

# **Annual Report**

**OF**

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

**PROGRAMMES UNDER**

**OPEN AND DISTANCE LEARNING MODE**

**2023-24**

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DECLARATION

## Part – I: General Information

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

[View Annexure - 1.1](#)

### 1.2 Details of Director, CIQA

- Name: Dr. Kulwinder Pal
- Qualification: Ph.D.
- Appointment Letter and Joining Report ([View Annexure -1.2](#))

### 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	Ms. Rashmi Mittal	English	3 <sup>rd</sup> July 2023
b.	Three Senior teachers of HEI	Member 1	Dr. Rajesh Verma, Ph.D.	Management	3 <sup>rd</sup> July 2023
		Member 2	Dr. Manu Sharma, Ph.D.	History	3 <sup>rd</sup> July 2023
		Member 3	Dr. Ajoy Batta, Ph.D.	English	3 <sup>rd</sup> July 2023
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Pavitar Parkash Singh, Ph.D.	Management	3 <sup>rd</sup> July 2023
		Member 5	Dr. Mithilesh Kumar Dubey, Ph.D.	Computer Applications	3 <sup>rd</sup> July 2023
		Member 6	Dr. Ajay Bamba, Ph.D.	Management	3 <sup>rd</sup> July 2023
		Member 7	Dr. Avinash Bhagat, Ph.D.	Computer Application	3 <sup>rd</sup> July 2023
d.	Two External Experts of ODL and/or Online Education	Member 8	Dr. Tejinder Kaur, Ph.D.	English	3 <sup>rd</sup> July 2023
		Member 9	Dr. Nasib Singh Gill, Ph.D.	Computer Science	3 <sup>rd</sup> July 2023
e.	Officials from departments of HEI • Administration	Member 10 Administration	Ms. Ginni Nijhawan, MBA	Management	3 <sup>rd</sup> July 2023
		Member 11 Administration	Dr. Manish Gupta, Ph.D.	Management	3 <sup>rd</sup> July 2023
		Member 12 Administration	Mr. Navdeep Dhaliwal, M.Tech.	ECE	3 <sup>rd</sup> July 2023
		Member 13 Administration	Mr. Manish Kumar, MCA	Computer Applications	3 <sup>rd</sup> July 2023
		Member 14	Ms. Neha Khosla,	Management	3 <sup>rd</sup> July 2023

S.No.	Designation	Nomination as	Name and Qualification	Specialization	*Date of Nomination in CIQA Committee
	• Finance	Administration	MBA		
		Member 15 Finance	Mr. Manohar Sharma, B.A.	Finance	3 <sup>rd</sup> July 2023
f.	Director, CIQA	Member Secretary	Dr. Kulwinder Pal, Ph.D.	Education	3 <sup>rd</sup> July 2023

\*As per the recently notified CIQAC composition

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

If No, reason thereof

Yes, as per the Provisions in the regulations.

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

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	04-11-2023	2	<a href="#">View Annexure 1.4.b.1</a>	<a href="#">View Annexure 1.4.b.2</a>
Meeting 2	27-04-2024	2	<a href="#">View Annexure 1.4.b.3</a>	<a href="#">View Annexure 1.4.b.4</a>

**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: 2023-2024: Not Offered

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

\*Not for Private University

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

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

From <July-August, 2023>academic session: 2023-2024

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DDMMYYYY) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students Admitted (Male/Female/ Transgender)			
									M	F	TG	Total
1	Management	Diploma in Business Administration	12 Months	40	10+2 in any stream or equivalent	12000	10/28/2022	0	32	31	0	63
2	Computer Application	Diploma in Computer Applications	12 Months	40	10+2 in any stream or equivalent	12000	10/28/2022	0	105	100	0	205
3	Library Sciences	Diploma in Library and Information Sciences	12 Months	40	10+2 in any stream or equivalent	6000	10/28/2022	0	131	132	0	263

From <February, 2024>academic session: 2023-2024

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DDMMYYYY) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students Admitted (Male/Female/ Transgender)			
									M	F	TG	Total
1	Management	Diploma in Business Administration	12 Months	40	10+2 in any stream or equivalent	12000	10/28/2022	0	14	5	0	19
2	Computer Application	Diploma in Computer Applications	12 Months	40	10+2 in any stream or equivalent	12000	10/28/2022	0	25	34	0	59
3	Library Sciences	Diploma in Library and Information Sciences	12 Months	40	10+2 in any stream or equivalent	6000	10/28/2022	0	58	51	0	109

\*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--- Not Offered

Sr. No.	Post Graduate Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Approval of statutory Authority (s) (DDMMYYYY) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Transgender)			
									M	F	TG	Total
1.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**\*Not for Private University**

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

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

From <July-August, 2023>academic session: 2023-2024

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*/ Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1	Bachelor of Arts	3 Years	124	10+2 in any stream or equivalent	5500	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	3553	2132	0	5685
2	Bachelor of Business Administration	3 Years	132	10+2 in any stream or equivalent	12000	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	255	147	0	402
3	Bachelor of Commerce	3 Years	132	10+2 in any stream or equivalent	9000	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	236	226	0	462
4	Bachelor of Computer Applications	3 Years	124	10+2 in any stream or equivalent	12000	F. No.21-6 / 2021 (DEB-I), Dated 10 March, 2022	0	425	181	0	606

HEI ID: HEI-P-U-0379

Name of HEI: Lovely Professional University

Type of HEI: Private

5	Bachelor of Library and Information Sciences	1 Year	40	Graduation in any discipline or equivalent	6000	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	629	684	0	1313
6	Bachelor of Science (Information Technology)	3 Years	124	10+2 in any stream or equivalent	12000	F. No.21-6 / 2021 (DEB-I), Dated 10 March, 2022	0	127	69	0	196

From &lt;February, 2024&gt;academic session: 2023-2024

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* / Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1	Bachelor of Arts	3 Years	124	10+2 in any stream or equivalent	5500	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	1259	788	0	2100
2	Bachelor of Business Administration	3 Years	132	10+2 in any stream or equivalent	12000	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	90	56	0	146
3	Bachelor of Commerce	3 Years	132	10+2 in any stream or equivalent	9000	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	79	75	0	154
4	Bachelor of Computer Applications	3 Years	124	10+2 in any stream or equivalent	12000	F. No.21-6 / 2021 (DEB-I), Dated 10 March, 2022	0	123	52	0	175
5	Bachelor of Library and Information Sciences	1 Year	40	Graduation in any discipline or equivalent	6000	F. No.21-6 / 2021(DEB-1), Dated 25 January, 2022	0	244	237	0	481
6	Bachelor of Science (Information Technology)	3 Years	124	10+2 in any stream or equivalent	12000	F. No.21-6 / 2021 (DEB-I), Dated 10 March, 2022	0	54	23	0	77

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

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

From <July-August, 2023>academic session: 2023-2024

Sr. No.	Postgraduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off-Campus	Number of students admitted (Male/Female/ Transgender)			
								M	F	TG	Total
1	Master of Arts (Economics)	2 Years	88	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB -1), Dated 25 January, 2022	0	29	41	0	70
2	Master of Arts (Education)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB -1), Dated 25 January, 2022	0	18	59	0	77
3	Master of Arts (English)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB -1), Dated 25 January, 2022	0	73	229	0	302
4	Master of Arts (Hindi)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB -1), Dated 25 January, 2022	0	2	36	0	38
5	Master of Arts (History)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB -1), Dated 25 January, 2022	0	90	63	0	153
6	Master of Arts (Mathematics)	2 Years	88	Bachelor's Degree (any discipline) (with Mathematics as a subject) or B.Tech or B.E or B.Sc. (Engineering) or equivalent	6000	F. No. 21-6 / 2021(DEB -1), Dated 25 January, 2022	0	45	46	0	91
7	Master of Arts	2 Years	80	Graduation in	6000	F. No. 21-6	0	78	74	0	152

	(Political Science)			any discipline or equivalent		/ 2021(DEB-1), Dated 25 January, 2022					
8	Master of Arts (Psychology)	2 Years	80	Graduation in any discipline or equivalent	7500	F. No.: 21-50 / 2020 (DEB-IV), Dated 22 March, 2021	0	89	138	0	227
9	Master of Arts (Punjabi)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No.: 21-50 / 2020 (DEB-IV), Dated 22 March, 2021	0	81	110	0	191
10	Master of Arts (Sociology)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	74	124	0	198
11	Master of Commerce	2 Years	84	Bachelor's degree (Commerce or Management or Economics or Accounts or Math/Economics as one of the subjects/ courses) or equivalent	9000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	58	167	0	225
12	Master of Library and Information Sciences	1 Year	40	Graduation in Library & Information Sciences or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	101	121	0	222
13	Master of Science (Information Technology)	2 Years	88	Graduation in any discipline or equivalent	14000	F. No.21-6 / 2021 (DEB-I), Dated 10 March, 2022	0	103	88	0	191
14	Master of Business Administration	2 Years	102	Bachelor's degree (any discipline) or equivalent or equivalent OR Completed Company Secretary (CS) from Institute	14000	F. No.8-9/ 2023 (DEB-1) (ODL), Dated 31 October, 2023  F.No. North-	0	1265	947	0	2212

				of Company Secretaries of India (ICSI) OR Completed Chartered Accountancy (CA) from Institute of Chartered Accountants of India (ICAI) or Completed Cost & Management Accountancy (CMA) from Institute of Cost Accountants of India (ICAI)		West/2022-23/1-11277795 101, Dated 31 May, 2022 (AICTE)					
15	Master of Computer Applications	2 Years	104	BCA/B.Sc. (Computer Science)/B.Sc. (Information Technology)/Bachelor degree in computer science engineering or equivalent OR Any Graduation with Computer Science as a subject for three years with Mathematics /Statistics /QT/ Business Math as one of the subject at Graduation or 10+2 level or equivalent OR B.A. or B.Com. or B.Sc. (any Graduation) with Mathematics /Statistics /QT/ Business Math as one of the subject at Graduation or 10+2 level or	14000	F. No.8-9/2023 (DEB-1) (ODL), Dated 31 October, 2023 F.No. North-West/2022-23/1-11277795 101, Dated 31 May, 2022 (AICTE)	0	197	139	0	336

				equivalent (with additional bridge courses)							
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## From &lt;February, 2024&gt;academic session: 2023-2024

Sr. No.	Postgraduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off-Campus	Number of students admitted (Male/Female/Transgender)			
								M	F	TG	Total
1	Master of Arts (Economics)	2 Years	88	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	16	14	0	30
2	Master of Arts (Education)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	23	44	0	67
3	Master of Arts (English)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	38	131	0	169
4	Master of Arts (Hindi)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	4	24	0	28
5	Master of Arts (History)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	32	35	0	67
6	Master of Arts (Mathematics)	2 Years	88	Bachelor's Degree (any discipline) (with Mathematics as a subject) or B.Tech or B.E or B.Sc. (Engineering) or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	18	30	0	48
7	Master of Arts (Political Science)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	37	35	0	72
8	Master of Arts (Psychology)	2 Years	80	Graduation in any discipline or equivalent	7500	F. No.: 21-50 / 2020 (DEB-IV), Dated 22 March, 2021	0	46	92	0	138
9	Master of Arts (Punjabi)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No.: 21-50 / 2020 (DEB-IV), Dated 22 March, 2021	0	48	74	0	122
10	Master of Arts (Sociology)	2 Years	80	Graduation in any discipline or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	58	69	0	127

11	Master of Commerce	2 Years	84	Bachelor's degree (Commerce or Management or Economics or Accounts or Math/Economics as one of the subjects/ courses) or equivalent	9000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	28	41	0	69
12	Master of Library and Information Sciences	1 Year	40	Graduation in Library & Information Sciences or equivalent	6000	F. No. 21-6 / 2021(DEB-1), Dated 25 January, 2022	0	49	45	0	94
13	Master of Science (Information Technology)	2 Years	88	Graduation in any discipline or equivalent	14000	F. No.21-6 / 2021 (DEB-1), Dated 10 March, 2022	0	28	25	0	53
14	Master of Business Administration	2 Years	102	Bachelor's degree (any discipline) or equivalent or equivalent OR Completed Company Secretary (CS) from Institute of Company Secretaries of India (ICSI) OR Completed Chartered Accountancy (CA) from Institute of Chartered Accountants of India (ICAI) or Completed Cost & Management Accountancy (CMA) from Institute of Cost Accountants of India (ICAI)	14000	F. No.8-9/ 2023 (DEB-1) (ODL), Dated 31 October, 2023  F.No. North-West/2022-23/1-1127779510 1, Dated 31 May, 2022 (AICTE)	0	527	375	0	902
15	Master of Computer Applications	2 Years	104	BCA/B.Sc. (Computer Science)/B.Sc. (Information Technology)/Bachelor degree in computer science engineering or equivalent OR Any Graduation with Computer Science as a	14000	F. No.8-9/ 2023 (DEB-1) (ODL), Dated 31 October, 2023  F.No. North-West/2022-23/1-1127779510 1, Dated 31 May, 2022 (AICTE)	0	79	43	0	122

				subject for three years with Mathematics /Statistics / QT/ Business Math as one of the subject at Graduation or 10+2 level or equivalent OR B.A. or B.Com. or B.Sc. (any Graduation) with Mathematics /Statistics / QT/ Business Math as one of the subject at Graduation or 10+2 level or equivalent(with additional bridge courses)							
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**\*Not for Private University**

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

## 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	<p>As per the recommendations/ suggestions of CIQAC, quality was maintained in the various services offered to the learners with the following improvisations:</p> <ul style="list-style-type: none"> <li>• The provision of inviting ODL students to campus visits and providing them opportunities to interact with university officials and avail themselves of campus-based facilities has been improvised and resumed after the COVID situation.</li> <li>• Facilities to capture the Bio-metrics of the students at the time of admission at the University Campus have been streamlined.</li> <li>• Efforts are being made to strengthen the development of SLM in Hindi and Punjabi languages, especially for Arts Programmes, to cater to the requirements of students from rural areas.</li> <li>• The Learning Management Systems (LMS) for ODL mode Pogrammes have been upgraded with enhanced features to provide an improved learning experience for learners.</li> <li>• A New Provision has been made for specially-abled students to submit their examination writers' requests online via LMS, eliminating the need for manual submission.</li> <li>• To minimize the enquiry resolution time, an upgraded Relationship Management System (RMS) has been introduced, featuring options to submit queries under the appropriate category.</li> <li>• For easy navigation through RMS, a new interface has been added, allowing students to view their RMS history. This feature enables them to track their logged RMS requests and check the processing status and remarks from the university.</li> <li>• To enhance academic support, a new interface has been introduced in LMS that allows students to access sample question papers, assisting them in their exam preparation.</li> </ul>	<p style="text-align: center;"><a href="#">View Annexure 2.1.1</a></p>

		<ul style="list-style-type: none"> <li>• Pop-up notifications have been implemented in the LMS to ensure that students have immediate access to important messages from the University upon logging into LMS.</li> <li>• Push notifications have been integrated into the mobile app to enhance the University's communication system, providing students with timely updates and messages from the University</li> <li>• To enhance the connect with LPU ODL Alumni, they were nominated for Alumni Association Awards. During the Alumni Awards 2024 ceremony, four ODL alumni were awarded for their remarkable accomplishments in Academics, Literature and Professional Excellence.</li> <li>• More skill enhancement workshops were conducted for Academic and Professional enrichment of the students.</li> <li>• More emphasis was given to the Community Development Project (CDP), Seminar on Summer Training, and Practical/ Project/Dissertation-based courses during the Personal Contact Programme (PCP) held for ODL students.</li> <li>• To support the wholesome development of students, additional opportunities were provided for participation in academic, cultural, and sports events.</li> </ul>	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	<p>CIQA undertakes various self-evaluative and reflective exercises for taking quality improvement measures based on the analysis of different reports like:</p> <ul style="list-style-type: none"> <li>• Feedback obtained through LMS on various aspects of ODL Programmes</li> <li>• Feedback on the Personal Contact Programme held for ODL students</li> <li>• ODL Mode Exams Result Analysis</li> <li>• Benchmarking with other HEIs offering Programmes in ODL Mode.</li> </ul>	<p><a href="#">View Annexure 2.1.2.1</a></p> <p><a href="#">View Annexure 2.1.2.2</a></p> <p><a href="#">View Annexure 2.1.2.3</a></p>
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	<p>The following are the key areas identified by CIQA for quality enhancement in session 2023-24:</p> <ul style="list-style-type: none"> <li>• Academic Flexibility</li> <li>• Examination Conduct</li> <li>• Alumni Connect</li> <li>• Enhancing Employability Skills of Learners</li> <li>• Strengthening Placement Opportunities for Learners</li> </ul>	<p>Refer to Agenda item 8 of CIQAC Meeting held on 4<sup>th</sup> November 2023 in <a href="#">"Annexure 2.1.3"</a></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)	As ensured by CIQA, the academic activities undertaken to design, deliver, and evaluate conventional mode programmes of the university are also being adopted for Open and Distance Learning (ODL) programmes. The Board of Studies is constituted on the lines of conventional mode programmes and the same process of curriculum shaping, curriculum writing, curriculum approval, curriculum implementation and curriculum review is followed for all ODL programmes. On the lines of conventional mode programmes, instructional plans are prepared for all the courses and the allocated faculty members follow the same while delivering the course content during the Personal Contact Programme (PCP). In addition to the ODL faculty as per prescribed norms, faculty members from the conventional mode of education are also involved in taking PCP classes based on the number of students registered for PCP. ODL students are also given at par opportunities to attend/ participate and compete in various curricular and co-curricular university events like Academic and Professional Enhancement workshops, special classes or doubt-clearing sessions, Convocation, placement drives, inter-school cultural competitions etc. They are also eligible to attend National and International conferences, seminars, exhibitions, youth fests, guest lectures etc. The process of Question Paper development being followed is the same as that of conventional mode. Examinations are also conducted as per the similar process and under the strict vigil of the university. Unfair means cases reported during the Examination are put up before the UMC board of the university and the students are provided with the opportunity to present their cases before the board. Based on the decision of the UMC board, disciplinary actions are taken against the defaulter students.	<p><a href="#">View Annexure 2.1.4.1</a> (Extract of a Programme Guide containing Curriculum Design and Review Process)</p> <p><a href="#">View Annexure 2.1.4.2</a> (Details of Master Classes/ Workshops/ Special Classes conducted for ODL Students in the year 2023-24)</p> <p><a href="#">View Annexure 2.1.4.3</a> (Details of PCP Conducted and Participation Students in various Co-curricular activities in the year 2023-24)</p> <p><a href="#">View Annexure 2.1.4.4</a> (Examination-related details including the Process of Question Bank/ Question Paper Development)</p>
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely,	CIQA ensures the availability of various mechanisms for interaction and obtaining feedback from stakeholders on academic and administrative activities, facilities, resources,	<a href="https://www.lpude.in/ciqa-feedback.php">https://www.lpude.in/ciqa-feedback.php</a>

	learners, teachers, staff, parents, society, employers, and Government for quality improvement.	etc. These are made available through the website /LPU e-Connect portal/ LPU Touch Mobile App.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	<p>Some of the measures suggested by CIQA and implemented for qualitative improvement are:</p> <ul style="list-style-type: none"> <li>• Improvising and resuming the provision of inviting ODL students to campus visits and providing them opportunities to interact with university officials and avail themselves of campus-based facilities after the COVID situation.</li> <li>• Streamlining the facilities to capture the Bio-metrics of the students at the time of admission at the University Campus.</li> <li>• Strengthening the development of SLM in Hindi and Punjabi languages, especially for Arts Programmes, to cater to the requirements of students from rural areas.</li> <li>• Upgrading the Learning Management Systems (LMS) for ODL mode Pogrammes with enhanced features to provide an improved learning experience for learners.</li> <li>• Making new provision for specially-abled students to submit their examination writers' requests online via LMS, eliminating the need for manual submission.</li> <li>• Introducing an upgraded Relationship Management System (RMS) featuring options to submit queries under the appropriate category to minimize the enquiry resolution time.</li> <li>• Adding a new interface for easy navigation through RMS allowing students to view their RMS history enabling them to track their logged RMS requests and check the processing status and remarks from the university</li> <li>• Introducing a new interface in LMS allowing students to access sample question papers to assist them in their exam preparation.</li> <li>• Implementing Pop-up notifications in the LMS to ensure that students have immediate access to important messages from the University upon logging into LMS.</li> <li>• Integrating Push notifications into the mobile app to enhance the University's communication system, providing students with timely updates and messages from the University</li> </ul>	<a href="#">Refer to Annexure 2.1.1</a>

		<ul style="list-style-type: none"> <li>Nominating LPU ODL Alumni for Alumni Association Awards and facilitating them for their outstanding achievements in the fields of Academics, Literature and Professional Excellence during the LPU Alumni Awards 20204 ceremony.</li> <li>Conducting more skill enhancement workshops for the Academic and Professional enrichment of the students.</li> <li>Giving more emphasis to the Community Development Project (CDP), Seminar on Summer Training, and Practical/ Project/ Dissertation-based courses during the Personal Contact Programme (PCP) held for ODL students.</li> <li>Providing additional opportunities to the students for participation in academic, cultural, and sports events to facilitate their wholesome development.</li> </ul>	
7.	Implementation of its recommendations through periodic reviews	Follow-ups, inspections, and audits are conducted to monitor and ensure the implementation of CIQAC's recommendations to take suitable remedial actions and generate action-taken reports.	<a href="#">View Annexure 2.1.7</a> (Action Taken Reports of CIQAC Meetings held in session 2023-24)
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.	As per CIQA's initiatives, various Faculty/ Staff Development Programmes were organized on quality-related themes in session 2023-24. Various Workshops, Masterclasses, Special classes etc. were also conducted for ODL students for their Professional and Academic enrichment. The reports are presented in the CIQAC meetings and information is shared with all concerned through Newsletters/ Website/ social media.	<a href="#">View Annexure 2.1.8</a>
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	Best practices are developed and collated in various areas and the same are uploaded on the website.	<a href="https://www.lpude.in/downloads/disclosure/ODL-Best-Practices.pdf">https://www.lpude.in/downloads/disclosure/ODL-Best-Practices.pdf</a>
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Programme-related statistics are collated from the LMS. Also, feedback on programme quality and related aspects is taken from the stakeholders through the interface on the LMS/ Website and requisite quality improvement/ enhancement measures are	<a href="#">View Annexure 2.1.10</a>

		taken based on feedback analysis and gathered statistics.	
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	Programme Project Reports (PPRs) for programmes offered in ODL mode are framed as per the norms and guidelines prescribed by the UGC.  PPRs are reviewed by CIQAC and approved by the Academic Council of the University.	<a href="#">View Annexure 2.1.11</a> (Refer to agenda item 11 of CIQAC MOM regarding the recommendation of PPRs)
12.	Mechanism to ensure the proper implementation of Programme Project Reports	Follow-up meetings, inspections, and audits by CIQA as well as the concerned Division/ Department are conducted from time to time to monitor the progress made in the implementation of PPRs and to take suitable remedial actions, if required.	<a href="#">View Annexure 2.1.12</a> (Refer to agenda item 11 of Action Taken Report on CIQAC MOM regarding implementation of PPRs)
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	CIQA oversees the preparation of Annual Plans and Annual Reports of the Centre for Distance and Online Education and maintains the corresponding records. The review of CIQA activities and the Action Taken Report of the last meeting is done in each CIQAC meeting.	<a href="#">View Annexure 2.1.13.1</a> (Annual Plan)  <a href="#">View Annexure 2.1.13.2</a> (Annual Report)
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	While developing and reviewing the Programme Project Reports for each programme, CIQA emphasizes curriculum restructuring to offer more applications-oriented, contemporary, and skills-enhancement courses and considers inputs from all stakeholders including experts from the industry and academia. CIQA also ensures that the Programme Objectives and Learning Outcomes are in sync with job market-specific skills and competencies.	<a href="#">View Annexure 2.1.14</a> (Refer to the extract of a PPR highlighting the mission and objectives of a Programme)
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	Various qualitative measures are taken to create a learner-centric environment based on Feedback/ Survey/ System generated analysis reports suggested by CIQA. Some of these features are already given under point 1 of 2.1.	<a href="#">Refer to Annexure 2.1.1</a>
16.	Steps taken as a nodal	The CIQA coordinates for seeking assessment	View

	coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	and accreditation from accreditation bodies such as NAAC. The University applied under the Dual Mode University category seeking accreditation in its first cycle and the CIQA coordinated for the assessment of all the metrics related to ODL Programmes. The University achieved a significant milestone by earning NAAC A++ grade with a CGPA of 3.68, as per the accreditation certificate issued on August 12, 2023. A significant contribution to this score is from the metrics related to the ODL Programmes. This high accreditation reflects the university's commitment to quality education, robust infrastructure, and academic excellence.	<a href="#">Annexure 2.1.16</a> (NAAC Accreditation Certificate)
17.	Measures adopted to ensure internalisation and institutionalization of quality enhancement practices through periodic accreditation and audit	CIQA actively participated in the NAAC accreditation process of the University and in achieving a significant milestone of earning NAAC A++ grade with a CGPA of 3.68.  CIQA also ensures the internal quality audit of the programmes offered under the Centre for Distance and Online Education annually and is planning to have an external audit done by the year 2025.	<a href="#">Refer to Annexure 2.1.16</a> (NAAC Accreditation Certificate)  <a href="#">View Annexure 2.1.17</a> (Internal Audit Report 2023-24)
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	On behalf of HEI, CIQA coordinated with UGC for adherence to all the quality-related initiatives and guidelines issued by the Commission from time to time. In addition to the submission of admission data and CIQA annual report, the key results/ highlights of the coordination with UGC-DEB for the session 2023-24 are given below: <ul style="list-style-type: none"> <li>Submitted an appeal and coordinated with UGC-DEB to get the ODL MBA and MCA Programmes recognised till 2026-27</li> <li>Submitted the suggestions/ inputs/ comments regarding the implementation and provisions of UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments to UGC-DEB (as per their communication dated 19th October 2023) by the due date of 20th October 2023</li> <li>Compliance submitted regarding the delivery of Self Learning Material (SLM) to the learners enrolled in ODL Programmes for academic session July-August, 2023 in Nov-2023</li> <li>Intimation made regarding the updated</li> </ul>	<a href="#">View Annexure 2.1.18.1</a> (CIQAC MOMs with relevant agenda items highlighted)  <a href="#">View Annexure 2.1.18.2</a> (Details about compliances made to UGC-DEB)

		<p>status of Creation of Academic Bank of Credit (ABC) IDs and uploading of credits on the ABC portal for students/ learners enrolled in ODL and Online Programmes in Nov-Dec 2023</p> <ul style="list-style-type: none"> <li>• Compliance submitted regarding the naming of the designated Centre as Centre for Distance and Online Education (CDOE) for offering programmes in Open and Distance Learning mode and/or Online mode in Dec-2023</li> <li>• Request made for guidance regarding the offering of PG Certificate Programmes in ODL and Online mode in Mar-2024</li> <li>• Request made for guidance regarding offering Certificate and Diploma programmes in Online mode (Entitled Category) in Mar-2024</li> <li>• Information submitted about the uploading of Public Notice regarding Precautions to be taken by the students before enrolling in Programmes offered under ODL and/or OL mode on HEI's website in Apr-2024</li> <li>• Details submitted of Nodal Officer for Outreach Programmes on SWAYAM PRABHA DTH Channels for Dual Universities in Apr-2024</li> <li>• Compliance made regarding the updation of contact details of Eligible/ Entitled/ Category-I HEIs recognized/ entitled for offering ODL and/Online Programmes in Apr-2024</li> <li>• Compliance submitted regarding the delivery of Self Learning Material (SLM) to the learners enrolled in ODL Programmes for the academic session February, 2024 in Apr-2024</li> <li>• Compliance submitted regarding the conduct of the Student Induction Programme for learners of ODL and Online Programmes in Apr-2024</li> <li>• Compliance submitted regarding the adherence to Regulations 9 of UGC (ODL and Online Programmes) Regulations, 2020 about Self-regulation through disclosures, declarations and reports in May 2024</li> <li>• Compliance made regarding the submission of affidavit and undertaking along with the details of faculty members for BBA/BCA/MBA/MCA programmes in ODL and OL mode in June 2024</li> </ul>	
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19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	CIQA directs the process of comparative benchmarking analysis with other HEIs to get insights for improvement in various areas.	<a href="#">Refer to Annexure 2.1.2.3</a>
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	CIQA records its activities in the form of an annual report every year.	<a href="https://www.lpude.in/pdf/ciqa/CIQA-Report-2022-23.pdf">https://www.lpude.in/pdf/ciqa/CIQA-Report-2022-23.pdf</a>
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 annual reports of CIQA are put up for consideration and approval from the Academic Council of the University after each academic session.	<a href="#">View Annexure 2.1.21</a>
	(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 reports for the years 2022-23 were submitted online in the prescribed format of the Commission by the due date.	<a href="https://www.lpude.in/pdf/ciqa/CIQA-Report-2022-23.pdf">https://www.lpude.in/pdf/ciqa/CIQA-Report-2022-23.pdf</a>
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	CIQAC oversees the functioning of CIQA through its meetings and reviews/recommends/ approves all the relevant reports related to various qualitative aspects.	<a href="#">View Annexure 2.1.22</a> (MOMs of the CIQAC Meetings held in 2023-24)
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	Adoption of instructional design elements as per the philosophy of the Open and Distance Learning is ensured during the Curriculum Design, Review and Approval process involving the Board of Studies and CIQA with final approval from the Academic Council.	<a href="#">View Annexure 2.1.23</a> (Extract of a PPR with Instructional Design elements highlighted)
24.	Promoted automation of learner support services of the Higher Educational Institution	Some of the automation provisions made for enhancing the Learner Support Services are: <ul style="list-style-type: none"> <li>Examination Location Preference Interface for ODL Students in the Online Admission Form</li> <li>Provision for submission of reports related</li> </ul>	<a href="#">View Annexure 2.1.24</a> (CIQAC MOM with automation-

		<p>to courses like Community Development Project, Term Paper, Summer Training, etc. through LMS</p> <ul style="list-style-type: none"> <li>• Online Course Selection interface in the Log-in of ODL Students</li> <li>• Upgradation of continuing fee submission module to support payment of all fee types</li> <li>• Upgradation of the Communication Module and Categorization of Announcement Section for ODL students</li> <li>• Admin dashboard for managing, verifying, and approving the CDP/ Term Paper/ Project Reports of the students by the faculty</li> <li>• Module for submission of pending eligibility documents by the ODL and Online students</li> <li>• Improvisation of the Relationship Management System (RMS) module for ODL and Online students</li> </ul>	related agenda item highlighted)
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	<p>CIQA ensures the internal quality audit of the programmes offered under the Centre for Distance and Online Education annually and is planning to have an external audit done by the year 2025.</p> <p>External experts from the industry and academia are an integral part of the Centre for Internal Quality Assurance Committee (CIQAC) and Board of Studies (BOS) constituted for ODL Programmes.</p>	<p><a href="#">Refer to Annexure 2.1.17</a> (Internal Audit Report 2023-24)</p> <p><a href="#">View Annexure 2.1.25</a> (Compositions of CIQAC and BOS with external members highlighted)</p>
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	CIQA ensures the internal quality audit of the programmes offered under the Centre for Distance and Online Education annually and is planning to have an external audit done by the year 2025.	<p><a href="#">Refer to Annexure 2.1.17</a> (Internal Audit Report 2023-24)</p>
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 oversees the preparation of Self-Appraisal Reports related to programmes being offered by the Centre for Distance and Online Education. The University applied under the Dual Mode University category seeking accreditation in its first cycle and the CIQA coordinated for the assessment of all the metrics related to ODL Programmes. The University achieved a significant milestone by earning NAAC A++ grade with a CGPA of 3.68.	<p><a href="#">Refer to Annexure 2.1.16</a> (NAAC Accreditation Certificate)</p>

		A significant contribution to this score is from the metrics related to the ODL Programmes. This high accreditation reflects the university's commitment to quality education, robust infrastructure, and academic excellence.	
28.	Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein	<p>CIQA, in collaboration with the concerned schools and departments of the University, organize various Faculty/ Staff Development Workshops/ Orientation Programmes on quality-related themes. Professional/ Academic Enhancement Workshops are also organized for ODL students by roping in experts from different domains.</p> <p>As per the measure undertaken by the CIQA, more emphasis is being given to the Practical, Project and Dissertation courses during the Personal Contact Programme (PCP) for ODL students. In addition to the provisions promoting Research in the Programme Structures of various ODL mode programmes, orientation sessions are also conducted for students regarding the Term Paper and Dissertation courses.</p>	<p><a href="#">Refer to Annexure 2.1.8</a> (Details about collaborative Faculty/ Staff/ Students Development Programmes/ Orientation Sessions on quality-related themes)</p>
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	<p>To equip ODL students with essential skills and knowledge for success in their chosen fields, a series of Professional Enhancement Workshops are conducted involving eminent experts from the Industry and Academia. These workshops are carefully designed for learners to provide practical insights and competencies crucial for advancing in their careers and enhancing employability skills. Topics covered this year included "Navigating the Future: Mastering Team Management in Organizations of Tomorrow," "Opportunities for Career Growth in the IT Industry," "Building ATS-Friendly Resumes", "Mastering Communication Excellence: A Session for Unlocking Success", "Empower Your Entrepreneurial Spirit", etc.</p> <p>Virtual, On-Campus and Walk-in Placement/ Internship drives are also conducted to provide diverse employment opportunities to ODL students.</p> <p>A total of 1,650 ODL students registered for the drives conducted during this session. Out of these, 411 were shortlisted, 138 participated in the final round of interviews, and 18 students ultimately accepted the offers.</p>	<p><a href="#">View Annexure 2.1.29</a> (Details about Professional Enhancement programmes conducted for students and their Placements for session 2023-24)</p>

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

S.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>a. Organization Structure and Governance: The Centre for Distance and Online Education is an integral part of the University's well-defined organization structure. All required positions, as prescribed by the Commission are duly filled. The University has an in-house developed e-Governance system to ensure effective governance.</p> <p>b. Management: The leadership and management are actively involved in assessing and reviewing the activities of the Divisions of the University, thereby ensuring the achievement of its vision, mission, and goals. Periodic meetings, reviews and interactions with various stakeholders along with an active feedback system, ensure the same.</p> <p>c. Strategic Planning: The e-Governance system consisting of Outcome Based Planner (OBP) is implemented for strategic planning, covering academic as well as administrative aspects.</p> <p>d. Operational Plans, Goals and Policies: The Planning and e-Governance division of the University ensures that the yearly goals and strategic plans made by various Divisions are outcome-based. At the end of each year, it evaluates the achievements of the Divisions with respect to their vision, mission, and goals.</p>	<p><a href="#">View Annexure 2.2.1.1</a> (Organization Structure of the University)</p> <p><a href="#">View Annexure 2.2.1.2</a> (Details of ODL Mode Faculty &amp; Staff)</p> <p><a href="#">View Annexure 2.2.1.3</a> (Some snapshots of Outcome Based e-Governance System)</p>
2.	<p>Articulation of Higher Educational Institution Objectives</p>	<p>The University has articulated clear vision and mission statements which commensurate with the goals for offering programmes in Open and Distance Learning mode.</p>	<p><a href="https://www.lpu.in/about_lpu/vision-mission.php">https://www.lpu.in/about_lpu/vision-mission.php</a> (Refer to University Vision and Mission Statements)</p>
3.	<p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum</p>	<p>Programme Development and Approval Processes being followed for ODL Programmes, including Curriculum Planning, Design, Development, Implementation, Feedback, and Review are detailed in the Programme Project Reports along with the specification of the</p>	<p><a href="#">View Annexure 2.2.3</a> (Extract of a PPR with Curriculum</p>

	<p>Implementation</p> <p>c. Academic Flexibility</p> <p>d. Learning Resource</p> <p>e. Feedback System</p>	<p>Scheme, Syllabi (formulated by following the Credit Based Choice System ensuring academic flexibility) and Learning Resources/ Media to be used. Prescribed guidelines are followed for the development of Self-Learning Material to ensure quality before getting the same finalized and approved as per the due process. Various mechanisms are available for interaction and obtaining feedback from stakeholders on academic and administrative activities, facilities, resources, etc. which also include the online feedback form available on the website/LPU e-Connect portal/LPU Touch Mobile App.</p>	<p>Design and Review Process Highlighted)</p> <p><a href="#">Refer to Annexure 2.1.10</a> (Feedback Report fetched from LMS for session 2023-14)</p>
4.	Programme Monitoring and Review	<p>CIQAC and BOS are involved in the Programme Monitoring and Review process while finalizing Schemes, Syllabi and Programme Project Reports for various ODL mode Programmes, before each session.</p>	<p><a href="#">Refer to Annexure 2.2.3</a> (Extract of a PPR with Curriculum Design and Review Process Highlighted)</p>
5.	Infrastructure Resources	<p>The University has adequate and scalable physical facilities and ICT infrastructure to ensure the quality delivery of ODL programmes and provide the required support services to all stakeholders.</p>	<p><a href="#">View Annexure 2.2.5</a> (Infrastructure and ICT Support highlights)</p>
6.	Learning Environment and Learner Support	<p>Key provisions related to providing a conducive learning environment and learner support services are given below:</p> <p>Powered by its multiple Award-Winning online Learning Management System 'LPU e-Connect', the University is strengthening the quality and efficient delivery of higher education for its ODL Programmes. LPU e-Connect offers 'Any Time Anywhere' a strong and secure online connection that links LPU and its Distance learners. Based on enterprising web portal technology, LPU e-Connect truly automates various administrative and academic processes and minimizes the shortcomings of physical distances by providing 24X7 accessibility through its various useful features. It is a boon for students as they can learn at their convenience along with their other commitments. One can also access and explore LPU e-Connect account through 'LPU Touch'</p>	<p><a href="#">View Annexure 2.2.6.1</a> (LPU e-Connect Improvisation Highlights for Session 2023-24) <a href="#">Refer to Annexure 2.1.4.3</a> (Details of PCP Conducted and Participation Students in various Co-curricular activities in the year</p>

		<p>mobile app.</p> <p>Besides Personal Contact Programme Classes for academic counselling, workshops related to Professional Development and Academics are also conducted by the University virtually or on campus, as per the specific requirements of the Distance learners for their Professional and Academic Enrichment.</p> <p>The University provides at-par opportunities for ODL learners to compete, participate, and attend various National and International mega-events organized by the University. Distance learners are provided with placement support by informing them from time to time about various placement drives at different locations to enable them to avail the opportunities.</p> <p>There is a dedicated Relationship Management Cell (RMC) team accessible through the Contact Us page of LPU e-Connect and LPU DE website highlighting online interfaces and calling lines catering to students' requests/ queries.</p>	<p>2023-24)  <a href="#">Refer to Annexure 2.1.4.2</a>          (Details of Master Classes/Workshops/Special Classes conducted for ODL Students in the year 2023-24)  <a href="#">View Annexure 2.2.6.2</a>          (Highlighting accessibility to the RMC team through Contact us Page and Call Center)</p>
7.	Assessment and Evaluation	<p>The evaluation of a student is done keeping in mind the learning outcomes of the programme. Students are evaluated through various tools e.g. MCQs, presentations, projects and end-term examinations to assess the learning outcomes expected from the course. The university has a well-defined Assessment and Evaluation mechanism in place for ODL programmes which is devised as per the guidelines of the statutory authorities and regulatory bodies.</p>	<p><a href="#">View Annexure 2.2.7</a></p>
8.	Teaching Quality and Staff Development	<p>CIQA coordinates the conduct of various Workshops/ Orientation Programmes on quality-related themes for the Professional Development of Faculty and Staff.</p> <p>Besides, faculty members are oriented and trained regularly to consider in mind the profiles of ODL learners while teaching. Instructional Plans are used by the faculty members as a blue-print while delivering their Classes to ODL Learners. Quality assurance officials are involved in monitoring the Classes and providing feedback for further improvement. Students' feedback is taken for the Classes and remedial actions are planned in case of genuine concerns. The Teaching Quality parameter is linked with the Performance Appraisal System for faculty.</p>	<p><a href="#">Refer to the first part of Annexure 2.1.8</a>          (Details about Faculty/ Staff/ Development Programmes conducted on quality-related themes in session 2023-24)</p>

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

S.No.	Provisions in Regulations	Action taken in respect of ODL	Upload Relevant Document
1.	Academic Planning	In order to ensure that the ODL programmes offered by the University are pertinent to the national economy, reflect the institutional strategic direction, and provide a high-quality, value-added learning experience, the University employs rigorous and appropriate academic planning procedures. The University has the necessary infrastructure and technology support, as well as sufficient and qualified teaching staff and other support personnel, to ensure that the curriculum is contemporary and the institution's objectives are met.	<a href="#">View Annexure 2.3.1</a> (Extract of a PPR highlighting Academic Planning related aspects)
2.	Validation	The University has a system in place for validating its ODL programmes to make sure they are academically sound with properly defined academic standards, providing learners with the best of learning opportunities. Validation is ensured through the Board of Studies and CIQAC, the compositions of which have the provision of involving external experts from Industry and Academia.	<a href="#">Refer to Annexure 2.1.25</a> (Compositions of CIQAC and BOS with external members highlighted)
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Learner Support Centres (for Open and Distance Learning programmes) b. Reports from Examination Centres c. External Auditor or other External Agencies report d. Systematic Consideration of Performance	Monitoring, Evaluation and Enhancement Plans are made based on the various reports and analytics like: <ul style="list-style-type: none"> <li>• PCP attendance and feedback reports</li> <li>• Examination Observers' Report</li> <li>• Quality Audit Report</li> <li>• Systematic Consideration of Performance Data accessible to faculty through University Management System (UMS) and to students through LPU e-Connect</li> <li>• System-generated reports related to the usage of LMS &amp; Website, Examination Results etc.</li> <li>• Feedback Reports from stakeholders</li> </ul> Based on the gathered analytics, the reviews and revisions are carried out for quality improvement.	<a href="#">Refer to Annexure 2.1.2.1</a> (Reports related to Feedback obtained through LPU e-Connect and for PCP conducted)  <a href="#">View Annexure 2.3.2</a> (Examination Observers' Report)  <a href="#">Refer to Annexure 2.1.17</a> (Internal Audit Report 2023-24)

	Data at Programme, Faculty and Higher Educational Institution levels e. Reporting and Analytics by the Higher Educational Institution f. Periodic Review		
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### Part – III: Human Resources and Infrastructural Requirements

**3.1 Name and details of Director of Centre for Distance and Online Education(Dual Mode University) - Regular, full time, at least Associate Professor**

Or

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

Mention details such as Regular Employee, Designation, Qualification, Salary  
(Attach appointment letter and joining report) [View Annexure 3.1](#)

Name: Dr. Pavitar Parkash Singh

Designation: Director

Highest Qualification: Ph.D.

Nature of Appointment: Regular

Date of Joining: 25-07-2015

Pay Scale:37400-67000

**3.2 Compliance status of “Human Resource and Infrastructural Requirements” – As per View 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 View Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:*

Compliance against the requirements in terms of Staffing norms as per Regulations made. Faculty details provided in the given format.

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no. reason thereof
Bachelor of Computer Applications & Master of Computer Applications	4	4	Yes	
Bachelor of Science (Information Technology) & Master of Science (Information Technology)	3	3	Yes	
Bachelor of Business Administration & Master of Business Administration	4	4	Yes	

Bachelor of Commerce & Master of Commerce	3	3	Yes	
Bachelor of Arts	2	2	Yes	
Master of Arts (English)	2	2	Yes	
Master of Arts (Sociology)	2	2	Yes	
Master of Arts (Economics)	2	2	Yes	
Master of Arts (Political Science)	2	2	Yes	
Master of Arts (Hindi)	2	2	Yes	
Master of Arts (Mathematics)	2	2	Yes	
Master of Arts (Education)	2	2	Yes	
Master of Arts (History)	2	2	Yes	
Master of Arts (Punjabi)	2	2	Yes	
Master of Arts (Psychology)	2	2	Yes	
Bachelor of Library and Information Sciences & Master of Library and Information Sciences	3	3	Yes	

S. No	Programme Name	No. of Full time-Dedicated faculty for ODL	Names	Designation	Qualification	Experience (in months)	Type (Regular/ Contract) with gross salary/ month			Date of joining programme and Joining Report
							Type	Gross salary/ month	Contract period	Upload pdf
1	Bachelor of Computer Applications & Master of Computer Applications	4	Dr. Mithilesh Kumar Dubey	Professor	Ph.D	281	Regular	Pay Scale: 37400-67000		20-June-2017
			Dr. Jamal Akhtar Khan	Associate Professor	Ph.D	192	Regular	Pay Scale: 37400-67000		25-July-2022
			Dr. Mandeep Kaur	Assistant Professor	Ph.D	227	Regular	Pay Scale: 15600-39100		05-August-2009
			Dr. Soni Singh	Assistant Professor	Ph.D	93	Regular	Pay Scale: 15600-39100		17-June-2023
2	Bachelor of Science (Information Technology) & Master of Science (Information Technology)	3	Dr. Anuj Sharma	Associate Professor	Ph.D	182	Regular	Pay Scale: 37400-67000		08-August-2016
			Dr. Sukanta Ghosh	Assistant Professor	Ph.D	121	Regular	Pay Scale: 15600-39100		19 April 2021
			Dr. Devender Kumar	Assistant Professor	Ph.D	68	Regular	Pay Scale: 15600-39100		17-June-2023

3	Bachelor of Business Administration & Master of Business Administration	4	Dr. Harpreet Singh Bedi	Professor	Ph.D	253	Regular	Pay Scale: 37400-67000	07-April-2022
			Dr. Mahesh Kumar Sarva	Professor	Ph.D	289	Regular	Pay Scale: 37400-67000	01-August-2014
			Dr. Hitesh Jhanji	Associate Professor	Ph.D	180	Regular	Pay Scale: 37400-67000	28-January-2010
			Dr. Anushikha Sharma	Assistant Professor	Ph.D	168	Regular	Pay Scale: 15600-39100	04-April-2023
4	Bachelor of Commerce & Master of Commerce	3	Dr. Sachin	Assistant Professor	Ph.D	149	Regular	Pay Scale: 15600-39100	01 July 2021
			Dr. Nidhi Bhagat	Assistant Professor	Ph.D	58	Regular	Pay Scale: 15600-39100	25 November 2021
			Dr. Ravi Kumar	Assistant Professor	Ph.D	87	Regular	Pay Scale: 15600-39100	04-April-2023
5	Bachelor of Arts	2	Dr. Danish Gulzar	Assistant Professor	Ph.D	13	Regular	Pay Scale: 15600-39100	17-June-2023
			Dr. Rasleena Thakur	Assistant Professor	Ph.D	26	Regular	Pay Scale: 15600-39100	02-May-2022
	Master of Arts (English)	2	Dr. Sakshi Singh	Assistant Professor	Ph.D	37	Regular	Pay Scale: 15600-39100	17-April-2023
			Dr. Sukhvinder Kaur	Associate Professor	Ph.D	232	Regular	Pay Scale: 37400-67000	17-June-2023
	Master of Arts (Sociology)	2	Dr. Guddo	Assistant Professor	Ph.D	30	Regular	Pay Scale: 15600-39100	09-January-2023
			Dr. Chandra Shekhar Singh	Assistant Professor	Ph.D	18	Regular	Pay Scale: 15600-39100	09-January-2023
8	Master of Arts (Economics)	2	Dr. Tanima Dutta	Professor	Ph.D	288	Regular	Pay Scale: 37400-67000	12-July-2018
			Dr. Harpreet Kaur	Assistant Professor	Ph.D	37	Regular	Pay Scale: 15600-39100	13-January-2021
			Dr. Sandeep Kumar Tiwari	Assistant Professor	Ph.D	9	Regular	Pay Scale: 15600-39100	27-January-2024
9	Master of Arts (Political Science)	2	Dr. Nongmaithem Kishorchand Singh	Assistant Professor	Ph.D	47	Regular	Pay Scale: 15600-39100	26 July 2021

			Dr. Km. Birendri	Assistant Professor	Ph.D	35	Regular	Pay Scale: 15600-39100		10 August 2021
10	Master of Arts (Hindi)	2	Dr. Vinod Kumar	Associate Professor	Ph.D	311	Regular	Pay Scale: 37400-67000		10-August-2012
			Dr. Reeta Singh	Assistant Professor	Ph.D	166	Regular	Pay Scale: 15600-39100		25-March-2023
11	Master of Arts (Mathematics)	2	Dr. Sachin Kaushal	Professor	Ph.D	227	Regular	Pay Scale: 37400-67000		08-August-2017
			Dr. Gourav Gupta	Assistant Professor	Ph.D	95	Regular	Pay Scale: 15600-39100		08-February-2023
12	Master of Arts (Education)	2	Dr. Siddhi Sood	Assistant Professor	Ph.D	145	Regular	Pay Scale: 15600-39100		28-May-2022
			Dr. Shilpy Gupta	Assistant Professor	Ph.D	173	Regular	Pay Scale: 15600-39100		01-June-2023
			Dr. Ekta	Assistant Professor	Ph.D	61	Regular	Pay Scale: 15600-39100		27-January-2024
13	Master of Arts (History)	2	Dr. Manu Sharma	Professor	Ph.D	291	Regular	Pay Scale: 37400-67000		11-August-2011
			Dr. Santosh Kumar Yadav	Assistant Professor	Ph.D	54	Regular	Pay Scale: 15600-39100		07-January-2022
			Dr. Arun Kumar	Assistant Professor	Ph.D	40	Regular	Pay Scale: 15600-39100		08-April-2024
14	Master of Arts (Punjabi)	2	Dr. Satwant Singh	Assistant Professor	Ph.D	180	Regular	Pay Scale: 15600-39100		06-January-2020
			Dr. Yadwinder Kaur	Assistant Professor	Ph.D	124	Regular	Pay Scale: 15600-39100		16-August-2022
			Dr. Gurpinder Singh	Assistant Professor	Ph.D	171	Regular	Pay Scale: 15600-39100		08-April-2024
15	Master of Arts (Psychology)	2	Dr. Vijendra Nath Pathak	Associate Professor	Ph.D	128	Regular	Pay Scale: 37400-67000		08-January-2021

			Dr. Mohammad Saleem	Assistant Professor	Ph.D	24	Regular	Pay Scale: 15600-39100		07-July-2023
16	Bachelor of Library and Information Sciences & Master of Library and Information Sciences	3	Vivek Agarwal	Assistant Professor	M.Lib., UGC-NET	55	Regular	Pay Scale: 15600-39100		11-July-2022
			Dr. Jatinder Kumar	Associate Professor	Ph.D	287	Regular	Pay Scale: 37400-67000		10-October-2023
			Dr. Saleeq Ahmad Dar	Assistant Professor	Ph.D	57	Regular	Pay Scale: 15600-39100		02-December-2022
			Dr. Yogita Talwar	Assistant Professor	Ph.D	77	Regular	Pay Scale: 15600-39100		07-June-2022

[View Annexure 3.2](#)

**3.3 Details of Administrative staff**

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

Admin Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	2
Assistant Registrar	1	4
Section Officer	1	6
Assistants	3 (2 for DM Universities)	20
Computer Operator	2	18
Multi-Tasking Staff	2	16

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

[View Annexure 3.3](#)

**Note:**

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

### 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 Open and Distance Learning 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.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centres or Learner Support Centres is located under the direct control and responsibility of the Open and Distance Learning mode Institution.  No Examination Centres shall be allotted to any private organisations or unapproved Higher Educational Institutions.	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	Yes	

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
	examination hall with adequate seating capacity and basic amenities		
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 thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	<b>Yes</b> Examinations are conducted within the Territorial Jurisdiction of the University. These are managed centrally from the University Campus by the Division of Examination. All the exams are properly Proctored as per the UGC guidelines.	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
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.	<b>Yes</b> <a href="#">View Annexure 4.2.2</a>	
3.	<p>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:</p> <p>Provided that no semester or year-end examination shall be held unless:</p> <p>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;</p> <p>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</p>	<p><b>Yes</b></p> <p>The evaluation of ODL learners includes both formative (continuous assessment based on assignments) and summative (End Semester Examination) assessments as given in the evaluation mechanism. <a href="#">Refer to Annexure 4.2.2</a></p> <p>The university conducts Personal Contact Programme (PCP) classes for various courses as per the norms specified in the regulations. Examinations are scheduled only after ensuring the complete (100%) conduct of programme delivery.</p> <p>Students need to have a minimum of 75% attendance in PCP classes, as per norms. <a href="#">View Annexure 4.2.3</a></p>	
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	The academic activities undertaken for the design, delivery, and evaluation including the assessment/ passing criteria and credit framework for the award of Degree/ Diploma in conventional mode programmes of the university are also being adopted for the Open and Distance Learning (ODL) programmes of the University. Refer to a sample programme guide (Annexure 4.2.4) of the ODL mode M.Com Programme	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
		with specifications of various curricular aspects, assessment criteria, credit framework etc. <a href="#">View Annexure 4.2.4</a>	
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.	<b>Yes</b>  <a href="#">View Annexure 4.2.5</a>	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	<b>Yes</b> <a href="#">View Annexure 4.2.6</a>	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	<b>Yes</b>  <a href="#">View Annexure 4.2.7</a>	
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.	<b>Yes</b>  <a href="#">Refer to Annexure 2.1.4.4</a>	
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.	<b>Yes</b>  Examinations are managed centrally from the University Campus by the Division of Examination. All the exams are conducted in the examination centres established as per regulations/ guidelines issued by the Commission from time to time.  <a href="#">View Annexure 4.2.9</a>	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	<b>Yes;</b> All examination centres are well equipped with CCTV monitoring mechanism and the recordings of	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
		each centre are stored in the University database. Sample recording can be accessed through Annexure 4.2.10.a.  <a href="#">View Annexure 4.2.10.a</a>	
	(b) Availability of biometric system	<b>Yes,</b> The necessary infrastructure and manpower for implementing the Bio-metric attendance system is available in the University and the same has been implemented during the examination. <a href="#">View Annexure 4.2.10.b</a>	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners	<b>Yes;</b> The bio-metric credentials of each student are taken and stored against a unique bio-metric ID in the University database after authentication with Aadhar Card at the time of admission.	
	(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	<b>Yes;</b> In case of non-availability of CCTVs, University ensures the installation of self-owned cameras before the start of examination in respective centres.	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	<b>Yes;</b> In the Examination Centres, Examination conduct proceedings are recorded through Closed-Circuit Television (CCTV) and the recordings of the same are retained at the University end.	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	<b>Yes;</b>  <a href="#">View Annexure 4.2.12.a.1</a> <a href="#">View Annexure 4.2.12.a.2</a>	
	(b) It shall be mandatory to have observer report submitted to the Higher	<b>Yes;</b>	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	Educational Institution	<a href="#">Refer to Annexure 2.3.2</a>	
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.	<b>Yes;</b>  Examinations are managed centrally from the University Campus by the Division of Examination. All the exams are conducted in the examination centres established as per regulations/ guidelines issued by the Commission from time to time. For fair conduct of examinations, the University appoints Observers (University Staff Members) at examination centres. Also, University flying squad teams are sent to examination centres to ensure fair conduct of examinations.  <a href="#">Refer to Annexure 4.2.12.a.1</a> <a href="#">Refer to Annexure 4.2.12.a.2</a>	
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	<b>Yes,</b>  Examinations are conducted and managed by the Division of Examination of the University.	
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	<b>Yes,</b>  Examinations are conducted and managed by the Division of Examination of the University. All the exams are conducted in the examination centres established as per regulations/ guidelines issued by the Commission from time to time. <a href="#">Refer to Annexure 4.2.9</a>	
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	Not Applicable as the University does not have any Learner Support Centres and operates from the Headquarter/Campus	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	examination centre as defined in these regulations	only.	
16.	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	Yes,  The Examinations are conducted in the Examination Centres within the territorial jurisdiction of the University.  <a href="#">Refer to Annexure 4.2.9</a>	
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.	Yes <a href="#">View Annexure 4.2.17.1</a>	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes <a href="#">View Annexure 4.2.17.2</a>	
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 <a href="#">View Annexure 4.2.18</a>	

**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*

No.

## 4.4 Result and Student Progression

## For UG, PG and PGD programmes

Semester beginning	Programme	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- August, 2023	Bachelor of Arts	5685	4337	3810	55%	18%
	Bachelor of Business Administration	402	294	245	44%	21%
	Bachelor of Commerce	462	354	315	54%	26%
	Bachelor of Computer Applications	606	477	407	34%	19%
	Bachelor of Library and Information Sciences	1313	1163	1124	83%	56%
	Bachelor of Science (Information Technology)	196	135	124	39%	22%
	Master of Arts (Economics)	70	46	45	76%	65%
	Master of Arts (Education)	77	54	54	96%	76%
	Master of Arts (English)	302	223	213	74%	54%
	Master of Arts (Hindi)	38	28	28	100%	79%
	Master of Arts (History)	153	115	108	96%	77%
	Master of Arts (Mathematics)	91	76	70	18%	11%
	Master of Arts (Political Science)	152	115	112	97%	77%
	Master of Arts (Psychology)	227	137	130	56%	31%
	Master of Arts (Punjabi)	191	139	134	86%	66%
	Master of Arts (Sociology)	198	164	157	94%	77%
	Master of Commerce	225	193	183	77%	53%
	Master of Library and Information Sciences	222	181	175	77%	65%
	Master of Science (Information Technology)	191	141	139	50%	39%
	Master of Business Administration	2212	1745	1664	68%	40%
Master of Computer Applications	336	276	266	51%	25%	

February, 2024	Bachelor of Arts	2100	1413	994	61%	30%
	Bachelor of Business Administration	146	101	78	68%	42%
	Bachelor of Commerce	154	101	74	61%	43%
	Bachelor of Computer Applications	175	122	87	52%	39%
	Bachelor of Library and Information Sciences	481	409	333	63%	44%
	Bachelor of Science (Information Technology)	77	56	41	59%	41%
	Master of Arts (Economics)	30	16	13	94%	56%
	Master of Arts (Education)	67	48	45	100%	88%
	Master of Arts (English)	169	114	102	72%	51%
	Master of Arts (Hindi)	28	21	20	95%	76%
	Master of Arts (History)	67	40	34	95%	85%
	Master of Arts (Mathematics)	48	23	19	78%	52%
	Master of Arts (Political Science)	72	49	43	96%	65%
	Master of Arts (Psychology)	138	90	83	64%	56%
	Master of Arts (Punjabi)	122	97	80	97%	87%
	Master of Arts (Sociology)	127	103	88	97%	91%
	Master of Commerce	69	56	52	73%	61%
	Master of Library and Information Sciences	94	82	68	71%	55%
	Master of Science (Information Technology)	53	34	31	65%	53%
	Master of Business Administration	902	706	597	78%	47%
Master of Computer Applications	122	84	66	38%	27%	

## 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.*

Programme Project Reports for programmes offered in ODL mode are framed as per the UGC-prescribed guidelines. These are reviewed by CIQA and final approval is given by the Academic Council of the University. PPRs consist of the following components formulated with the inputs of the concerned stakeholders: Programme’s Mission and Objectives; Relevance of the Programme; Nature of the prospective target group of learners; Appropriateness of the programme to be conducted in Open and Distance Learning mode to acquire specific skills and competence; Instructional Design consisting of Curriculum Development and Review, Scheme and Syllabus, Duration of the Programme, Instructional Delivery Mechanisms, Identification of Media; Procedure for Admissions, Curriculum Transaction and Evaluation; Requirement of the Laboratory Support and Library Resources; Cost estimate of the programme and the provisions; and Quality assurance mechanism and expected programme outcomes.

[View Annexure 5.1.1](#) ( Sample PPR)

[View Annexure 5.1.2](#) (Refer to Agenda item 37.12.1 of Academic Council Meeting held on 28<sup>th</sup> October 2022 for PPR Approval )

### 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 View Annexure-VI of the Regulations for ODL programmes.*

Learning Material in multiple media, Curriculum and Pedagogy are developed by the University as per the guidelines for ODL institutions in force.

**Self-Learning Material (SLM):** Self Learning Materials are available for various courses which are prepared by the University as per the guidelines for ODL institutions in force. In addition to containing the syllabus of the course, each Self Learning Material is broken down into a suitable number of units and each unit of the SLM is generally having the following features along with the suitable icons:

- Unit Structure
- Objectives
- Introduction
- Sections and Sub-sections
- Margins for taking notes
- Examples and Figures
- Case-lets and Case-Studies (wherever applicable)
- Tasks and Self-Assessment Questions
- Summary
- Key Words
- Review Questions
- Answers to Self-Assessment Questions
- Further Readings including Books and Online Links.

In addition to English Language, SLMs have also been developed in Hindi and Punjabi languages for many courses.

**Learning Material in multiple media:** e-Learning Materials and Programme Guides have also been made available online for easy access and portability. The same can be accessed through LPU DE website with open access to all. Students can access the same through our online Learning

Management System - LPU e-Connect and LPU Touch Mobile App using their log-in credentials.

Additional academic resources including e-books, PDF Documents, PPTs, Links to video lectures, Sample Question Papers, Question Papers of Previous Examinations, etc. relevant to various courses have also been made available to students through online Learning Management System - LPU eConnect.

**Instructional Plans:** Instruction Plans are developed for various courses and shared with the students through LPU e-Connect before the start of Personal Contact Programme (PCP), so that students are aware of the things to be delivered during the PCP.

**Curriculum and Pedagogy:** Prescribed Quality standards for curriculum and pedagogy are maintained and specified in the Programme Project Reports and Programme Guides. The maintenance of these standards is ensured during the Curriculum Design, Review and Approval process involving the Board of Studies and CIQA with final approval from the Academic Council. The University has adopted the Learning Outcome-based Curriculum Framework (LOCF) and Choice Based Credit System in the design, development, and delivery of Curriculum and Pedagogy.

[View Annexure 5.2.1](#) (Sample SLM)

[Refer to Annexure 5.1.2](#) (Refer to Agenda item 37.12.2 of Academic Council Meeting held on 28<sup>th</sup> October 2022 for SLM Approval)

### **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.*

The University follows the policy document for the development of Self Learning Material prepared based on the regulatory guidelines and follows the due statutory process for getting the Self Learning Materials approved.

[View Annexure 5.3.1](#) (Sample SLM)

[View Annexure 5.3.2](#) (Policy document containing Guidelines for SLM Development and Review)

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

**Not applicable as the University does not have any Learning Support Centre and operates from Headquarter Only**

**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
	UG	-	-	-	-	-
	PG	-	-	-	-	-
	PGD	-	-	-	-	-

**6.2 Compliance status of ‘Learner Support Centre’ – As per View 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.*

**Not applicable as the University does not have any Learning Support Centre and operates from Headquarter Only**

**6.3 LSC wise enrollment details (Not for Private University)**

**N.A.**

Sr. No.	Name & Address of College/ institute where LSC is established (with Pin Code)	This LSC is 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.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.	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 same programme under conventional mode atleast for seven years.**

Whether LSC/University 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
Yes (University Headquarters)	2006, 2011	18,13	Yes

#### 6.4 Off campus details (For Deemed to be University)

N.A.

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
N.	NA	NA	NA	NA	NA	NA	NA

#### 6.5 Delivery of Self-Learning Material

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

Type	Date of Admission (for July and January)	Date of delivery of SLM	Whether SLM delivered to learners within a fortnight from the date of admission
Printing Material	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	Yes
Audio-Video Material	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	Yes
Online Material	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	Yes
Compute based Material	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	<b>July Session:</b> July-October 2023 <b>January Session:</b> February – March 2024	Yes

**6.6 Whether any course in a particular programme was allowed through OER/**

**Massive Open Online Courses: No**

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: 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 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?	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
<b>Uploading of the following on HEI website (Mention link)</b>			
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	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
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	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programmewise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details (for Open and Distance Learning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
6.	Important schedules or date-	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	

	sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	<a href="#">of-information.php</a>	
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	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
8.	Information regarding all the programmes recognized by the Commission	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
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;	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
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	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
12.	List of the 'Learner Support Centres' along with the number of learners who shall appear at any examination centre and details of the Information and Communication Technology facilities available for conduct of examination in a fair and transparent manner, for Open and Distance Learning programmes	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
13.	List of the 'Examination Centres' along with the number of	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	

	learners in each centre, for Open and Distance Learning programmes		
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
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	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	
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	<a href="https://www.lpude.in/disclosure-of-information.php">https://www.lpude.in/disclosure-of-information.php</a>	

### 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.	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 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	Yes
6.	Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of	Yes

	learners: 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	
7.	Every Higher Educational Institution shall–  (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;  (b) maintain the records of the entire process of selection of candidates, and preserve such records for a 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.	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	Yes

	to each programme of study and the amount of fee to be paid for the admission test	
<b>8. (g)</b>	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
<b>8. (h)</b>	Pay and other emoluments payable for each category of teachers and other employees	Yes
<b>8. (i)</b>	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
<b>8. (j)</b>	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
<b>8. (k)</b>	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
<b>9.</b>	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
<b>10.</b>	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
<b>11.</b>	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
<b>12.</b>	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
<b>13.</b>	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	Yes

	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	
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 View 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.*

Various mechanisms in place for ODL students to report and get their grievances timely redressed are given below:

- Walk-ins at the University Campus: A dedicated window is available to handle the requests and grievances of ODL Students. Requests pertaining to grade cards and various types of certificates are processed within a reasonable time.
- Dedicated Call Centre to handle grievances/queries: A dedicated PRI line is also in place to provide required information to the ODL students telephonically. Grievances reported are forwarded to the concerned on the same day for resolution.
- Relationship Management System available on LPU e-Connect and Mobile App: Students can lodge their grievances online through the Relationship Management System available in their log-in accounts of Learning Management System – LPU e-Connect.
- Queries are also processed through the ‘Contact Us’ form and web-chat option available on the university website [www.lpude.in](http://www.lpude.in).
- Queries are also catered to through official social media accounts and postal mail.

Learners have been made aware of these platforms during the induction sessions conducted for them after admissions and through information shared on LPU e-Connect, LPU Touch Mobile App, LPU DE website, SMS, Social media platforms etc.

Specific committees to deal with the grievances of the students on academic as well as other matters are also constituted as per the respective regulations and guidelines.

### 9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
46	46

### 9.3 Complaint Handling Mechanism

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

The University has adopted the complaint handling mechanism as per the guidelines by the UGC and has made the information available on its DE website ([www.lpude.in](http://www.lpude.in)). The contact number of the nodal officer for Complaint Handling has also been made available on the website.

### 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)
2	2	Yes

## Part – X: Innovative and Best Practices

### 10.1 Innovations introduced during academic year

- The Learning Management System (LMS) for ODL mode Programmes has been upgraded with enhanced features to provide an improved learning experience for students.
- A new Provision has been made for specially-abled students to submit their examination writers' requests online via LPU e-Connect, eliminating the need for manual submission.
- To minimize the inquiry resolution time, an upgraded Relationship Management System (RMS) has been introduced, featuring a new option to submit queries under the appropriate categories.
- For easy navigation through RMS, a new interface has been added, allowing students to view their RMS history. This feature enables them to track their logged RMS requests and check the processing status and remarks from the university.
- A new interface has been introduced in LPU e-Connect that allows students to access sample question papers to assist them in their exam preparation.
- Pop-up notifications have been implemented in the LMS to ensure that students have instant access to important messages from the University upon logging into LPU e-Connect.
- Push notifications have been integrated into the mobile app to enhance the University's communication system, providing students with timely updates and messages from the University.
- To enhance the connect with LPU ODL Alumni, they were nominated for Alumni Association Awards. During the LPU Alumni Awards 2024 ceremony, four ODL alumni were awarded for their remarkable accomplishments in Academics, Literature, and Professional Excellence.
- More emphasis was given to the Community Development Project (CDP), Seminar on Summer Training, Project, Practical, and Dissertation-based courses during the Personal Contact Programme (PCP) for ODL students.
- To facilitate the wholesome development of students, additional opportunities were provided for participation in academic, cultural, and sports events.
- Starting from the 2023-24 session, updated guidelines for the Community Development Project, Term Paper, and Summer Training were introduced for Open & Distance Learning mode programs.
- A new programme, Diploma in Business Administration (DBA) was introduced in ODL mode from session 2023-24.
- Prominent speakers were invited to deliver guest lectures and masterclasses on skills development and industry trends to keep the ODL learners updated.

### 10.2 Best Practices of the HEI

University is following numerous best practices in the field of Open & Distance Learning pertaining to areas like Curriculum, SLM, PCP, Evaluation System, Quality Assurance, and Placements including learners and faculty-centric initiatives. These have been made available on LPU DE website at:

<https://www.lpude.in/downloads/disclosure/ODL-Best-Practices.pdf>

### 10.3 Details of Job Fairs conducted by the HEI

A total of 32 placement drives were successfully conducted online, on-campus as well as at different locations to provide Open & Distance Learning (ODL) students with valuable job opportunities. Recruiters from renowned companies such as BYJU'S, GHCL Ltd, Quad B Technologies, M cube, VMC Technologies Pvt. Ltd., VFN Group, Bharti Consultants Enexus Global, Intellipaat, Air India (Global Talent Company India Pvt. Ltd.), Accrual Intelligence, and Manuals Group and many more participated in these drives. Students were offered positions across diverse domains including Finance, Marketing, HR, Manufacturing, Aviation, IT, and Pharmaceuticals, reflecting the broad spectrum of career paths available to them.

### 10.4 Success Stories of students of ODL mode of the HEI

In addition to their active participation in various placement drives, students from LPU Open and Distance Learning (ODL) programmes have demonstrated remarkable success across multiple fields during the 2023-24 session.

At the 19th Asian Games held in 2023, The LPU student athletes made a significant contribution to India's best-ever performance in the Asian Games by winning a total of 12 medals, including 4 gold medals. Forty LPU students participated in the Asian Games, and 20 of them, including 9 members of the hockey team, played a crucial role in securing medals for India. The notable athletes included Javelin thrower Neeraj Chopra, archers Prathmesh Samadhan and Abhishek Verma, shooter Arjun Singh Cheema, boxer Lovelina Borgohain, rower Sukhmeet Singh, and hockey players Manpreet Singh and Varun Kumar. The gold-winning Indian Hockey team, which included 9 LPU students, was captained by Harmanpreet Singh with Hardik Singh as the Vice-Captain. India's exceptional medal haul at the Asian Games, which resulted in a fourth-place finish in the overall medals tally, was significantly contributed to by LPU students. Many of these athletes are pursuing their higher education through LPU's ODL programs, reflecting the excellence and commitment fostered by LPU.

Mr. Sandeep Dutt, a distinguished alumnus of LPU Distance Education, recently reached a significant milestone in his literary career with the publication of his latest book by Oxford Press.

Mr. Lakhwinder Singh, a dedicated LPU ODL student, clinched the Best Verbal Commendation Award at the Valedictory Ceremony of the International Global Conference - Model United Nation 2024, where participants from diverse backgrounds converge, presenting a rich tapestry of perspectives and viewpoints.

At the annual Inter-School Youth Festival, SPECTRA 2023, ODL student, Mr. Akash excelled in mimicry, securing the top position and impressing audiences with his performance. This event highlighted the diverse talents nurtured by LPU.

During LPU's 14th Annual Sports Meet held on campus, ODL students showcased their athletic abilities. Ms. Jaspal Kaur won gold medals in both the 800m and 400m races, Mr. Sandeep Kumar secured bronze in the hammer throw, and Mr. Gurpreet Singh earned bronze in the 400m race. These accomplishments highlight the competitive spirit and dedication of LPU's ODL students.

The women's Cricket team consisting of students from the Center for Distance and Online Education secured first runner-up position in Inter inter-school Cricket Tournament held at LPU.

### 10.5 Initiatives taken towards conversion of SLM into Regional Languages

In addition to English, Self-Learning Materials for many of the Programmes have been developed in Punjabi and Hindi languages also. Many of the ODL students, especially in the Arts discipline, opt for Punjabi or Hindi languages as their study medium.

### 10.6 Number of students placed through Campus Placements

A total of 1,752 ODL students registered for the placement drives conducted during the session. Out of these, 513 were shortlisted, 240 participated in the final round of interviews, and 25 students were placed.

In line with our commitment to equipping ODL students with essential skills and knowledge for success in their chosen fields, the Centre for Distance and Online Education organized a series of Professional Enhancement Workshops. These workshops were carefully designed to provide practical insights and competencies crucial for advancing in their careers. Topics covered included "Navigating the Future: Mastering Team Management in Organizations of Tomorrow," "Opportunities for Career Growth in the IT Industry," "Building ATS-Friendly Resumes", "Mastering Communication Excellence: A Session for Unlocking Success" and "Empower Your Entrepreneurial Spirit".

### 10.7 Details of Alumni Cell and its activity

Lovely Professional University's Alumni Association boasts a global network of graduates, connecting alumni from around the world. It offers them a platform to engage with and reconnect to their alma mater. At the LPU Alumni Awards 2024 ceremony, Lovely Professional University celebrated the exceptional achievements of its ODL alumni as well. The event highlighted the global success of LPU alumni who have made significant contributions across various fields. This year's distinguished award recipients included Rahul Sharma, Founder of Reeo Digi World; Gurdev Singh, MLA of Nabha District; Anil Kumar Yadav, General Manager at the Reserve Bank of India; Sandeep Dutt, Author; and Maninder Pal Singh, Youth Officer at the Ministry of Youth Affairs and Sports, Government of India. They were honored for their outstanding accomplishments in Academics, Literature and Professional Excellence. These awards reflect the diverse and impactful successes of LPU ODL alumni, showcasing their dedication and excellence across their respective fields.

### 10.8 Any other Information

In addition to the working professionals, Defence and Police Personnel, Government Officials in reputed administrative positions, Teachers, etc., several renowned sports personalities of the country including Olympians, Arjuna Awardees, Medalists in World Cups, World Championships, Commonwealth and Asian Games are pursuing higher education programmes in ODL mode from the University to fulfill their academic aspirations along with following their passions. The University offers scholarships up to a full fee waiver for national and international achievers and those with spinal cord injuries. This year, many eligible students benefited from these scholarships to further their educational pursuits.

**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.

*Pavitar Parkash Singh*  
Signature of the Director:

Name: Dr. Pavitar Parkash Singh

Seal: Director  
Centre For Distance and  
Online Education  
Lovely Professional University

Date: 23/08/2024

*Monica Gulati*  
Signature of the Registrar:

Name: Dr. Monica Gulati

Seal Registrar  
Lovely Professional University

Date: 23/08/2024

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 amendment



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LPU/01/OFDR/2024/003/EC/240826/0002  
26<sup>th</sup> August, 2024

*Transforming Education Transforming India*

**TO WHOMSOEVER IT MAY CONCERN**

I, the undersigned, in the capacity of Chairman, Academic Council of Lovely Professional University approve the following Annual Reports of Centre for Internal Quality Assurance (CIQA):

1. Annual Report of CIQA for Open and Distance Learning mode programmes for session 2023-24.
2. Annual Report of CIQA for Online Learning mode programmes for session 2023-24.

The above reports will be presented for ratification in the forthcoming Meeting of the Academic Council.

A handwritten signature in blue ink, appearing to be 'K. K. K.', is written above the printed name.

Vice Chancellor (Acting)

Vice Chancellor (Acting)

Lovely Professional University