Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE

(CIQA)

Directorate of Open and Distance Learning & Online Studies
(Centre for Distance and Online Education)
Guru Nanak Dev University Amritsar
(Accredited as "A++" grade by NAAC and awarded *"University with potential for excellence"* status by UGC)

PROGRAMMES UNDER ONLINE MODE

2025-26

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HEI ID: HEI-U-0376 NAME OF HEI: GURU NANAK DEV UNIVERSITY TYPE OF HEI: STATE

Part – I: General Information

1.1 Date of notification of the Centre (attach a copy of the notification): CIQA was constituted in the session 2019. latest Notification dated 14.01.2025 Letter No. 425-446 of CIQA composition as per UGC-DEB Guidelines is attached.

Upload PDF

1.2 Details of Director, CIQA

- Name : Prof.(Dr.) Subheet Kumar Jain
- Qualification: Ph.D
- Appointment Letter and Joining Report: Upload (PDF)- 8thFebruary 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.) Karamjeet Singh	Finance & Strategic Management	12-02-2026
b.	Three Senior teachers of HEI	Member 1	Dean, Academic Affairs, Prof. (Dr.)Harvinder Singh Saini	Department of Micro Biology	12-02-2026
		Member 2	Director IQAC, Prof. Dr. Jatinder Kaur	Botanical and Environmental Sciences.	12-02-2026
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 3	Dr. Kuljit Kaur, Professor and Head of Computer Science	Computer Science	12-02-2026
		Member 4	Dr. Vikram, Professor and Head of University Business School	MBA	12-02-2026
		Member 5	Prof. Dr. Manjinder Singh, Professor and HoD, School of Punjabi Studies	Punjabi	12-02-2026

d.	Two External Experts of ODL and/or Online Education	Member 6	Dr. Anita Gill, Former Dean Academic Affairs, Jagat Guru Nanak Dev Punjab State Open University, Patiala	Distance Education	12-02-2026
		Member 7	Dr. Yojna Rawat, Dean of University Instructions, Professor, Centre for Distance and Online Education, Panjab University, Chandigarh	Distance Education	12-02-2026
e.	Officials from departments of HEI • Administration • Finance	Member 8 Administration	Professor Dr. Kamlesh Guleria, Prof. In-charge Examinations, GNDU	Human Molecular Genetics	12-02-2026
		Member 9 Finance	Dr. Rajesh Kalia, DR Finance	Accounts	12-02-2026
f.	Director, CIQA	Member Secretary	Prof. (Dr.) Subheet Jain	ODL and Online Education	12-02-2026

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

HEI ID: HEI-U-0376 NAME OF HEI: GURU NANAK DEV UNIVERSITY TYPE OF HEI: STATE

a. No. of meetings held every year: __2__

b. Meeting details:

Meetings	**Date-Month-Year**	**No. of External Expert Present**	**Minutes**	**Approval of Minutes**
Meeting 1	29.08.2025	2	upload	upload
Meeting 2	19.02.2026	2	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 <M*onth, 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) (DDMMYYYY)Of HEI/ Regulatory Authority (if required)**	**Number of students Admitted (Male/Female/ Transgender)**			
								M	**F**	**TG**	**Total**
1.	Department of English	Certificate in Communication and Professional Skills in English	06 Months	16	+2	6695	Program is approved by Statutory bodies of University Academic Council and Syndicate by its meeting dated 24/03/2025	2	1	0	3
2.	School of Punjabi Studies	Certificate in Punjabi	06 Months	16	+2	6695	Program is approved by Statutory bodies of University Academic Council and Syndicate by its meeting dated 24/03/2025	4	4	0	8

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

From <M*onth, Year*>academic session:

HEI ID: HEI-U-0376 NAME OF HEI: GURU NANAK DEV UNIVERSITY TYPE OF HEI: STATE

Sr. No.	Name of the Depart ment	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval Of statutory Authority(s) (DDMMYYYY)Of HEI/ Regulatory Authority (if required)	Number of students Admitted (Male/Female/ Transgender)			
								M	F	TG	Total
1	Department of Computer Engineering	Diploma in Artificial Intelligence & Machine Learning	12 Months	32	+2	13390	Program is approved by Statutory bodies of University Academic Council and Syndicate by its meeting dated 24/03/2025	8	26	0	34
	Department of Computational Statistics & Data Analytics	Certificate in Data Analytics	12 Months	32	+2	13390	Program is approved by Statutory bodies of University Academic Council and Syndicate by its meeting dated 24/03/2025	2	3	0	5
	University School for Financial Studies	Certificate in Business Analytics	12 Months	32	+2	13390	Program is approved by Statutory bodies of University Academic Council and Syndicate by its meeting dated 24/03/2025	0	1	0	1
	Department of Computer Science	Certificate in Cyber Security	12 Months	32	+2	13390	Program is approved by Statutory bodies of University Academic Council and Syndicate by its meeting dated 24/03/2025	2	0	0	2

	University Business School	Certificate in Digital Marketing	12 Months	32	+2	13390	Program is approved by Statutory bodies of University Academic Council and Syndicate by its meeting dated 24/03/2025	4	3	0	7

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

From <M*onth, Year*>academic session: TO BE EXTRACTED FROM WEBPORTAL

Sr. No.	Post Graduate Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students Admitted (Male/Female/ Transgender)			
							M	F	TG	Total
1	NA	NA				NA	NA			

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

From **<July-*, 2025*>**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**	**Number of students Admitted (Male/Female/ Transgender)**			
							M	**F**	**TG**	**Total**
1	Bachelor of Computer Applications	36	132	10+2	97600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	26	4	-	30

2	Bachelor of Arts	36	128	10+2	52600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	63	68	-	131
3	Bachelor of Commerce	36	132	10+2	52600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	22	39	-	61

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

From <July- 2025academic 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	Number of students Admitted (Male/Female/ Transgender)			
							M	F	TG	Total
1	Master of Commerce	24	96	Graduate	55600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	-	5	-	5
2	Master of Arts-Punjabi	24	80	Graduate	35600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	10	13	-	23
3	Master of Arts English	24	80	Graduate	45600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	3	15	-	18
4	MCA	24	96	Graduate	90600	F.No. 1-10/2025(DEB-SR)	8	8	-	16

						Dated 03 October 2025				
5	MBA	24	100	Graduate	80600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	15	15	-	30
6	MBA (FM)	24	100	Graduate	80600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	13	4	-	17
7	MBA (HRM)	24	100	Graduate	80600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	6	9	-	15
8	MBA (MM)	24	100	Graduate	80600	F.No. 1-10/2025(DEB-SR) Dated 03 October 2025	1	7	-	8

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

2.1 Action taken on the functions of CIQA:

S.No.	**Provisions in Regulations**	**Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)**	**Upload Relevant Document**
1.	Quality maintained in the services provided to the learners	The CIQA GNDU ensures that the students enrolled in online and ODL modes receive learner support services in accordance with the UGC regulations. The university has established robust, time tested processes in place to provide optimal support to the students. The CIQA GNDU has implemented very well thought out quality control parameters to ensure strict adherence to quality standards. The system operates based on	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		established feedback channels, with regular surveys conducted among all stake holders. The feedback gathering system incorporates both comments and questionnaires to ensure comprehensive input. As per new initiative the ODL and Online students have now access to library facilities not only on the days of PCP classes but also during other working days. Additionally, provisions have been made to create mandatory ABC IDs for ODL and online students, which are used for the transfer of DMCs. The Directorate conducts PCP classes for all courses with strong emphasis onpractical training and project work during these sessions. To provide robust academic support to the ODL and online students, the email Ids and contact numbers of the course coordinators have been uploaded on the university website. All learner support processes starting from admission, payment of dues, registration, issuance of Roll numbers, submission of seminars/ projects, declaration of results, downloading of e-DMCs, requests for issuance of DMCs, to requests for transcripts are available online. This comprehensive online system also integrates feedback received from surveys to continuously improve the services provided.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	The feedback from Surveys and other systems is constantly reviewed to identify ways to enhance the Directorate's functioning. Continuous improvements are being made to the Online system, including content and language of e-learning materials. Based on the feedback from the environment SLMs for the students have been revised and uploaded on the portal to make them more comprehensive and useful. The names, contact numbers and other	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		details of the course coordinators have been uploaded . The students can seek their guidance and support whenever they want it. The students of ODL can download SLMs and other study material from the student portal.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality.	The CIQA has identified following key areas that require consistent quality maintenance and improvement; • Creation of ABCD ID • Revision of the Syllabi Academic framework as per NEP 2020 guidelines. • Revision/updation of SLMs as per the feedback received. • Learner support services • Communication to learners • Student engagement and interactivity. • We are also working constantly in these thrust areas to provide better academic environment and services to our students.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	The CIQA ensures that academic benchmarks for online and ODL, programs are as rigorous as those for conventional programs. These benchmarks include eligibility criteria for admission, syllabi, question paper pattern for end term examination, evaluation systems, pass fail criteria, maximum duration of program for ODL and Online programs. Faculty members have been sensitized to maintain high teaching and learning standards, ensuring that educational outcomes are prioritized. To support better learning outcomes, teachers provide additional study material like PPTs	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		and Pdf to the students in addition to material available on the portal..	
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 have been conducted. Stakeholders can provide feedback by visiting the support staff, emailing or calling any staff members listed on the website. The University has also arranged regular interface sessions for this purpose.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
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 with meetings and workshops organized for personnel involved in implementing programs. Regular meetings with HODs and activity in-charges are held to share information, expertise, materials and strategies for quality and improvement.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
7.	Implementation of its recommendations through periodic reviews	A Core Committee constituted by CIQA supports and monitors the University's quality assurance aspects, meeting regularly throughout the year. CIQA conducts periodic seminars and workshops to promote social values among teachers and learners, and regularly holds workshops and training on research methodology and innovative practices for faculty and research students.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
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 at GNDU regularly conducts seminars and workshops to promote social values among teachers and learners. Workshops and training sessions on research methodology and innovative practices are regularly organized for faculty members and research students. Last year a workshop was held on career opportunities and options available for ODL/OL students. Additionally, information about all seminars, workshops and training	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		programs conducted by different university departments is also sent to ODL students, encouraging their participation in these events.	
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	Towards quality enhancement, in services all processes related to admissions, payments, SLM downloads, result notifications, reevaluation applications, DMC downloads, RFID based library card issuance, transcript requests, migration certificate requests, and readmissions are available on the ODL and online websites. Additionally, the director's website provides links for all open resources.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	The Department collects data as per CIQA instructions, collates corresponding statistical studies, and periodically shares and analyses the data with stakeholders.The same is also analysed for accuracy and conformity by different wings of the University. Directorate shares the numerical data for admission to Registration Branch of University. The Online and ODL students' data also forms part of the university data to design different policies by the IQAC cell of the university. This data is also utilized by IQAC for submission to different regulatory bodies including the Govt of Punjab. Additionally, the data supports the institution's participation in rankings and assessment by NAAC, NIRF, India Today, The Week and Career 360, among others.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
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 University follows the norms and guidelines for the preparation of 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–	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		(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.	
12.	Mechanism to ensure the proper implementation of Programme Project Reports	PPR reports for all the programmes have been prepared as per UGC(DEB) guidelines and duly reviewed and approved by both the CIQA committee and Academic council of the University. All Departments and corresponding Board of Studies are sensitized to the importance of following the PPR and ensuring 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 Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
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 CIQA, GNDU, as well as by the Department, are documented in the University's Online filing system, and reviewed periodically, to ensure compliance and continuity. The Directorate of ODL and Online studies report is also included in the University's annual report. The Annual report is approved by the Syndicate and is released during the Convocation by the Chancellor of the University. Data regarding ODL students is also provided for various university	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		ranking. Additionally, the CIQA annual report has been uploaded on the website to facilitate widespread access to information.	
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 GNDU have provided various inputs by way of interaction with industry and businesses to the Departments. These inputs ensure that faculty are sensitised and that syllabi and teaching methods are kept up to date and aligned with industry expectations, thus ensuring that students are employable and job ready. All Boards of Studies at the University include industrial experts and student representatives as members. This structure facilitates feedback that helps make the curriculum job oriented and tailored to industry needs.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
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 regulatory changes, including NAD , CBCS, NEP etc., the CIQA is continually working to design a learner centric environment. This effort aims to assist departments in transforming smoothly to these new systems, and ensuring alignment with updated regulations.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
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 GNDU collaborates with various university departments to provide necessary assistance for accreditation and assessment reviews by NAAC or such bodies. In light of recent regulatory changes, including NAD, CBCS and NEP, COIQA GNDU is consistently working to create a learner centric environment and facilitate departmental transition to these new systems. The university had its NAAC peer visit for the fourth cycle from 10 Dec to 12 Dec 2022. The Directorate of CDOE actively participated during the NAAC peer visit. The NAAc per n	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		d departments of the University towards ensuring that it provides all required assistance towards any accreditation and assessment reviews by NAAC or such bodies.	
17.	Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit	CIQA GNDU has encouraged various departments, including ODL/Online Departments to adopt 'Quality First' approach ensuring all processes aligned with this standard. The CIQA Annual Report process as well as regular NAAC appraisals shall be used as benchmarks. The CIQA Committee is pleased to note that the University ranks A++ with a CGPA of 3.85 on a 4.0 scale- **(Highest among all Central, State and Private Universities of India)** in the NAAC grading an committed to maintain the same.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	The University shares the inputs received from various stakeholders with the Commission whenever possible, and to include such matters in discussions during DEB / UGC Presentations. The University consistently shares all required information in line with the Commission's instructions. Mandatory disclosures and precautions for students have been posted on the University's website. Over the past year, the following information and applications have been submitted to UGC(DEB) and AICET by CDOE, with CIQA coordinating the approval process; An Online application was submitted to UGC(DEB) for the recognition of 11 programmes,	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		including MBA and MCA programmes for the 2023-24 session under category- I university status, as per new policy adopted by UGC(DEB). An online application was submitted to AICET for approval/NOC for MBA and MCA programmes. The CDOE successfully coordinated the online inspection by the AICTE scrutiny committee and obtained a 5 year NOC for these programs. In compliance with UGC(DEB) instructions, mandatory disclosures have been successfully uploaded on the CDOE website. Compliance with UGC regulations regarding delivery of Self Learning Material to learners enrolled by the entitled recognised higher education institutions has been successfully submitted to UGC (DEB). Student enrolment data 2023-24 has been successfully submitted to UGC(DEB) on portal. Compliance with uploading the UGC public notice regarding precautions for students before enrolling in ODL and Online programmes has been successfully submitted to UGC(DEB). Report of the Student Induction programme conducted by CDOE for learners of ODL and Online	

		programmes has been successfully submitted to UGC(DEB) A duly signed affidavit and undertaking, along with faculty details applicable for category I University are required for the implementation of the Commission's regulations regarding the NOC from AICTE for offering programmes under ODL and Online mode from academic years 2024-25. Provisions for creating a UGC(DEB) ID as recommended by the Commission, are in progress. The programmer and the Director attended an online meeting regarding this matter, and the necessary programming work has been completed for implementation from the current session. In compliance with UGC regulation 2022, sample copies of degrees and DMCs issued to ODL and Online students have been submitted. Documentation of the same is recommended.	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	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 organised by other Institutes wherever possible.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

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, with a quorum of two thirds of members, including 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. 3010/ODL Dt 31.08.26
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.	The CIQA GNDU spares no efforts to ensure that Annual Report is prepared and made available on line and shared with the Syndicate and the UGC/DEB. CIQA annual report is submitted to the syndicate for approval.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
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 meets at least twice a year and oversees the functioning of CIQA GNDU and approves the reports generated from time to time.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	CIQA GNDU has overseen the adoption and implementation of various Instructional Design methodologies as decided by the Statutory bodies, such as the usage of the Swayam- 4 Quadrant approach	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
24.	Promoted automation of learner support services of the Higher Educational Institution	The CIQA committee of the HEI plays a crucial role in promoting the automation of Learner Support Services. With a focus on online and distance modes, most of these services have been computerised and are accessible online, ensuring ease of access for learners without requiring in person visits.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

		All learner support processes are available online, including 1. Admission and fee payment 2. Issuance of registeration and roll numbers 3. Submission of seminar and project reports. 4. Issuance of the roll no. slips. 5. Declaration of the results 6. Downloading of electronic marks sheets (eDMCs). 7. Requests for transcripts. Additionally, feedback is regularly collected through surveys to further enhance and improve these online services.	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The CIQA GNDU committee of the HEI coordinates with external subject experts and agencies for the annual review of its in-house processes. Two external experts are the part of CIQA committee. Additionally, suggestions from CDOE alumni are also actively considered for improving academic support to learners.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	The CIQA committee of the HEI ensures coordination with third party auditing bodies for quality audit of the programme.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
27.	Overseen the preparation of Self- Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	The CIQA committee of the HEI is responsible for overseeing the preparation of Self- Appraisal Report	Compliance Uploaded for Section 2.1 for all

		which is submitted in Assessment and Accreditation agencies.	points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	The CIQA committee of the HEI promotes collaboration and association for quality enhancement of Online mode of education.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	The CIQA committee of the HEI ensures proper facilitation of the industry-institutional linkage towards providing exposure to the learners and enhancing their job prospects.	Compliance Uploaded for Section 2.1 for all points S. No 1 to 29 vide letter no. 3010/ODL Dt 31.08.26

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.	Compliance Uploaded for Section 2.2 for all points S. No 1 to 8 vide letter no. 3010/ODL Dt 31.08.26

		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 communicated to its stakeholders.	
2	Articulation of Higher Educational Institution Objectives	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. 3010/ODL Dt 31.08.26
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 programmes 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. 3010/ODL Dt 31.08.26

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. 3010/ODL Dt 31.08.26
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. 3010/ODL Dt 31.08.26
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. 3010/ODL Dt 31.08.26
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. 3010/ODL Dt 31.08.26
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. 3010/ODL Dt 31.08.26

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. 3010/ODL dt. 31.08.26
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. 3010/ODL dt. 31.08.26
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. 3010/ODL dt. 31.08.26

HEI ID: HEI-U-0376 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

Or

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
Qualification : 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 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:

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no reason thereof
UG				
B.A.	**02**	**02**	**Yes**	**-**
BCA, B.Com	**03**	**03**	**Yes**	**-**
PG				
MA Eng	**02**	**02**	**Yes**	**-**
M.Com, MCA, MBA, MBA(FM), MBA(MM), MBA(HR)	**03**	**03**	**Yes**	**-**

HEI ID: HEI-U-0376 NAME OF HEI: GURU NANAK DEV UNIVERSITY TYPE OF HEI: STATE

HEI ID: HEI-U-0376 NAME OF HEI: GURU NANAK DEV UNIVERSITY TYPE OF HEI: STATE

Sr. No.	Programme Name	No. of Full Time dedicated faculty for ODL	Name with Designation	Designation	Qualification	Experience	Type (Regular/Contract)with Gross Salary/ month	Date of Joining Programme and Joining Report
1	MBA	Full Time	Dr. Vikram Sandhu	Professor	MBA, Ph.D	17 years	Regular, 131400-217100 (as per Academic Level 13A)	05-04-2006
2	MBA	Full Time dedicated faculty for conduct of PCP (ODL)	Mr. Dheeraj Giri	Assistant Professor	M.Com, MBA	05 years	Contractual with Gross Salary	23-10-2018
3	MBA	Full Time dedicated faculty for conduct of PCP (ODL)	Dr. Saurabh Grover	Assistant Professor	MBA, Ph. D	05 years	Contractual with Gross Salary	23-10-2018
4	MBA	Full Time dedicated faculty for conduct of PCP (ODL)	Dr. Suman Nayyar	Assistant Professor	M.Com, MBA, M.Phil, Ph.D	05 years	Contractual with Gross Salary	23-10-2018
5	MBA	Full Time	Dr. Gurpreet Randhawa	Professor	MBA, Ph.D	16 years	Regular, 144200-217100 (as per Academic Level 13A)	11-07-2007
6	MBA	Full Time	Dr. Pavleen Kaur	Professor	MBA, Ph.D	15 Years	Regular, 144200-217100 (as per Academic Level 13A)	31-01-2008

7	**MBA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Dr. Nitika Bhandari**	**Assistant Professor**	**M.Com, MBA, Ph.D**	**05 years**	**Contractual with Gross Salary**	**22-08-2018**
8	**MBA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Ms. Silky**	**Assistant Professor**	**MBA, UGC-NET**	**Fresh**	**Contractual with Gross Salary**	**27-09-2022**
9	**MBA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Mehak Khanna**	**Assistant Professor**	**MBA, UGC-NET**	**1.5 years**	**Contractual with Gross Salary**	**24-10-2021**
10	**MBA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Hitesh Sharma**	**Assistant Professor**	**MBA, Ph.D**	**05 years**	**Contractual with Gross Salary**	**11-03-2018**
11	**MBA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Neelu Sharma**	**Assistant Professor**	**BCA, MBA**	**Fresh**	**Contractual with Gross Salary**	**27-09-2022**
12	**MCA/BCA**	**Full Time**	**Dr. Sandeep Sharma**	**Professor**	**B.E (CSE), M.E (CSE), Ph.D**	**23 years**	**Regular, 144200-218200 (as per Academic Level 14)**	**21-01-2000**
13	**MCA/BCA**	**Full Time**	**Dr. Kuljit Kaur**	**Professor**	**MCA, Ph.D**	**25 years**	**Regular, 144200-217100 (as per Academic Level 13A)**	**27-07-2004**
14	**MCA/BCA**	**Full Time**	**Dr. Parminder Kaur**	**Associate Professor**	**MCA, Ph.D**	**25 years**	**Regular, 131400-217100 (as per Academic Level 13A)**	**01-07-2020**

15	**MCA/BCA**	**Full Time**	**Dr. Hardeep Singh**	**Assistant Professor**	**B.Tech, M.Tech, GATE,**	**05 years**	**Regular 57700-182400 (as per Academic Level-10)**	**23-10-2018**
16	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Keerti Shelly**	**Assistant Professor**	**MCA**	**05 years**	**Contractual with Gross Salary**	**23-10-2018**
17	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Mr. Ravi Patni**	**Assistant Professor**	**MCA**	**05 years**	**Contractual with Gross Salary**	**23-10-2018**
18	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Mr. Arvind Sharma**	**Assistant Professor**	**MCA, M.Tech**	**05 years**	**Contractual with Gross Salary**	**23-10-2018**
19	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Mr. Baljinder Singh**	**Assistant Professor**	**MCA**	**02 years**	**Contractual with Gross Salary**	**21-07-2021**
20	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Ms. Harsimran Kaur**	**Assistant Professor**	**MCA**	**02 Years**	**Contractual with Gross Salary**	**27-09-2022**
21	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Simran Singh**	**Assistant Professor**	**B.Tech, M.Tech**	**02 Years**	**Contractual with Gross Salary**	**27-09-2022**
22	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Ram Dayal**	**Assistant Professor**	**B.Tech, M.Tech**	**1.5 years**	**Contractual with Gross Salary**	**24-10-2021**

23	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Satwinder Kaur**	**Assistant Professor**	**BCA, M.Tech**	**Fresh**	**Contractual with Gross Salary**	**27-09-2022**
24	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Sukhbir Kaur**	**Assistant Professor**	**MCA**	**1.5 years**	**Contractual with Gross Salary**	**24-10-2021**
25	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Simranjit Sigh**	**Assistant Professor**	**MCA**	**02 years**	**Contractual with Gross Salary**	**21-07-2021**
26	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Zinia Verma**	**Assistant Professor**	**BCA**	**Fresh**	**Contractual with Gross Salary**	**27-09-2022**
27	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Anjali**	**Assistant Professor**	**BCA**	**Fresh**	**Contractual with Gross Salary**	**27-09-2022**
28	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Pahuldeep Kaur**	**Assistant Professor**	**MA Eng**	**1.5 years**	**Contractual with Gross Salary**	**21-07-2021**
29	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Gurpreet Kaur**	**Assistant Professor**	**MA Eng**	**1.5 years**	**Contractual with Gross Salary**	**21-07-2021**
30	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Harleen Duggal**	**Assistant Professor**	**BCA, LLB, LLM**	**Fresh**	**Contractual with Gross Salary**	**14-10-2022**

31	**MCA/BCA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Navdeep Kaur**	**Assistant Professor**	**M.Sc IT, UGC-NET**	**1.5 years**	**Contractual with Gross Salary**	**24-10-2021**
32	**MA English**	**Full Time**	**Dr. Rakesh Mohan Sharma**	**Associate Professor and OSD**	**MA Eng., NET, Ph.D.**	**25 years**	**Regular**	**23-10-2018**
33	**BA/MA English**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Mr. Mohit Mahajan**	**Assistant Professor**	**MA Eng**	**05 years**	**Contractual with Gross Salary**	**23-10-2018**
34	**MA English**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Navjit Kaur**	**Assistant Professor**	**BA Hons. (English), MA Eng, M.Phil**	**1.5 years**	**Contractual with Gross Salary**	**24-10-2021**
35	**B.Com/M.Com**	**Full Time**	**Dr. Sanjeev Arora**	**Assistant Professor**	**MBA, M.Com, Ph.D**	**20 years**	**Regular**	**23-10-2018**
36	**B.Com/M.Com**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Hardev Singh**	**Assistant Professor**	**M.Com, UGC-NET**	**02 years**	**Contractual with Gross Salary**	**21-07-2021**
37	**B.Com/M.Com**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Daljit Singh**	**Assistant Professor**	**B.Com, M.Com, UGC-NET**	**Fresh**	**Contractual with Gross Salary**	**14-10-2022**
38	**B.Com/M.Com**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Kamalpreet Kaur**	**Assistant Professor**	**B.Com, M.Com**	**Fresh**	**Contractual with Gross Salary**	**27-09-2022**
39	**B.Com/M.Com**	**Full Time dedicated faculty for**	**Urvashi**	**Assistant Professor**	**B.Com, M.Com, B.Ed**	**1.5 years**	**Contractual with Gross Salary**	**24-10-2021**

		conduct of PCP (ODL)						
40	B.Com/M.Com	Full Time dedicated faculty for conduct of PCP (ODL)	Shivali Sharma	Assistant Professor	B.Com, M.Com, UGC-NET	1.5 years	Contractual with Gross Salary	24-10-2021
41	B.Com/M.Com	Full Time dedicated faculty for conduct of PCP (ODL)	Bhavya	Assistant Professor	B.Com, M.Com, UGC-NET	1.5 years	Contractual with Gross Salary	24-10-2021
42	B.Com/M.Com	Full Time dedicated faculty for conduct of PCP (ODL)	Tania Arora	Assistant Professor	B.Com, M.Com, B.Ed	1.5 years	Contractual with Gross Salary	24-10-2021
43	BA	Full Time	Dr. K.S. Duggal	Professor	MA, NET, Ph.D	5 Years	Regular,	23-10-2018
44	BA	Full Time	Dr. Manjinder Singh	Associate Professor	MA, NET, Ph.D	10 Years	Regular,	16-10-2014
45	BA	Full Time	Dr. Harinder Kaur	Assistant Professor	MA, NET, Ph.D	4 Years	Regular,	12-04-2021
46	BA	Full Time	Dr. Nirmala Devi	Assistant Professor	MA, Ph.D	6 Years	Regular,	27-06-2018
47	BA	Full Time dedicated faculty for conduct of PCP (ODL)	Dr. Manpreet Kaur	Assistant Professor	MA, NET, Ph.D	4 Years	Contractual with Gross Salary	26-10-2021
48	BA	Full Time dedicated faculty for conduct of PCP (ODL)	Dr. Ruchi	Assistant Professor	MA, NET, Ph.D	1 Year	Contractual with Gross Salary	25-9-2023

49	**BA**	**Full Time dedicated faculty for conduct of PCP (ODL)**	**Mr. Simranjeet Singh**	**Assistant Professor**	**MA, NET**	**1 Year**	**Contractual with Gross Salary**	**25-9-2024**

3.3 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. Kush Choudhary 2. Mr. Jagjit Singh 3. Mr Deepak
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:**

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 superintendents, 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. Emergency exits must be clearly identified and clear of obstructions	NA	
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 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 arrangements ensuring	Upload guidelines (attached)

		transparency and credibility of the examinations and inconformity with all the norms for online examinations as laid down by the commission.)	
2	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes. 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 orterm 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 programme of study stipulated for the	

	ii) For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.	semester or year has been actually 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	Yes. 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 separately in the grade card	Yes. The HEI is in compliance to the UGC regulation. The marks of the continuous assessments and term end examination will be shown separately in the grade card as per the guidelines.	Upload sample (not available)
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. 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.	Upload Process (attached)
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
10	(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.	
	(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
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	NA	Upload Observer Report
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 (penpaper or online or computer based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.	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.	
	(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 KendriyaVidyalaya(s),NavodayaVidyalaya(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	NA	
15	The Learner Support Centres, as defined in the regulations and within territorial jurisdiction, can also be used as examination centres provided they fulfill the criteria of an examination centre as defined in these regulations	NA	
16	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	Yes	

17		(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name. (b) Each award shall also be uploaded on the National Academic Depository 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		
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.

The examinations are conducted through AI Proctored mode accessible through student portal. Real time monitoring through webcam, microphone and screen activities is carried out to ensure transparency, fairness and credibility. Data of all recordings is maintained for verification.

4.4 Result and Student Progression For UG, PG and PGD programmes
Academic Session <July 2025>

Semester beginning	Programme Name	No. of Students admitted	No. of Students appeared in exams	No. of Students progressed to next year	% of students passed	% of Students passed in first class
<July 2025>	Bachelor of Arts (Punjabi)6th Semester	05	04	04	80%	80%
	Bachelor of Arts 3rd Semester	46	40	40	100%	85%
	Bachelor of Computer Applications 6th Semester	7	7	7	100%	100%
	Bachelor of Computer Applications 4th Semester	5	1	1	20%	20%
	Bachelor of Computer Applications 2nd Semester	6	4	4	66%	66%
	Bachelor of Commerce 2nd Semester	13	6	6	46%	46%
	Master of Arts in Punjabi 2nd Semester	8	4	4	50%	50%
	Master of Arts in Punjabi 4th Semester	3	3	3	100%	100%
	Master of Arts in English 2nd Semester	6	4	4	66%	50%
	Master of Commerce 4th Semester	1	1	1	100%	100%
	Master of Computer applications (2 Year Course) 2nd Semester	1	0	0	0	0

	Master of Computer applications (2 Year Course) 4th Semester	2	1	1	50%	50%
	Master of Business Administration 2nd Semester	10	8	8	80%	80%
	Master of Business Administration 4th Semester	7	5	5	75%	75%
	Master of Business administration Marketing Management 2nd Semester	6	5	5	83%	83%
	Master of Business administration Marketing Management 4th Semester	6	4	4	66%	66%
	Master of Business Administration Human Resource Management 4th Semester	1	1	1	100%	100%
	Master of Human 2nd Semester	3	1	1	100%	100%
	Master of Administration Financial Management 4th semester	4	4	4	100%	100%
	Master of Business Administration Financial Management 2nd Semester	2	1	1	50%	50%

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 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 Coordinato r and Counselor	Qualification of Coordinator and Counselor	No. of Counsellors	Programmes offered	Total Enrolled student.
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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)	
Uploading of the following on HEI website (Mention link)			
2	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in 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-approvals)	
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 programmesrecognised 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-approvals)	
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; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
4	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	Yes
5	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners	Yes
6	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner.	Yes

	(b) maintain the records of the entire process of selection of candidates and preserve such records fora minimum period of five years. (c) exhibit such records as permissible under law on its website; and (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	
7	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below- 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
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 Online mode offered by a Higher Education Institution	Yes
12	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee 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 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

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:

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 Received	Numbers of Complaint Resolved	Whether Complaint was resolved within 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

NA

10.4 Success Stories of students of Online mode of the HEI

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

NA

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.

Phones Office : 2258855
Resi. : 2258866

REGISTRAR

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. 3010/ODL
Dated 31.08.2026

HEI ID: DEB-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 initials 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 and Online Studies
Centre of Distance and Online Education
Guru Nanak Dev University

Director
Directorate of Open & Distance Learning and Online Studies
(Centre of Distance and Online Education)
Guru Nanak Dev University, Amritsar

Prof. (Dr.) Karamjit Singh Chahal
Registrar
Guru Nanak Dev University
Amritsar

Registrar
Guru Nanak Dev University
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