations and Social Security	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
9		Assistant Professor				
	Organisational Change and Development	Dr. Suman Nayyar	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
10		Assistant Professor				
	Training and Development	Mr. Dheeraj Giri	MBA, M.Com	05 Years	Contractual	23-10-2018
11		Assistant Professor				
	Performance Management	Dr. Nitika Bhandari	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
12		Assistant Professor				
12	Human Resource Development	Mr. Dheeraj Giri	MBA, M.Com	05 Years	Contractual	23-10-2018
13		Assistant				

		Professor				
14	Strategic Human Resource Management	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
15	Industrial Relations	Mr. Dheeraj Giri Assistant Professor	MBA, M.Com	05 Years	Contractual	23-10-2018
16	Managerial Competencies & Career Development	Dr. Saurabh Grover Assistant Professor	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018
17	International Human Resource Management	Dr. Saurabh Grover Assistant Professor	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018
18	Knowledge Management	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018

c. Course Mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Dr. K. S. Duggal	Ph.D		Regular, 131400-217100 (as per Academic Level 13A)	23-10-2018

Programme name: Master of Commerce

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Suman Nayyar, (Assistant Professor)	M.Com, MBA, M.Phil, Ph.D	05 years	Contractual	23-10-2018

b. Course Coordinator

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Managerial Economics	Mr. Hardev Singh Assistant Professor	M.Com, UGC-NET	02 Years	Contractual	21-07-2021
2	Statistical Analysis for Business	Dr. Manpreet Kaur Assistant Professor	Ph.D	05 Years	Contractual	23-10-2018
3	Business Environment	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
4	Management Accounting and Control Systems	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
5	Corporate Financial Accounting and Auditing	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
6	Financial Management	Dr. Suman Nayyar Assistant	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018

		Professor				
7	Research Methodology	Mr. Dheeraj Giri Assistant Professor	MBA, M.Com	05 Years	Contractual	23-10-2018
8	Management Principles and Organization Behaviour	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
9	Banking and Insurance Services	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
10	Security Analysis and Portfolio Management	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
11	Contemporary Accounting	Dr. Saurabh Grover Assistant Professor	MBA, M.Com, Ph.D	05 Years	Contractual	23-10-2018
12	E-Commerce	Dr. Nitika Bhandari Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	22-08-2018
13	International Accounting	Dr. Suman Nayyar Assistant Professor	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018
14	International Financial Management	Dr. Vikram Sandhu Associate Professor	MBA, Ph.D	17 Years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
15	Financial Markets and Financial	Dr. Suman Nayyar	M.Com, MBA, Ph.D	05 Years	Contractual	23-10-2018

	Services	Assistant Professor				
	Corporate Tax Law and Planning	Mr. Hardev Singh	M.Com, UGC-NET	02 Years	Contractual	21-07-2021
16		Assistant Professor				

c. Course Mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Prof. Sanjeev Arora	Ph.D		Regular, 131400-217100 (as per Academic Level 13A)	23-10-2018

Programme name: Master of Computer Applications

a. Program Coordinator

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Parminder Kaur (Associate Professor)	Ph.D		Regular, 131400-217100 (as per Academic Level 13A)	10-02-2022

b. Course Coordinator

S. No	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Computer Fundamentals	Er. Tarandeep Singh Assistant Professor	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
2	Introduction to Programming	Er. Tarandeep Singh Assistant	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018

		Professor				
3	Computer Oriented Numerical & Statistical Methods	Mr. Arvind Sharma Assistant Professor	MCA, M.Tech	05 Years	Contractual	23-10-2018
	Programming Lab I	Er. Tarandeep Singh	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
4		Assistant Professor				
	Communication Skills	Ms. Gurpreet Kaur	MA Eng,	1.5	Contractual	21-07-2021
5		Assistant Professor				
	Data & File Structures	Dr. Sandeep Sharma	B.E (CSE), M.E. (CSE), Ph.D	21 Years	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000
6		Associate Professor				
	Computer Organization & Architecture	Dr. Sandeep Sharma Associate	B.E (CSE), M.E. (CSE), Ph.D	21 Years	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000
7		Professor				
	Computer Based Optimization Techniques	Er. Hardeep Singh	B.Tech, M.Tech, GATE	05 Years	Regular, 57700-182400 (as per Academic Level 10)	23-10-2018
8		Assistant Professor				
	Computer Networks	Er. Tarandeep Singh	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
9		Assistant Professor				
	Programming Lab- II	Er. Hardeep Singh Assistant	B.Tech, M.Tech, GATE	05 Years	Regular, 57700-182400 (as per Academic Level 10)	23-10-2018
10		Professor				
11	Microprocessor & its	Ms. Keerti	MCA	05 Years	Contractual	23-10-2018

HEI ID: HEI-U-0376

Name of HEI: Guru Nanak Dev University

Type of HEI: State

	Applications	Shelly				
		Assistant Professor				
	Database Management System	Mr. Arvind Sharma	MCA, M.Tech	05 Years	Contractual	23-10-2018
12		Assistant Professor				
	Operating System	Ms. Keerti Shelly	MCA	05 Years	Contractual	23-10-2018
13		Assistant Professor				
	Object Oriented Programming using JAVA	Ms. Keerti Shelly	MCA	05 Years	Contractual	23-10-2018
14	using jiivii	Assistant Professor				
	Programming Lab- III	Mr. Arvind Sharma	MCA, M.Tech	05 Years	Contractual	23-10-2018
15		Assistant Professor				
	Information System	Dr. Sandeep Sharma Associate	B.E (CSE), M.E. (CSE), Ph.D	21 Years	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000
16		Professor				
	Evolutionary & Intelligent Computer Theories &	Dr. Sandeep Sharma Associate	B.E (CSE), M.E. (CSE), Ph.D	21 Years	Regular, 131400-217100 (as per Academic Level 13A)	21-01-2000
17	Applications	Professor				
	Web Technologies	Ms. Keerti Shelly	MCA	05 Years	Contractual	23-10-2018
18		Assistant Professor				
19	Computer Graphics	Ms. Keerti Shelly	MCA	05 Years	Contractual	23-10-2018
19		Assistant				

HEI ID: HEI-U-0376

Name of HEI: Guru Nanak Dev University

Type of HEI: State

		Professor				
	Programming Lab –IV	Mr. Arvind Sharma	MCA, M.Tech	05 Years	Contractual	23-10-2018
20		Assistant Professor				
	System Software	Er. Tarandeep Singh	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
21		Assistant Professor				
	Software Engineering	Er. Tarandeep Singh	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
22		Assistant Professor				
	Fundamental of Cloud Computing	Mr. Arvind Sharma Assistant	MCA, M.Tech	05 Years	Contractual	23-10-2018
23		Professor				
	Introduction to Machine Learning	Ms. Keerti Shelly Assistant	MCA	05 Years	Contractual	23-10-2018
24		Professor				
	Programming Lab –V	Er. Tarandeep Singh	B.Tech, M.Tech (CSE)	05 Years	Contractual	23-10-2018
25		Assistant Professor				

c. Course Mentor

S. No	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1	Er Hardeep Singh, Assist Professor	M Tech		57700-182400 (as per Academic Level 10)	23-10-2018

3.5 Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

Admin Staff	Required	Available
Deputy Registrar	1	Dr. Rajesh Kalia
Assistant Registrar	1	Mr. Manwinder Singh
Section Officer/ Office Superintendent	1	Mr. Bakhshish Singh
Assistants	3 (2 for DM Universities)	1. Mr. Parminder Singh
		2. Mr. Jagjit Singh
Computer Operator	2	1. Mr. Prince
		2. Mr. Sunny Kumar
Multi Tasking Staff	2	Mr. Hardev Singh
		Mr.Aman

(Attach duly attested photocopy of appointment letter with salary details): Detail Attached as letter no. 3848/ODL dated 12-05-2023

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

ii. For Delivery of Online Programmes:

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

iii. For Admission and Examination for Online mode:

HEI ID: HEI-U-0376

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

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

Part - IV: Examinations

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

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes. All the examination activities are being conducted by the controller of examination wing of the University in a similar manner as that of handling of the examinations conducted under conventional mode.	
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. Only full time Faculties are associated to function as invigilators, examination superintendent s, observers etc for online examinations.	
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.	NA	

5	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	NA
6	Building and grounds of the examination centre must be clean and in good condition.	NA
7	The examination centre must have an examination hall with adequate seating capacity and basic amenities	NA
8	Fire extinguishers must be in working order, locations well marked and easily accessible.	NA
	Emergency exits must be clearly identified and clear of obstructions	
9	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	NA
10	Safety and security of the examination centre must be ensured	NA
11	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	NA
12	Provision of drinking water must be made for Learners	NA
13	Adequate parking must be available near the examination centre	NA
14	Facilities for Persons with Disabilities should be available	NA

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

S. 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)	NA	
2	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	NA	
3	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	NA	
4	Remote Proctoring	Yes.	

(as mentioned in provision II (B)(13)(iii) of Annexure II) A Secure Exam Browser, with live Video / Audio Remote Proctoring and Aadhaar Biometrics is used, meeting the following regulatory requirements - a) Secure Browser- We use a custom application which is pre-installed in the machine for the examination that prevents the opening of any other windows or applications. This application prevents screen capturing, recording and remote login. b) Remote Proctoring This involves image capturing in intervals and video streaming of the candidates and the screen capturing of the current access screen of the candidate. c) Data Encryption— The online examination system data is encrypted to prevent any kind of misuse. Question Banks and the other examination data is stored in a highly secured and encrypted manner. The entire communication between the server and the student system during the examination is encrypted with a secure mode of communication.	(as mentioned in provision II (B)(13)(iii) of Annexure II)	A Coguro Evam Dravisan	
Proctoring and Aadhaar Biometrics is used, meeting the following regulatory requirements - a) Secure Browser- We use a custom application which is pre-installed in the machine for the examination that prevents the opening of any other windows or applications. This application prevents screen capturing, recording and remote login. b) Remote Proctoring- This involves image capturing in intervals and video streaming of the candidates and the screen capturing of the current access screen of the cardidate. c) Data Encryption- The online examination system data is encrypted to prevent any kind of misuse. Question Banks and the other examination data is stored in a highly secured and encrypted manner. The entire communication between the server and the student system during the examination is encrypted with a secure mode of	(as mentioned in provision in [b](15)(iii) of Annexure ii)		
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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 being Complied Yes/No If yes, please provide details and upload Relevant documents	If No, Reason thereof
1	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes (The HEI conducts Proctored examination with all the security	Upload guidelines (attached)

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.	arrangements ensuring transparency and credibility of the examinations and inconformity with all the norms for online examinations as laid down by the commission.) Yes. The evaluation includes two types of assessments: 1. Continuous Assessments: 2. Summative Assessments. Evaluation of answer sheets is carried out by the central table marking systems as is being done for the regular courses and is managed by the Secrecy branch of the University. Results are prepared by the examination branch of the University. Certification- Award of Degree at the UG and PG Level and PG Diploma is done as per the laid down regulations.	Upload Mechanism (attached)
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;	Yes. The evaluation includes two types of assessments-Continuous and Summative. No term end examination is held in a subject unless: I) The HEI is satisfied that at least 75% of the	
	ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end	programme of study stipulated for the semester or year has been actually	

	semester examination or term end examination.	conducted.	
		II) The learner has minimum participation of 75% in all the activities of the online program prior to the term end examination.	
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	The curricular aspects, assessment criteria and credit framework for the award of degree programs at UG and PG level/Diploma through online mode is evolved by adopting the same standards as being followed in conventional mode by the Dual mode HEI.	
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.	1) Weightage for different components of assessment is as under: i) Continuous Assessments- 20 % ii) End Term Examination-80% II) Marks or Grades- The marks or grades obtained in continuous assessments and end term examination is shown separately in the grade card.	Upload sample question paper (attached)
6	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes. The University notified all assessment tools used - multiple choice questions, true/false, project work project reports, lab work/presentations and term end examinations.	
7	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown	Yes. The HEI is in compliance to the UGC	Upload sample (not

	separately in the grade card	regulation. The marks of the continuous assessments and term end examination will be shown	available)
		separately in the grade card as per the guidelines.	
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.	Assignments, Question Banks and Papers are designed so that the entire syllabus is covered. Usage of tools like Blooms Taxonomoy and Rubrics ensure no part of the syllabus is left out.	Upload Process (attached)
		Question Paper setting work is being managed by the secrecy branch of the University in the similar manner as is being followed for the courses under the regular mode.	
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.	The Examination of the Programs in the Online Mode is managed by the Evaluation unit of the University, and conducted under supervision as per regulations via remote proctored mode.	Upload list
	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV)recording of the entire examination procedure.	Not Applicable for Learners enrolled under Online Mode.	
10	(b) Availability of biometric system	Not Applicable for Learners enrolled under Online 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	The attendance of the examinees are authenticated by verifying using biometric facial recognition using Aadhaar details of Indian learners or the passport (International learners) before the start of the	

		examination.	
	(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 in charge of examination centre to the Higher Educational Institution	NA	
11	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	NA	Upload Sample and list
12	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	NA	Upload details of Observer assigned
12	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	NA	Upload Observer Report
13	A 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	The HEI conducts online remote proctored examinations for learners (national/ international) enrolled under the Online Learning mode. a) Secure Browser- We use a custom application which is pre-installed in the machine for the examination that prevents the opening of any other windows or applications. This application prevents screen capturing, recording and remote login. b) Remote Proctoring This involves image capturing in intervals and video streaming of the candidates and the screen capturing of the current access screen of the candidate. c) Data Encryption- The online	

		examination system data is encrypted to prevent any kind of misuse. Question Banks and the other examination data is stored in a highly secured and encrypted manner. The entire communication between the server and the student system during the examination is encrypted with a secure mode of communication.	
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	The learners enrolled under online mode appear for online remote proctored examinations.	Upload Samples (attached)
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.	The degree certificate will be issued to the learners as per the guidelines specified by the UGC. There are no students eligible for grant of degree certificate as of yet.	
	(b) Each award shall also be uploaded on the National Academic Depository	The credits acquired by the learners and the documents issued (grade card, transcript and degree) will be uploaded on NAD as per guidelines specified.	
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): Mode of delivery; Date of admission;	The degree certificate will be issued to the learners as per the guidelines specified by the UGC. There are no students eligible for grant of degree certificate as of yet.	

Date of completion;	
Name and address of all Examination Centres	

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

Academic Session < July 2022>

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
	Bachelor of Arts (Punjabi)	33	15	4	26	26
<july 2022=""></july>	Bachelor of Computer Applications	45	28	9	31	31
	Master of Arts (Punjabi)	18	7	5	71	29
	Master of Commerce	13	3	1	33	33

Academic Session < Jan-Feb 2023>

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
	Bachelor of Arts (Punjabi)	5	3	Result Awaited	Result Awaited	Result Awaited
<jan-< td=""><td>Bachelor of Computer Applications</td><td>6</td><td>4</td><td>Result Awaited</td><td>Result Awaited</td><td>Result Awaited</td></jan-<>	Bachelor of Computer Applications	6	4	Result Awaited	Result Awaited	Result Awaited
2023>	Master of Arts (Punjabi)	4	3	Result Awaited	Result Awaited	Result Awaited
	Master of Commerce	3	2	Result Awaited	Result Awaited	Result Awaited

Type of HEI: State

HEI ID: HEI-U-0376

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.

All required Programme Project Reports were completed in compliance with the Regulations for the approval of the Commission. They have been used as a complete road map for each program, and all functions rely on them to deliver the programmes as per the original plan.

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.

- 1. E-Learning Material has been developed as per the format specified in the UGC guidelines.
- 2. The Directorate is currently taking feedback from its Learners at the end of each semester.
- 3. The Directorate is also taking feedback from academic experts from time to time.
- 4. The Directorate also has the provision to revise the material and curriculum, as per suggestions/feedback received from its learners/academic experts/statutory bodies.

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

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

The University has implemented the Guidelines as detailed in Annexure VII of the UGC (Online) Regulations 2020 in its preparation of the e-Learning Material. The E-learning material has the four quadrant approach as per UGC.

Each School's/Departments Board of Studies recommends the Preparation of e-learning materials based on Curriculum as adopted from conventional programs of the University. The BOS hands the task of preparing the e-learning materials as per requirements of the faculty of the Department, who're required to get an approval of the BOS at the major stages, i.e.

- 1. Definition of Learning Outcomes and Objectives.
- 2. Creation of a Structure of Content, suitably divided into units and subunits, mapped according to the weight ages in the credit pattern.
- 3. Populating the above structure with chunks of content, i.e. chunking, defining what topics would be covered within.

- 4. Creating a delivery pattern using modern instructional design such as blooms taxonomy
- 5. Deciding on pedagogical tools to be used, and at what stage.
- 6. Mapping sufficient self assessment at strategic points in the e-learning material.
- 7. Finally populating the above with the required material content.

The above process is discussed with the BOS at each step and proceeded upon only with a consensus on the same. Once completed, the e-learning materials are shared with others for a peer review and quality check, before making it available to the students.

Part - VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

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

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

INSERT TEXT BOX

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

The University uses its own Non-SWAYAM Learning Platform platform for purpose of offering online programs, built using open source technology. The University has no franchising relationship with any private service provider for the online programs, and has the ownership of all required components And is compliant with the requirements of the UGC on the same.

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)

Mechanism followed by HEI:

The Online mode of Learning provides flexible learning opportunities through the internet using technology assisted mechanism and resources.

1. The University ensures active participation of the learners in asynchronous or synchronous discussions, assignment activities and program enrollment. 2. Tracking mechanism in the LMS is in place to ensure the learners participation at least for 2 hours for everyfortnight. The norms followed by HEI for delivery of courses in Online mode are as under: The e-learning material has the 4 quadrants approach as per the UGC regulations. Quadrant-I- e-tutorial- which consists of video and audio content in an organized form, animation, simulations, video demonstrations, virtual labs etc. Quadrant-II-e-content- it consists of self-instructional material, e Books, case studies, presentations etc. It also contains web resources such as further references, related links, open-source content on internet etc. Quadrant-III-Discussion Forum- It is a forum for raising doubts and clarifying them on a real time basis by the course coordinator or by the team. Quadrant-IV-Assessment- It consists of problems and solutions in the form of MCQ's, Fill in the Blanks, Matching questions, short and long answer questions, quizzes, assignments etc.

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

a. Provide details as under:

S. No	Programme Name	Courses allowed through OER/ MOOC	Name of Platform	Name of HEI offering the course (if any)	Duration of the Course	No. of Credits assigned to the Course	Percentage of total courses in a particular programme in a semester (Semester wise - programmeswise)
1	Bachelor of Arts	OER	CEC/NPTEL		36	96	40
2	Bachelor of Computer Applications	OER	CEC/NPTEL		36	128	30
3	Master of Arts (Punjabi)	OER	CEC/NPTEL		24	64	40
4	Master of Business Administration	OER	CEC/NPTEL		24	64	30
5	Master of Business Administration (Financial Management)	OER	CEC/NPTEL		24	72	30
6	Master of Business Administration (Marketing Management)	OER	CEC/NPTEL		24	72	30
7	Master of Business Administration (Human Resource Management)	OER	CEC/NPTEL		24	72	30
8	Master of Commerce	OER	CEC/NPTEL		24	80	30

	Master of	OER	CEC/NPTEL	24	126	30
9	Computer					
	Applications					

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

Part - VII: Self Regulation through disclosures, declarations and reports

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1	Joint declaration by 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 (https://egov.gndu-online.in/regulations-approvals)	
Uploa	ding of the following on HEI website (Mention lin	k)	
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 (https://egov.gndu-online.in/regulations-approvals)	
3	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes (https://egov.gndu-online.in/regulations-appr ovals)	
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 (https://egov.gndu-online.in/regulations-approvals)	
5	Programme-wise information on syllabus, suggested readings, contact points for counseling/mentoring, programme structure with credit points, programme wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	Yes (https://egov.gndu-online.in/regulations-approvals)	
6	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes (https://egov.gndu-online.in/regulations-approvals)	

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	Yes (https://egov.gndu-online.in/regulations-approvals)
8	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes (https://egov.gndu-online.in/regulations-approvals)
9	Information regarding all the programmes recognised by the Commission	Yes (https://egov.gndu-online.in/regulations-approvals)
10	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes (https://egov.gndu-online.in/regulations-appr ovals)
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 (https://egov.gndu-online.in/regulations-approvals)
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 (https://egov.gndu-online.in/regulations-approvals)
13	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	NA
14	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Yes (https://egov.gndu-online.in/regulations-approvals)
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 (https://egov.gndu-online.in/regulations-approvals)
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	NA- 5 years not yet completed

Part - VIII: Admission and Fees

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

S.No.	Provision	Whether being complied Yes/No
1	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes
2	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions;	Yes
	(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.	
3	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
4	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government:	Yes
	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	
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.	Yes
	(b) maintain the records of the entire process of selection of candidates and preserve such records for a minimum period of five years.	

1		1		
	(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 it programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below- Yes			
8(a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	Yes		
8(b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes		
8(c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Yes		
8 (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes		
8(e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes		
8(f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes		
8(g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes		
8(h)	Pay and other emoluments payable for each category of teachers and other employees	Yes		
8(i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODLprogrammes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes		
8(j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes		
8(k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes		
	L	I		

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
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
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
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
In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
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. (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
	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 No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution No 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 In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution 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 reco

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

If No, reason thereof	If No.	reason	thereo	f:
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Yes		

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.*

The University has setup a very clear Grievance Redressal Mechanism and Policy, as per the regulations. The University provides an online facility for submitting grievances and tracking their status. Every learner can raise an issue via a 'ticketing mechanism' either over email or by calling the helpline. Once given a ticket, the issue is directed to the relevant department, who are required to action it within 48 hours. There is also specified Escalation Matrix, with specific timelines given at each stage, and should a Grievance not be responded to and closed within the given TAT (Turnaround time), the ticket is escalated automatically to the next authority by the system. The details of the support email helpdesk and helpline facility are shared with students upon joining, as is the committed timelines. We've been successful in keeping grievance redressal quite efficient and have had no cases where students / learners have not had their issues addressed within the specified timeline.

The Grievance Redressal Policy is published on the Higher Educational Institutions portal for the learners to read and refer to.

The policy is made available to learners with disability in an appropriate format.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
0	0

9.3 Complaint Handling Mechanism

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

Yes. Mechanisms are adopted as per the UGC guidelines.

Prof. (Dr.) Preet Mohinder Singh Bedi (Nodal Officer-Grievance Redressal Committee)

Professor Department of Pharmaceutical Sciences,

Guru Nanak Dev University, Amritsar-143005, Punjab,

India

E-mail: preet.pharma@gndu.ac.in,

Mobile: +91-9815698249

Tel: +91-183-2258802-09 Ext: 3540

Fax: +91-183-2258819

Mechanism Adopted-

- 1. The HEI uploads all the information issued by the commission regarding the complaint handling mechanism on its website.
- 2. It informs learners about the complaint handling mechanism.
- 3. The HEI provides the link with the title "Complaint Handling Mechanism" on the home page of HEI's website for creating awareness amongst the stakeholders.
- 4. The HEI complies with all instructions as issued by the commission regarding timely and judicious resolutions of all complaints raised by the learners.

9.4 Details of Complaints received from UGC (DEB)

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

10.1 Innovations introduced during academic year

A Mobile Application for the students to track important notifications, and also to raise support tickets were introduced.
An AI Powered Chat Bot that would address most frequently asked questions was also introduced.

Improved the Learning Management System.

10.2 Best Practices of the HEI

The use of Artificial Intelligence to ensure automation in Learner Support services.

The use of NPS- "Net Promoter Score" to take constant feedback from learners, after each interaction and also on regular intervals, in order to have a feedback loop that allows us to learn from our students, getting new ideas as well as suggestions for improvements.

10.3 Details of Job Fairs conducted by the HEI

No Students have Graduated so far.
10.4 Success Stories of students of Online mode of the HEI
10.4 Success Stories of Students of Offline mode of the file

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

HEI has introduced programs in the Regional Languages. Faculties are encouraged to develop Punjabi Courses.BA and MA Punjabi programs are offered in the Online Mode. These programs are taught and delivered in the Punjabi language.

10.6 Number of students placed through Campus Placements

No Students have Graduated so far.		

10.7 Details of Alumni Cell and its activity

Alumni Cell- https://alumni.gndu.ac.in/

Facebook- https://www.facebook.com/gndualumni

Twitter- https://twitter.com/AlumniDean

Address- Arts Block (Ground Floor), Guru Nanak Dev University, Amritsar-143005

Email- dean.alumni@gndu.ac.in

Phone-0183-2258802-07

Alumni Association Guru Nanak Dev University (AAGNDU) endeavours to bring the old students who have passed from University Campuses & its Constituents Colleges together to promote the GNDU-perception and to provide them a common platform and strengthen bonds between Guru Nanak Dev University and its Alumnus. The students and alumni of the university continue to excel in diverse fields of basic sciences, engineering, software development, sports, arts, management and public administration. Today, GNDU ranks among the top universities of the country. The office of Dean, AAGNDU supports activities of different alumni groups in India and abroad and offer a meeting ground to our alumni community spread throughout the world.

The Alumni Association has now formed several GNDU Alumni Chapters abroad in US, UK & Europe, Eastern Canada & Western Canada and Australia to promote its activities in foreign countries.

The main objectives of AAGNDU are:

- To connect alumni, current students, staff associated with GNDU.
- To encourage and support a spirit of community amongst members and to promote opportunities for the members to retain association with each other and the university.
- To maintain, develop and foster loyalty towards the university amongst the members and potential members.
- To strengthen and support the effectiveness, membership and activities of the recognized alumni groups and promote activities amongst them and to offer advice and assistance in appropriate circumstances to the members and the University.
- To make our alumni community as most vibrant & socially responsible alumni community and to assist GNDU to be visible at world map.

10.8 Any other Information

The Directorate of ODL& Online learning plans to further strengthen the student facilities and support.

HEI ID: HEI-U-0376

Name of HEI: Guru Nanak Dev University

Type of

HEI:State

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.

Prof. (Dr.) Subheet Kumar Jain

Director

Directorate of ODL & Online Studies

Guru Nanak Dev University Amritsar

Director

Directorate of Online Studies
Guru Nanak Dev University, Amritaar

Prof. (Dr.) Karanjeet Singh Kahlon

Registrar

Guru Nanak Dev University

Amritsar

Registrar
Guru Nanak Dev University
Amritsar.

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.