

Annual Report

OF

CENTRE FOR INTERNAL QUALITY
ASSURANCE (CIQA)

PROGRAMMES UNDER

ONLINE MODE

2021-22

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DECLARATION

Part – I: General Information**1.1 Date of notification of the Centre (attach a copy of the notification):****Annexure 1****1.2 Details of Director, CIQA**

- Name: Dr. D. Saravanan
- Qualification: MCA, M.Phil, PhD.
- Appointment Letter and Joining Report: **Annexure 2**

1.3 Details of CIQA Committee**a. Composition as per Regulations**

S.N O	Designation	Nominati on as	Name and Qualifications	Specializations	Date of Nomination in CIQA Committee
1	Vice Chancellor	Chairperson	Dr. J. Mahender Reddy		12.11.2020
2	Associate Professor	Member	Prof. C. Padmavathi M.Com,CA	Accounting For Managers, Financial Statement Analysis, Mergers & Acquisitions, GST	12.11.2020
3	Associate Professor	Member	Dr. Vaibhav Shekhar MBA, PhD	Services Marketing Marketing Research Retail Management	12.11.2020
4	Associate Professor	Member	Dr. Prerna Chhetri MA, PhD	Organizational Behavior, HRM, Psychology	12.11.2020
5	Professor	Member	Dr. D. Satish (HOD Finance) M.Com, PhD	Financial Derivatives and Risk Management, Treasury Management, Global Capital Markets	12.11.2020
6	Associate Professor	Member	Dr. Samyadip Chakraborty (HOD Operations) MBA, PhD	Operations Management, Supply Chain Management, Project Management. Quality & Innovation Management	12.11.2020
7	Professor	Member	Dr. Sitamma (HOD HR) MA, PhD	Organizational Behavior. Competency Mapping & Assessment. Managerial Psychology. Leadership, HRM	12.11.2020
8	External Member, Former Joint Registrar IGNOU	Member	Dr. S. Agaihachari (External Member, Former Joint Registrar IGNOU)		12.11.2020



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9	External Member, Former Secretary UGC	Member	Dr. R.K. Chouhan (External Member, Former Secretary UGC)		12.11.2020
10	Member from Administration	Member	Mr. Vittal (Member from Administration)		12.11.2020
11	Member from Finance	Member	Mrs. Y. Ratnabhanu (Member from Finance)		12.11.2020
12	Associate Professor	Director	Dr. D. Saravanan MCA, M.Phil, PhD.	Data Mining, DBMS, Business Intelligence and Analytics, Information System for Managers	12.11.2020
13	Registrar	Ex-officio member	Dr. S. Vijayalakshmi		12.11.2020

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

If No, reason thereof

No, CIQA Constituted in 12th November 2020**1.4 Number of meetings held and its approval:****a. No. of meetings held every year: 1****b. Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	23-03-2021	1	Annexure 3	23-03-2021

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD- MM- YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	T G	Total
1.	No Certificate Programs started										

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

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority(s) (DD-MM-YYYY) of HEL/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	No Diploma Programs started										

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 the Commission Order:**

From <Month, Year> academic session: To be Extracted from Webportal

Sr. No.	Post Graduation Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	No Post Graduate Diploma Programs started									

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.**1.8 Number of programmes started at Undergraduate Degree Programs as per the Commission Order:**

From <Month, Year> academic session: To be Extracted from Webportal

Sr. No.	Undergraduate Degree Title	Duration (months)	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.	No Undergraduate Programs started										

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

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1.9 Number of programmes started at Post-Graduate Degree Programs as per the Commission Order:

From January 2021 academic session: January 2021 (revised as February-March, 2021).

Sr. No.	Post-Graduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	T G	Total
1.	MBA	24	98	Any Graduate	2,00,000	F.No 1-14/2020 (DEB-I) 10 th March 2021	8	1	0	9

From July 2021 academic session: July 2021 (revised as November, 2021).

Sr. No.	Post-Graduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	T G	Total
1.	MBA	24	98	Any Graduate	2,00,000	F.No 1-14/2021 (DEB-I) 14 th September 2021	47	28	0	75

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

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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	Online system of admission, fee, online Examination form, SMS Alert Facility to students The students are kept informed about all the academic and administrative processes and their time-lines so as to enable them to phase their learning effectively. Quality is maintained through intense planning and execution of every academic process.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	The students are monitored for their continuous progress through their assignments and attendance. The Academic Coordinator and counsellors are also in constant touch with them. Counselling in person or over telephonic conversations has been found to be extremely useful in monitoring the progress of the students.	



S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	The key areas where the HEI should maintain quality are Pre-enrolment counselling, Preparedness in academic delivery systems, Qualitative engagement of students during classes, Meaningful academic counselling, Timely dissemination of information to the students, Wherever possible, value additions to the Student support services.	
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	Common curriculum, syllabus. The SLMs have been prepared in house and the Faculty belonging to the regular departments are involved in most of the academic exercises. The students can have access to the department as well as general library facilities	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Students are also encouraged to contact the Grievance Cell if their issues are not addressed within a time limit. The Academic Coordinator keeps in touch with them constantly to understand	



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S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
		and redress their issues.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	Periodic reviews will be conducted by HEI for suggestions for quality improvement	
7.	Implementation of its recommendations through periodic reviews	A monitoring committee with will be constituted by the CIQA to monitor and suggest measures for implementation.	
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.	The CIQA is the nodal body of ODL/Online programmes in any HEI and would ensure the participation of all the stakeholders in the quality enhancement process. The stakeholders are Learners, parents, academicians, the HEI, administrators. HEI keeps interacting with each stakeholder at different points and creates an atmosphere of free flow of communication. The system in HEI is transparent and we	



S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
		ensure that every stakeholder has a role to play in building up a fool-proof system.	
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 implemented are placed as annexure A20	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Collection, collation and dissemination of accurate, complete and reliable statistics about the quality of the programmes Since the number of students admitted were less there was no elaborate statistical analysis indulged in. The feedback from the students on different aspects of delivery system was obtained. There was a great degree of satisfaction expressed by them. Since the sample size is small, we have not drawn any specific conclusions.	



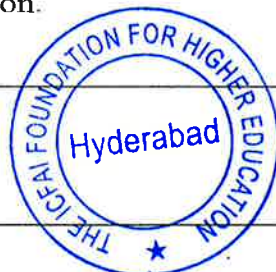
S. V. Jayaram

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
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 Report prepared in line with UGC (ODL and Online programs) regulations 2020	
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The PPRs were prepared by the academic team and placed before the CIQA for approval. Later the same will be placed in the Academic Council for approval	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	HEI maintains record of Annual Plans and Annual Reports and reviews them periodically and generate actionable reports	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	While preparing PPRs inputs will be provided to the HEI Institution for restructuring of programmes in order to make them relevant to the job market.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.		
16.	Steps taken as a nodal coordinating unit for seeking assessment and	All the activity reports, admission details will be	



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S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
	accreditation from a designated body for accreditation such as NAAC etc.	submitted whenever require to central accreditation team for seeking accreditation.	
17.	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	HEI will adopt measures to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	A nodal officer is nominated for coordination between HEI and the Commission for various quality related initiatives or guidelines	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.		
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	All the activities will be recorded in the annual report of Centre for Internal Quality Assurance.	
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.	Annual Reports will be submitted to the Statutory Authorities for their approval	



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S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
	(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.		
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		
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online Learning decided by the statutory bodies of the HEI for its different academic programmes		
24.	Promoted automation of learner support services of the Higher Educational Institution		
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes		



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S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
26.	Coordinated with third party auditing bodies for quality audit of programme(s)		
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution		
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein		
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.		

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

S.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant Document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	Vision: To emerge as an Institution of excellence known for research, teaching, and practice. Mission: Learning for Leadership – The University aims at developing a cadre of professionals possessing specialized skills, having a	



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S.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant Document
		<p>sense of social and moral responsibility, and the ability to address problems from a broader perspective.</p> <p>Every constituent of the University has prepared an Institutional Development plan in line with the Vision and Mission of the University to scale up and diversify its activities.</p> <p>The University has embraced the highest standards of governance. It has established an exclusive software development cell to bring in e-governance in all domains of its activities.</p> <p>The organization structure and the various decision-making bodies are as per the rules governing deemed -to-be-universities.</p> <p>The University is run under the oversight and guidance of the Board of Management and has a culture of decentralized and participative management that allows for faster decision-making. The Internal Quality Assurance Cell is the primary body for implementing various quality sustenance and enhancement measures.</p> <p>Faculty members have been provided with financial support to attend conferences/workshops and take up membership in professional bodies.</p>	



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S.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant Document
2.	Articulation of Higher Educational Institution Objectives	The Mission of IFHE is 'Learning for Leadership'. It aims at developing a cadre of professionals possessing specialized skills having a sense of social and moral responsibility and the ability to address problems from a broader perspective.	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	The curriculum of all courses is developed in accordance with the Programme Outcomes, Programme Educational Objectives, and course outcomes. It is subjected to periodic review and evaluation taking into account the evolving local, national, regional, and global needs. To this end, feedback from all stakeholders, viz, students, recruiters, alumni, and faculty members are obtained before developing or carrying out modifications to the existing curriculum	
4.	Programme Monitoring and Review	University plan and execute programme monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes	
5.	Infrastructure Resources	Facilities - physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. - available to maintain the quality of academic programmes and ensure qualitative support to each of the stakeholders	
6.	Learning Environment and Learner Support	Learner Support Services will be provided through the e-Learning platform, emails, telephone, WhatsApp groups	



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S.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant Document
7.	Assessment and Evaluation	The evaluation through varied assessment tools including multiple choice questions, short answer questions, case-studies etc. University placed proper assessment and moderation system for assessing the learning outcomes of learners	
8.	Teaching Quality and Staff Development	University provides staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis.	

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

S.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant Document
1.	Academic Planning	University have robust and appropriate academic planning procedures to ensure that the programmes offered by it are relevant to national economy, reflects the Institution's strategic direction and offers a high quality value-added learner experience. The Institution have adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	
2.	Validation	University have a mechanism in place for validation to ensure that its programmes are academically viable, that	



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S.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload Relevant Document
		academic standards have been appropriately defined and that these offer learners the best opportunity to learn.	
3.	<p>Monitoring, Evaluation and Enhancement Plans</p> <p>a. Reports from Examination Centres</p> <p>b. External Auditor or other External Agencies report</p> <p>c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>d. Reporting and Analytics by the Higher Educational Institution</p> <p>e. Periodic Review</p>	<p>Reports of conduct of examinations in both Open and Distance Learning Mode and Online mode for all examinations will be collected periodically from Examination Centre.</p> <p>For effective evaluation and audit, the University ensure easy access to performance monitoring information such as course pass rates, learner entry profiles and progression and achievement reports, which should be available through web-based application and would be used for report making.</p> <p>University generates the required reports out of such web-based applications and analyze learner and academic analytics or deciding the improvements to be executed for better performance.</p> <p>University have an effective system for collecting feedback from the stakeholders regularly to improve its programmes. The Centre for Distance and Online Education conduct self-assessments regularly and use the results to improve its systems, processes etc. and finally quality of programmes.</p>	



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Part – III: Human Resources and Infrastructural Requirements

3.1. Name and details of Director of Centre for Distance and Online Education (Dual Mode University) - Regular, full time, atleast 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.

DR. Sanjay Fuloria, Director, CDOE, MMS, PhD
Professor, Full Time Regular
Appointment letters and Joining report- Annexure 2

3.2 Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University) - Full time, or contractual basis, atleast Associate Professor.

Or

Name and details of Deputy Director of Center of Online education- Full time, or contractual basis, not below the rank of Associate Professor.

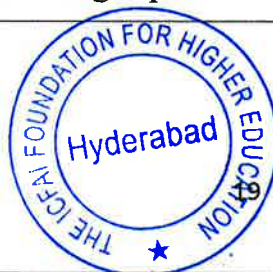
DR. Sreenivasa Chary, MBA, M.Phil, PhD
Associate Professor, Full Time Regular
Appointment letters and Joining report- Annexure 2

3.3. Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University) - Full time, or contractual basis, not below the rank of Associate Professor.

Or

Name and details of Assistant Director of Center of Online education- Full time, or contractual basis, not below the rank of Associate Professor.

DR. Anita C Raman, MBA, PhD
Assistant Professor, Full Time Regular
Appointment letters and Joining report- Annexure 2



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

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

Yes, HEI complied all the requirements in terms of Staffing as mentioned in the Annexure-IV of the Regulations

i. Programme name

a. Programme Coordinator

S.No	Name with Designation	Qualification	Experience	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Lakshmi Sunitha Uppuluri, Assistant Professor	Pursuing Ph.D; MPhil, UGC-NET; M.Com	27 years	Regular	01.10.2020

b. Course Coordinator

S.No	Course name	Name with Designation	Qualification	Experience	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Foundations of Accounting and Finance	Lakshmi Sunitha Uppuluri, Assistant Professor	Pursuing Ph.D; MPhil (Commerce), UGC-NET; M.Com	27 years	Regular	01.10.2020
2	IT for Managers	Dr. Y. V. Subrahmanyam,	Ph.D; Certified Quality Analyst; M Sc	46 years	Regular	01.10.2020
3	Management and Organization Behaviour	Dr. Sheela Rosalyn, Assistant Professor	Ph.D; M.Phil.; MA English; MA Psychology	19 years	Regular	01.10.2020
4	Business Environment	Dr. Venkatakrishna Chodimella, Assistant Professor	Ph.D, MBA (Mktg) UGC NET	22 years	Regular	15.10.2021
5	Quantitative Methods	Dr. Pran Kumar Maremanda, Assistant Professor	Ph.D. (Statistics); M.Sc. (Statistics); B.A.	23 years	Regular	22.12.2021
6	Business	Dr. Sheela Rosalyn,	PhD; M.Phil.;	19 years	Regular	01.10.2020

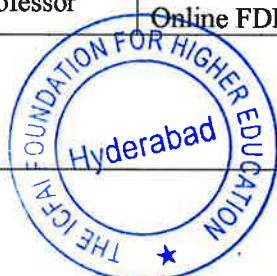


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	Communication	Assistant Professor	MA English; MA Psychology			
7	Human Resource Management	Dr.Anuradha Chavali, Assistant Professor	Ph.D, MBA (HR), BA, Economics (Hons) UGC NET; APSET	19 years	Regular	01.11.2021
8	Operations Management	Muthu Kumar Rajasekaran, Assistant Professor	Ph.D (Pursuing); MBA(HR & Marketing); Bachelor of Engineering	28 years	Regular	05.10.2020
9	Economics for Business	Lakshmi Sunitha Uppuluri, Assistant Professor	Pursuing Ph.D; MPhil (Commerce), UGC-NET; M.Com	27 years	Regular	01.10.2020
10	Marketing Management	Dr.Venkatakrishna Chodimella, Assistant Professor	Ph.D, MBA (Mktg) UGC NET	22 years	Regular	15.10.2021

b. Course mentor

S.No	Name with Designation	Qualification	Experience	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Rajendra Kumar Tolety	FCMA;MBA; M.Com	27 years	contract	24.02.2021
2	Muthu Kumar Rajasekaran, Assistant Professor	Ph.D (Pursuing); MBA(HR & Marketing); BE	28 years	Regular	15.10.2020
3	Dr.Veena Kandukuri, Assistant Professor	PhD; M. Phil; MBA (HR&Fin); M.Com	15 years	Regular	05.10.2020
4	Aparna Meduri, Assistant Professor	LLM, CS Inter; M. Com	20 years	Regular	05.10.2020
5	Muthu Kumar Rajasekaran, Assistant Professor	Ph.D (Pursuing); MBA(HR & Marketing); BE	28 years	Regular	15.10.2020
6	Jayanthi Jayashree Suryanarayana Murthy	M.Phil in Literature M.A. in Literature	33 years	Contract	01.10.2020
7	Dr.Veena Kandukuri, Assistant Professor	PhD; M. Phil; MBA (HR&Fin); M.Com	15 years	Regular	05.10.2020
8	Bhaskara Rao Bulusu Associate Professor	MBA; MSc (Tech)	46 years	Contract	28.10.2022
9	Rajendra Kumar Tolety	FCMA;MBA; M.Com	27 years	contract	24.02.2021
10	Dr.Monika Kothari Assistant Professor	Ph.D, NET and JRF, SLET, MBA, B.Sc., Online FDP	17 years	Contract	24.02.2021



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Any other details

3.5 Details of Administrative staff**a. Number of Administrative staff available exclusively for online programmes.**

Admin Staff	Required	Available
Deputy Registrar	1	Yes
Assistant Registrar	1	Yes
Section Officer	1	Yes
Assistants	3 (2 for DM Universities)	Yes
Computer Operator	2	Yes
Multi-Tasking Staff	2	Yes

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

b. Number and details of Technical support for Online Programmes as per Annexure-IV:**i. Technical Team for Development of e-Content as Self-Learning e-Modules:**

Post	Required	Available
Technical Manager (Production)	1	Yes
Technical Associate (Audio- Video recording and editing)	1	Yes
Technical Assistant (Audio- Video recording)	1	Yes
Technical Assistant (Audio- Video editing)	1	Yes

ii. For Delivery of Online Programmes:

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



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iii. For Admission and Examination for Online mode:

Post	Required	Available
Technical Manager (Admission, examination and result)	1 (per center)	Yes
Technical Assistant (Admission, examination and result)	2	Yes

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

Part – IV: Examinations**4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:**

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced.	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc.	Yes	
3.	A Higher education institution offering programmer through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test center with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes Technology Mediated Proctoring	



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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.	Not applicable	Remote Proctoring system used
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Not applicable	Remote Proctoring system used
6.	Building and grounds of the examination centre must be clean and in good condition.	Not applicable	Remote Proctoring system used
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Not applicable	Remote Proctoring system used
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Not applicable	Remote Proctoring system used
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Not applicable	Remote Proctoring system used
10.	Safety and security of the examination centre must be ensured	Not applicable	Remote Proctoring system used
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.	Not applicable	Remote Proctoring system used
12.	Provision of drinking water must be made for Learners.	Not applicable	Remote Proctoring system used
13.	Adequate parking must be available near the examination centre.	Not applicable	Remote Proctoring system used
14.	Facilities for Persons with Disabilities should be available.	Not applicable	Remote Proctoring system used



S. Vijayalakshmi

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4.2 Compliance of facilities required for the conduct of Online Examination for online programmes.

S.No.	Provisions in Regulations	Whether being complied Yes/No If yes, please provide details and upload relevant document	If No, Reason thereof
1	Requirements at Test Centers (as mentioned in provision II(B)(13)(i) of Annexure II)	Not applicable Remote Proctoring system used	
2	Requirements of proctors (as mentioned in provision II(B)(13)(ii) of Annexure II)	Not applicable Remote Proctoring system used	
3	Security arrangements in the testing center (as mentioned in provision II(B)(13)(iii) of Annexure II)	Not applicable Remote Proctoring system used	
4	Remote proctoring (as mentioned in provision II(B)(13)(iii) of Annexure II)	Yes Complied to all the provisions mentioned in provision II(B)(13)(iii) of Annexure II	

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

S.No.	Provisions in Regulations	Whether 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.	Yes A1	
2.	A Higher Educational Institution offering Online Programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes A1	



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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 Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.</p>	<p>Yes</p> <p>[extract from student handbook and Exam circulars]</p> <p>See Clause 5.5 of the Student Handbook Extract attached (A2)</p> <p>Also Annexure 2 of the Notice to student for end semester examination (A1)</p>	
4.	<p>The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through Online mode shall be evolved by adopting same standards as being followed in conventional mode/ODL mode by the dual mode Higher Educational Institutions and in online mode by the Open Universities</p>	<p>Yes</p> <p>The program has same number of credits as the Campus Program. The four elective streams are the same. The program structure and assessment criteria is made suitable for a working executive audience- practicum/ project instead of internship and course projects/ work experience related exercises in assessment.</p> <p>Pl refer Student Handbook of the Campus MBA Program of IBS –A7 for relevant Batch</p>	



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5.	<p>The weightage for different components of assessments for online mode shall be as under:</p> <p>(i) continuous or formative assessment (in semester): Maximum 30 per cent.</p> <p>(ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.</p>	<p>The question paper for the End Semester Exam of Business Environment is attached.</p> <p>A3</p> <p>A set of questions for formative assessment for Business Environment, extracted from the databank is in A6</p>	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	All the components are listed in the handbook extract A2	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Sample Grade Card Attached A4	The marks obtained in the continuous assessment and end semester exams are shown in the final transcript issued after all 4 semesters are completed. The grade sheet issued after the semester is completed shows only grades as per the practice used in the regular campus program.



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8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Policy Document attached A5	
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Not applicable AI Enabled Remote Proctoring system used	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Not applicable AI Enabled Remote Proctoring system used	
	(b) Availability of biometric system	Not applicable AI Enabled Remote Proctoring system used	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and passports for International learners.	Not applicable AI Enabled Remote Proctoring system used	
	(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.	Not applicable AI Enabled Remote Proctoring system used	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Not applicable AI Enabled Remote Proctoring system used	



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12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Not applicable AI Enabled Remote Proctoring system used	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution.	Not applicable AI Enabled Remote Proctoring system used	
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangement ensuring transparency and credibility of the examinations, or through the proctored examination and in conformity with any other norms for such examination as may be laid down by the commission.	Examinations are conducted using technology enabled proctoring. All the security measures are taken ensuring transparency and credibility of the examinations, or through the proctored examination	
14.	As restriction of territorial jurisdiction is not applicable for online learning, such Higher Educational Institutions which are recognized to enroll international learners shall endeavor to conduct proctored examinations for such learners.	No international learners are enrolled in the Online Programs	
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	As of now Degrees not yet awarded	
	(b) Each award shall also be uploaded on the National Academic Depository		



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16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (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.	Items i, ii, iii are mentioned. Grade Sheet Attached A7	Item iv is not applicable for us as we are using remote proctoring for exams
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4.4 Result and Student Progression

For UG, PG and PGD programmes

Semester beginning	Programme name	No. of students admitted	No. of students appeared in exams	No. of students Progressed to next year	% of students passed	% of students passed in first class
January 2021	MBA	9	6	5	83%	32%
July 2021	MBA	75	64	58	91%	41%

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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.

Yes Complied all the Guidelines on Programme Project Report’ – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020
A21

5.2 Compliance status of ‘Quality Assurance Guidelines of Learning Material In Multiple Media And Curriculum And Pedagogy’ – As per Annexure - VI of UGC (ODL Programmes and Online Programmes) Regulations, 2020

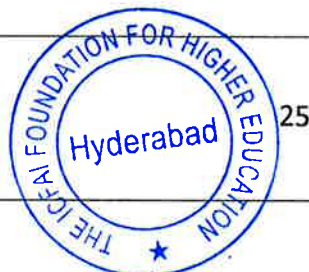
HEI shall mention compliance details against the requirements in terms of learning material (Print Media), Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulations for ODL programmes.

Yes, Complied with the ‘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
A19

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

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

Yes, complied with all the accepts of Self-Learning Material– As per Annexure - VII of UGC (ODL Programmes and Online Programmes) Regulations, 2020
A19



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Part – VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

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

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

INSERT TEXT BOX

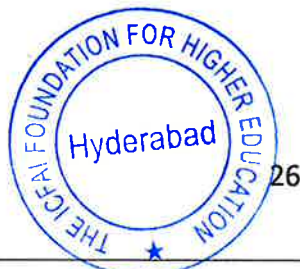
- In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the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

The Online programs of IFHE are designed using its own Moodle Learning Management Platform (LMS) <https://vle.ifheindia.org/> and complying to all the provisions of the regulations 2020.

6.2 Compliance status in respect of the Programme delivery

HEI shall mention mechanism followed to ensure the learner's participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further, details of the norms followed by HEI for delivery of courses in Online mode in Teaching- Learning scheme (as per table 3, Annexure – VII)

1. The learner can participate in the live sessions conducted weekly. A one-hour live session for every course is conducted in every week of course delivery.
2. All aspects of counselling process, application processing, admission, fees and programme delivery are conducted through online mode only.
3. Norms as per Table 3 Annexure VII of UGC Regulations 2020 relevant for OL are being followed as per course credits.



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6.3 Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: Y/N**No e-learning material of any course is sourced through OER/ Massive Open Online Courses****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)

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

Upload



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

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes https://online.ifheindia.org/ciqa-report.html	
Uploading of the following on HEI website (Mention link)			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	https://online.ifheindia.org/ciqa-report.html	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities.	https://online.ifheindia.org/ciqa-report.html	



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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.	https://online.ifheindia.org/online-mba.html	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	Yes <i>Syllabus, suggested readings – available as per A10</i> <i>Contact points for counselling/mentoring as per A11</i> <i>Programme structure with credit points – Academic Calendar in Student handbook A2</i> <i>Programme wise faculty details – As per Point 3.4 (A,B,C)</i> <i>List of Supporting staff, their working hours and mentoring – As per A12</i>	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Important Dates (As per A9) Result Communication to Students A8	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	Yes <i>As per A13 and student handbook</i>	



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8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes As per A14 Feedback doc As per A15 sample student feedback As per A16 Faculty review meetings feedback and changes incorporated As per A17 CIQA Minutes Report As per A18 sample student Live session timings form	
9.	Information regarding all the programmes recognised by the Commission.	https://online.ifheindia.org/ciqa-report.html	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	https://online.ifheindia.org/ciqa-report.html	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;		
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	Yes – sample FAQs in VLE https://vle.ifheindia.org/mod/page/view.php?id=77326	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	Not Applicable Technology enabled remote proctored exams are conducted.	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Proctored examinations are conducted on the Moodle software using AI proctoring Plugin and using Safe Exam Browser	



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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	Academic Calendar in Handbook A2	
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	No third party academic audit is undertaken	

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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
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes



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4.	<p>The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government:</p> <p>Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners</p>	Yes
5.	<p>Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners</p>	Yes
6.	<p>Every Higher Educational Institution shall-</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.</p>	Yes



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7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	Yes
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes



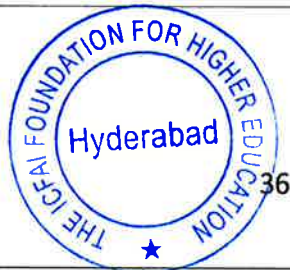
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8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	Yes
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes



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9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes



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13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be 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

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

If No, reason thereof:

No international students were enrolled in the program



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Part – IX: Grievance Redressal Mechanism

9.1 Compliance status of 'Grievance Redressal Mechanism' – As per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020

HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.

The Grievance Redressal Mechanism is as per Annexure - X of UGC (ODL Programmes and Online Programmes) Regulations, 2020 (Separate mail Id for grievances; communication through the student handbook (P34 - Section 11 subsection Grievances- Reference A2); learner is made aware of the channels available for filing of complaints – mail, through the VLE)

9.2 Details of Grievance received

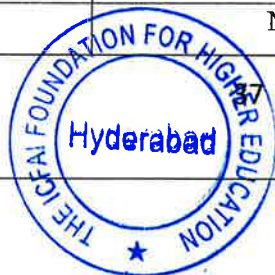
Numbers of Grievance Received	Numbers of Grievance Resolved
NIL	NIL

9.3 Complaint Handling Mechanism

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

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)
NIL	NIL	NIL



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Part – X: Innovative and Best Practices**10.1 Innovations introduced during academic year**

Annexure A20

10.2 Best Practices of the HEI

Annexure A20

10.3 Details of Job Fairs conducted by the HEI

NOT Applicable as no student completed the program in Online Mode

10.4 Success Stories of students of online mode of the HEI<https://online.ifheindia.org/>**10.5 Initiatives taken towards conversion of SLM into Regional Languages**

Not Applicable as the programs Medium of instruct is English

10.6 Number of students placed through Campus Placements

NOT Applicable as no student completed the program in Online Mode

10.7 Details of Alumni Cell and its activity

NOT Applicable as no student completed the program in Online Mode

10.8 Any other Information

S. Venkatesh
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DECLARATION

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

Sanjay Puloria

Signature of the Director
Name: Dr. Sanjay Puloria
Seal: Director
Date: 29.04.2023

Director
Centre for Distance and Online Education
The ICFAI Foundation For Higher Education
(Deemed-to-be University under Section 3 of the UGC Act 1956)
Hyderabad.

S. Vijayalakshmi

Signature of the Registrar:
Name: Dr. S. Vijayalakshmi
Seal: REGISTRAR
Date: 29.04.2023

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