

HEI ID: HEI-U-0326

Name of HEI: Smt. Nathibai Damodar Thackersey Women's University

Type of HEI: State University

Annual Report

OF

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

PROGRAMMES UNDER

OPEN AND DISTANCE LEARNING MODE

2022-2023

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Part – I: General Information

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

https://drive.google.com/file/d/15fhn00jnMMebSuM6k9yq_ZZMCI11k9IG/view?usp=drive_link

1.2 Details of Director, CIQA

- Name : Dr. Mangesh H. Kadam
- Qualification: M.A., SET, Ph.D.
- Appointment Letter and Joining Report: Upload (PDF)

1.3 Details of CIQA Committee:

a. Composition as per Regulations

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Dr. Ujjwala Chakradeo	Science and Technology	
b.	Three Senior teachers of HEI	Member 1	Dr. Sachin Deore	Geography	30/07/2021
		Member 2	Dr. Aruna Dubhashi	Marathi	30/07/2021
		Member 3	Dr. Subhash Patil	Economics	30/07/2021
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Pramod Khandare	Computer Science	30/07/2021
		Member 5	Dr. Ganesh Rathod	Social Science	30/07/2021
		Member 6	Dr. Prakash Mahanwar	Open and Distance Learning	30/07/2021
d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Mandar Bhanushe	MOODLE and LMS	30/07/2021
		Member 8	Dr. Pravin Ghodeswar	Student Support Services	30/07/2021
e.	Officials from departments of HEI	Member 9 Administration	Mr. Giridhar Gajabe	Administration	30/07/2021
		Member 10 Finance	Mrs. Janhavi Bhole	Accounting and Finance	30/07/2021
f.	Director, CIQA	Member Secretary	Dr. Mangesh Kadam	Social Science	30/07/2021

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

If No, reason thereof

1.4 Number of meetings held and its approval:**a. No. of meetings held every year:****b. Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	20/08/2022	5	https://drive.google.com/file/d/160-I7KJFdLHBKxQwW-9rUNADAk3sXUah/view?usp=drive_link	upload
Meeting 2	27/01/2023	5	https://drive.google.com/file/d/160ftIBd6bx3G739hdVgSHWzFG8SOJY/view?usp=drive_link	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. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1.	Centre for Distance Education	Certificate Course in Guidance and Counseling	06 Month		10+2 Pass	3300/-	15/10/2012	0	0	17	0	17
2.	Centre for Distance Education	Certificate Course in Basics of Diet Therapy	06 Month		10 th Pass	1720/	15/10/2012	0	0	03	0	03

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

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

From <Month, Year> academic session:

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

***Not for Private University**

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

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

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

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

***Not for Private University**

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

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

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

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction	Number of students admitted (Male/Female/Trans-gender) total
1.	BACHELOR OF ARTS (ECONOMICS)	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	56
2.	BACHELOR OF ARTS (POLITICAL SCIENCE)	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	21
3.	BACHELOR OF ARTS (SOCIOLOGY)	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	175
4.	BACHELOR OF ARTS (MARATHI)	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	74
5.	BACHELOR OF ARTS (HINDI)	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	44
6.	BACHELOR OF ARTS (ENGLISH)	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	113
7.	BACHELOR OF ARTS (HISTORY)	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	56
8.	BACHELOR OF COMMERCE	03	144	10+2 and Equivalent	6030	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	202

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

1.9 Number of programmes started at Postraduate Degree Programmes as per Commission Order:

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

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction	Number of students admitted (Male/Female/ Trans-gender) total Female
1.	MASTER OF ARTS (HINDI)	02	80	Bachelor's Degree from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	51
2.	MASTER OF ARTS (ECONOMICS)	02	80	Bachelor's Degree from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	62
3.	MASTER OF ARTS (SOCIOLOGY)	02	80	Bachelor's Degree from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	89
4.	MASTER OF ARTS (POLITICAL SCIENCE)	02	80	Bachelor's Degree from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	29
5.	MASTER OF ARTS (HISTORY)	02	80	Bachelor's Degree from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	50
6.	MASTER OF ARTS (MARATHI)	02	80	Bachelor's Degree from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	82
7.	MASTER OF ARTS (ENGLISH)	02	80	Bachelor's Degree from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	120
8.	MASTER OF COMMERCE	02	80	Bachelor's Degree form commerce stream from UGC recognized University	8220/-	F. No. 40-6/2021 (ODL)(DEB-II) Dated: 12/11/2021	15	66

***Not for Private University**

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

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

2.1 Action taken on the functions of CIQA:-

SR.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome there of (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	<p>The Development of the Self-Learning Material (SLM) activity was managed by the teaching staff of the Centre for Distance Education. The distribution of study material is ensured through Learner Support Centres or directly to learners from Headquarters. After the admission of the student, the headquarters handovers the material to learner. The Centre for Distance Education has adequate space for storing printed study materials before dispatching them to the Learner Support Centres or learners directly.</p> <p>All Learner Support Centres offer guidance to students. The study materials are developed, edited and updated regularly to ensure quality and are available in both English and Marathi languages, catering to local requirements. Our activities aim to deliver education, skill</p>	Quality maintained in Self Learning Material

		<p>enhancement, and training that are learner-centric, using modern technologies and innovative methodologies.</p> <p>Admission dates are well-publicized in advance before each academic session begins. The website and prospectus cover program-specific details, admission procedures, learning outcomes, online registration, evaluation processes, academic calendar, etc. These details are shared through the links as well. Center for Distance Education has taken comprehensive measures to promote programmes through both online and offline promotional activities. Utilizing platforms like Facebook and YouTube, we effectively enhance publicity and program promotion during the admission phase.</p> <p>For students' convenience, we offer a Student Support Service through the Reception and Enquiry Counter. This service addresses student queries and clarifications regarding the admission process, program-specific requirements, examinations, etc. The Student Support Services Divisions handle and address any grievances related to students, ensuring a seamless learning</p>	
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		experience.	
2.	Self-evaluative Educational Institution	<p>To ensure the provision of high-quality services to our learners, the Centre for Distance Education routinely gathers feedback from students. Various sections oversee crucial aspects such as admissions, the distribution of study materials, and the administration of examinations. The effective monitoring of online admissions, result declarations, and the implementation of new syllabi is a key priority.</p> <p>Dedicated efforts are made to enhance the quality of our self-study materials, reflecting our commitment to delivering an improved and enriched learning experience.</p>	<p>Link for online admission</p> <p>https://sndt.ac.in/cde/circulars</p>
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	<p>The periodical meetings with stakeholders were conducted to review all the programmes of the centre. Also, the Strategic Vision Plan is prepared by the key convener (Director, Centre for Distance Education) and placed before the Strategic Vision Plan Committee for its approval. All the key areas were discussed and the action plan for next five years is prepared to identify the key area in</p>	<p>https://drive.google.com/file/d/18Cj-DushjS4rRLzw6Uh5BzQWxtku7Upy/view?usp=drivesdk</p>

		<p>which HEI should maintain quality.</p> <p>The Centre for Distance Education has diligently revised and developed self-learning materials in accordance with the UGC ODL Regulations. This meticulous process has generated comprehensive self-learning materials available in both print and online formats.</p> <p>In the academic year 2020-21, the university undertook a significant revision of the syllabi for M.A. and M.Com. programmes. Consequently, the Centre for Distance Education has successfully implemented this revised syllabus during the academic year 2021-22, specifically at the M.A. and M.Com. levels. To ensure the utmost quality and relevance, the center collaborated with external subject experts in the creation of these new self-learning materials.</p> <p>Establishing an effective Learner Support System: Recognizing the pivotal role of Learner Support Centres in enriching the educational journey, a Study Centre Recognition Committee was constituted by the authority of the University. The committee's objective is to</p>	
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		<p>establish additional Learner Support Centres and Regional Centres, a strategic move aimed at supporting student enrollment and enhancing the overall learning experience. A total of 19 affiliated/recognized colleges were granted approval to establish study centers and one more regional centre at Chandrapur in Maharashtra. The committee acknowledged the efforts put into the selection and approval process. These approved centres were identified as per the guidelines of UGC and quality assurance standards.</p> <p>Endorsement from the University's Statutory Body: The Programme Project Reports and the Guidelines for Self-Learning Materials (SLM) have received official approval from the university's Statutory Body.</p>	
4.	Mechanism devised to ensure that the quality of Open and Distance Learning programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	<p>SNDDT Women's University offers U.G. and P.G. programs through both regular and distance mode. The Centre for Distance Education meticulously aligns its curriculum with that of the university, thereby ensuring an interrelated and synchronized academic framework. Consequently, the curriculum maintained by the</p>	Adoption of UGC regulation for ODL programmes

		<p>Centre for Distance Education is in complete alignment with the elevated standards upheld by SNDT Women's University for its relevant programs.</p> <p>In the academic year 2020-21, SNDT Women's University underwent a strategic revision of its syllabi by adopting Choice Based Credit System (CBCS) in the curriculum, particularly for the M.A. and M.Com. programmes. Subsequently, the Centre for Distance Education undertook the seamless implementation of this updated syllabus during the academic year 2021-22, specifically catering to the M.A. and M.Com. levels. This proactive approach to curriculum alignment highlights the center's commitment to maintaining educational excellence in equivalence with the university's standards.</p>	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	<p>A structured feedback mechanism is in place to obtain feedback. Continuous evaluation is in place to assess progress and provide feedback. The Centre for Internal Quality Assurance (CIQA) has monitored an efficient feedback system to collect feedback and suggestions from students.</p>	adoption of UGC regulations 2020

		Based on feedback received through various formal and informal channels, CIQA routinely enhances and revises study materials, incorporating current data, insights, and perspectives. It also introduces novel teaching and learning approaches, integrates information and communication technologies (ICTs), and adopts innovative delivery methods.	
6.	Measures suggested to the authorities of Higher Educational Institution improvement	The Centre for Internal Quality Assurance has prescribed some measures for improvement and to uphold quality standards in admission procedures, examinations, and academic processes. Regular meetings were convened by the Director involving Coordinators of the Learner Support Centres, and teaching faculty to facilitate advancements in higher education practices. Furthermore, stakeholders have been explained of the opportunity to provide recommendations for enhancing quality across all domains.	Feedback form for students
7.	Implementation reviews	Periodic meetings were convened to review the implementation status of recommendations provided by relevant authorities,	

		coordinators of the Learner Support Centres, and the instructional personnel associated with the centers.	
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.	A workshop on "Digital University (DU) at Pune was attended by the Director, Assistant Registrar and the teaching faculty on December 16, 2022.	
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	<p>Conducting promotional campaigns for the programs offered by the Centre for Distance Education is an integral practice. Comprehensive guidance and counselling services are extended to the students. Thorough guidance is imparted to the students regarding course selection and diverse career prospects, facilitated through partnerships with other universities and colleges.</p> <p>Through the Help-desk guidance and information is given to the learners. A help Desk has been instituted by the centre. The information regarding Exam time-table, submission of assignments, contact sessions timetable etc</p>	

		is disseminated on the website of the HEI.	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	The quality of the programmes is assessed through meetings arranged by the Centre for Distance Education in collaboration with relevant stakeholders. Subsequent to these evaluations, necessary measures are undertaken to enhance the quality of the programs.	
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 preparation of the Programme Project Report (PPR) adheres to the specified norms outlined in the UGC ODL Regulations. The instructional design of the PPR encompasses elements such as curriculum design, comprehensive syllabi, program duration, instructional delivery methods, and more. The PPR encompasses details regarding the curriculum, instructional approach, and evaluation methodology. Subsequently, the approval of the PPR is granted by the concerned authority within the University. The PPR serves as an informative document pertaining to the initiation of the program in the ODL mode.	https://drive.google.com/file/d/13YqjLnJGBO35SYYc-uY66446pDDEvxp/view?usp=sharing
12.	Mechanism to ensure the proper	Dedicated efforts are	https://drive.google.com/file/d/13YqjLnJGBO35SYYc-

	implementation of Programme Project Reports	undertaken to formulate and impart curricula, engaging the experts from the university.	uY66446pDDEvxvp/view?usp=sharing
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	All the records are maintained properly. Annual reports of all the activities are reviewed in the meetings. Annual account is audited by the auditors of the university.	
14.	Inputs provided to the Higher Educational Market.	In accordance with the regulations stipulated by UGC and the guidelines outlined in NEP 2020, emphasis has been placed on skill-based education to facilitate the attainment of employment in skill-oriented roles. Recommendations from students, faculty, and all pertinent stakeholders are being carefully assessed to align with job-market requirements. The proposal for new certificate course which was already approved by the academic council was put forth in a CIQA meeting by the Director of the Centre for Distance Education, highlighting their relevance to students. The committee members deliberated on course content, fee structure and resource availability. It was agreed that from the academic year 2023-24 Centre for Distance Education will offer one certificate	

		course in Travel and Tourism.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	Online counselling and guidance sessions have been implemented to establish a learner-centric atmosphere, with a mobile application called "E-Suvidha" being made accessible to students for comprehensive information retrieval. Furthermore, the self-learning material (SLM) has been designed with a strong focus on catering to the needs of students, ensuring a truly student-centric approach. It has been made available online.	https://play.google.com/store/apps/details?id=com.mkcl.sndt
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The HEI has submitted SSR to the NAAC for reaccreditation.	https://sndt.ac.in/iqac/aqar
17.	Measures adopted institutionalization enhancement practices through periodic accreditation and audit	Both internal and external audits are conducted on an annual basis. The Audit Report for the Centre for Distance Education is formally submitted to the Finance and Accounts Section of the University. The external audit process is overseen by a Chartered Accountant appointed by the university for this specific purpose.	
18.	Steps taken to coordinate	All the activities of CDE are scheduled and implemented as	

	between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	per the guidelines of UGC. The CIQA is constituted as per the University Grants Commission (ODL) Regulations. Various quality-related initiatives are discussed in CIQA and steps are taken accordingly. Also the modifications in the rules and regulations circulated by the Commission are followed strictly.	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	The Centre for Distance Education has collaborated with the P.G. Departments of the University and also with the other colleges and Redearch Institutes. The suggestions and feedback received in various meetings and interactions is taken into consideration while framing the new short term courses. Also the suggestions given by the members of the CIQA committee are taken into consideration as quality benchmarks.	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Centre for Distance Education discusses about the implementation of National Education Policy:2020 in ODL with the authorities of the university and planning to implement the opportunities of Dual Degree programme to be offered through ODL in the next academic year 2023-24.	https://sndt.ac.in/pdf/cde/ugc-deb/21-22/ciqa-report-2019-20.pdf

21.	Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	The Centre for Distance Education submits its annual report and the minutes of the activities to the statutory authorities of the HEI at the end of the academic year.	https://sndt.ac.in/pdf/cde/ugc-deb/21-22/ciqa-report-2019-20.pdf
	(a) 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.	The Centre for Distance Education submits its CIQA report in the format as specified by the commission at the end of each academic year and after approval it is submitted annually to the commission and displayed on website of Centre for Distance Education.	https://sndt.ac.in/pdf/cde/ugc-deb/21-22/ciqa-report-2018-19.pdf
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 Centre for Internal Quality Assurance take periodic reviews on quality assurance systems process by conducting meeting when required. The CIQA report is placed before the CIQA Committee for its approval and then uploaded on the portal of the commission.	

23.	Facilitated adoption of instructional design requirements as per the philosophy of the Open and Distance Learning decided by the statutory bodies of the HEI for its different academic programmes	The Centre for Distance Education offers Self-Learning Material (SLM) in both printed and digital formats. The electronic versions of these materials can be accessed through sndtonline.in . These self-learning materials are precisely crafted in accordance with the comprehensive curriculum developed by the Board of Studies for the respective programs.	
24.	Promoted automation of support services of the Higher Educational Institution	<p>The admission process for all UGC-DEB-approved programs has been transitioned to an online platform. Prospective students seeking to enroll in open and distance learning (ODL) programs can complete their registration on the sndtoa.digitaluniversity portal. They can proceed to admission by furnishing details such as Personal Information, Educational Qualification, and Social Reservation, and uploading necessary documents. Online fee payment can be facilitated through the admission portal.</p> <p>Learner support is extended through various means including Bulk SMS, Bulk Email, and website notifications. Additionally, the Centre for Distance Education is currently in the process of</p>	

		developing a mobile-based application, SNTD e-Suvidha. This application aims to assist students enrolled in the Centre for Distance Education by addressing their queries and concerns effectively.	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The annual review of in-house processes and validation of the activities have been done with the co-ordination with other professional organizations and with the help of external experts.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)		
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution		
28.	Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein	For quality enhancement of Open and Distance Learning Mode of education, the advice is taken from other ODL universities whenever its required.	
29.	Facilitated industry-institution	The proposal to introduce an Apprenticeship Embedded	

	linkage for providing exposure to the learners and enhancing their employability.	Degree Programme that had been submitted by Teamlease to the CDE was presented and discussed in the CIQA meeting. The committee explored the potential benefits of this program, including enhanced skill development and industry engagement. Members raised questions about program structure and industry partnerships. During the deliberation, the committee discussed the prospective advantages like skill development and active involvement with industries. The feasibility and alignment of the program with the institution's goals was further discussed. After thorough consideration, it was agreed that, in its initial phase, the Apprenticeship Embedded Degree Programme (AEDP) should be rolled out by the Centre for Distance Education (CDE) specifically for B.Com and M.Com students, commencing from the academic year 2023-24.	
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2.2 Compliance of Quality Monitoring Mechanism – As per Annexure-I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations, 2020 :

Sr.No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	<p>Governance, Leadership and Management:</p> <p>a. Organisation Structure and Governance</p> <p>b. Management</p> <p>c. Strategic Planning</p> <p>d. Operational Plan, Goals and Policies</p>	<p>The SNDT Women's University operates under the governance of several statutory bodies, which include the Management Council, Academic Council, Board of Studies, Board of Examinations and Evaluation. To uphold and enhance quality standards, the University has instituted the Centre for Internal Quality Assurance (CIQA). This entity is dedicated to the advancement of quality assurance practices within the institution. The Centre actively organizes workshops, seminars, and orientation programs tailored for both the teaching and non-teaching staff associated with the Centre for Distance Education.</p>	<p>https://sndt.ac.in/statutory-officers</p> <p>https://sndt.ac.in/pdf/cde/cde-hierarchy.pdf</p>
2.	<p>Articulation of Higher Educational Institution Objectives</p>	<p>SNDT Women's University is firmly dedicated to the advancement of women's empowerment by facilitating their access to education, with a specific emphasis on higher education. This commitment extends to offering relevant courses within both formal and non-formal educational realms.</p> <p>The HEI Objectives are:</p> <ul style="list-style-type: none"> ➤ Deliver affordable and accessible quality education for enhancing the academic value and skills of higher 	<p>https://drive.google.com/file/d/1RKf4Q-4cFgbR8A2VbzI_xw7EnARkJW7UN/view?usp=sharing</p>

		<p>education aspirants.</p> <ul style="list-style-type: none"> ➤ Provide seamless student support services that complement distance learning and address students' needs. ➤ Endure quality instruction in distance learning through effective course design and assessment. ➤ Develop certificate courses that are relevant to student interest and job market demands. 	
3.	<p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum Implementation</p> <p>c. Academic Flexibility</p> <p>d. Learning Resource</p> <p>e. Feedback System</p>	<p>The curriculum for all the programmes is designed and approved by the concerned university</p> <p>The university has dual mode of education i.e. regular and distance. Therefore, the same syllabus/curriculum is implemented in both the modes. The flexibility given to frame the short term and certificate courses as per job demand or considering the interest of students. The reading material is prepared and provided for all the certificate courses.</p> <p>The Self Learning material for the program is provided to students in the printed and soft form. Additionally, the course material is accessible on sntonline.in, allowing students to access it at their convenience. The link to access the online course material is consistently shared with students through various channels such as WhatsApp, email, and bulk SMS. Notably, the Self Learning Material (SLM) is also available in Marathi medium to</p>	<p>https://drive.google.com/file/d/13YqjLnJGB035SYyc-uY66446pDDEvxvp/view?usp=sharing</p>

		<p>accommodate learners' preferences.</p> <p>The development of the SelfLearning Material (SLM) for the programme is guided by a focus on addressing the unique needs and challenges of the target learner groups. It is designed to be self-explanatory, self-contained, comprehensive, and user-friendly. During the planning phase of SLM development, stringent adherence to the norms and guidelines outlined in the University Grants Commission (Open and Distance Learning) Regulations, 2020 is ensured. Various considerations have been factored into the process of SLM creation, including: (a) Defining clear learning objectives, (b) Taking into account prior knowledge of learners, (c) Designing effective learning activities, (d) Incorporating feedback mechanisms for learning activities, (e) Integrating examples and illustrations, and (f) Including self-assessment tests to facilitate the learning process.</p>	
4.	Programme Monitoring and Review	<p>The Centre for Distance Education has established the Centre for Internal Quality Assurance (CIQA) in accordance with the UGC ODL regulations of 2020. The primary aim of this initiative is to develop and implement a comprehensive and dynamic internal quality assurance system that ensures the delivery of high-quality higher education programmes. Right from the pre-admission phase, students are provided guidance and support by our</p>	<p>https://drive.google.com/file/d/1JddjwTpahRCzFvjgXORgtzOvBBSCS1Af/view?usp=sharing</p>

		<p>academic and administrative members. Throughout their study period, they receive dedicated care and assistance. Furthermore, students receive proper guidance and counselling both before and after examinations. Their feedback on the teaching process is systematically collected each semester, utilizing suitable feedback formats.</p> <p>To assess the program's effectiveness, the curriculum's impact is evaluated through discussions with both students and teachers. The curriculum itself undergoes approval and revision processes under the oversight of the SNDT Women's University's statutory authorities. The quality of programmes offered through the Distance Mode is subject to assessment, review, and monitoring by the university's statutory committees, including the Board of Deans, Academic Council, and Management Council. The Centre for Internal Quality Assurance plays a pivotal role in ensuring the quality of these programmes.</p>	
5.	Infrastructure Resources	<p>SNDT Women's University encompasses three campuses situated in Churchgate, Pune, and Santacruz. The Centre for Distance Education is headquartered at the SNDT Juhu campus. Alongside, the SNDT Women's University offers comprehensive academic support, including facilities such as libraries, reading rooms, computer centers, information and communication</p>	https://sndt.ac.in/facilities

		technology labs, video and audio labs, and also CDE has separate helpdesk.	
6.	Learning Environment and Learner Support	In addition to the printed Self Learning Material (SLM), the Centre for Distance Education (CDE) offers an exclusive online portal designed to address all academic needs of students. This portal facilitates online admission procedures, payment downloads, eligibility status verification, identity card issuance, fee receipts, exam hall ticket access, and notifications for contact sessions, assignment details, course material, and examination schedules. Furthermore, support is extended through WhatsApp groups, email communication, and bulk SMS/Email services. Additionally, students have access to a well-established library provided by the University. The syllabus remains consistent with the regular/face-to-face mode programmes offered by SNDT Women's University. The assessment approach comprises both formative and summative methods.	https://sndt.ac.in/cde/other-information
7.	Assessment and Evaluation	The evaluation process encompasses both Continuous Assessment and Term-end Examination methods. Learners are actively encouraged to engage in self-assessment through in-text questions included in the Self Learning Materials (SLMs). The Term End Examination for all semesters is organized by S.N.D.T. Women's University at the conclusion of each semester. Concurrently, internal evaluation is conducted by	https://drive.google.com/file/d/19f0bbwi5sT6Uogu3iUNSILQNFJtblGR9/view?usp=sharing

		consistently assessing the assignments submitted by students. Each paper carries a total of 100 marks. The assessment follows a 25:75 pattern, where Internal Assessment constitutes 25 marks (25%) and External Theory Examination constitutes 75 marks (75%). The minimum passing score required is 35% marks. Moreover, provision for class improvement is accessible to students. The dissemination of results is facilitated through digital formats as well.	
8.	Teaching Quality and Staff Development	In order to ensure teaching quality and staff development, the periodic meetings were conducted to improve curriculum delivery and the teaching process, enhance staff morale, and build up team spirit.	

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

Sr.No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	Academic Planning	The Centre for Distance Education prepares Academic Calendar in the beginning of the academic year. CDE strictly follow the academic calendar.	
2.	Validation	The development of programme proposals are based on the need-based analysis. CDE is trying hard to maintain academic standard and quality in all its programmes.	
3.	Monitoring, Evaluation a. Reports from Learner SupportCentres (for Open and Distance Learning programmes) b. Reports from ExaminationCentres c. External Auditor or other External Agencies report d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institutionlevels	Develop Student Support Service to support online delivery of services like submission of exam forms and monitoring of admission examination process. Students can appear for the exams as per the norms stipulated by the university. To ensure smooth conduct of exams, university prepares exam schedule, question papers are sent online. Exams are conducted at approved exam centres. Answer books are kept	

	<p>e. Reporting and Analytics by the Higher Educational Institution</p> <p>f. Periodic Review</p>	<p>in safe custody at the exam centres and has to be submitted to the exam section on the specific dates given by the university exam section along with required reports. The orientation regarding conduct of exam is given to all the exam centres by the headquarter of CDE. The university depute vigilance squad to all the exam centres. The cases of unfair means are reported to the exam section of the university.</p>	
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Part – III: Human Resources and Infrastructural Requirements

3.1 Name and details of Director of Centre for Distance and Online Education (Dual Mode University)

Dr. Smriti Bhosle,
Director,
Centre for Distance Education,
SNDT Women's University,
Sir Vitthaladas Vidyavihar, Juhu Tara Road,
Santacruz (west), Mumbai- 400 049

3.2 Compliance status of "Human Resource and Infrastructural Requirements"- As per Annexure- IV of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention compliance details against the requirements in terms of staffing norms and physical infrastructure exclusively / independently, as mentioned in the Annexure IV of the Regulations. In addition, the faculty details shall be provided in the following format:

University fulfills all staffing norms and physical infrastructure exclusively / independently, as mentioned in the Annexure IV of the Regulations.

Programme Name	No. of Faculty Required	No. of Faculty appointed	Compiled Yes/No	If no. reason thereof
Bachelor of Arts (Economics)	2	2	Yes	
Bachelor of Arts(Political Science)	2	2	Yes	
Bachelor of Arts (Sociology)	2	2	Yes	
Bachelor of Arts (Marathi)	2	2	Yes	
Bachelor of Arts (Hindi)	2	2	Yes	
Bachelor of Arts (English)	2	2	Yes	
Bachelor of Arts (History)	2	2	Yes	
Bachelor of Commerce	2	2	Yes	
Master of Arts (Economics)	1	1	Yes	
Master of Arts(Political Science)	1	1	Yes	
Master of Arts (Sociology)	1	1	Yes	
Master of Arts (Marathi)	1	1	Yes	
Master of Arts (Hindi)	1	1	Yes	
Master of Arts (English)	1	1	Yes	
Master of Arts (History)	1	1	Yes	
Master of Commerce	1	1	Yes	

S. No.	Programme Name	No. of Full time dedicated faculty for ODL	Names	Designation	Qualification	Experience (in years)	Type (Regular/ Contract) with gross salary	Date of joining programme and joining report
1.	Bachelor of Arts (Economics) and Master of Arts Economics	03	Dr. Shivanand Suryawanshi	Assistant Professor	M.A., M.Phil., Ph.D.	09	Contract	
			Dr. Kaluram Dhore	Assistant Professor	M.A, NET, Ph.D.	07	Contract	
			Dr. Madhvi Khot	Assistant Professor	M.A., Ph.D.	06	Contract	
2.	Bachelor of Arts (Political Science) and Master of Arts (Political Science)	03	Dr. Mangesh Kadam	Assistant Professor	M.A., SET, Ph.D.	16	Contract	
			Ms. Niyati Wadkar	Assistant Professor	M.A.	03	Contract	
			Mr. Gurunath Sawant	Assistant Professor	M.A.	04	Contract	
3.	Bachelor of Arts (Sociology) and Master of Arts (Sociology)	03	Dr. Falguni Vahanvala	Assistant Professor	M.A., Ph.D.	14	Contract	
			Mr. Avinash Daithankar	Assistant Professor	M.A., M.Phil., NET	06	Contract	
			Ms. Nakesha Bhosle	Assistant Professor	M.A.	05	Contract	
4.	Bachelor of Arts (Marathi) and Master of Arts (Marathi)	03	Ms. Roshani Shinde	Assistant Professor	M.A.	04	Contract	
			Ms. Nayana Jadhav	Assistant Professor	M.A.	03	Contract	
			Ms. Jaswandi More	Assistant Professor	M.A.	04	Contract	
5.	Bachelor of Arts (Hindi) and Master of Arts (Hindi)	03	Dr. Sandesha Bhavasar	Assistant Professor	M.A., Ph.D.	08	Contract	
			Dr. Champa Masiwal	Assistant Professor	M.A., Ph.D.	10	Contract	
			Ms. Nitu Sharma	Assistant Professor	M.A., B.Ed., NET	05	Contract	
6.	Bachelor of Arts (English) and Master of Arts (English)	03	Mrs. Neeta Kadam	Assistant Professor	M.A., B.Ed., M.Phil., NET	12	Contract	
			Ms. Shifa Shikalgar	Assistant Professor	M.A., B.Ed.	07	Contract	
			Ms. Vaishali Patil	Assistant Professor	M.A., B.Ed., SET	05	Contract	

S. No.	Programme Name	No. of Full time dedicated faculty for ODL	Names	Designation	Qualification	Experience	Type (Regular/ Contract)with gross salary	Date of joining programme and joining report
7.	Bachelor of Arts (History) and Master of Arts (History)	03	Ms. Bhavani Dedhiya	Assistant Professor	M.A., NET	07	Contract	
			Ms. Supriya Gamare	Assistant Professor	M.A.	04	Contract	
			Mr. Raju Sonawane	Assistant Professor	M.A., B.Ed.	05	Contract	
8.	Bachelor of Commerce and Master of Commerce	03	Ms. Sangeeta Kanojia	Assistant Professor	M. Com., NET	04	Contract	
			Mr. Avinash Chaurasia	Assistant Professor	M.Com., ST, NET	03	Contract	
			Ms. Divya Tripathi	Assistant Professor	M.Com.	02	Contract	

3.3 Details of Administrative Staff

Number of Administrative Staff available exclusively for ODL programmes at HQ & LSC's

Admin Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3 (2 for DM Universities)	16
Computer Operator	2	2
Multi- Tasking Staff	2	3

Duly attested photocopies of appointment letter with salary:

<https://drive.google.com/file/d/1BERJqqva5-BwFFdiXpNk4KUGJ1KTSTht/view?usp=sharing>

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	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Yes	
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Yes	
6.	Building and grounds of the examination centre must be clean and in good condition.	Yes	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Yes	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Yes	
10.	Safety and security of the examination centre must be ensured	Yes	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Yes	
12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

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

S. No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason there of
1	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	YES https://drive.google.com/file/d/1jfFJWDZc2B5a8AfAObjgOlfMCuBSRwR/view?usp=sharing	
2	A Higher Educational Institution offering Open and Distance Learning Programmes shall have a mechanism well in place for evaluation of learners enrolled through Open and Distance Learning mode and their certification.	YES	
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; ii) For Open and Distance Learning mode: the learner has minimum attendance of 75 per cent. in the programme specific Personal Contact Programme (excluding counselling) and lab component of each of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ Higher Educational Institution	YES https://drive.google.com/file/d/1Ju5FYBdQmKmBWai1Mu5EJHilyX28ZMIp/view?usp=sharing	

4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through Open and Distance Learning mode shall be evolved by adopting same standards as being followed in conventional mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities		
5.	The weightage for different components of assessments for Open and Distance Learning mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Upload sample question paper https://drive.google.com/file/d/10_nNjlg8QZWvBaAMZBl4VYe1vqv837db/view?usp=sharing	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	https://www.sndtonline.in/enrol/index.php?id=578	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	https://drive.google.com/file/d/1Ju5FYBdQmKmbWai1Mu5EJHllyX28ZMlp/view?usp=sharing	
8.	A Higher Educational Institution offering a Programme in Open and Distance Learning mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	https://sndt.digitaluniversity.ac/Content.aspx?ID=1159	
9.	The examination of the programmes in Open and Distance learning mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	https://drive.google.com/file/d/1lLCGaBrXsLNUfstb_KKS2VPk_8IRpkj/view?usp=sharing	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.		
	(b) Availability of biometric system		

	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners	YES	
	(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution	YES	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	YES	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	YES	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	YES	
13.	(a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted through proctored examination (pen-paper or online or computer based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.	YES	
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	YES	
14.	The Examination Centre shall be located in Government Institutions like Kendriya Vidyalaya(s), Navodaya Vidyalaya(s), Sainik School(s), State Government Schools, etc. can also be identified as examination centre(s) under direct overall supervision of a Higher Educational Institution offering education under the Open and Distance Learning mode including approved affiliated colleges under the University system in the Country and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions	YES	

15.	The Learner Support Centres, as defined in the regulations and within the territorial jurisdiction, can also be used as examination centres provided they fulfill the criteria of an examination centre as defined in these regulations	YES	
16.	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	https://drive.google.com/file/d/12wSQh_1Bn9EF3Nn57F5HZI1rnGD4ce3Y/view?usp=sharing	
17.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have <ul style="list-style-type: none"> i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name. 	YES https://drive.google.com/file/d/1hNsUoizMIDImbAYq4tpzSIY08KMuidGk/view?usp=sharing	
	(b) Each award shall also be uploaded on the National Academic Depository	YES	
18.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Learner Support Centres (only for Open and Distance Learning); (v) Name and address of all Examination Centres	YES	

4.3 Whether any examination held through online mode.

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

Not Applicable

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

Semester beginning	Programme name	No. of students admitted	No. of students appeared in exams	No. of students progressed to next year	% of students passed	% of students passed in first class
	Bachelor of Arts (Sociology)	175	170	129	75.88	
	Bachelor of Arts (Marathi)	74	68	53	77.94	
	Bachelor of Arts (Hindi)	44	44	38	86.36	
	Bachelor of Arts (English)	113	105	70	66.66	
	Bachelor of Arts (Economics)	56	53	42	79.24	
	Bachelor of Arts (Political Science)	21	19	14	73.68	
	Bachelor of Arts (History)	56	48	37	77.08	
	Bachelor of Commerce	202	195	113	57.94	
	Master of Arts (Economics)	62	58	33	56.89	
	Master of Arts (Political Science)	29	26	15	57.69	
	Master of Arts (Sociology)	89	85	57	67.05	
	Master of Arts (Marathi)	82	77	58	75.32	
	Master of Arts (Hindi)	51	49	28	57.14	
	Master of Arts (English)	120	113	63	55.75	
	Master of Arts (History)	50	47	40	85.10	
	Master of Commerce	66	57	26	45.61	

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

5.1 Compliance status of 'Guidelines on Programme Project Report' – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020

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

Following is the process for the preparation of a Programme Project Report in the Centre for Distance Education: The Programme Project Report(PPR) is developed by the Centre as per the norms prescribed under UGC ODL Regulations 2020. The PPRs were prepared by the Programme Coordinators in accordance with the UGC (ODL) Regulations circulated by the CIQA. The diverse group of target learners is identified with their learning needs on the basis of which curriculum is designed and prepared. Learning outcomes are prepared to include the development of knowledge and understanding suitable to the area of study. It also reflects academic, professional and occupational standards of that field.

Instructional Design of the PPR includes Curriculum design, detailed syllabi, duration of the programme, faculty and support staff requirement, instructional delivery mechanisms, identification of media – print, audio or video, online, computer-aided, and student support service systems.

Details of the admissions, curriculum transaction and mode of evaluation are mentioned in the PPR. Detailed guidelines are mentioned in the PPR for programme. Details of the cost or chargeable fee for the programme is mentioned in the PPR. The main contents of the Programme Project Report are as follows: Mission and objectives of the Programmes, relevance of the programme with HEI's Mission and Goal, nature of prospective target group of learners, appropriateness of programme to be conducted in Open and Distance Learning mode to acquire specific skills and competence, instructional Design, procedure for admissions, curriculum transaction and evaluation, requirement of the library resources, cost estimate of the programme and the provisions, quality assurance mechanism and expected programme outcomes. The PPR is placed before the Centre for Internal Quality Assurance (CIQA) for approval and that is then further approved by the Board of Management of the University.

Programme Project Report (PPR) is a self-disclosure about launching the programme in the ODL mode. Before introducing Programmes under ODL, PPR for all the programmes are kept ready, which were reviewed and approved by academic authorities like Board of Studies, Academic Council. In this academic year, we have launched credit system in two programmes, i.e., B.A. and B.com. For the same we have prepared PPR.

<https://drive.google.com/file/d/13YqjLnJGB035SYYc-uY66446pDDEvxvp/view?usp=sharing>

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.

The Centre for Distance Education adheres to the Quality Assurance Guidelines prescribed under UGC ODL regulations 2020. After thorough planning and designing under the guidance of an expert committee consisting of experts from various institutions, the Centre for Distance Education has revised and developed guidelines for development of Self Learning Material as per the UGC Regulations. The Centre for Distance Education has prepared its learning materials both in print media as well as in online media. The University has planned and modified its previous learning materials as per the new UGC guidelines. Initially course material was developed in consultation with in-house and external subject experts in each of the subjects. The learners were encouraged to take reference from the related websites, journals to expand the horizon of knowledge and develop practical skills. The content of learning material is simple, clear and free from any pedagogic jargon.

The SLMs of all the programs follow a standard format and layout having a unit structure at the beginning of each unit, examples, case studies, glossary and suggested reading. The SLMs of all the programs are available in both English and Marathi. The students can access the e-material at any time anywhere using their personal computers or smart-phones. All the courses are planned into units and sub-units. The learners are engaged in assignments and activities, to provide them a thorough knowledge of the content. Both summative and formative assessments are done for each programme. The evaluation is based on the Term End Examination, Internal assignments. The syllabus of all the programs is formed by an Expert Committee consisting of experienced subject experts.

<https://drive.google.com/file/d/13YqjLnIGB035SYYc-uY66446pDDEvxvp/view?usp=sharing>

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

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

Following criteria are followed while preparation of a Self Learning Material:

The learner profile like the literacy level, age group, ICT skills, the aim of the study, location, prior knowledge, and skills is taken into consideration while preparing the learning material. All the learning materials at the Centre for Distance Education are made available to the learners both in hard copy and soft copy form, so that they can access it anytime anywhere. The university has formed Expert Committee to develop guidelines for preparation of SLM, and developed it as per UGC Regulations.

The SLM developed by our Centre has the following structure:

- Learning objectives
 - Assessment of prior knowledge
 - Learning activities
 - Examples and illustrations
 - Self-assessment tests • Summary and Key Words • Unit end questions.
- distance learners usually depend a lot on SLM because they have to learn on their own. A programme structure is prepared to mention the structure of SLM. The success and effectiveness of the ODL system largely depend on self-learning material. The Self Learning Material has been developed as per the defined credit structure of the programme. Each Unit of the SLM has a definite Structure. The assignments given to the students are based on the Learning objectives of the SLM.*

The SLMs in soft copy form are easy to download and can be accessed through any device. The learning objectives and outcomes of the Programme, Courses and each Module/Units are clearly mentioned in the beginning. Course-wise and unit-wise detailed syllabus is also available in hard copy and soft copy format. There are assignments on each learning objective for self-assessment. The programme coordinators are engaged in the assessment study. Link of SLM is provided to the learners through 'MYSSMSMANTRA' and whatsapp groups. The members of expert committee, course writers and editors are chosen thoughtfully by the Centre for Distance Education. To maintain the quality of SLM, it has to go through the process of block preparation, editing, content improvisation and proof-reading. The Centre for Distance Education follows the prescribed norms for Standards of Self Learning Material (SLM) in print form and non-print form as per UGC (ODL) Regulations 2017 as amended till date.

<https://drive.google.com/file/d/13YqjLnJGBO35SYyc-uY66446pDDEvxvp/view?usp=sharing>

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

6.1 Details of personal contact programmes implemented:

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

S. No.	Programmes name	Centre Name	No. of centres conducted PCP	No. of PCP held every year	Total no. of students registered in the programme	No. of Students Attended on an average basis
1	Bachelor of Arts (Economics)	Centre for Distance Education		12 Lectures per course	56	Approx. 70%
2	Bachelor of Arts (Political Science)	Centre for Distance Education		12 Lectures per course	21	Approx. 70%
3	Bachelor of Arts (Sociology)	Centre for Distance Education		12 Lectures per course	175	Approx. 70%
4	Bachelor of Arts (Marathi)	Centre for Distance Education		12 Lectures per course	74	Approx. 70%
5	Bachelor of Arts (Hindi)	Centre for Distance Education		12 Lectures per course	44	Approx. 70%
6	Bachelor of Arts (English)	Centre for Distance Education		12 Lectures per course	113	Approx. 70%
7	Bachelor of Arts (History)	Centre for Distance Education		12 Lectures per course	56	Approx. 70%
8	Bachelor of Commerce	Centre for Distance Education		12 Lectures per course	202	Approx. 70%
9	Master of Arts (Economics)	Centre for Distance		12 Lectures per course	62	Approx. 70%

		Education				
10	Master of Arts (Political Science)	Centre for Distance Education		12 Lectures per course	29	Approx. 70%
11	Master of Arts (Sociology)	Centre for Distance Education		12 Lectures per course	89	Approx. 70%
12	Master of Arts (Marathi)	Centre for Distance Education		12 Lectures per course	82	Approx. 70%
13	Master of Arts (Hindi)	Centre for Distance Education		12 Lectures per course	51	Approx. 70%
14	Master of Arts (English)	Centre for Distance Education		12 Lectures per course	120	Approx. 70%
15	Master of Arts (History)	Centre for Distance Education		12 Lectures per course	50	Approx. 70%
16	Master of Commerce	Centre for Distance Education		12 Lectures per course	66	Approx. 70%

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

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

Learner Support Centre are established as per the As per Annexure – VIII of UGC(ODL Programmes and Online Programmes) Regulations, 2020. Applications were invited by the eligible institutes for the recognition as learner support centre. Applications were scrutinized by the learner support centre scrutiny committee and then it is forwarded to the learner support centre recognition committee formed by the SNDT Women's University.

6.3 LSC wise enrollment details (Not for Private University)

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

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

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

6.4 Off campus details (For Deemed to be University)

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

6.5 Delivery of Self-Learning Material

Type	Date of Admission (for July and January)	Date SLM delivery	Whether SLM Delivered to Learners within fortnight of admission
Printing Material	15/11/2022 30/03/2023	16/12/2022 30/04/2023	YES
Audio-Video Material			
Online Material			YES
Computer based Material			

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

a. Provide details as under:

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

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 authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website	YES https://sndt.ac.in/pdf/cde/declaration/2023/declaration-of-the-documents-from-sr-no-2-to-17.pdf	
Uploading of the following on HEI website https://sndt.ac.in/cde/ugc-deb-recognition-status			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Open and Distance Learning mode	YES https://sndt.ac.in/pdf/cde/ugc-deb/22-23/maharashtra-public-universities-act-2016.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	YES https://sndt.ac.in/pdf/cde/ugc-deb/22-23/ugc-approval-letter-2021-22.pdf	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	YES https://sndt.ac.in/cde/courses	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, list of Learner Support	YES https://sndt.ac.in/cde/courses	

	Centres with addresses and contact details (for Open and Distance Learning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;		
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	YES https://sndt.ac.in/cde/circulars	
7.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	YES	
8.	Information regarding all the programmes recognised by the Commission	YES https://sndt.ac.in/pdf/cde/ugc-deb/22-23/ugc-approval-letter-2021-22.pdf	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	YES	
10.	Complete information about 'Self Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Open and Distance Learning Programmes;	YES https://www.sndtonline.in/course/index.php?categoryid=44	
11.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Open and Distance Learning Programmes	YES https://sndt.ac.in/pdf/cde/ugc-deb/22-23/frequently-asked-questions.pdf	
12.	List of the 'Learner Support Centres' along with the number of learners who shall appear at any examination centre and details of the Information and Communication Technology facilities available for conduct of	YES	

	examination in a fair and transparent manner, for Open and Distance Learning programmes		
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Open and Distance Learning programmes	YES	
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	YES	
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	
16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	YES	

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.	The intake capacity under Open and Distance Learning mode for a programme under science discipline to be offered by a Dual Mode University shall be three times of the approved intake in conventional mode and in case of Open University, it shall be commensurate with the capacity of the Learner Support Centres (for Open and Distance Learning only) to provide lab facilities to the admitted learners:	YES
2.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Open and Distance Learning mode, shall render the enrolment invalid	YES
3.	A Higher Educational Institution shall, for admission in respect of any programme in Open and Distance Learning mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	YES
4.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	YES

5.	<p>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:</p> <p>Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners</p>	YES
6.	<p>Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners:</p> <p>Provided that a Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning for or on behalf of the Higher Educational Institution</p>	YES
7.	<p>Every Higher Educational Institution shall–</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) Exhibit such records as permissible under law on its website; and</p> <p>(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.</p>	YES

	8. Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Open and Distance Learning mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in Open and Distance Learning mode, and the other terms and conditions of such payment	YES
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 Open and Distance Learning 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 ODL programmes) 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
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	YES
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	YES
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Open and Distance Learning mode offered by a Higher Education Institution	YES
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	YES
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in Open and Distance Learning mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	YES
14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised; (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	YES

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 Centre for Distance Education (CDE) adheres to the norms prescribed under Annexure-XI of UGC ODL regulations 2020, with regard to the Grievance Redressal Mechanism. An effective grievance mechanism is in place and available to all students. This mechanism involves an appropriate level of management and addresses concerns promptly. E-mail ID studentsupport@cde.sndt.ac.in is available for the students to lodge their grievances on any matter related to the Centre for Distance Education. The Centre for Distance Education has an online feedback system for the redressal of student grievances. The students send their feedback e-mails to studentsupport@cde.sndt.ac.in.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
43	43

9.3 Complaint Handling Mechanism

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

Before any grievance action, the complainants are advised to obtain a satisfactory resolution through the Informal Complaint process. Most of the time the complaints are resolved informally by the coordinators. In case, if it is not feasible to resolve the complaint informally, the complainants/learners submit their grievances via email, or in person. The learner has a right to complain regarding program quality, learning resources, learner support and guidance, teaching, learning, assessment, etc. The complaint can be submitted individually or collectively by a group. As and when a grievance is received, the Higher Educational Institution investigates it thoroughly and makes the necessary improvements in its services. The status of the grievance is conveyed to the learner via email and SMS notification. All the grievances are acknowledged and handled very carefully. The major grievances of the students are given a fair chance to be heard in detail before the Director and other members of the concerned committee. The Director, considering the nature and magnitude of the issue, takes appropriate action for redressal of the grievance, and the same is communicated to the learner. All grievances are treated seriously and consistently dealt with impartially and transparently. All the proceeding of the Grievance redressal mechanism has been properly documented.

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

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

Centre for Distance Education has started the online admission procedure from application to admission, Online help desk (One window Centre) has been established to resolve the doubts or queries of students enrolled in open and distance learning mode.

10.2 Best Practices of the HEI

Dual mode facility for admission (Online and Offline admission procedure), Government Scholarship is provided to SC/OBC/SBC/VJNT students, Availability of Installment facility for Fees payment for economically weaker students, Self-Learning Material (SLM) in print form provided by HEI by speed post at students doorstep, Online SLM available on <https://www.sndtonline.in>, Provision of Student Support through WhatsApp group, email, bulk SMS/Email, Online Personal Contact Programmes, Availability of offline and online internal assignment submission

10.3 Details of Job Fairs conducted by the HEI

Centre for Distance Education in its contact session aware students about the various job opportunities after the successful completion of the programme.

10.4 Success Stories of students of ODL mode of the HEI

Students completing graduation and Post Graduation from Open and Distance Learning mode of Centre for Distance Education are now working in the Non Governmental Organization, has started self-help groups, working in the government and semi government offices.

10.5 Initiatives taken towards conversion of SLM into Regional Languages

Self-Learning Material of B.A. and M.A. Programme are developed in the Marathi Language.

10.6 Number of students placed through Campus Placements

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10.7 Details of Alumni Cell and its activity

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10.8 Any other Information

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DECLARATION

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



Signature of the Director:

Name: Dr. Smriti Bhosle

Date: 31/08/2023

Seal:



Signature of the Registrar:

Name: Dr. Vilas Nandavdekar

Date: 31/08/2023

Seal:



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.