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# Guru Nanak Dev University, Amritsar

(Established by the State Legislature Act No. 21 of 1969)  
(Accredited at "A++" grade (highest level as per modified criteria) by NAAC and conferred  
"University with Potential for Excellence" status by UGC)

No. 205/202

Dated 28/04/2022

## Part – II: 2.1 Action taken on the functions of CIQA

It is certified that the HEI has fulfilled all the following requirements as per Centre for Internal Quality Assurance (CIQA) functioning.

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| 01 | The HEI has maintained the quality in the services provided to the learners.   |
| 02 | The self-evaluative and reflective exercises are undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution.  |
| 03 | The Higher Educational Institution has maintained quality in Learner experience and other key areas.   |
| 04 | The mechanism is devised to ensure the quality of Online programmes matches with the quality of relevant programmes in conventional mode.  |
| 05 | The HEI has ensured the mechanisms are devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.                         |
| 06 | The measures were suggested to the authorities of Higher Educational Institution towards qualitative improvement namely learner satisfaction, student academic progression and on time completion of the program.                                |
| 07 | The HEI has implemented the recommendations of the committee members through periodic reviews.   |
| 08 | The HEI has implemented the recommendations of the committee members through periodic reviews.   |
| 09 | The HEI has developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same to all concerned in Higher Educational Institution.   |
| 10 | The HEI has collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).   |
| 11 | The HEI has ensured that the 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. |

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| 12 | A mechanism has been put in place by the HEI to ensure the proper implementation of Programme Project Reports.   |
| 13 | The annual plans for quality enhancement were prepared and their implementation ensured.   |
| 14 | The relevant inputs were provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.  |
| 15 | The HEI facilitated system-based research on ways of creating learner centric environment to bring about qualitative change in the entire system   |
| 16 | It is certified that the necessary steps were taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.                                       |
| 17 | The necessary measures were adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit.  |
| 18 | The necessary steps were taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines.  |
| 19 | The necessary information was obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.  |
| 20 | The recorded activities were undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.   |
| 21 | a. The annual reports were submitted to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.  |
|    | b. It is certified that a copy of report was submitted in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.          |
| 22 | The HEI has overseen the functioning of Centre for Internal Quality Assurance and approved the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes. |
| 23 | The adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes were facilitated.                          |
| 24 | The Higher Educational Institution has promoted automation of learner support services.  |
| 25 | The HEI coordinated with external subject experts/ agencies/ organisations, related to the activities pertaining to validation and annual review of its in-house processes.  |
| 26 | The HEI coordinated with third party auditing bodies for quality audit of programme(s).  |
| 27 | The HEI has promoted collaboration and association for quality enhancement of Online mode of education and research therein.   |

  
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| 28 | The committee has overseen the preparation of Self- Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution. |
| 29 | The HEI has facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.   |

Certified by



Prof. (Dr.) Subheet Kumar Jain

Director, ODL & Online Studies

**Director**  
Directorate of Online Studies  
Guru Nanak Dev University, Amritsar



Prof. Karanjeet Singh Kahlon

Registrar

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