

Annual Report

OF

CENTRE FOR INTERNAL QUALITY
ASSURANCE(CIQA)

PROGRAMMES UNDER

ONLINE MODE

2022-2023

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C.B. Palanivelu

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REGISTRAR
Dr. M.G.R.
EDUCATIONAL AND RESEARCH INSTITUTE
(Deemed to be University)
Periyar E.V.R. High Road,
Madhavrayal, Chennai 600 095

Part – I: General Information**1.1 Date of notification of the Centre (attach a copy of the notification):
06/05/2021**

Upload PDF

1.2 Details of Director, CIQA

- Name : Dr. E. Sheeba Percis
- Qualification: ME, Ph.D
- Appointment Letter and Joining Report: 22.06.2021
Upload (PDF)

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

S.No	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Dr. S. Geethalakshmi, MBBS, MD, Ph.D.	Microbiology	16.07.2021
b.	Three Senior teachers of HEI	Member 1	Dr. S. Kasthuri MBA, Ph. D.	Finance & Marketing	16.07.2021
		Member 2	Ms. B. Sukitha, M.Com	Commerce	16.07.2021
		Member 3	Dr. J. Sridevi MBA, Ph. D.	Marketing	16.07.2021
c.	Head of three Departments or	Member 4	Dr. G. Brindha MBA, Ph. D.	HR & Marketing	16.07.2021

E. Sheeba

	School of Studies from which programme is being offered in ODL and online mode	Member 5	Dr. C. B. Senthilkumar, Ph.D.	Commerce	16-07-2021
		Member 6	Dr. T. Johnson, Ph.D.	Fuzzy Set Theory	16-07-2021
d.	Two External Experts of ODL and / or Online Education	Member 7	Dr. R. Sumathi Meenakshi, M.B.A., Ph.D.	Management Studies	16-07-2021
		Member 8	Dr. S. Subramanian, M.B.A., Ph.D.	Management Studies	16-07-2021
e.	Officials from departments of HEI <ul style="list-style-type: none"> • Administration • Finance 	Member 9 Administration	Dr. P. Udhayakala, Ph.D.	Chemistry	16-07-2021
		Member 10 Finance	Dr. E.T. Merlin Sathyaraj M.Tech, Ph.D.	Electronics & Communication Engineering	16-07-2021
f.	Director, CIQA	Member Secretary	Dr. E. Sheeba Percis, M.E., Ph.D.	Power Electronics & Drives	16-07-2021

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

Not applicable as the Centre was initiated in July 2021 only

1.4 Number of meetings held and its approval:

a. No. of meetings held every year: 02

b. Meeting details

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of minutes
Meeting 1	05-01-2023	01	Upload	Upload
Meeting 2	27-06-2023	02	Upload	Upload

E. Sheeba

C. S. Palanivel

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

NIL

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

NIL

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

NIL

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

From July 2022 academic session: TO BE EXTRACTED FROM WEBPORTAL

S.No	Under Graduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	B.Com-General	3 Years	130	Pass in HSC	1,67,000	F.No. 1-1412020(DEBI) 11" June,2021	-	-	-	NIL
2.	B.A – English	3 Years	130	Pass in HSC	1,37,000	F.No. 1-1412020(DEBI) 11" June,2021	-	-	-	NIL
3.	BBA – Business Administration	3 Years	130	Pass in HSC	1,67,000	F.No. 1-1412020(DEBI) 11" June,2021	14	6	-	20

From January 2023 academic session: TO BE EXTRACTED FROM WEBPORTAL

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S.No	Under Graduate Degree Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male Female Trans-gender)			
							M	F	TG	Total
1.	B.Com-General	3 Years	130	Pass in HSC	1,67,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
2.	B.A – English	3 Years	130	Pass in HSC	1,37,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
3.	BBA – Business Administration	3 Years	130	Pass in HSC	1,67,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL

1.9 Number of Programmes started at Post Graduate Degree Programmes as per Commission Order:

From July 2022 academic session: TO BE EXTRACTED FROM WEBPORTAL

S.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	TG	Total
1.	MSc – Maths	2 Years	60	BSc – Maths, BSc (Statistics)	97,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
2.	MBA – Business Administration	2 Years	102	Any Degree	1,41,000	F.No. 1-1412020(D EBI) 11" June,2021	274	210	-	484
3.	MA – Economics	2 Years	75	Any Degree	80,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL

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4	MA - English	2 Years	75	BA (English)	1,00,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
5	MCom - General	2 Years	75	BCom Degree	1,05,000	F.No. 1-1412020(D EBI) 11" June,2021	9	1		10
6	MA - Political Science	2 Years	75	Any Degree	93,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
7	MA - Philosophy	2 Years	75	Any Degree	93,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
8	MA - Journalism and Mass Communication	2 Years	75	Any Degree	1,00,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
9	MSc - Statistics	2 Years	75	BSc - Maths, BSc (Statistics)	1,00,000	F.No. 1-1412020(D EBI) 11" June,2021	20	12	-	32
10	MA - Public Administration	2 Years	75	Any Degree	80,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL

From January 2023 academic session: TO BE EXTRACTED FROM WEBPORTAL

S.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	MSc - Maths	2 Years	60	BSc - Maths, BSc (Statistics)	97,000	F.No. 1-1412020(D EBI) 11" June,2021	-	-	-	NIL
2	MBA - Business Administration	2 Year	102	Any Degree	1,41,000	F.No. 1-1412020(D EBI) 11" June,2021	113	101		214

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Dr. M.G.R.

3	MA – Economics	2 Years	75	Any Degree	80,000	F.No. 1-1412020(D EBI) 11” June,2021	-	-	-	NIL
4	MA – English	2 Years	75	BA (English)	1,00,000	F.No. 1-1412020(D EBI) 11” June,2021	-	-	-	NIL
5	M.Com – General	2 Years	75	B.Com Degree	1,05,000	F.No. 1-1412020(D EBI) 11” June,2021	-	-	-	NIL
6	MA – Political Science	2 Years	75	Any Degree	93,000	F.No. 1-1412020(D EBI) 11” June,2021	-	-	-	NIL
7	MA – Philosophy	2 Years	75	Any Degree	93,000	F.No. 1-1412020(D EBI) 11” June,2021	-	-	-	NIL
8	MA – Journalism and Mass Communication	2 Years	75	Any Degree	1,00,000	F.No. 1-1412020(D EBI) 11” June,2021	-	-	-	NIL
9	M.Sc – Statistics	2 Years	75	B.Sc – Maths, B.Sc (Statistics)	1,00,000	F.No. 1-1412020(D EBI) 11” June,2021	31	14	-	45
10	MA – Public Administration	2 Years	75	Any Degree	80,000	F.No. 1-1412020(D EBI) 11” June,2021	-	-	-	NIL

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C. D. Palaniappan
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 (Deemed to be University)
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 Madhavoyal, Chennai 600 095

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

2.1 Action taken on the functions of CIQA:

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	The well-structured curriculum designed by the department and approved by the Board of Studies and Academic Council reaches the learner with all four quadrant approaches. Intense planning and execution by the center for the online program after the preparation of the Program Project Report enhances the quality provided to the learners. The learners were informed about all the administrative and academic processes through various online modes. The self-learning material containing e-content, discussion forums, live classes, and self-assessments was approved by the director of the online program. CIQA monitors all these processes effectively. The stakeholder feedback analyses the quality maintained and the service provided to the learners.	SLMs PPR Academic audit report CIQA report
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	The class committee meetings provide self-evaluation to improve the quality where the course coordinators and the course mentors interact with the learners and understand the learning perspective of the learners and the skill upgradation needed for them was identified. The online program coordinators support the learner by verifying the services provided to the learners. The Feedback received from the learners and the SWOT	Class committee meeting Feedback Periodic Review Academic Audit

		analysis done by Auditing becomes a reflective exercise for quality improvement. Students join through social media groups along with program coordinators and were monitored for continuous progress.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	The key areas in which quality is to be maintained are transparency in admission, quality in preparing SLMs, ensuring security measures for conducting online examinations through remote proctoring, proper dissemination of information to the students, and value additions by organizing workshops and seminars. The Dr.M.G.R. Educational and Research institute has ensured adherence to the above norms.	LMS Examination
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)	Well-trained faculty members of the university who handle classes for the conventional mode, handle classes for the online program. The curriculum and syllabus designed by the department and passed through the same Board of Studies and Academic Council of the University as per the university regulation for the conventional mode were followed.	Curriculum and syllabus LDP
5.	Mechanism devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers and Government for Quality improvement.	A thoughtful feedback format prepared after continuous deliberation by the CIQA members and faculty members was circulated among the stakeholders in the form of a Google sheet and assessed by the Director of CIQA for quality improvement. Class committee meetings also add on to the feedback collection.	CIQA formats Feedback mechanism
6.	Measures suggested to the authorities of Higher	Students' requisition for weekend classes, weekend	CIQA meeting

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	Educational Institution for qualitative improvement	examinations, and infrastructural development was suggested to the authorities which is taken care of and the proper initiative was taken to provide resources for online teaching.	minutes
7.	Implementation of its recommendations through periodic reviews	The necessity for weekend classes and weekend exams observed through the review done through class committee meetings is implemented. The suggested resources were provided by the Higher Educational Institution for the center for the online program.	Time table for exams and classes
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 major event conducted on quality theme is the Deeksharambh – 7 days Program in which the stakeholders are given a wide view of the online programs, teaching, learning and evaluation schemes. The expected outcome from the learner is also deliberated with emphasis on Outcome based education through the four quadrant approach	Event report – consolidated https://www.drmgronline.in/write-up?source=MGR&media=Direct&campaign=Direct
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	A highlighted best practice in the Centre for Online Programs is, conducting an offline event named “Meet your Batchmates” which is an offline platform for the students to network with each other and to have a feel good factor about the Institution, which is an unique event enabling to nurture the spirit of professionalism and improves stakeholder satisfaction.	Event report
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	The following document has been collected and collated: Teaching Faculty Details, Result Analysis, UGC Data file, Mentor List, Class Coverage – Google Sheet, CIQA circulars, Complaints and Feedback, Internal Components, Program	CIQA Annual report

as attached

		Project Report, Online Programs – Staff Details, BOS, Minutes of Meeting, Admission Enquiry, Exam Cell Circulars, NEFT details, Refund Status, Purchase File, Eligibility File, Lesson Plan, Bonafide Certificate, Events, Event Invitations, Event Approval	
11.	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme	The Director CIQA explained the methodology of preparation of the Program Project Report. The department which offers the entitled program prepares the Program Project Report and submits it for the approval of the Board of studies of the department. After corrections of the suggestions if any were carried out it was submitted to the Centre for Internal Quality Assurance. CIQA verifies with the Annexure V of the UGC guidelines. If it goes in good correlation with the UGC guidelines it is submitted further to the Academic Council of the University. The Director online program assures the implementation through the proper instructional design provided. As per regulation and major revision in syllabi the PPR is updated and disseminated to the stakeholders	Academic Council minutes PPR
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The teaching learning and evaluation process is carefully designed such that the PPR is	Mechanism of implementing PPR

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		effectively implemented. Regular feedback is also drawn to understand the effectiveness of implementation.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The annual plan and annual reports are verified by the HEIs authorities and approved. Also review is done through ISO audit and the internal audit from which any deviations are corrected and improved.	Annual Plans Periodic report
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Restructuring of the program will be done during the next syllabus revision. However, feedback on the syllabus collected from learners will be utilized while revising the syllabus.	Overall feedback
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	The Centre for Internal Quality Assurance has been keenly following up on the learners need and upgrades the system to be more student centric and user friendly. One initiative is engaging students through the discussion forum, gamified learning, and self-Assessment create a learner-centric environment and engage the learners more effectively. Also the need for peer learning and networking were identified, based on which the event "Meet your Batchmates" was organized which has been quite successful in bringing the learners together and build effective student -	LMS

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		teacher network.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The University is accredited by NAAC with A+ grade in July 2022.	NAAC certificate
17.	Measures adopted to ensure internalization and Institutionalization of quality Enhancement practices through periodic accreditation and audit	The CIQA internalized the quality by collecting feedback and reviewing for necessary action to be taken. The Auditing members were carefully selected and the approved teams by Registrar were given information through the circular for the schedule for auditing. ISO audit for Online Programs was also conducted to improve quality. The quality enhancement was analyzed in the following aspects: 1. Teaching – Learning material 2. Learning management system 3. Assessment 4. E - tutorial	Internal Audit report
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	UGC and Institution communication	Compliance with ABC Demographic details Compliance with examination guidelines Compliance

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			in submitting CIQA annual report
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Two sessions of CIQA meetings were conducted wherein the external experts gave suggestions on improving the quality of Self Learning Material. The team also appreciated the CIQA formats prepared based on the NAAC seven criteria model and emphasized on effective implementation of the same.	Minutes of CIQA meeting
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	During the year 2022 – 2023, external ISO audit has been conducted and progress is reviewed through the periodic audit conducted by the internal committee followed on.	CIQA Annual report 2021-2022 Annual Audit Periodic Audit
21.	a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session. b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	The annual report during the period 2022 – 2023 is submitted for approval from the University authorities regularly. The annual report is approved in the 44 th academic council meeting held on 07/07/2023	Academic council approval
22.	Overseen the functioning of Centre for Internal Quality	The minutes of every CIQA meeting are approved by the	Approved minutes copy

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	Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and Processes	committee. The Auditing report and feedback collected as a function of CIQA were also approved to assure the quality of the online program. The session I minutes is approved in the 43 rd Academic Council meeting held on 06/03/2023 and session II is approved in the 44 th Academic Council meeting.	
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	A well-framed curriculum and syllabus on par with the conventional mode are followed after approval by the Board of Studies of the Particular program and the Academic council of the university. The number of faculty members and support staff was assigned according to the norms provided by the HEI. Instruction is designed with e-Content, e-Tutorial, Discussion forum and Self-Assessment as suggested by the four quadrant approach of UGC.	Guidelines
24.	Promoted automation of learner support services of the Higher Educational Institution	The LMS is automated for the ease of learners to the maximum extent possible. However based on systemic data and continuous monitoring, new features are added as per need.	LMS portal
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	Two external experts are involved in the review process through the CIQA meetings. Apart from that the external audit team from ISO also helps to improve quality of the services offered.	ISO audit schedule
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	Third party Audit only after 5 years. So not Applicable	NA
27.	Overseen the preparation of Self- Appraisal Report to be	Self appraisal not yet submitted to any Accreditation body. So not Applicable.	NA

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	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	The technical team is closely monitoring the operations of the LMS which plays a major role in online education. Based on the stakeholder feedback, research oriented deliberations are carried out for improved efficiency	Meeting with technical team
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	<ol style="list-style-type: none"> 1. Dr. D.S. Narayanan, Chartered Engineer, Associate member of Institution of Engineer, Editor – Visvaayudha (Monthly Magazine), Advisor of HOSTIA. 2. Ms. Akshatha Karangutkar, Associate Director – Human Resource, Samhita Social Ventures. 3. Mr.Dinesh S (Plant HR Head, Classic Industries and Exports). 4. Ms. Sentamil Selvi. K Human Resource Professional, Relevantz Technology Services Private Ltd 5. Ms. Devikarani, Domain Leader, IBM – Kyndryl 6. Suthesh S, Automation System Engineer cum Cybersecurity Practiser, TCS, Chennai. 7. Rajarajan S Chief Operating Officer, MGM Healthcare, Chennai 8. Dr.S.Rajeshwari M.B.B.S,DNB(OG) Senior Consultant – Preventive Oncologist – Colposcopy Specialist 	Event report

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		Global Health City, Chennai. Various seminars, Webinars, Expert talks and ISR events were conducted and expert members shared their knowledge to the student community	
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2.2 Compliance of Quality Monitoring Mechanism – As per Annexure – I (Part V (2)) of UGC (ODL Programmes and Online Programmes) Regulations 2020

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	a. Organizational Structure and Governance: The Centre for Online Programs is governed by a proper system such that the overall efficiency and deliverables are to the satisfaction of the learner and focuses on the development of education on the whole. The CIQA plays a vital role in deployment and delegation of various roles and responsibilities to each entity as per the UGC guidelines. b. Management: The Centre for Online Programs has a Board of Management with the top level advisors, Director for the centre who is responsible for the entire work flow which is meticulously monitored by the CIQA at all levels to ensure quality, further down we have the Heads and Deputy Heads to follow up on the academic processes, Course Coordinators and mentors to address student grievances, student support and feedback mechanism, faculty members for content delivery as per academic calendar and lesson	Organization Chart Strategic Plan Annual Plan Regulations

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		<p>plan, LMS for four quadrant approach based teaching learning and assignments the COE office for term end assessment, evaluation and result analysis.</p> <p>c. Strategic Planning The CIQA is in place which has an expert committee of advisors and learned members who articulate the strategic plan which is aligned with the administration and academic processes such that quality is ensured with the best possible learning outcomes</p> <p>d. Operational Plan, Goals and Policies The operational plans, goals and policies are drafted to be in line with the strategic plan and also ensured that they are achievable and realistic such that outcomes are measurable. The policies are also communicated to the stakeholders through the regulations and the Programme Project Report</p>	
2.	Articulation of Higher Educational Institution Objectives	The Centre for Online Programs, Dr. M. G. R. Educational and Research Institute has a well defined Vision, Mission and Quality policy duly approved by the CIQA which is in line with the Institution's Vision	Vision, Mission, Quality Policy
3.	<p>Programme Development and Approval Processes</p> <p>a. Curriculum Planning, Design and Development</p> <p>b. Curriculum Implementation</p>	<p>a. Curriculum Planning, Design and Development:</p> <p>The curriculum Planning and Development is set into action by the ICDC (Innovative Curriculum Development Cell) which has all stakeholders. After deliberations the draft is submitted to the Board of Study for expert opinion and</p>	<p>Academic Calendar</p> <p>Annual Audit Report</p> <p>Periodic review minutes</p>

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	<p>c. Academic Flexibility d. Learning Resource e. Feedback System</p>	<p>feedback. Finally it is sent to the academic Council for approval.</p> <p>b. Curriculum Implementation:</p> <p>The teaching learning process is carefully designed in a way that a balanced mix of different pedagogy is used to ensure effective knowledge transfer. The academic calendar is well drafted and followed for all live sessions, assignments, assessments and curriculum enrichment programs. The Learning Management System caters to the academic needs of the learner by providing a user friendly platform for effective teaching learning by incorporating the academic calendar and lesson plan. The four quadrant approach is rigorously followed wherein learning videos, e-content, innovative assignments, discussion forum, and periodic assessments are a part of the LMS. A Lesson Delivery Plan is prepared meticulously by faculty in which they elaborate on which unit from the syllabus will be covered in a particular session, teaching pedagogy, Blooms level, & E resources. The faculty members are also monitored on regular basis through a Google sheet on record of syllabus coverage which helps to identify any deviation from the lesson plan and academic calendar.</p> <p>c. Academic Flexibility:</p> <p>The designed curriculum and syllabi is learner centric following the LOCF (UGC Mandate) wherein academic flexibility is</p>	
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		<p>ensured</p> <p>d. Learning Resource:</p> <p>A dedicated LMS is offered to the learners wherein the SLMs are uploaded and four quadrant approach is implemented. Also e-library facility is available for any time learning. At any time data collection and user statistics are available for monitoring purpose</p> <p>e. Feedback System:</p> <p>Class committee meetings are conducted to analyze if the learner is satisfied and the extent to which the syllabus is covered. In case of any discrepancy, additional live sessions are arranged for the benefit of the learner. Towards the end of the semester, feedback is collected from the learners to understand their overall satisfaction. Regular counseling and discussion forums are conducted such that adequate guidance is provided to ensure best learning outcomes.</p> <p>The Centre for Internal Quality Assurance is in place and conducts academic Audit at the end of each semester and year.</p>	
4.	Programme Monitoring and Review	<p>The curriculum and syllabus of various Under Graduate and Post Graduate Programmes under the Centre for Online Programs aim at developing the technical and behavioral competencies of the students. As per the recommendations of UGC, AICTE and MHRD the Institutions of higher education need to carry out academic reforms in all aspects including admission policy, academic</p>	Mechanism of quality assurance

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		calendar, introduction of choice-based credit system, continuous assessment, grading system and skill development for the holistic empowerment of the students. The Centre for Internal Quality Assurance is in place and conducts academic Audit at the end of each semester and year. A dedicated Quality Head is on roll to monitor the deviations and bring back to track any issues identified as per requirement and standards. A separate tech team is deployed not only to check the quality of the ICT tools but also monitor the effectiveness of content delivery periodically.	
5.	Infrastructure Resources	A dedicated LMS is available to the learner for anywhere anytime learning. The student can access (LMS) through their desktop and also from their mobile phones, as the application is mobile responsive. The LMS is integrated with video conferencing tool (online webinar) for 2 way interactions wherein the faculty can interact with students and vice-versa. The learning management system supports all kind of content formats which include HTML5, MP4, SCORM Files apart from word, PDF, and PPT files.	LMS details
6.	Learning Environment and Learner Support	Apart from academic support, the learner is also offered proper counseling and mentoring sessions for their overall development through a structured team of Programme Coordinators, Course Coordinators, Course mentors and Coordinator-student affairs. Also Co-curricular activities are conducted for Beyond the syllabus learning.	Details of learning environment and learner support

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		There is a dedicated placement cell to cater to their career progression and recruitment.	
7.	Assessment and Evaluation	Assessment and Evaluation is carried out by the centralized body through the Controller of Examination Office following proper guidelines, protocols, security and transparency.	Mechanism
8.	Teaching Quality and Staff Development	The Centre for Online Programs has a dedicated team of qualified faculty members. The faculty members are trained and orientation programs are conducted to enable them to create and manage ICT tools for effective teaching and learning.	Orientation Program

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	The Centre for Online Programs has a streamlined academic process wherein the academic calendar is clearly drafted mentioning all academic activities along with Co-Curricular events. It is disseminated to the stakeholders at the beginning of the academic session. Based on the same a lesson plan is prepared which is periodically reviewed for proper implementation.	Academic Calendar Time table Lesson delivery plan
2.	Validation	The validation of the academic activities is done through periodic and annual audit to ensure quality. The CIQA committee takes random samples for verification	Periodic audit Periodic review meetings

		and validation. Apart from this class committee meetings are conducted to assess the learner satisfaction from time to time. At the end of the academic session, feedback links are circulated to the learner to validate the academic process and its effectiveness.	
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>a. Not Applicable</p> <p>b. Not Applicable</p> <p>c. The CIQA committee has 02 external experts who are keenly observing the activities via periodic and annual audit which helps in implementing the process effectively</p> <p>d. The feedback statistics is analyzed to understand the percentage satisfaction of the stakeholders and corrective action is initiated for better quality and learning outcomes</p> <p>e. Based on the statistics periodic and annual reports are generated for the purpose of enhancing quality and availability of data at any time.</p> <p>f. Periodic review is conducted by the CIQA once in 06 months as a self</p>	Minutes of CIQA meeting

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		assessment exercise to identify the strength, weakness, opportunity and challenges so that continuous improvement is made possible.	
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C. D. Palaniappan

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(Deemed to be University)
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Madhavayal, Chennai 600 095

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 Director of Centre of Online Education - Full time or contractual basis, not below the rank of an Associate Professor

Name: Dr. Malini Pande, MA (Economics), Ph.D

Designation: "DIRECTOR – Centre Online Education"

Salary Scale: Rs.37400 – 10000 – 67000

Regular Employee

Mention details such as Regular Employee, Designation, Qualification, Salary(Attach appointment letter and joining report)

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 Centre of Online Education - Full time or contractual basis, not below the rank of an Associate Professor

Name: Dr. E. Sheeba Percis, M.E, Ph.D

Designation: "DEPUTY DIRECTOR – Centre for Online Education"

Salary Scale: Rs.37400 – 67000

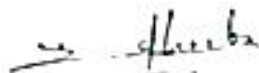
Regular Employee

Mention details such as Regular Employee, Designation, Qualification, Salary(Attach appointment letter and joining report)

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 an Assistant Professor

Or

Name and details of Assistant Director of Centre of Online Education - Full time or



contractual basis, not below the rank of an Assistant Professor

Name: Dr. P. Udayakala

Designation: "ASSISTANT DIRECTOR - Centre for Online Education"

Salary Scale: Rs.37400 - 67000

Regular Employee

Mention details such as Regular Employee, Designation, Qualification, Salary (Attach appointment letter and joining report)

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 norms as mentioned in the Annexure-IV of the Regulations. In addition, the faculty details shall be provided in the following format:

i. Programme name: MBA / M.Com / B.Com / BBA

a. Programme Coordinator:

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. S. Kasthuri	MBA, M.Sc., PH.D. (MANAGEMENT)	7 Years 10 Months	Regular	01-03-2021
2.	Dr.M.Radhika Shree	B.COM.,PGDCA, MBA, M.PHIL., PH.D.	14 Years 4 Months	Regular	01-03-2021
3.	Dr. M Bhuvaneshwari	ME, Ph.D	8 Years	Regular	03-03-2021
4.	Ms. Sindhuja	M.B.A., (Ph.D.)	5 years	Regular	01-03-2021
5.	Dr. Nirmala Sugirtha Rajini	M.C.A., M.Phil, Ph.D.	15.8 years	Regular	01-03-2021

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Madhavroyal, Chennai 600 095

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Principles of Management and Behavioral	Ms. Anitha	B. E/MBA	6 Years	Regular	20-10-2021
2.	Managerial Economics	Dr. S. Asrafi	BBE.,MBA.,M.Phil.,Ph.D	17 Years	Regular	15-06-2022
3.	Basic Accounting for Managers	Dr. S. Kasthuri	MBA,MS.C., PH.D.(MANAGEMENT)	10 Months	Regular	01-03-2021
4.	Business Legislations	Dr. C. Balakrishnan	M.B.A, Ph.D.	18 years	Regular	01-03-2021
5.	Business Statistics for Managers	S. Tephillah Austin	M.PHIL, MATHERMATICS	1 Year 6 Months	Regular	23-09-2022
6.	E- Commerce	Dr. A. Devendran	M.SC., MBA, M.PHIL., PH.D.	14 Years 11 Months	Regular	01-03-2021
7.	Computer Application for Business	Dr. T. Prabhu	MCA, MPhil, ME, PhD	25 Years	Regular	04-06-2022
8.	Business Communication	Ms. R. Akshaya	M.A, M.Phil, PGCTE.(Ph.D)	3 Years 3 Months	Regular	08-07-2022
9.	Real Analysis & Linear Algebra	Ms. R. Aruna	M.Sc.	3 years	Regular	06-07-2022
10.	Probability and Distributions	Dr. K. Kaleeswari	MSc,B.Ed, MPhil, PhD	21 Years	Regular	06-07-2022
11.	Sampling Techniques	Ms. S. Bhuvanewari	MA, M Phil	20 Years	Regular	03-03-2021
12.	Statistical Inference - I	Dr. P. Sona	M.Sc, M.Phil, Ph.D	14 Years 9 Months	Regular	01-03-2021
13.	Statistical Quality Control and Reliability	Mrs. R. Nandhini Devi	Ph.D	20 Years	Regular	01-03-2021
14.	Trend Analysis and Index numbers	Dr. R. Nagarathinam	M. Sc. M. Phil, PHD	20 Years	Regular	04-06-2022
15.	Numerical Methods	Dr. S. Kopperundevi	M.Sc.,M.Phil.,B.Ed.,PhD	16 Years	Regular	04-06-2022
16.	Statistical Inference - II	Dr. P. Ezhilarasi	Ph.d	20 Years	Regular	04-07-2022
17.	Advanced Cost and Management Accounting	Mr. Jayakanthan	MBA	5 Years	Regular	13-05-2022
18.	Accounting for Specialized Institution	Mrs. Rubee Shantha Mary	M.Com	4 Years 8 Months	Regular	03-03-2021
19.	Organizational Behavior	Ms. A. Jayanthi	MBA, Ph D	17 Years	Regular	03-03-2021
20.	Business	V.J. Mohanapriya			Regular	03-03-2021

Ms. Anitha

	Regulatory Framework		MBA	4 Years 10 Months		
21.	Fundamentals of Information Technology	Ms. S. Amali	B.C.A., M.C.A.	2 years	Regular	05-01-2021
22.	Language Tamil	Arul Jothi	BA, B.Ed.	4 Years	Regular	17-05-2022
23.	Hindi	Ms. Subbulakshmi	B.A., MEM	17 Years	Regular	05-01-2021
24.	English - II	R. Abinaya	M.A., B.Ed., Mphil., (PhD)	5 Years 1 Month	Regular	04-07-2022
25.	Taxation	Ms. Suganya	M.Com, M.B.A., M.Phil	4 Years 9 Months	Regular	02-03-2021
26.	Office Management	Ms. Tenmozhi	MBA	4 Years	Regular	04-07-2022
27.	Business Statistics for Managers	Mr. Silambarasan	M.SC , M.PHIL ,BED	3 Years	Regular	04-07-2022
28.	Soft Skill - II(English)	Ms. S. Magdelene Percy	M.PHIL,MA	1 Year 8 Months	Regular	06.06.2022
29.	Tally - Financial Statement Analysis	Ms. M. Devi Bharathi	MBA	1 Year 6 Months	Regular	06.06.2022
30.	Marketing Management	Dr. Suchithra	MIMM,MBA, M.PHIL,PH.D	7 Years 11 Months	Regular	05-03-2021
31.	Human Resource Management	Dr. M. Radhikashree	M.B.A., Ph.D.	14 years 4 months	Regular	01-03-2021
32.	Research Methodology	Dr. B. Neeraja	B.COM, M.COM, M.PHIL (COMM), MBA M.PHIL. (MGNT), Ph.D.	15 Years 10 Months	Regular	01-03-2021
33.	Brand Management	Ms. Jaganya	MBA, M.Phil, M.Sc(Yoga), (PhD)	7 Years	Regular	01-03-2021
34.	Customer Relationship Management	Ms. Vidhya Saroj	MBA	3 Years	Regular	15.06.2022
35.	Retail Management	Fathima Barvin	B.COM,MBA	7 Years	Regular	15.06.2022
36.	International Financial Management	Mr. Selvamani	M.Com, M.Phil, MBA	1 Years 5 Months	Regular	05-03-2021
37.	Working Capital Management	Dr. R. Pattabiraman	M.A. (Eco.),M.COM, M.Phil., PGDM,Ph.D	2 Years 4 Months	Regular	05-03-2021
38.	Taxation Management	Ms. A. Geetha	M.COM	2 Years 6 Months	Regular	02-03-2021
39.	Talent Management	Dr. A. Anuradha	MCS, MBA,M.Phil,	9 Years 10 Months	Regular	01-03-2021
40.	Strategic Human Resource Management	Ms. Ramya	M.B.A.	3 years	Regular	02-03-2021
41.	Industrial Relations and Labour Welf	Dr. R. Jayam	MBA, M.Phil, Ph.D, M.Com MA	24 Years 10 Months	Regular	02-03-2021
42.	Big Data Technology	Dr. N. Jayasri	MCA,MPHIL,B.ED.PHD	18 Years	Regular	07-06-2022

43.	Database Management System	Ms. Mahalaksmi	MCA	8 Years	Regular	07-06-2022
44.	Enterprise Resource Planning	E. Mercy Beulah	M.C.A., M.E., (Ph.D.)	21 years	Regular	02-03-2021
45.	Hospital Operations Management	Dr. R. Lavanya	MBBS	5 Years	Regular	07-06-2022
46.	Hospital Facilities Management	Dr. L. Jaqlin Path	MBBS, MD PATHOLOGY	4 Years	Regular	07-06-2022
47.	Patient Care Management	Dr. Rasik	MBBS, MD Community Medicine, Diploma Diabetology	7 Years	Regular	07-06-2022
48.	Advanced Materials Management	Ms. K. R. Abarna	M.Com, M.Phil, (P.h.D)	6 Years 11 Months	Regular	05-01-2021
49.	Maintenance Management	Dr. P. S. Ravithej	M.com, MBA, M.Phil, Ph.D	23 Years	Regular	05-03-2021
50.	Production Planning and Control	Ms. A. Francis Panimathy	M.TECH, MBA	4 Years 4 Months	Regular	05-05-2022
51.	Research Methodology	Ms. P. Bhavani	M.Phil (COMMERCE)	2 years 5 months	Regular	01-03-2021
52.	Strategic Management	Dr. R. Bharth Vajan	MBA Ph.D	12 Years	Regular	14-05-2022
53.	International Business Management	Dr. Janani	MBA, Ph.D	2 Years	Regular	02-03-2021
54.	Production and Operations Management	Dr. S. Kolanjiappan	MBA, (Ph.D)	2 Years	Regular	02-03-2021
55.	Entrepreneurship Development	Mr. G. Sathya Moorthy	MBA	6 Years	Regular	18-06-2022
56.	Business to Business Marketing	Dr. J. Sridevi	MBA, UGC NET, Ph.D	17 Years	Regular	01-03-2021
57.	Service Marketing	Dr. S. S. Yaamini Priya	MBA, M.Phil, Ph.D.	9 Years	Regular	05-05-2022
58.	Digital Marketing	Ms. V.P. Anurekha	B.com(CS), MBA	5 Years	Regular	05-05-2022
59.	Banking Management	Mr. Ranjith Kumar	M.Phil	8 Months	Regular	31-10-2022
60.	Security Analysis and Portfolio Management	Ms. R. Lakshmi	M.phil(PhD)	4.5 Years	Regular	05-05-2022
61.	Corporate Finance	Ms. N. Nevetha	MBA	3 Years	Regular	05-03-2021
62.	Training & Development	Ms. V. Nalini	BE, MBA	9 Years	Regular	05-05-2022
63.	Stress Management	Ms. K. Janani	MBA, Ph.D	2 Years	Regular	02-03-2021
64.	Corporate Governance	Ms. Logeswari	M.A.HRM	1 Year 6 Months	Regular	05-05-2022

Ms. S. S. Yaamini Priya

65.	System Analysis & Design	Dr. Viji Vinod	MCA ,PHD	25 Years	Regular	05-05-2022
66.	E-Business	Mr. J. Ilanchezian	M.Sc IT, MBA, M.Tech CSE, Ph.D	9 Years	Regular	05-05-2022
67.	Software Quality & Project Management	Dr. M Bhuvaneswari	M.E, Ph.D	8 Years	Regular	03-03-2021
68.	Purchasing & Inventory Management	Mr.Vijayaragunathan	B.E., M.Tech	18 Years	Regular	08.07.2022
69.	Total Quality Management	Mr.D.A.Vinoth	ME	8 Years	Regular	07-06-2022
70.	Hospital & Healthcare Policy & Planning	Dr. Raj Kamal	MBBS ,MD	11 Years	Regular	07-06-2022
71.	Quality Assurance and Management in Hospitals	Dr. Sarath Kumar	MMBS , MD	6 Years	Regular	04.05.2022
72.	Risk Management and Health Insurance	Dr. HetalTejasMer	MBBS , MD Community Medicine	3.5 Years	Regular	08-06-2022
73.	Summer Project Viva Voce	Dr. B. Neeraja	B.COM, M.COM, M.PHIL (COMM), MBA M.PHIL. (MGNT), Ph.D.	15 Years 10 Months	Regular	01-03-2021
74.	Business Ethics	Ms. M. Bagirathi	M.B.A.	12 Years	Regular	08-06-2022
75.	Professional Skill Development	Dr. A. Devendran	M.SC.,MBA, M.PHIL.,PH.D.	14 Years 11 Months	Regular	01-03-2021
76.	Project Work (8 Weeks)	Dr. S. Kasthuri	MBA,MS.C., PH.D.(MANAGEMENT)	7 Years 10 Months	Regular	01-03-2021
77.	Entrepreneurship development	Ms. A. Karthika	MBA, B.Com	2 Years 5 Months	Regular	01-03-2021
78.	Environmental Studies	Ms. Niranjini, N	M.Com, (Ph.D)	1 Year 10 Months	Regular	02-03-2021
79.	Business Law	Ms. Archana S	MBA	3 Years	Regular	05-03-2021
80.	Marketing Management	Ms. S. Padmavathy	MBA	5 Years 4 Months	Regular	02-03-2021
81.	Softskills -I	Ms. K. Gayathri	M.A.M.Phil.	2 Years 11 Months	Regular	04-03-2021
82.	Management Accounting - I	Mr. K. AnanthaSuresh	MBA	5 Years 8 Months	Regular	01-03-2021
83.	Corporate Accounting II	M.S.Kamala	M.COM, B.Ed.,	5 Years 11 Months	Regular	03-03-2021
84.	Company Law	Dr.S. Meena	MBA, MHRM., M.Phil, Ph.D	10 Months	Regular	03-03-2021
85.	Business Environment	Ms. B. Sukitha	M.A.,M.Ed.,M.Phil.,	7 Years 9 Months	Regular	03-03-2021

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86.	Practical Auditing	Ms. B. Kavitha	M.B.A Ph.d(pursuing)	17 Years	Regular	15-07-2022
87.	Business Taxation	Ms. S. Sasikala	M.com., MPhil., BEd.,	7 Years	Regular	15-07-2022
88.	Soft Skills-II	Ms. P.G.Viswapriya	M.A.,M.PHIL.,M.Ed.,	4 years 9 months	Regular	02-03-2021
90.	Direct Tax	Ms. P.Geetha	M. Com., M. Phil, Ph. D	16 Years	Regular	15-07-2022
91.	Security Analysis And Portfolio Management	Ms. R. Amutha	M phil, B.ed.	12 Years	Regular	15-07-2022
92.	Project	Ms. Mohanapriya	MBA	6 Years	Regular	15-07-2022

c. Course Mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining program me
1.	Ms.B.Sukitha	M.A.,M.Ed.,M.Phil.,	7 Years 9 Months	Regular	03-03-2021
2.	Ms.MAmutha	BA, MA, B.Ed, M.Phil	6 Years	Regular	01-03-2021
3.	Dr. K. Kaleeswari	M.Sc., B.Ed, M.Phil., Ph.D	9 years	Regular	01-03-2021
4.	Dr. M. Bhuvaneshwari	M.E, Ph.D	8 Years	Regular	03-03-2021
5.	Dr.P.Sona	M.Sc, M.Phil, Ph.D	14 Years 9 Months	Regular	01-03-2021
6.	Ms.R.Yogeshwari	M.Sc. Chemistry	3 Years 6 Months	Regular	05-01-2021
7.	Ms. Lokeshwari	B.A., M.A.	1.5 years	Regular	05-01-2021
8.	Ms. Abarna	M.Com, M.Phil, (P.h.D)	6 Years 11 Months	Regular	05-01-2021
10.	Ms. A. Prithipa	B.E., M.E.	4 years	Regular	05-01-2021
11.	Mr. Umashankar	M.Com., M. B. A.	3 years 6 months	Regular	05-01-2021
12.	Ms. Amali. S	B.C.A., M.C.A.	2 years	Regular	05-01-2021
13.	Mr. Pavun Kumar	M.Sc., B.Ed., M.Phil	5 years	Regular	05-01-2021
14.	Ms. Arshiya	B.Com, M.Com.	3 years	Regular	05-01-2021
15.	Ms. Malini	M.Com	1 year 4 months	Regular	05-01-2021
16.	Dr.S. Nirmala	M.C.A., M.Phil, Ph.D.	18.5 years	Regular	01-03-2021

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17.	Dr.N.Keerthana	M.C.A, M.Sc., Ph.D.	7 years	Regular	01-03-2021

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	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3 (2 for DM Universities)	2
Computer Operator	2	2
Multi-Tasking Staff	2	2

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

b. Number and details of Technical Support for Online Programmes as per Annexure -IV:

1. Technical Team for Development of e-Content as Self-Learning e-Modules:

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

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C.P. Anuraj


ii. **For Delivery of Online Programmes:**

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

iii. **For Admission and Examination for Online mode:**

Post	Required	Available
Technical Manager (Admission, Examination and Result)	1 (per Centre)	1
Technical Assistant (Admission, Examination and Result)	2	2

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




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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 recognized Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	NA	Only online proctoring Exam
5.	The number of examination centres in a	NA	

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	city or State must be proportionate to the student enrolment from the region		
6.	Building and grounds of the examination centre must be clean and in good condition.	NA	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	NA	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	NA	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	NA	
10.	Safety and security of the examination centre must be ensured	NA	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	NA	
12.	Provision of drinking water must be made for learners	NA	
13.	Adequate parking must be available near the examination centre	NA	
14.	Facilities for Persons with Disabilities should be available	NA	

4.2 Compliance 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 documents	If No, Reason thereof

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1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	No	Not Applicable
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	Yes	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	No	Not Applicable
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	

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 being complied Yes/No, If yes, please provide details and upload relevant documents	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Upload guidelines	
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.	Upload mechanism	
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:	Yes	

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	<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>		
4.	The curricular aspects, assessment criteria and credit framework for the award of Degree Programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through Online mode shall be evolved by adopting same standards as being followed in conventional mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes	
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>	Upload sample question paper	
6.	The Higher Educational Institution shall notify all assessment tools to be used for	Yes	

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	formative and summative assessments		
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Upload sample	
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.	Upload Process	
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.	No	Online Mode only
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	No	Not applicable
	(b) Availability of biometric system		
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International Learners		
	(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher		

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	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		
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Upload Sample and list	Not Applicable
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Upload details of Observer assigned	Not Applicable
	b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Upload Observer Report	
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements 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	Yes	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored examinations for such learners.	Yes	
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	Yes	

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	applicable, iii. Other relevant details of the learner along with the Programme name.		
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
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 Examination Centres	Upload samples	

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
July 2021	1.BBA	370	244	244	77	77
	2.M.SC (STA)	5	4	4	100	100
	3.MBA	6	4	4	50	50
January 2022	1.BBA	17	9	9	89	89
	2.MBA	404	272	272	81	81
July 2022	1.BBA	20	18	18	82	82
	2.M.SC (STA)	32	24	24	83	83
	3.MBA	484	379	379	89	89
	4.M.COM	10	6	6	67	67

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Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)

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

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

The PPR (Programme Project Report) reflects the Programmes's mission and objectives, Relevance of the program with HEI's Mission and Goals, Nature of prospective target group of learners, Instructional Design, Procedure for admission, curriculum transaction and evaluation, Quality assurance mechanism and expected programme outcomes. The CIQA ensures quality and helps enhance effectiveness of the program through.

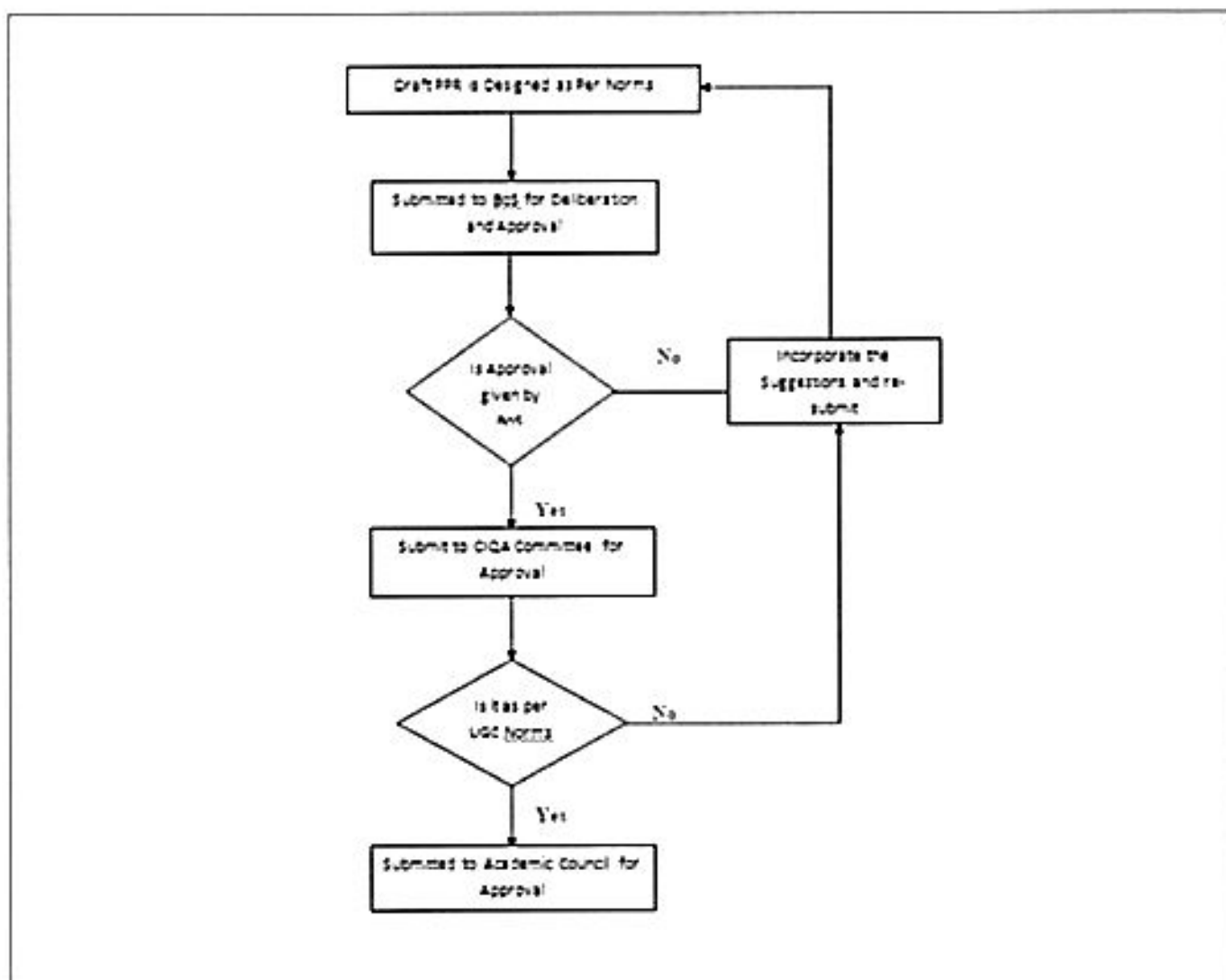
- ❖ Implementing guidelines and standards [As per Annexure - V of UGC (ODL Programmes and Online Programmes)] Regulations, 2020
- ❖ Assessment of systematic data

The PPR is designed by the concerned department / faculty offering the Programme after brainstorming in the Board of Study. Then it is taken up by CIQA for ensuring the PPR is designed catering to the guidelines and statutory requirements. Further down it is approved by the Academic Council and then put up in the website for the benefit of the learner. The Centre for Online Programs, has defined the Quality mechanism meticulously through the Centre for Internal Quality Assurance (CIQA), which monitors the process through systematic collection of information, periodic and annual audits by expert committee which spells out the strength, weakness, opportunity and threats.

→ *Free*

C. D. Prabhakar

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

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

The teaching learning process is carefully designed in such a way that a balanced mix of different pedagogy is used to ensure effective knowledge transfer. The academic calendar is well drafted and

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followed meticulously for all live sessions, assignments, assessments and curriculum enrichment programs. The Learning Management System caters to the academic needs of the learner by providing a user friendly platform for effective teaching learning by incorporating the academic calendar and lesson plan. As per UGC guidelines for 4 credit courses, 12 live sessions, 8 live sessions for 3 credit courses and 6 live sessions for 2 credit courses are prescribed, however we are offering 15 live sessions for 4 credit courses, 12 live sessions for 3 credit courses and 8 live sessions for 2 credit courses are conducted. At the same time four quadrant approach, wherein learning videos, e-content for reading anytime anywhere, innovative assignments through gamified exercises and discussion forum, periodic assessments to ensure the quality of deliverables are conducted and monitored through the LMS.

The e-learning materials are checked for Quality by the technical team and approved by competent authorities for further use by learners. The e-learning material follows the four-quadrant approach.

- ❖ Quadrant – I – e-tutorial
- ❖ Quadrant – II – e-content
- ❖ Quadrant – III – Discussion Forum
- ❖ Quadrant – IV – Assessment

Over and above, gamified exercises and frequently asked questions are also posted in the LMS for effective learning.

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

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

The SLMs are created by the concerned faculty member at the start of the semester wherein the four quadrant approach is tailored as per UGC norms. Further the SLMs are submitted in the digital repository for scrutiny by the Technical team. Then it is submitted to the CIQA committee for quality check. The CIQA ensures the SLMs are as per statutory norms and the content is learner centric. The e-learning materials are checked for Quality by the technical team and approved by competent authorities for further use by learners. The e-learning material follows the four-quadrant approach.

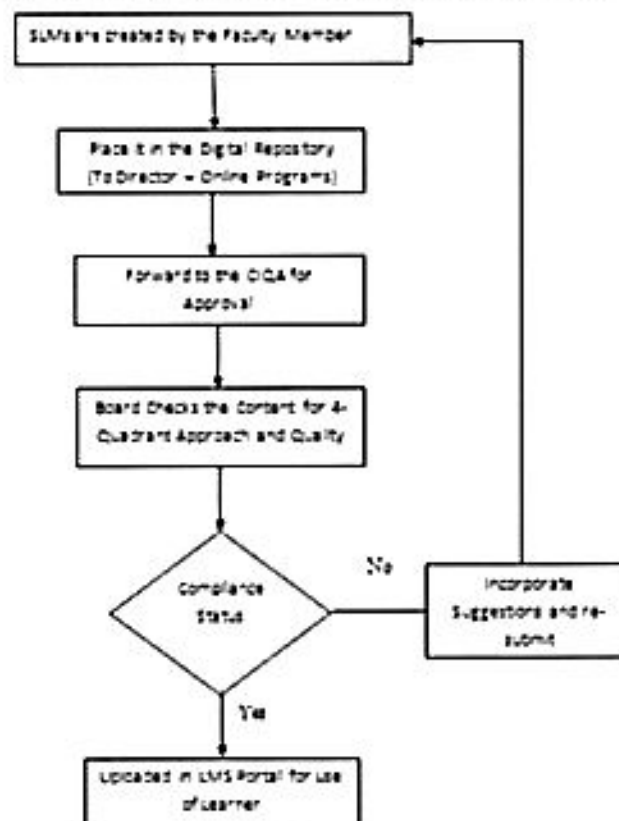
- Quadrant – I – e-tutorial
- Quadrant – II – e-content

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- Quadrant – III – Discussion Forum
- Quadrant – IV – Assessment

The Dr. M.G.R. Educational and Research Institute, follows the UGC mandate on LOCF – Learning Outcome Based Curriculum Framework. Therefore we focus on outcome based Education which is reflected in the curriculum and syllabi of each programme. Following the standards of the conventional mode of education, Online Programs are also designed to be learner centric and outcome based. The SLMs are designed to cater to both slow and fast learners. SLMs also take into account the beyond syllabus learning. Keeping in mind that the content delivery should be in par with the conventional mode of teaching, recorded videos and e-library facilities are accessible to the learner at any time.

The faculty members are also monitored on regular basis through a Google sheet on record of syllabus coverage which helps to identify any deviation from the lesson plan and academic calendar. The Centre for Internal Quality Assurance is in place and conducts academic Audit at the end of each semester and year to identify any flaws.. A separate techie team is deployed not only to check the quality of the ICT tools but also monitor the effectiveness of content delivery periodically.



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

Details attached as Additional information

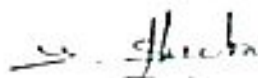
- In case of Non-SWAYAM Learning Platform, evidence to ensure that it is not used in any franchise arrangement with a private service provider and HEI has the ownership of offering Online programmes including all the required components of Online education and compliance to all the provisions of the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

NA

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)

To ensure the participation of the learner, live sessions are scheduled and as per timetable each course is covered upon at regular basis every week. This enables the learner to familiarize the concepts, clarify doubts one on one and also attend the assessments in a structured manner. As per norms the four quadrant approach is meticulously followed.




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Table 2: Norms for Delivery of Programmes in Online mode

S. No	Credit value of the course	No. of Weeks	No. of Interactive Sessions		Hours of Study Material		Self study hours including Assessment etc.	Total Hours of Study (based on 30 hours /credit)
			Synchronous Online (Emailing / Webinars / Interactive Live Lectures 1 hour per week)	Discussion Forum/ asynchronous Mentoring (2 hours per week)	E- Tutorial in hours	E- Content in hours		
1	2 credits	6 weeks	6 hours	12 hours	10	10	22	60
2	3 credits	8 weeks	8 hours	16 hours	14	14	31	90
3	4 credits	12 weeks	12 hours	24 hours	20	20	44	120
4	6 credits	14 weeks	14 hours	28 hours	30	30	66	180
5	8 Credits	16 weeks	16 hours	32 hours	40	40	84	240

34

6.3 Whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: Y/N

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

no. of books

							(Semester wise - programmes wise)

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

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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 authorized signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	
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://www.drmgrounline.in/assets/pdf/subject/UGC%20Approval%20Copy.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	https://www.drmgrounline.in/assets/pdf/subject/NAAC%20Certificate%202022.pdf	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	https://www.drmgrounline.in/assets/img/pdf/drmgr_newbrochure.pdf	
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	https://www.drmgrounline.in/assets/pdf/List-of-Supporting-Staff.pdf https://www.drmgrounline.in/assets/pdf/M	

	mode) Schedule;	enter-list-24_3.pdf https://www.drmgronline.in/assets/pdf/subject_PPR-MBA.pdf	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback there on, examinations, result declarations etc.	https://www.drmgronline.in/assets/pdf/subject/JULY%20-%202022.pdf https://www.drmgronline.in/assets/pdf/2022%20U%20FIRS%20YEAR%20TIMETABLE%20(1)%20(1).pdf	
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	https://www.drmgronline.in/live-lecture?source=MGR&media=Direct&campaign=Direct	
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	https://www.drmgronline.in/CIQA?source=MGR&media=Direct&campaign=Direct	
9.	Information regarding all the programmes recognized by the Commission	https://www.drmgronline.in/assets/img/pdf/drmgr_newbrochure.pdf	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	https://www.drmgronline.in/assets/pdf/subject/Learner-Enrollment-Details.pdf	
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;	https://www.drmgronline.in/CIQA?source=MGR&media=Direct&campaign=Direct	

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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	https://virtualeampus.drmgrounline.in/Activity/viewNotes/contentId:36154batchId:388sessionId:29	
13.	List of the 'Examination Centres' along with the number of learners in each centre for Online programmes	No	Not Applicable
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	https://www.drmgrounline.in/examination-guidelines?source=MGR&media=Direct&campaign=Direct	
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	https://www.drmgrounline.in/assets/pdf/subject/JULY*20-2022.pdf https://www.drmgrounline.in/assets/pdf/subject/MGR_Online_Courses_Academic_Calander.pdf	
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	Not applicable as five years not completed

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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 Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Online mode, shall render the enrolment invalid	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in Online mode, accept payment towards admission fee and other fees and charges- (a) As may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) With a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) Only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes

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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
7.	<p>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</p>	

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8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in Online mode, and the other terms and conditions of such payment	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes
8. (c)	The number of seats approved in respect of each programme of Online mode, which shall be in consonance with the resources	Yes
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes

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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	Not Applicable
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes

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12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in Online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be 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

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8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants

Commission: Yes/No

If No, reason thereof:

Yes

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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 University is specific about a learner centric approach where the learning environment is user friendly and enables to see visible outcomes. Hence the grievance redressal mechanism is in place and the process is as follows

- Grievances can be lodged directly with the Grievance redressal Cell which is headed by the Coordinator - Student Affairs and comprises of representatives from the faculty and supporting staff
- The Grievance redressal cell receives grievances both electronically and manually
- The Grievances are then forwarded to the appropriate programs or body for resolution
- The Grievance redressal cell follows up regularly with the departments to ensure that the grievances are addressed in a timely manner
- Once the grievance is addressed, the outcome is informed to the student
- The grievance redressal cell also keeps a record of all grievances received and actions taken thereof and monitored by the CIQA on corrective action taken
- The learners have been made aware about this mechanism through the Institution’s website, emails and notices. In addition, awareness sessions are conducted by the grievance redressal cell to sensitize the learners about the grievance redressal mechanism.

The Learners have been made aware about this grievance redressal mechanism through the regulations posted in the website. The link is given below

<https://www.drmgronline.in/assets/pdf/Online%20Programs%20Regulations.pdf>

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9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
10	10

9.3 Complaint Handling Mechanism

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

PROCESS OF GRIEVANCE REDRESSAL

The process adopted for Complaint handling as per regulations is given below:

- Upon receipt of a complaint, the Coordinator - Student Affairs should ensure that the complaint is acknowledged within two working days
- The Coordinator - Student Affairs should then investigate the complaint and provide a response to the student within 15 days of receipt of the complaint
- If the complaint cannot be resolved within 15 working days, the Coordinator - Student Affairs should provide an interim response to the student within 15 working days and update the student on the progress of the complaint every 15 working days until it is resolved
- Upon resolution of the complaint, the Coordinator - Student Affairs should provide a written response to the student within 5 working days of resolution

Details of Nodal Officer (Student Affairs) – Dr. S. Nirmala Sugirtha Rajini, Professor, Coordinator – Student Affairs

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

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

Top level tech infrastructure – software, LMS, Exam software, other pedagogical tools were introduced for a complete learner centric success model. Access to existing & emerging tools in online learning platform for better learning experience has been ensured. Incorporated immersive instructional technology in the online classroom that enhances the learning experience.

A student club was formed for interaction among peers which develops their interpersonal skills. Also as a collective effort from the students, a magazine named “Fly High” was published with various achievements and articles.

10.2 Best Practices of the HEI

A highlighted best practice in the Centre for Online Programs is, conducting an offline event named “Meet your Batchmates” which is an offline platform for the students to network with each other and to have a feel good factor about the Institution, which is an unique event enabling to nurture the spirit of professionalism and improves stakeholder satisfaction.

10.3 Details of Job Fairs conducted by the HEI

Planning for Virtual Job Fair in the near future

10.4 Success Stories of students of ODL mode of the HEI

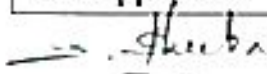
Not Applicable

10.5 Initiatives taken towards conversion of SLM into Regional Languages

Based on the learner requirement this initiative can be taken forward in future

10.6 Number of students placed through Campus Placements

Not Applicable





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10.7 Details of Alumni Cell and its activity

Alumni Coordination Cell

Alumni Cell, the single point of contact between Alumni and Institute, offers our alumni a host of services that helps them keep in touch with their batch mates and also keep them updated on campus happenings.

Functions of the Cell

- Responsible for the registration of all the outgoing students as alumni members and maintenance of the database.
- Collects and compiles information of the distinguished alumni, viz., their achievements, progress and successful careers.
- Maintains continuous interaction with the alumni and plans for utilizing their services for the benefit of present students and the institute.
- Establishes the network of the alumni and present students through seminars, guest lectures, workshops etc.
- Responsible for establishing alumni chapters and conducting their annual meets frequently. Host the alumni details on the Institute Website interacting with individual HOD's through Institute Automation and update the same regularly.
- Circulates the details of alumni to the present students for their benefit.
- Invites the Alumni in good professional position for guest lecturers under discussions with HOD.
- Identifies Funding for Instituting Scholarships for deserving meritorious students from Alumni. Collects Funds to develop Library / Equipment / computer centers, Buildings etc

10.8 Any other Information

The Centre for Online Programs - Dr. M. G. R. Educational and Research Institute which is a University with Graded Autonomy Status, has a clear vision and strategic plan to expand the horizons of the Online Programs in line with the New Education Policy. Certification Courses in collaboration with Industries are in the pipeline in collaboration with the Industry Institute Planning Cell. The HEI aims to Expand into new Programs & skill based Courses that are current, relevant, & streamlined which will enable us to have an impactful footprint across the globe.

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Maduravoyal, Chennai - 600 095, Tamil Nadu, India.

UNIVERSITY WITH GRADED AUTONOMY STATUS



07-08-2023

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.

Dr. E. Sheeba Percis

Signature of the Director:

Name: Dr. E. SHEEBA PERCIS

Seal:

Date: 07/8/2023
Dr. E. SHEEBA PERCIS, M.E., Ph.D.
Director,
Centre for Internal Quality Assurance
Dr. M.G.R.
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Maduravoyal, Chennai-600 095.



C. D. Palaniappan

Signature of the Registrar:

Name:

Seal:

Date: 07/8/23
REGISTRAR
Dr. M.G.R.
EDUCATIONAL AND RESEARCH INSTITUTE
(Deemed to be University)
Periyar E.V.R. High Road,
Maduravoyal, Chennai 600 095

Note: Kindly take the print out of duly filled CIQA report and submit it to UGC DEB office (after getting it approved by Statutory Authorities of the HEI) and upload the same on HEI's website also. Please refer provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.