

**HEI ID: HEI-U-0335**

**Yashwantrao Chavan Maharashtra Open University**

(State University)

(NAAC Accredited 'A' Grade)

Dnyangangotri, Near Gangapur Dam, Govardhan,

Nashik 422 222

# **Annual Report**

**OF**

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

**PROGRAMMES UNDER**

**OPEN AND DISTANCE LEARNING  
MODE**

**2020-21**

## Contents

Part – I: General Information .....	3
Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning .....	15
Part – III: Human Resources and Infrastructural Requirements .....	28
Part – IV: Examinations .....	32
Part – V: Programme Project Report (PPR) and Self-Learning Material (SLM) .....	37
Part – VI: Programme Delivery through Learner Support Centre (LSC) .....	39
Part – VII: Self Regulation through disclosures, declarations and reports .....	42
Part – VIII: Admission and Fees .....	44
Part – IX: Grievance Redressal Mechanism .....	47
Part – X: Innovative and Best Practices .....	48
DECLARATION .....	49

## Part – I: General Information

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

[Upload PDF](#)

### 1.2 Details of Director, CIQA

- Name : **Prof. Suryakant Gunjal**
- Qualification:
- Appointment Letter and Joining Report: Upload (PDF)

### 1.3 Details of CIQA Committee:

#### a. Composition as per Regulations

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. E Vayunandan	Public Administration	Ex-Officio Chairman
b.	Three Seniorteachers of HEI	Member 1	Dr. Hemant Rajguru	Agriculture	15/09/2020
		Member 2	Dr. Suresh Patil	Education	15/09/2020
		Member 3	Dr. Ram Thakar	Mechanical Engineering	15/09/2020
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Prof. Jaydeep Nikam	Geology	15/09/2020
		Member 5	Dr. Kavita Salunke	Education	15/09/2020
		Member 6	Dr. Sunanda More	Electronic Engineering	15/09/2020
d.	Two External Experts of ODL and/or Online Education	Member 7	Prof. V.V. Subramaniam		15/09/2020
		Member 8	Dr. Atul Wadekar		15/09/2020
e.	Officials from departments of HEI	Member 9 Administration	Dr. Dinesh Bhonde	Civil Engineering	Ex-officio Member
		Member 10 Finance	Shri. Bhatuprasad Patil	Computer	Ex-officio Member
f.	Director, CIQA	Member Secretary	Prof. Surya Gunjal	Agriculture	Ex-officio Member Secretary

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

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

#### a. No. of meetings held every year:

#### b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	16/06/2020		upload	upload
Meeting 2	06/11/2020		upload	Upload
Meeting 3	05/01/2021		Upload	Upload

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/ Female/ Trans-gender)			
									M	F	TG	Total
1	Center for Collaborations & Special Initiatives	Certificate Program in Security Gerard	6 months	6	SSC or Preparatory Course of YCMOU	3000		5	7	0	0	7
		Certificate Program in Gram Rojgar Sevak	6 months	8	SSC or Preparatory Course of YCMOU	1500		30	602	109	1	712
		Advance Certificate Program for Security Officer	6 months	8	12th (HSC) or Preparatory Course of YCMOU	4000		6	13	1		14
		Certificate Program in Farmer Producer Company Management	6 months	8	SSC or Preparatory Course of YCMOU	2000		33	696	177		873
		Certificate Programme in Beekeeping	6 months	8	SSC or Preparatory Course of YCMOU	1500		23	274	173		447
		Online Certificate Programme in Road Transport Safety and Awareness	6 months	6	8 <sup>th</sup> pass or Preparatory Course of YCMOU	1200		6	3	0	0	3
2	School of Humanities and Social Science	Preparatory (Marathi)	6 months		18 Year Completed	750		898	10622	6677	0	17302
		Preparatory (Urdu)	6 months		18 Year Completed	750		59	244	164	0	408
		Preparatory (English)	6 months		18 Year Completed	750		91	453	908	0	1361
		Preparatory (HINDI)	6 months		18 Year Completed	750		1	0	0	0	0
3	School of Education	Early Childhood Care & Education	6 months	16	12th Standards	1675		44	84	279		363
		Self help Group	6 months	16	7 <sup>th</sup> pass	1600		10	42	22	0	64
		Content cum-based teaching methods	1 Year	12	B.Ed, B.P.Ed, D.H.E	4600		13	10	6	0	16
		Certificate in ICT for School Practices	6 Months	16	SSC Passed and working experience in Education institute.	3220		1	10	11	0	21
		Certificate Programme in Value Education : Fundamental	1 Year	12	12th (HSC) or Preparatory Course of YCMOU	2700		4	7	46	0	53
		E36 - Domestic Workers Skill(with Credits)-	6 Months	16	A person who can read and	1600		1	0	1	0	1

		Distance Education-2018 Pattern-Domestic Workers Skill-Domestic Workers Skill			write at least in Marathi, Hindi and English							
	School of Agricultural Science	Certificate in Gardening	1year		SSC Passed/Failed	6000		24	864	111	0	975
		Foundation in agricultural Science	1 Year		HSC Passed/Failed or YCMOU Certificate in Gardening passed	6000		57	2692	625	0	3317
	School of Continuing Education	Certificate in Beauty Parlour Management	6 Months		10 Passed	4100		1	0	12	0	12
		Certificate in Tailoring	3 Months		Any Who Can Read and Write	2600		0	0	0	0	0
		Certificate in Water management	6 Months		Any Who Can Read and Write	3100		3	12	1	0	13
		Certificate in Video Production	6 Months		10 <sup>th</sup> Passed	6600		4	1	0	0	1
		Certificate in Patkath Lekhan	6 months		10th Passed	6600		0	0	0	0	0
		Certificate in Digital Photography	6 Months		10 <sup>th</sup> Passed	6600		0	0	0	0	0
		Certificate in Fire Safety Engineering and management	6 Months		Any Who Can Read and Write	11100		0	0	0	0	0
		Certificate in German Language	6 Months		SSC or Preparatory Course of YCMOU	1900		0	0	0	0	0
		Certificate in English Language	6 Months		SSC or Preparatory Course of YCMOU	1900		0	0	0	0	0
		Certificate in French Language	6 Months		SSC or Preparatory Course of YCMOU	1900		0	0	0	0	0
		Certificate in Arabic Language	6 Months		SSC or Preparatory Course of YCMOU	1900		0	0	0	0	0
		Certificate in OPTICAL FIBRE COMMUNICATION & NETWORK	6 Months	16	12th or Diploma or NCVT (IT	15100		0	0	0	0	0
		Certificate in Information Technology (Elementary)	1Year		School children studying at 5th, 6th, 7th std	100		0	0	0	0	0
		Certificate in Information Technology (Elementary)	1Year		School children studying at	100		0	0	0	0	0

					8th, 9th, 10th std							
	School of Health Science	Certificate in Arogymitra	6 Months	16	7 <sup>th</sup> Passed	3600		11	21	2	0	23
		Certificate in Rugnsahayak	1 Year	24	10 <sup>th</sup> Pased/fail/Appeared	8600		27	10	306	0	316
	School of Computer Science	Computer Fundamental	6 Months	6	18 Years of age complete. Knowledge of Computers	2600		1	1	1	0	2
		Office tools	6 Months	6	18 Years of age complete. Knowledge of Computers	2600		2	2	0	0	2
		Computerized financial Accounting	6 Months	6	18 Years of age complete. Knowledge of Computers	2600		2	4	0	0	4
		Programming Expertise in C	6 Months	6	18 Years of age complete. Knowledge of Computers	2600		2	3	0	0	3
		Data Structures using C	6 Months	6	18 Years of age complete. Knowledge of Computers	2600		2	4	1	0	5
		Linux	6 Months	6	18 Years of age complete. Knowledge of Computers	2600		4	4	0	0	4
		OPPs and C++	6 Months	6	18 Years of age complete. Knowledge of C Programming	2600		1	1	1	0	2
		Proramming Excellence through C#	6 Months	6	18 Years of age complete. Knowledge of C Programming	2600		0	0	0	0	0
		ORACLE	6 Months	6	18 Years of age complete. Knowledge of C Programming	3600		0	0	0	0	0
		Visual Programming	6 Months	6	18 Years of age complete. Knowledge of OOPs and C++	2600		0	0	0	0	0
		Certificate in Mathematics	6 Months	6				16	19	7	0	26
	Academic Service Division	Certificate Programme in Counseling Training	6 Months	12	Any Graduate	1800		42	396	287	0	683
		Certificate Programme in Human Right	6 Months	12	SSC or Preparatory Course of YCMOU	1800		45	205	93	0	298

**\*Not for Private University**

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

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority(if required)	No. of Learner Support Centre Operational ized as per territorial jurisdiction */Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1.	School Of Humanities and Social Science	Diploma in Journalism & Mass Communication	1 Year	24	12th Passed	3100		49	854	181	0	1035
		Advanced Diploma - (Value and Spiritual Education)	1 Year	36	12th Passed	3200		29	81	133	0	214
		Diploma – Value and Spritual Education)	1 Year	36	12th Passed	3200		23	41	52	0	93
N.	School of Commerce and Managemen t	Diploma in Co-operative Management	1 Year	48	SSC+5Year Experience in Registered Co-opp Society OR, HSC+3 Year Experience or Graduate in any stream	3600		8	100	30	0	130
		Diploma in Cooperative Management (Banking) (DCM-Banking	1 Year	48	SSC+5Year Experience in Registered Co-opp Society OR, HSC+3 Year Experience or Graduate in any stream	4600		9	76	18	0	94
		Diploma in Aviation, Hospitality and Travel & Tourism Management	1 Year	40	H.S.C. passed or equivalent examination of Maharashtra or other state HSC Board.	16100		1	5	9	0	14
	School of Education	Diploma in School Management	1 Year	32	Any Graduate or Head Master and Sub Head Master	3100		160	5733	3680	0	9413
	School of Agriculture l Science	Diploma in Horticulture	2 Year		YCMOU Foundation in Agriculture	6000		56	2446	700	0	3146

					Passed or SAU's Diploma in Agriculture passed							
		Diploma in Agri business Management	2 Year		YCMOU Foundation in Agriculture Passed or SAU's Diploma in Agriculture passed	6000		56	2552	695	0	3247
		Diploma in fruits Production	2 Year		YCMOU Foundation in Agriculture Passed or SAU's Diploma in Agriculture passed	6000		26	527	130	0	657
		Diploma in Floriculture Landscape Gardening	2 Year		YCMOU Foundation in Agriculture Passed or SAU's Diploma in Agriculture passed	6000		25	416	135	0	551
		Diploma in Vegetable Production	2 Year		YCMOU Foundation in Agriculture Passed or SAU's Diploma in Agriculture passed	6000		24	483	147	0	630
		Diploma in Agro Journalism	2 Year		YCMOU Foundation in Agriculture Passed or SAU's Diploma in Agriculture passed	6000		80	2418	677	0	3095
	School of Architecture, Science and Technology	Diploma in Essential Skills	1 Year	48	SSC (10 <sup>th</sup> ) Pass Marklist/ Board Certificate	1702		3	58	25	0	83
		Diploma in Environmental Science	1 Year		B.Sc./ B.Sc. (Agri)/ B.E. /B. Tech./ B. Pharm Graduate Degree or Equivalent pass.	18202		0	0	0	0	0
	School of Continuing Education	Diploma in Interior Design Decoration	1 Year	32	10th Passed or Preparatory	13100		1	7	17	0	24
		Diploma in Animation	1 Year	32	10th Passed or Preparatory	29100		0	0	0	0	0
		Diploma for Civil Supervisor	1 Year	32	10th Passed or Preparatory	6600		03	62	8	0	70
		Diploma in Fabrication	1 Year	32	10th Passed or Preparatory	6600		0	0	00	0	00
		Diploma for	1 Year	32	10th Passed or	40100		2	2	0	0	2



		Fitter			Preparatory							
		Diploma in Computer Hardware Maintenance and Network Technology Windows 2008	1 Year	32	10th Passed or Preparatory	11100		1	5	2	0	7
		Diploma in Saloon Techniques	1 Year	32	Any Who Can Read and Write	6600		1	4	0	0	4
		Diploma in Hospitality Studies	1 Year	40	(12th passed) or (21 years age + 10th passed+ Preparatory passed)	40100		5	235	86	0	321
		Advanced Diploma in Hospitality Studies	1 Year	40	Diploma Hospitality Studies (V121) registered	40100		5	392	101	0	493
		Diploma in Fashion Design	1 Year	32	(12th passed) or (21 years age + Preparatory passed Preparatory	40100		1	0	1	0	1
		Advanced Diploma in Fashion Design	1 Year	32	Diploma Fashion Designs (V123) registered	40100		1	0	1	0	1
		Diploma in Interior Design	1 Year	36	(12th passed) or (21 years age + Preparatory passed)	40100		5	31	40	0	71
		Advanced Diploma in Interior Design	1 Year	40	Diploma Interior Design (V125) registered	40100		6	48	91	0	139
		V127 - Dip. Fine Arts (Painting) (with Credits)- Distance Education- 2020 Pattern- DFA Painting- DFA Painting	1 Year	32	10thPassed or Preparatory	10000		1	0	1	0	1
		Diploma in Facility Services	1 Year	32	(12th passed) or (21 years age + Preparatory passed)	11600		1	20	2	0	22
		Advanced	1 Year	32	Diploma	11600		0	0	0	0	0

		Diploma in Facility Services			Facility Services (V17) registered)							
		Diploma for Electrician & Domestic Appliances Maintenance	1 Year	32	10th Passed or Preparatory	6600		3	58	0	0	58
		Diploma in Automobile Techniques	1 Year	32	10th Passed or Preparatory	6600		2	13	0	0	13
		Diploma in Printing and Packaging Techniques	1 Year	32	10th Passed or Preparatory			0	0	0	0	0
		Diploma in Fire Safety Engineering and Management	1 Year		10th Passed or Preparatory	21100		3	11	0	0	11
		Diploma in Event Management	1 Year	40	(12th Passed ) Or (Preparatory of YCMOU AND, 10th Passed AND 21 years age)	40100		2	5	0	0	5
		Advance Diploma in Event Management	1 Year	40	Diploma in Event Management (V113) Registered	40100			0	0	0	0
	School of health Science	Diploma in Yog Shikshak (Yog Teacher)	1 Year	32	12th Pass/Preparatory Exam Pass/10+2 Diploma Pass	6600		57	916	1436	0	2352
	Academic Services Division	Diploma in Gandhi Vichar Darshan	1 Year	16	12th or Preparatory Course of YCMOU	1900		18	68	35	0	103
	School Of Computer Science	Diploma in Industrial Science	2Year	88	10 <sup>th</sup>	10100		03	5	149	0	154

**\*Not for Private University**

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

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

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

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/ Trans-gender)			
								M	F	TG	Total
1.	Diploma in	1 Year	32	Any Degree/				39	10	0	49

	Statistics			Under Graduate Pass From Recognized University							
	Diploma in Fire Safety Engineering and Managment	1 Year	32	Any Graduate	21100			8	0	0	8
	Diploma in Advertisement Media and Events	1 Year	40	Any Graduate	40100		0	0	0	0	0

**\*Not for Private University**

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

#### 1.4 Number of programmes started at Undergraduate Degree Programmes as perCommission Order:

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

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and	No. of Learner Support Centre Operationalised as per territorial	Number of students admitted (Male/Female/Trans-gender)
	Bachelor of Arts	3	108	1. Preparatory program of YCMOU with minimum 40% marks. Certificate Programme for Self Help Group facilitators of YCMOU with minimum 40% marks 2. H.S.C. or equivalent examination of Maharashtra or other state HSC Board. 3. 11th standard passed (Before 1975) 4. Government recognised certificate / diploma of minimum two years after SSC	6200	F.No.:111-1/2017(D EB-IV)  Dated: 14/08/2018		355482
	Bachelor of Commerce (English / Marathi Medium)	3	108	1. Preparatory programme of YCMOU with minimum 40% marks. Certificate Programme for Self Help Group facilitators of YCMOU with minimum 40% marks 2. H.S.C. or equivalent examination of Maharashtra or other state HSC Board. 3. 11th standard passed (Before 1975) 4. Government recognized certificate / diploma of minimum two years after SSC	6200	F.No.:111-1/2017(D EB-IV)  Dated: 09/11/2018		99310
	Bachelor of Arts in Mass Communication and Journalism	3	120	HSC/ Diploma in Journalism/ Preparatory or equivalent examination.	9300	F.No.:111-1/2017(D EB-IV)  Dated: 09/11/2018		2082
	Bachelor of	3	108	1.Preparatory (Minimum 'C'	7200	F.No.:111-		37

	Commerce - Cooperative Management			Grade 2. H.S.C. or equivalent examination of Maharashtra or other state HSC Board. 3. 11th standard passed (Before 1975) 4. Government recognized certificate / diploma of minimum two years after SSC 5. Certificate Programme for Self Help Group facilitators of YCMOU		1/2017(D EB-IV)  Dated: 14/08/2018		
	Bachelor of Library and Information Science	01	32	Degree from any recognised University	8600	F.No.:111-1/2017(D EB-IV)  Dated: 09/11/2018		1099
	Bachelor of Computer Applications	3	132	12th standard of HSC Board of Maharashtra, or its equivalent [including MCVC] OR • 3-year Diploma of Board of Technical Examination or equivalent OR • 2-year ITI Programme of any trade after 10th standard OR • 2-year course of Maharashtra State Board of Vocational Education after 10th OR • YCMOU Preparatory	57300	F.No.:111-1/2017(D EB-IV)  Dated: 14/08/2018		3585
	Bachelor of Science (Computer System Administration)	3	132	The learner should have passed 12th passed or 3 years Diploma from any branch after 10th	45800	F.No. 1-18/2018 (DEB-I)  Dated: 08/05/2019		212
	Bachelor of Special Education	2	80	Degree in Humanities, Social Studies, Science or Commerce from a UGC recognized University A minimum of 50% marks (49.5 points or more) is required for graduate or post-graduate degrees.	28000	F.No.:111-1/2017(D EB-IV)  Dated: 09/11/2018		647
	Bachelor of Education	2	80	1. Degree / Graduate Degree in any discipline from UGC Recognized University 2.		F.No.:111-1/2017(D EB-IV)  Dated: 09/11/2018		2978
	Bachelor of Business Administration- Aviation & Hospitality	3	120	H.S.C. passed or equivalent examination of Maharashtra or other state HSC Board. 12th level examination passed from any statutory board of any State. A student who has completed Diploma in Aviation, Hospitality and Travel & Tourism of Yashwantrao Chavan Maharashtra Open University will get direct admission to the second year (IIIrd Semester) of B.B.A. - Aviation, Hospitality and Travel & Tourism. In this case student will have to pay Second Year Credit Transfer Fees	120300	F.No.:111-1/2017(D EB-IV)  Dated: 09/11/2018		477
	Bachelor of	3	160		87300	F.No.:111-		1340

Science (Media Graphics & Animation)						1/2017(D EB-IV)  Dated: 09/11/2018		
Bachelor of Science (Physics, Chemistry, Mathematics)	3	132	10+2 (12th) Science Pass or Passed in 10+3 or 12+2 Years Engg Diploma approved by Univ/ Board	18300		F.No.:111-1/2017(D EB-IV)  Dated: 09/11/2018		14922

**\*Not for Private University**

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

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

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

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	Master of Commerce	2	92	1. Bachelor's Degree in Commerce (B.Com) OR Bachelor of Business Administration (BBA) OR Bachelor of Management Studies (BMS) OR Bachelor of Business Management (BBM)	8700	F.No.:111-1/2017(DE B-IV)  Dated: 14/08/ 2018	83	4867	4179	06	9052
2.	Master of Arts (Education)	2		BA Degree in Education from any recognized university Or Education subjects taken up to at least second year of successfully completed degree Or B.Ed. Degree from any recognized university Or BA B.Ed. (Integrated) Degree Passed or B.Sc. B.Ed.(Integrated) Degree Passed OR B.Ed. Special Education Degree Passed Or B.P. Ed. Degree Passed	18075	F.No.:111-1/2017(DE B-IV)  Dated: 14/08/ 2018	28	2202	1089	0	3291
3.	Master of Arts (English)	2	72	Any Graduate degree from any recognized university	8400	F.No.:111-1/2017 (DEB-IV)		9224	7415	01	16640

						Dated: 09/11/ 2018					
4.	Master of Library & Information Science	1	32	B.LIB. or any equivalent degree from recognized university	12100	F.No. 1- 18/2018 (DEB-I)  Dated: 08/05/ 2019	25	323	271	0	594
5.	Master of Business Administration	2	96	Passed minimum three year duration Bachelor's Degree awarded by any of the universities recognized by University Grants Commission or Association of Indian Universities in any discipline with at least 50% marks in aggregate or equivalent (at least 45% in case of candidates of back ward class categories and persons with disability belonging to Maharashtra State only) or its equivalence	32700	F.No.:111- 1/2017(DE B-IV)  Dated: 09/11/ 2018	106	6920	3316	0	10236
6.	Master of Science (Mathematics)	2	80		24200			56	22	0	78
7.	Master of Science (Environmental Science)	2	64	B.Sc., B.E., B.Tech, B.Pharm./ BAMS or equivalent Pass	36200	F.No.:111- 1/2017(DE B-IV)  Dated: 09/11/ 2018		601	596	0	1197

**\*Not for Private University**

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

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

### 2.1 Action taken on the functions of CIQA:-

S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	<p>All program admission related activities and dispatch of study materials (SLMs) was monitored by Student Services Division. The University has dedicated Store and dispatch Section which dispatches the study materials to Regional Centers and/or Learner Support Centers to be distributed to learners after admission process is completed. The store and dispatch Section dispatches annually more than 50 Lakh printed books to its registered learners spread over 1711 learner support centers during the year. The University has two dedicated termite proof warehouses to store printed study materials before they are dispatched to the Regional Centers and or Learner Support Centers or directly to the learners in case of few programs. The University uses two strategies for identification of study materials (i) Alpha-Numeric Code on the booklet (like AGR-101 for Agriculture) and (ii) color combination on front page of the booklet (like Green color for Agriculture). The alpha-numeric code denotes the level of the program, discipline, and nature of the course. All Regional Centers provided guidance and supervision to Learners Support Centers (LSC). All the Counseling Sessions were conducted as per the pre decided schedule on the Learners Support Centers. Quality learning material in local language relevant to local condition with global standard. Provide for the seamless access to learner-centric quality education, skill up-gradation and training to all, by using modern and innovative technologies, methodologies and ensuring convergence with existing systems of education and open and distance learning systems required for national. Admissions dates are prominently publicized at the commencement of each academic session. Program specific details about the admission procedure, program learning outcomes, online registration, evaluation process, academic calendar, etc. are shared through the Program Prospectus and appropriate links to other relevant information. Live (on-line) and off-line coverage of various promotional activities undertaken by the university is also available through webcasting on the University website. Use of Social Media like Facebook and YouTube for publicity and promotion of university programs is also utilized effectively during admission period. A dedicated Student Service Division (SSD) is in place for attending the queries and clarifications regarding admission process, program specific academic requirements and help redress academic grievances of existing students. All Students related grievances were addressed and monitored by Student Service Divisions. Each Regional Centre was also established student grievance committee to address any academic and administrative issue.</p>	<p><a href="https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf">https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf</a></p> <p><a href="https://ycmou.ac.in/media/post_image/ba9b4482258722187ee504a3643e2bf5.pdf">https://ycmou.ac.in/media/post_image/ba9b4482258722187ee504a3643e2bf5.pdf</a></p> <p><a href="https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/4.2.6_16295416376649.pdf">https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/4.2.6_16295416376649.pdf</a></p>
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	<p>Statewide capability for delivering interactive academic programs through Yash Vani - an educational Web Radio channel;</p> <p>Active engagement in social and educational upliftment of village communities by way of adopting villages under Krishi Vigyan Kendra and Unnat Bharat Abhiyan;</p> <p>4th Rank amongst the cleanest higher educational institutions in the country under the non-residential university category by the Ministry of Education in 2019.</p> <p>Focus on Innovative methods of teaching and learning in open and distance education and strive towards continuous development of methods and strategies for knowledge generation in the frontier areas of Open and Distance Learning.</p> <p>Promoting life-long learning and continuous professional development through short duration Certificate and Diploma Programs</p>	<p><a href="https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/4.2.7_16295421916649.pdf">https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/4.2.7_16295421916649.pdf</a></p> <p><a href="https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/3.6.2_16298058786649.pdf">https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/3.6.2_16298058786649.pdf</a></p>

S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
		<p>Webinars services are provided to learners in selected programs. During the period of COVID-19, majority of the classes were conducted on ZOOM platform supported with webinars.</p> <p>The University uses Continuous Assessment (CA) and Term End Examination (TEE) for assessing the progress of learners and evaluation of their performance.</p> <p>Continuous evaluation is done through self check exercises built into the SLMs and through tutor marked assignments.</p> <p>The evaluation of skill based components in professional programs includes assessment of compulsory field work, practicum, workshops, laboratory based sessions, internship, hands-on training, Viva voce, etc.</p>	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	<p>Course Design and Development: Guidelines on approval and launch of new academic programs and revision / addition / deletion of course(s) in existing programs were revised in accordance with the UGC (ODL) Regulations 2017.</p> <p>Learner Support System: The CIQA played a major role in developing Manual for Study Center Management under each school for maintaining standards and uniformity in operations across all LSCs and RCs. The School of Studies in the university has brought out Manuals for Learner Support Center Management (Manual for Study Center Management) for standardizing the operational procedures for smooth and effective functioning.</p> <p>Continuous up gradation of SLM for students benefit: All the School of studies revised old programs or few courses in the program. Educational programs on a variety of subjects through YashVani web radio Programs to enhance learning processes. Web enabled academic support is also provided to learners to enhance the learning experience of the learners. As mentioned above, grievance redressal is also provided through a web based portal to the learners. Web based platform is also provided for receiving various learners queries.</p> <p>Adaptation of new methods in examination and evaluation: Examination and Evaluation divisions shifted from physical evaluation to online evaluation system. Webinars services are provided to learners in selected programs. During the period of COVID-19, majority of the classes were conducted on ZOOM platform supported with webinars.</p>	<a href="https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/2.4.1_16294423876649.pdf">https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/2.4.1_16294423876649.pdf</a>
4.	Mechanism devised to ensure that the quality of Open and Distance Learning programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	NA	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society,	<p>A feedback mechanism is developed for different stakeholders. Provision of continuous evaluation for assessment and feedback on progress. CIQA has introduced effective feedback system to get feedback from Counselors, Regular students and Alumni. The CIQA periodically undertakes revision for updating the curricula based on feedback received from different stakeholders like learners, employers, subject experts, teachers and alumni. The RCs send necessary feedback to the LSC Coordinator, the Academic Counselors, the Student Services Division and the Program Coordinator of the concerned School. CIQA after getting feedbacks from various formal and</p>	<a href="https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/2.4.1_16291081986649.pdf">https://assessmentonline.naac.gov.in/storage/app/hiei/SSR/110464/2.4.1_16291081986649.pdf</a>



S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
	employers, and Government for Quality improvement.	informal mechanisms from students, academic counselors, experts and other stakeholders have regularly revised and updated study materials with up to date data, findings and perspective, introduced innovative teaching-learning process, integration of ICTs and new delivery mechanisms.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	CIQA had made it mandatory to all the Director/Head of School, Division, Centre, Unit and Cell to monitor the quality aspects and provide information for assessment. Meetings were conducted with the Directors and Heads of all the Schools, Divisions, Centres, Units and Cells to update them on the new developments taken place in Higher Education system. Mails sent to Directors/Heads of all the Schools, Divisions, Centres, Units and Cells to disseminate information among their colleagues and for compliance.	<a href="https://ycmou.ac.in/media/post_image/23.pdf">https://ycmou.ac.in/media/post_image/23.pdf</a>
7.	Implementation of its recommendations through periodic reviews	A Core Committee is constituted by CIQA to provide support in advising and monitoring the quality assurance aspects of the University. The Core Committee met at regular intervals throughout the year.	<a href="https://ycmou.ac.in/media/post_image/CIQA Committee-2021.pdf">https://ycmou.ac.in/media/post_image/CIQA Committee-2021.pdf</a>
8.	Workshops/seminars/symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	CIQA conducted Periodic seminars and workshops to promote social values among the teachers and learners. Workshops and trainings on Research Methodology and innovative practices are regularly conducted for the faculty members and the research students. 1. Webinar on National Education Policy (NEP) (Online) (26-09-2020) 2. Webinar on Intellectual Property Rights (7th December 2020) 3. Webinar on National Education Policy 2020: Opportunities for ODL (24-12-2020) 4. Six-day Research Methodology Online Workshop (29th September - 4th October 2020) 5. YCMOU Nashik in Collaboration with Rashtriya Uchchatr Siksha Abhiyan (RUSA), State Coordination Unit, Mumbai has organized Web Based Training Program on ZOOM Platform (13-08-2020) 6. Two days workshop on NAAC A & A for Academic, Technical, Professional & Administrative staff held on at YCMOU, Nashik	<a href="https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/6.5.1_1630671986_6649.pdf">https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/6.5.1_1630671986_6649.pdf</a>
9.	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	Quality learning material in local language relevant to local condition with global standard; Network of RCs and LSCs in rural and remote locations in hilly regions, tribal areas and coastal areas; Technology enabled learner support services for admission, payment of fees, hall-ticket, examination timetable, model question papers, learning material, etc.; Lush green, clean and eco-friendly campus, horticulture plantation, food production following environment friendly practices; Modern office infrastructure with ICT facilities at head quarter, regional centers and learner support centers; Recognition Award of Institutional Excellence for Distance Education by COL Canada in 2002 and 2019; Ranked 4th in Swachh Campus Competition Ranking in 2019 under non-residential universities in India.	<a href="https://ycmou.ac.in/media/post_image/1936fddc97671fb87aea444a0ded5c4d.pdf">https://ycmou.ac.in/media/post_image/1936fddc97671fb87aea444a0ded5c4d.pdf</a>
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	A review of the enrolment ratio of the programs was conducted. Before development of a new academic program a need assessment survey / study is made mandatory, based on which the various parameters of the program are decided including the program fee. Centre for Internal Quality Assurance (CIQA) promote quality assurance; developed quality benchmarks and parameters for quality management; coordination with apex bodies for recognition/approvals for YCMOU programs. CIQA Center undertakes orientation training of academic and administrative staff of the university on regular basis as per the demand of the faculty members. The center also conducts training, seminar, webinar and workshops for capacity building of	<a href="https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf">https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf</a> <a href="https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf">https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf</a>

S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
		teaching and nonteaching staff in quality parameters in program development and intellectual property issues. The strategic plans for academic programs deployed by the Schools of Studies are in a series of distinct phases reflecting: (i) Program Proposal phase, (ii) Program Development phase, and (iii) Program Launch phase. Each phase requires the approval of statutory bodies. Similarly, planned activities for Divisions/ Centers/Units are deployed with appropriate timelines.	<a href="https://ycmou.ac.in/media/post_image/c868b8b831fcda136bed5fddee41f62.pdf">https://ycmou.ac.in/media/post_image/c868b8b831fcda136bed5fddee41f62.pdf</a> <a href="https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/6.5.1_1630671986_6649.pdf">https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/6.5.1_1630671986_6649.pdf</a>
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 PPR prepared by the Schools for new program to be launched are being reviewed by CIQA for further approval by statutory authorities. CIQA checked that all the new programs have been approved by the Academic Council/Academic Planning Board.	<a href="https://ycmou.ac.in/media/post_image/c868b8b831fcda136bed5fddee41f62.pdf">https://ycmou.ac.in/media/post_image/c868b8b831fcda136bed5fddee41f62.pdf</a>
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The Development of program proposals are based on the assessment and need analysis report thoroughly examined by the School Council (SC), Planning Board (PB) and Academic Council (AC) to ensure that the University's Mission Statements are translated into program and course learning outcomes with courses to enhance employability, competencies and skills. Rigorous processes are followed for the design, development and delivery of the curricula, involving subject experts from across the state. Program proposals are examined by the SC, PB and AC to ensure that the curricula are of high quality and consistent with laid down standards.	<a href="https://ycmou.ac.in/media/post_image/c868b8b831fcda136bed5fddee41f62.pdf">https://ycmou.ac.in/media/post_image/c868b8b831fcda136bed5fddee41f62.pdf</a>
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Annual Report of the university is prepared by the Planning Officer every year, is approved by Board of Management and further submitted to Government of Maharashtra. Periodical review is taken from all the departments of University and implemented in next Annual Report. The Annual Accounts of the University are prepared each year in the format and is placed before the Finance Committee and the Board of Management (BoM) for approval. A brief of the audited Annual Accounts of the University is included in the Annual Report of the University. In order to ensure transparency, the university places the audited Annual Accounts in public domain at its official website. It is	<a href="https://ycmou.ac.in/media/post_image/ANNUAL REPORT 2020-212.pdf">https://ycmou.ac.in/media/post_image/ANNUAL REPORT 2020-212.pdf</a>
14.	Inputs provided to the Higher Educational Institution for Restructuring of programmes in	Various guidelines were provided by CIQA by considering the UGC regulations and NEP 2020 Guidelines. Focus was given on the Skill based education in order to get skill based Jobs. The suggestions from students, faculty of LSC & all other stakeholders is being considered to make syllabus job oriented.	<a href="https://ycmou.ac.in/media/post_image/3aaf30ec3001c951743c8e4702f4b6dc.pdf">https://ycmou.ac.in/media/post_image/3aaf30ec3001c951743c8e4702f4b6dc.pdf</a>

S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
	order to make them relevant to the job market.		<a href="https://ycmou.ac.in/media/post_image/4f0606df6ee7c6611e1c0e4a31d83e11.pdf">https://ycmou.ac.in/media/post_image/4f0606df6ee7c6611e1c0e4a31d83e11.pdf</a>
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	Online Counseling and Guidance was given during Covid-19 pandemic period for creating learner centric environment, Mobile App -E- Suvidha was made available for students to get detail information. The SLM itself is prepared that it is student centric.	<a href="https://pmsycmou.digitaluniversity.ac/">https://pmsycmou.digitaluniversity.ac/</a>
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Director, CIQA attended workshop on Mentoring Open Universities for Assessment & Accreditation at New Delhi, Orientation Training for Academic Staff for NAAC Assessment & Accreditation was organized, 2 Orientation Training to YCMOU Staff, Regional Directors & Study Centre Heads & Coordinators for NAAC Assessment & Accreditation, Training of YCMOU Senior Officers, A & A Group Leaders & their support Staff, Group wise Presentation of the draft of information & supporting documents prepared by each Group Leader constituted for NAAC Assessment & Accreditation	<a href="https://ycmou.ac.in/ciqa/letters">https://ycmou.ac.in/ciqa/letters</a>
17.	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	Financial Audit: Internal and external audits accounts are conducted annually. External audit is done by the Chartered Accountant appointed by the university. The Audit Report of the university is submitted to the finance committee and the BOM of the University and subsequently submitted to Government of Maharashtra Quality audits on environment, green and energy regularly undertaken by the Institution. Green Audit is also done yearly. Programme related Quality Activities: The Development of program proposals are based on the assessment and need analysis report thoroughly examined by the School Council (SC), Planning Board (PB) and Academic Council (AC) to ensure that the University's Mission Statements are translated into program and course learning outcomes with courses to enhance employability, competencies and skills.	<a href="https://ycmou.ac.in/media/post_image/8fb74602f826a352155d56b6e254f834.pdf">https://ycmou.ac.in/media/post_image/8fb74602f826a352155d56b6e254f834.pdf</a> <a href="https://ycmou.ac.in/media/post_image/83c2128f8d44ec141c571cc3cfa2cb70.pdf">https://ycmou.ac.in/media/post_image/83c2128f8d44ec141c571cc3cfa2cb70.pdf</a>
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	CIQA constituted a Committee as per the University Grants Commission (ODL) Regulations, comprising teachers, academics, administrators, students, employers /industrialists to be chaired by the Vice Chancellor to advise CIQA on its activities. PPR approved by CIQA are based on the structure defined by UGC, Staff recruitment as per UGC guidelines. The printed course materials are prepared on the basis of the detailed curriculum designed for the program. YCMOU has standardized the SLM (print) based on the "credit system" which is in conformity with the UGC (ODL) Regulations.	<a href="https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf">https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf</a>
19.	Information obtained from other Higher Educational Institutions on various quality	CIQA is in continuous in coordination with IGNOU as it is Central Open University. CIQA organizes visit to IGNOU CIQA department for studying their experience about NAAC accreditation after starting the NAAC Accreditation process for 1st Cycle of YCMOU.	<a href="https://ycmou.ac.in/media/post_image/ce3f78296d285075172ed8a79d2630fa">https://ycmou.ac.in/media/post_image/ce3f78296d285075172ed8a79d2630fa</a>

S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
	benchmarks or parameters and best practices.		<a href="#">pdf</a>
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	CIQA organizes various meeting related to all criteria of NAAC, Webinar on National Education Policy (NEP) (Online), Webinar on Intellectual Property Rights, Webinar on National Education Policy: 2020: Opportunities for ODL, Six-day Research Methodology Online Workshop, Policy Framed for OER, YCMOU Nashik in Collaboration with Rashtriya Uchchatr Siksha Abhiyan (RUSA), State Coordination Unit, Mumbai has organized Web Based Training Program on ZOOM Platform, Two days workshop on NAAC A & A for Academic, Technical, Professional & Administrative staff held on at YCMOU, Nashik Online Feedback Mechanisms Developed For 1. Learners 2. Alumni 3. Academic Councillors 4. Subject Experts 5. Teachers	<a href="https://ycmou.ac.in/pages/index/227">https://ycmou.ac.in/pages/index/227</a> <a href="https://ycmou.ac.in/ciqa/downloads">https://ycmou.ac.in/ciqa/downloads</a> <a href="https://ycmou.ac.in/media/post_image/a0a4d923d283e68e116ca51e3e0da6cf.pdf">https://ycmou.ac.in/media/post_image/a0a4d923d283e68e116ca51e3e0da6cf.pdf</a>
21.	Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	CIQA submit its Annual Report at the end of each Academic year for Approval to Board of Management and after receiving its Approval it is submitted to State Government for Information.	<a href="https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/6.5.1_1630671986_6649.pdf">https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/6.5.1_1630671986_6649.pdf</a>
	(a) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	CIQA submit its Annual Report in the format as specified by the Commission at the end of each Academic year for Approval to Board of Management and after receiving its Approval it is submitted annually to the Commission and displayed on university website.	
22.	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes	The CIQA take periodic review on quality assurance systems process by way of conducting core committee meeting & guiding to School, RC, LSC and when required.	<a href="https://ycmou.ac.in/ciqa/letters">https://ycmou.ac.in/ciqa/letters</a>



S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome there of (Not more than 500 words)	Upload Relevant Document
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Open and Distance Learning decided by the statutory bodies of the HEI for its different academic programmes	YCMOU has adopted learner-centric pedagogy wherein curriculum is transacted mainly through Self Learning Material (SLM) (in print), in which the teacher is inbuilt into the text with provision of access devices (structure, learning outcomes, sections and sub-sections, self-assessment exercise, flowcharts/illustrations etc.) and language used is simple and conversational, to facilitate the learning process and make the learner think, write and do/act in his/her own pace in the domain. Interactive ICT are being used for enrichment of SLM using audio video programs, YashVani (Web Radio) and e-books of all the programs are available on university website. The printed course materials are prepared on the basis of the detailed curriculum designed for the program. YCMOU has standardized the SLM (print) based on the "credit system" which is in conformity with the UGC (ODL) Regulations. Digital repository of SLMs is always on website for easy access to students.	<a href="https://ycmou.ac.in/self-learning-material">https://ycmou.ac.in/self-learning-material</a>
24.	Promoted automation of learner support services of the Higher Educational Institution	Automation of Processes associated with Learner Support Services Admission Services: The process of admission and re-registration (registration in subsequent semester/year of a program) has been made online. Applicants now register on the online admission portal, submit their application, upload documents, make online payment, get the confirmation of their admission online and download their hall ticket for the examination from the portal. The same facility is available for re-registration. Post-admission Services: Requests for change of Learner Support Center from the learner or change in courses are processed online. Students can see their registration status on the website, study center, status of assignments submitted, examination result etc. Submission of Examination Form: Students submit their examination form on the examination form submission portal (www.ycmou.digitaluniversity.ac), make online payment, get confirmation of submission and later on download their examination hall-ticket from the examination portal. Registration for Convocation: Students can register for their presence in the convocation online and pay the requisite fee online. (B) Automation of processes associated with Regional Center and Learner Support Center Operations Transmission of evaluation data by Regional Centers and Learner Support Centers: RCs and LSCs have been provided with secure login accounts credentials for online transmission of assignment evaluation data, project evaluation data, practical examination data etc. to the headquarters. Database Access: Regional Centers have been provided with secure login for accessing/ downloading student data of their region from the central database of the university located and hosted at the head quarter. Examination Management System (EMS): Examination Management System takes care of all the examination related operations like examination scheduling, hall ticket generation, question paper delivery, online evaluation of question paper, result processing to declaration of final results. University has successfully implemented in house developed Secured Remote Paper Delivery (SRPD) System for question paper printing and delivery to all YCMOU examination centers with all required security features. The EMS take care of operations of Verification of Answer booklets, Secure Remote Paper Delivery (SRPD), Online Attendance and copy case marking, conduct of examination, scanning and digitization of papers, Creation of Dash Board for digital evaluation and downloading of answer sheet for verification and re-evaluation of answer sheets. Web Conferencing: Meetings of all the Regional Centers are arranged with the headquarters using the Zoom Platform, Google Meet, Webex web conferencing application	<a href="https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/2.5.4_1629442387_6649.pdf">https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/2.5.4_1629442387_6649.pdf</a> <a href="https://ycmou.ac.in/media/post-image/5f5b006ab4bef79c888d2baf73773319.pdf">https://ycmou.ac.in/media/post-image/5f5b006ab4bef79c888d2baf73773319.pdf</a>
25.	Coordinated with external subject experts or	Feedback Mechanism is developed as a continuous coordination for taking feedback from external subject experts. Google form was developed for taking their views on the existing curriculum and their suggestions were taken in to	<a href="https://ycmou.ac.in/pages/index/227">https://ycmou.ac.in/pages/index/227</a>

S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
	agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	consideration.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	Green Audit, Environmental Audit and Energy Audit are done every year from an external agency for taking a review of in-house processes. The CIQA coordinates the activities with building and construction section in university.	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	The LSC are affiliated to other universities & hence the accreditation of LSC is done by respective LSC under the affiliated university. YCMOU support the primary guidance if required.	
28.	Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein	Established a Centre for Collaborations and Special Initiatives (CCSI) in the university to cater to the special target groups deprived of education and help raise their socio-economic status by providing general, vocational and technical courses, to bring them into the mainstream of education by certifying their working skills. The CCSI has developed need based courses for special target groups in the community such as Indian Army, prisoners, policemen, drivers, farmers, industrial workers and functionaries of non government organizations etc. The center has separate advisory committee for special initiatives chaired by the Vice Chancellor of the university. Currently the Center is coordinating with the Indian Army, Maharashtra Police, Maharashtra Jails and National Association for the Blind for joint collaboration for course development and operations. The research council of university maintain all the research activity under chairmanship of Vice Chancellor. All the schools admit the students for their doctoral research program as per statute / ordinance approved by URC.	<a href="https://ycmou.ac.in/media/post_image/CCSI_Achievements.pdf">https://ycmou.ac.in/media/post_image/CCSI_Achievements.pdf</a>
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	Currently the Center is coordinating with the Indian Army, Maharashtra Jails and National Association for the Blind for joint collaboration for course development and operations. Started Certificate and Diploma programme in Yoga by collaborating with Janardan Swami Yogabhyasi Mandal, Nagpur. Started P.G. Diploma Programme in Leadership, Politics and Governance by collaborating with Rambhau Mhalgi Probhoddhini Wadala (Mumbai), Started Diploma Programme in Perfumery by collaborating with National Association for the Blind India, started Certificate / Diploma (18 Trades) Programmes by collaboration with Artillery centre, Nashik Road.	<a href="https://ycmou.ac.in/media/post_image/CCSI_Achievements.pdf">https://ycmou.ac.in/media/post_image/CCSI_Achievements.pdf</a>

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

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	Governance, Leadership and Management:	YCMOU has in place a well developed leadership structure by evolving	<a href="https://ycmou.ac.in/pages/index/193">https://ycmou.ac.in/pages/index/193</a>

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
	a. Organization Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	<p>participative decision making processes for the creation of a harmonious and inclusive organization culture. The University functions through various statutory bodies namely the Board of Management (BOM), the highest executive body of the University; School Councils (SC); Planning Board (PB); Academic Council (AC); Research Council (RC); Board of Examination (BOE) and Finance Committee (FC). The Administration division organizes meeting of BOM and its Standing Committees. The composition of statutory bodies comprises external and internal members to ensure participatory decision making. Administration Division also deals with various sections related to house allotment, space allocation, license fee, payment of electricity bills, property tax, and welfare measures/. The University has established a Centre for Internal Quality Assurance (CIQA) for promoting quality assurance; developing quality benchmarks and parameters for quality management; coordinating with apex bodies for recognition/approvals for YCMOU programs. CIQA Center undertakes orientation training of academic and administrative staff of the university on regular basis as per the demand of the faculty members. The center also conducts training, seminar, webinar and workshops for capacity building of teaching and nonteaching staff in quality parameters in program development and intellectual property issues.</p>	<a href="https://ycmou.ac.in/pages/index/251">https://ycmou.ac.in/pages/index/251</a>
2.	Articulation of Higher Educational Institution Objectives	The PPR of each program was well defining program specific outcomes that can be achieved by the student at the end of program.	<a href="https://naac.gov.in/21571_3085_9490.pdf">21571_3085_9490.pdf (naac.gov.in)</a>
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	a. In order to ensure quality, the CIQA has developed a well documented Standard Operating Procedure (SOP) and the documents for the design and development of a program duly approved by statutory bodies namely, the School Council, Planning Board and Academic Council and Research Council for research degree programs as per the provisions under Statutes. YCMOU has notified standard formats, procedure and flow charts for the Design, Development, Delivery and Evaluation of Open and Distance Learning programs. b. The printed course materials are prepared on the basis of the detailed curriculum designed for the program.	<a href="https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf">https://ycmou.ac.in/media/post_image/b26c3a5ecb490c98b6d5a25ba8ef503d.pdf</a>  <a href="https://assessment.online.naac.gov.in/storage/app/hei/SSR/110464/1.4.1_162_9108198_6649.pdf">https://assessment.online.naac.gov.in/storage/app/hei/SSR/110464/1.4.1_162_9108198_6649.pdf</a>

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
		<p>YCMOU has standardized the SLM (print) based on the “credit system” which is in conformity with the UGC (ODL) Regulations-2020. A “credit” is equal to 30 hours of self study by the learner, preparation of assignments, interaction in counseling sessions, which is equivalent to the content covered in 15 hours of classroom teaching. The length of a Course is determined by the credit weightage,. Each Course is divided into Units. Units are thematically clubbed into a book in some Programs; all Units of a Course are printed in one book.</p> <p>c. YCMOU has adopted learner-centric pedagogy wherein curriculum is transacted mainly through Self</p> <p>d. Learning Material (SLM) (in print), in which the teacher is inbuilt into the text with provision of access devices (structure, learning outcomes, sections and sub-sections, self-assessment exercise, flowcharts/illustrations etc.) and language used is simple and conversational, to facilitate the learning process and make the learner think, write and do/act in his/her own pace in the domain.</p> <p>e. Standardization of Self Learning Material (SLM) in Print, Digital repository</p> <p>f. Introduced effective feedback system to get feedback from all stakeholders including Counselors, Regular students and Alumni.</p>	<a href="https://ycmou.ac.in/pages/index/227">https://ycmou.ac.in/pages/index/227</a>
4.	Programme Monitoring and Review	Developed Students Management System to support online delivery of services like submission of examination forms and management & monitoring of pre-examination and post-examination activities. Appropriateness of tutor comments and correctness of grade/marks; Segregations of 1-2 per cent assignments for monitoring by concerned Schools. In addition to this, university has 60 LCD TV, 20 LCD Projector, 3 HD Professional Camera, 3 Wireless Lapel Mics, 120 CCTV Camera, 31 Scanners, 4 Biometric Attendance Machines for monitoring staff attendance.	<a href="https://ycmou.ac.in/media/post_image/b387668be7cce299103d18a4cbaf8fcf.pdf">https://ycmou.ac.in/media/post_image/b387668be7cce299103d18a4cbaf8fcf.pdf</a>
5.	Infrastructure Resources	YCMOU has its headquarters at Nashik and 8 Regional Centers (RCs) in the States of Maharashtra. Three Regional Centers have been housed in our own buildings and remaining 5 Regional Centers have been housed in the buildings shared by local Municipal Corporation and Regional	<a href="https://ycmou.ac.in/media/post_image/f40a15a23830fb394960bc4a28bfa48d.pdf">https://ycmou.ac.in/media/post_image/f40a15a23830fb394960bc4a28bfa48d.pdf</a>



Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
		Universities. The infrastructure re-allocation has also been implemented at the university headquarters for optimal utilization of available office space	
6.	Learning Environment and Learner Support	The University has made special efforts to extend its outreach by establishing Special Learning Centers for Rural Youth, Farmers and farm women and Special LSCs in Jails, rural and remote areas. All SC / ST learners are provided fee exemption / reimbursement.	<a href="https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/3.6.3_162_9974962_6649.pdf">https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/3.6.3_162_9974962_6649.pdf</a>
7.	Assessment and Evaluation	Continuous assessment and evaluation in most of the courses is implemented through tutor marked assignments, which are sent separately to all the learners as per the set schedule. All the learners are expected to work on these assignments and submit their responses to their respective Learner Support Centers (LSCs) as per the pre-set schedule published on the website.	<a href="https://ycmou.ac.in/media/post_image/File No. 2 Mulyam apan Vibhag Nirdes hika .pdf">https://ycmou.ac.in/media/post_image/File No. 2 Mulyam apan Vibhag Nirdes hika .pdf</a>
8.	Teaching Quality and Staff Development	Offers higher education at affordable costs to large segments of the population by removing barriers of age, entry qualification, place and pace of study and leveraging interaction by offering seamless teaching - learning experiences.	<a href="https://ycmou.ac.in/media/post_image/a0a4d923d283e68e116ca51e3e0da6cf.pdf">https://ycmou.ac.in/media/post_image/a0a4d923d283e68e116ca51e3e0da6cf.pdf</a>

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

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	Academic Planning	The University prepares time table for admission, teaching & examination and strictly follows the academic calendar.	<a href="https://ycmou.ac.in/media/post_image/Academic_Calender_2020-21.pdf">https://ycmou.ac.in/media/post_image/Academic_Calender_2020-21.pdf</a>
2.	Validation	<p>External audit is done by the Chartered Accountant appointed by the university. The Audit Report of the university is submitted to the finance committee and the BOM of the University and subsequently submitted to Government of Maharashtra.</p> <p>Audit of environment, green and energy regularly undertaken by the Institution. Green Audit is also done yearly by recognized agencies.</p> <p>The Development of program proposals are based on the assessment and need analysis report thoroughly examined by the School Council (SC), Planning Board (PB) and Academic Council (AC). YCMOU has been at the forefront of maintaining academic standard and providing essential services to the students with</p>	<p><a href="https://ycmou.ac.in/media/post_image/83c2128f8d44ec141c571cc3cfa2cb70.pdf">https://ycmou.ac.in/media/post_image/83c2128f8d44ec141c571cc3cfa2cb70.pdf</a></p> <p><a href="https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/5.1.6_16304_76996_6649.pdf">https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/5.1.6_16304_76996_6649.pdf</a></p>

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
		recognized learner support centers in Maharashtra. This has created huge impact on access to education even during the difficult situations.	
3.	<p>Monitoring, Evaluation and Enhancement Plans</p> <p>a. Reports from Learner Support Centres (for Open and Distance Learning programmes)</p> <p>b. Reports from Examination Centres</p> <p>c. External Auditor or other External Agencies report</p> <p>d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>e. Reporting and Analytics by the Higher Educational Institution</p> <p>f. Periodic Review</p>	<p>a. Developed Students Management System to support online delivery of services like submission of examination forms and management &amp; monitoring of pre-examination and post-examination activities.</p> <p>b. Students are free to appear for examination, for specific courses or for the whole program, subject to the norms stipulated in the Program Guide/ Program prospectus of the relevant program, provided that the minimum period of study prescribed for the relevant course/ program has been completed. Eligibility for taking examinations is decided on the basis of completion of mandatory course(s) like environment studies and practicum component such as Projects work / Practical work / Dissertation / Internship / Field Work / Extension Program, etc. prescribed from time to time. To ensure smooth conduct of TEE, University takes the following measures: 1. Examination Schedule is prepared and announced well in advance at the beginning of academic year. 2. Examination Papers are sent through most secured and tamper free Secure Remote Paper Delivery (SRPD) system and Examination is conducted on designated examination centers. 3. Examination materials and answer sheets are kept in the safe custody of the concerned Examination Center. 4. Answer scripts are collected after the examination as per schedule prepared by the Controller of examination. 5. Examination Centers are given orientation by the respective Regional Centers regarding smooth conduct of examination. 6. University ensures the availability of infrastructure and security arrangements in the Examination Centers. 7. University through its Regional Centers arranges to</p>	<p>a. <a href="https://ycmou.ac.in/media/post_image/b387668be7cce299103d18a4cbaf8fcf.pdf">https://ycmou.ac.in/media/post_image/b387668be7cce299103d18a4cbaf8fcf.pdf</a></p> <p>b. <a href="https://ycmou.ac.in/media/post_image/bfc7dd887772251b7a06c6860e9e2a00.pdf">https://ycmou.ac.in/media/post_image/bfc7dd887772251b7a06c6860e9e2a00.pdf</a></p> <p>c. <a href="https://ycmou.ac.in/media/post_image/83c2128f8d44ec141c571cc3cfa2cb70.pdf">https://ycmou.ac.in/media/post_image/83c2128f8d44ec141c571cc3cfa2cb70.pdf</a></p>

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
		<p>depute Senior Supervisors and Flying Squad for surprise checks to all examination Centers for all examinations. 8. University follows the norms and guidelines stipulated by the concerned regulatory bodies from time to time for PwD learner. 9. The blank answer books provided to the Examination Centre for the use of examinees bear the serial number, barcode and a number of other security features. 10. The Examination division at head quarter maintains the records of details of the serial numbers of the answer books sent to different examination centers. 11. Invigilator verifies hall ticket and identity card of the examinees. The signature of invigilator is mandatory on every answer script. 12. The answer scripts are collected only with the intact sealed and signed condition. 13. All the answer sheets received at headquarter are scanned and uploaded on the server. 14. These answer sheets are made available to the respective evaluators for on screen evaluation at the designated online Central Assessment Program (CAP) centers identified by the regional centers in different parts of Maharashtra to ensure transparency in the evaluation. 15. The Cases of unfair means reported by flying squads are dealt with as per the university ordinance for dealing with unfair means.</p> <p>c. Audit of environment, green and energy regularly undertaken by the Institution. Green Audit is also done yearly by recognized agencies.</p>	

## 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**

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

### 3.2 Compliance status of “Human Resource and Infrastructural Requirements” – As per Annexure – IV of UGC (ODL Programmes and Online Programmes) Regulations, 2020

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

*Insert Box*

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no. reason thereof
UG				
PG				
PGD				

S. No.	Programme Name	No. of Full time-Dedicated faculty for ODL	Names	Designation	Qualification	Experience	Type (Regular / Contract) with gross	Date of joining programme and Joining report

							salar y/			
							month			
							T y p e	Gro ss sala ry/ mo nth	Con tr act peri od	
01	Bachelor of Arts									
02	Bachelor of Commerce (English / Marathi Medium)		Dr. Palande Pandit P.	Professor	M.Com, Ph.D.	28				
			Dr. Biyani Pramod B.	Professor	M.Com, M.Phil, Ph.D.	26				
			Dr. Gaikwad Latika D.	Assistant Professor	M.Com, MBA, NET, Ph.D.	09				
03	Bachelor of Arts in Mass Communication and Journalism									
04	Bachelor of Commerce - Cooperative Management		Dr. Deshmukh Prakash A.	Associate Professor	M.Com, M.Ed. M.A., M.Phil. Ph.D.	17				
05	Bachelor of Library and Information Science		Dr. Shewale Madhukar N.	Associate Professor	M.Lib, Ph.D.	29				
			Dr. Barve Prakash V.	Assistant Professor	M.Lib, SET, Ph.D.	11				
06	Bachelor of Computer Applications		Shri. Palashikar Madhav V.	Associate Professor	B.Sc., MCA	29				
			Dr. Khandare Pramod L.	Associate Professor	M.Sc. Ph.D.					
07	Bachelor of Science (Computer System Administration)									
	Bachelor of Special Education		Dr. Tandale Sadhana S.	Associate Consultant	B.Ed. (Hearing Impaired), M.Ed. (Hearing Impaired), Ph.D. (Special Education)					
	Bachelor of Education		Dr. Salunke Kavita S.	Professor	M.A., M.Ed., M.A. (DE), Ph.D.	17				
			Dr. Sanjivani Mahale	Professor	M.Sc., M.Ed. M.A. (DE) Ph.D.	19				
			Shri. Paikrao Vijaykumar K.	Associate Professor	MA, M.Ed, MMCJ, SET, DSM	19				
	Bachelor of Business Administration-		Dr. Surendra Patole	Associate Professor	B.Com, MBA, Ph.D.	13				

	Aviation & Hospitality							
	Bachelor of Science (Media Graphics & Animation)							
	Bachelor of Science (Physics, Chemistry, Mathematics)							
	Master of Commerce		Shri. Ohol Pradeep S.	Academic Coordinator	B.Com, M.Com, NET in Commerce	01		
			Dr. Pnadagale Archana	Academic Coordinator	B.Com, M.Com, M.Phil. Ph.D.	01		
	Master of Arts (Education)		Dr. Patil Vijaya	Professor	M.A., M.Ed. M.A (DE), Ph.D.	19		
			Dr. Sonune Subhash S.	Assistant Professor	M.A, M.Ed. NET, Ph.D.	09		
			Dr. Pawar Dayaram D.	Assistant Professor	M.A, M.Ed. SET, Ph.D.	09		
	Master of Arts in English		Shri. Wadekar Nagarjun M.	Associate Professor	M.A. SET, NET			
	Master of Library & Information Science		Dr. Shewale Madhukar N.	Associate Professor	M.Lib, Ph.D.	29		
			Dr. Barve Prakash V.	Assistant Professor	M.Lib, SET, Ph.D.	11		
	Master of Business Administration		Dr. Surendra Patole	Assistant Professor	B.Com, MBA, Ph.D.	13		
			Smt. Kharjul Madhuri B.	Academic Coordinator	B.Com, MBA, NET in Management,	1		
			Mr. Hattiambire Dayanand T.	Academic Coordinator	MBA, NET in Management	1		
	Master of Science (Mathematics)		Bharshankar Shakyodan Shankarrao	Academic Coordinator		2		
			Kadam Tejaswi Valu	Academic Coordinator		2		
			Patil Sadhana Amrut	Academic Coordinator		2		
	Master of Science (Environmental Science)							

### 3.3 Details of Administrative staff

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

Admin Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	4
Assistant Registrar	1	5

Section Officer	1	4
ASO/ Sr. Assistant / Assistants	3 (2 for DM Universities)	121
Computer Operator	2	-
Multi-Tasking Staff	2	47

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

**Note:**

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

## Part – IV: Examinations

### 4.1 Information of formative and summative assessments/examinations conducted with the actions taken to ensure sanctity of examinations:

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Open and Distance Learning mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centres or Learner Support Centres is located under the direct control and responsibility of the Open and Distance Learning mode Institution.  No Examination Centres shall be allotted to any private organisations or unapproved Higher Educational Institutions.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the Convenience of the students.	Yes	
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Yes	
6.	Building and grounds of the examination centre must be clean and in good condition.	Yes	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Yes	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Yes	
10.	Safety and security of the examination centre must be ensured	Yes	
11.	Restrooms must be located in the same building as the	Yes	+



	examination centre, and restrooms must be clean, supplied with necessary items, and in working order		
12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

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

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored Examinations.	Yes <a href="https://ycmo.u.digitaluniversity.ac/WebFiles/YCMOU_Examination%20Processes_Manual.pdf">https://ycmo.u.digitaluniversity.ac/WebFiles/YCMOU_Examination%20Processes_Manual.pdf</a>	
2.	A Higher Educational Institution offering Open and Distance Learning Programmes shall have a mechanism well in place for evaluation of learners enrolled through Open and Distance Learning mode and their certification.	Yes <a href="https://ycmou.ac.in/media/post_image/File No. 2 Mulyamapan Vibhag Nirdeshika .pdf">https://ycmou.ac.in/media/post_image/File No. 2 Mulyamapan Vibhag Nirdeshika .pdf</a>	
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:  Provided that no semester or year-end examination shall be held unless:  i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;  ii) For Open and Distance Learning mode: the learner has minimum attendance of 75 per cent. in the programme specific Personal Contact Programme (excluding counselling) and lab component of each	Yes <a href="https://ycmou.ac.in/media/post_image/File No. 2 Mulyamapan Vibhag Nirdeshika .pdf">https://ycmou.ac.in/media/post_image/File No. 2 Mulyamapan Vibhag Nirdeshika .pdf</a>	
	of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ Higher Educational Institution	Yes	
4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through Open and Distance Learning mode shall be evolved by adopting same standards as being followed in conventional mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes <a href="https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/1.2.3_1629098658_6649.pdf">https://assessmentonline.naac.gov.in/storage/app/hei/SSR/110464/1.2.3_1629098658_6649.pdf</a>	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
5.	The weightage for different components of assessments for Open and Distance Learning mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes [I] <a href="https://ycmou.digitaluniversity.ac/Content.aspx?ID=1160">https://ycmou.digitaluniversity.ac/Content.aspx?ID=1160</a> [ii] <a href="https://ycmou.digitaluniversity.ac/Content.aspx?ID=1171">https://ycmou.digitaluniversity.ac/Content.aspx?ID=1171</a>	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Yes	
8.	A Higher Educational Institution offering a Programme in Open and Distance Learning mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Yes	
9.	The examination of the programmes in Open and Distance learning mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Yes	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Yes	
	(b) Availability of biometric system	At Few LSC's	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners	Yes	
	(d) In case of non-availability of the Closed- Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution	Yes	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Upload Sample and list	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Yes	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Yes	
13.	(a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted	Yes	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	through proctored examination (pen- paper or online or computer based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.	Yes	
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	Yes	
14.	The Examination Centre shall be located in Government Institutions like Kendriya Vidyalaya(s), Navodaya Vidyalaya(s), Sainik School(s), State Government Schools, etc. can also be identified as examination centre(s) under direct overall supervision of a Higher Educational Institution offering education under the Open and Distance Learning mode including approved affiliated colleges under the University system in the Country and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions	Yes	
15.	The Learner Support Centres, as defined in the regulations and within the territorial jurisdiction, can also be used as examination centres provided they fulfill the criteria of an examination centre as defined in these regulations	Yes	
16.	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	Yes	
17.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Upload samples	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
18.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Learner Support Centres (only for Open and Distance Learning); (v) Name and address of all Examination Centres	Upload samples  Yes	

**4.3 Whether any examination held through online mode.**

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

INSERT TEXT BOX

**4.4 Result and Student Progression For UG, PG and PGD programmes (5.2.3 AQAR)**

Semester beginning	Programme name	No. of students admitted	No. of students appeared in exams	No. of students progressed to next year (5.2.4)	% of students passed	% of students passed in first class
	Bachelor of Arts	134150	133736	98428	73.37	88.77
	Bachelor of Commerce	37188	36983	27096	72.86	84.75
	Bachelor of Arts (Mass Communication And Journalism)	1065	1004	675	63.38	95.70
	Bachelor of Commerce (Cooperative Management)	17	15	9	52.94	0.00
	Bachelor of Library And Information Science	1099	1069	953	86.72	99.22
	Bachelor of Computer Applications	753	722	599	79.55	62.42
	Bachelor of Science (Computer Science Application)	54	23	12	22.22	64.00
	Bachelor of Education (Special Education)	327	324	298	91.13	100.00
	Bachelor of Education	1490	1479	1455	97.65	100.00
	Bachelor of Business Administration (Aviation, Hospitality and Travel and Tourism Management)	63	60	46	73.02	98.20
	Bachelor of Science (Media Graphics and Animation)	516	496	438	84.88	99.61
	Bachelor of Science (Physics, Chemistry, Maths)*	5089	5021	3615	71.04	95.41
	Master of Commerce	3952	3897	3302	83.55	92.96
	Master of Arts (English)	9019	8992	7404	83.01	94.49
	Master of Library Information Science	594	583	492	82.83	99.44
	Master of Business Administration	4730	4700	4316	91.25	88.46
	Master of Science (Environmental Science)	525	523	483	92.00	99.66

## **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.*

The Program Project Reports (PPR) were prepared by the Program Coordinators in the School of Studies in accordance with the UGC (ODL) Regulations circulated by the CIQA Center. The CIQA had given orientation to all the Program Coordinators in the School on filling up the PPR. The PPRs of various programs on offer are approved by the Planning Board and the Academic Council of the University.

**Upload samples and authority approval**

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

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

The teaching learning arrangement at YCMOU is a judicious mix of Self Learning Material (SLM), face-to-face counseling, and ICT-based teaching support through Audio-Video programs and YashVani Web Radio. The academic counselors provide face-to-face academic support on the LSCs, are identified and empanelled through a rigorous process and provided regular orientation.

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

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

**APPROVAL AND LAUNCH OF NEW ACADEMIC PROGRAM PROCESS**

1. **PROGRAM PROPOSAL STAGE-** Conceptualization of program & Initiation of Concept Note (CN), Conduct of Need Assessment Studies, Approval of Concept Note & List of Experts for designing of curriculum by the School Council, Preparing budgetary requirement for the , proposed program, Filling up of Program Proposal Form (PPF), Approval of PPF by School Council, Approval of PPF by Program Advisory Committee (PAC) & Planning Board (PB)
2. **PROGRAM DEVELOPMENT STAGE-** Provision of Funds in Annual budget of the School, Notificaiton of Program Advisory Committee (PAC), Meeting(s) of Program Advisory Committee, Finalization of curriculum & identification of Unit Writers & Course Editors, Obtaining Program Code & Course Codes from Computer Center, Working out program fee in the School Council, Filling up Program Development Form (PDF) & Program Project Report, Approval of PDF & PPR by Academic Council (AC), Uploading of Program Project Report (PPR) on University website, Unit Writing & Content, Format, Language Editing, Proof Reading & Camera Ready Copy (CRC) Preparation, Development of Multimedia / Online & Digital Contents, Identification of Leraners Support Centers / Study Centers (LSCs/SCs) & Academic Counsellors.
3. **PROGRAM LAUNCH STAGE -** Inform Planning Division to apply for DEB / UGC Recognition, Information & Orientation to Student Services Division, Regional Centers & Study Centers for launch of program, Submission of Program Launch Form (PLF), Obtain Approval to Program Launch Form from Planning Board (PB), Launch of Program after obtaining Approval / Recognition letter from UGC.

**Upload samples**

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

### 6.1 Details of personal contact programmes implemented:

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

S. No.	Program Name	Centre Name	No. of centres conducted PCP	No. of PCP held every year	Total no. of students registered in the programme	No. of Students Attended on an average basis
1.	Bachelor of Arts				134150	133200
2.	Bachelor of Commerce				37188	36500
3.	Bachelor of Arts (Mass Communication And Journalism)				1065	998
4.	Bachelor of Commerce (Cooperative Management)				17	14
5.	Bachelor of Library And Information Science				1099	990
6.	Bachelor of Computer Applications				753	680
7.	Bachelor of Science (Computer Science Application)				54	41
8.	Bachelor of Education (Special Education)				327	290
9.	Bachelor of Education				1490	1410
10.	Bachelor of Business Administration (Aviation, Hospitality and Travel and Tourism Management)				63	63
11.	Bachelor of Science (Media Graphics and Animation)				516	492
12.	Bachelor of Science (Physics, Chemistry, Maths)*				5089	4980
13.	Master of Commerce				3952	3850
14.	Master of Arts (English)				9019	8983
15.	Master of Library Information Science				594	535
16.	Master of Business Administration				4730	4650
17.	Master of Science (Environmental Science)				525	480

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

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

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

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

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

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

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

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

**6.5 Delivery of Self-Learning Material**

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

Type	Date of Admission (for July and January)	Date of delivery SLM	Whether SLM delivered to learners within a fortnight from the date of admission
Printing Material	535		



Audio-Video Material	429		
Online Material	535		
Compute based Material	-		

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

a. Provide details as under:

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

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

*Upload*

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

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	
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 Open and Distance Learning mode	Yes	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details (for Open and Distance Learning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;	Yes	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes	
7.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes	
8.	Information regarding all the programmes recognised by the Commission	Yes	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes	
10.	Complete information about 'Self Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Open and Distance Learning Programmes;	Yes	
11.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Open and Distance Learning Programmes	Yes	
12.	List of the 'Learner Support Centres' along with the number of learners who shall appear at any examination centre and details of the Information and Communication	Yes	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
	Technology facilities available for conduct of examination in a fair and transparent manner, for Open and Distance Learning programmes		
13.	List of the 'Examination Centres' alongwith the number of learners in each centre, for Open and Distance Learning programmes	Yes	
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	Yes	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes	
16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	Yes	

## Part – VIII: Admission and Fees

### 8.1 Compliance status of 'Admissions and Fees' – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S.No.	Provision	Whether being complied Yes/No
1.	The intake capacity under Open and Distance Learning mode for a programme under science discipline to be offered by a Dual Mode University shall be three times of the approved intake in conventional mode and in case of Open University, it shall be commensurate with the capacity of the Learner Support Centres (for Open and Distance Learning only) to provide lab facilities to the admitted learners:	Yes
2.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Open and Distance Learning mode, shall render the enrolment invalid	Yes
3.	A Higher Educational Institution shall, for admission in respect of any programme in Open and Distance Learning mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
4.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
5.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	Yes
6.	Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners: Provided that a Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning for or on behalf of the Higher Educational Institution	Yes
7.	Every Higher Educational Institution shall- (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an which shall be	Yes

	in consonance with the resources	
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	Yes
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Open and Distance Learning mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which	Yes

	such person does not intend to pursue or avail any facility in such Higher Educational Institution	
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in Open and Distance Learning mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
14.	No Higher Educational Institution shall, issue or publish-  (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised;  (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	Yes  Yes

## Part – IX: Grievance Redressal Mechanism

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

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

An online system for redress of learners’ grievances is in place. YCMOU has well qualified 33 teachers and 54 Academic Consultants recruited as per UGC qualifications, involved in curriculum design, development and delivery of the academic programs. The Student Evaluation Division of the University has adopted an effective Student Grievance Redressal System. The Deputy Registrar level officer under the supervision of Controller of Examination deals with the examination related grievances. The University has established online Grievance Redress and Management system with a provision to register the grievances by the students and redressing the same by the University online within 1-7 working days depending on the nature of grievance.

### 9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
4485	4983

### 9.3 Complaint Handling Mechanism

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

Mechanism for dealing with examination related grievances. In YCMOU Student’s grievances regarding Examination are classified as follows: 1. Result Updating 2. Verification / Revaluations of Answer book 3. Copy Case / Misconduct 4. Verification of Degrees 5. Transcript / Marksheet 6. Migration University offers following 4 grievances redressal mechanism for students: 7. Online on Web Portal 8. Online by E-Mail 9. Letter through normal Postal Services 10. Personal Visit to the university head quarter / Regional Center.

### 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)
1017353	1010405	Yes

## Part – X: Innovative and Best Practices

### 10.1 Innovations introduced during academic year

University focuses on the thrust areas like: i) Development of Innovative Learning System; ii) Development of Innovative Student Support System; iii) Research for Benchmarking for Quality Management; iv) Documentation and Dissemination; v) Capacity Building in ODL System and vi) Collaboration and Networking.

### 10.2 Best Practices of the HEI

Quality learning material in local language relevant to local condition with global standard; Network of RCs and LSCs in rural and remote locations in hilly regions, tribal areas and coastal areas; Technology enabled learner support services for admission, payment of fees, hall-ticket, examination timetable, model question papers, learning material, etc.; Lush green, clean and eco-friendly campus, horticulture plantation, food production following environment friendly practices; Modern office infrastructure with ICT facilities at head quarter, regional centers and learner support centers; Recognition Award of Institutional Excellence for Distance Education by COL Canada in 2002 and 2019; Ranked 4th in Swachh Campus Competition Ranking in 2019 under non-residential universities in India.

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

Placement Drives were conducted and many students were placed through placement drive conducted in “Rojgarmelava” at YCMOU campus and through placement drive conducted by Flywheel Aviation in “INDIGO Rojagar melava”.

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

INSERT TEXT BOX

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

SLM of many programs of YCMOU was developed in regional language only like BA in Marathi language, B. Com Marathi, MA Marathi etc.

### 10.6 Number of students placed through Campus Placements

40



## 10.7 Details of Alumni Cell and its activity

The Alumni related activities of the University are conducted at YCMOU Headquarter at Nashik including placements for its heterogeneous and dispersed learner population who have successfully completed their programs of studies. The alumni of the University are registered through, an Alumni Registration Form. Currently, the University has a network of 3,03,470 alumni (up to June - 2021) and the number is continuously growing.

Contribution of Alumni to the development of the Institution The alumni of the University significantly contributed in the following ways: Helping our potential learners to find opportunities in the organization where they are currently working. Facilitating placement drives by coordinating with different agencies and industries; Acting as mediator and an interface between the industry and the university students / alumni; Acting as a brand ambassadors of the University propagating ODL philosophy in society; Conducting counseling sessions on the Learner Support Centers and participating in the evaluation process.

## 10.8 Any other Information

Institution has a dedicated online / offline helpdesk / toll free phone number: YCMOU has a dedicated Student Services Division (SSD) at its headquarters for online and offline resolution of learner's problems which are communicated in person or through email, phone and letters. 2. Learners have access to the identified and designated program coordinators, course coordinator and the faculty members for academic consultation about information on the program, courses and grievances. 3. Student Zone / Corner on university website provide information related to the admission and examination to learners at one place. 4. Student Help Desk is in place during admission period at Regional Centre (RC) and the Learner Support Centers (LSC) to help learners in selection of program and or courses to suit his / her requirement for admission. 5. Dedicated section on the university website assigned to all Regional centers provides region-specific information related to learner support centers to help the potential learners. 6. Academic Counselors at Learner support centers (LSCs) conduct induction workshop, provide academic counseling, psychological support and personal guidance to learners. 7. LSCs also serve as information center and send SMS alerts regarding induction programs, counseling sessions, re-registration, examination, etc. and motivating them to maintain their schedule of study. During last one year in 2020-21, university headquarter and Regional Centers have sent 18,880 SMS alerts to all the learners.

## DECLARATION

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

**Signature of the Director:**

**Name:**

**Seal:**

**Date:**

**Signature of the Registrar:**

**Name:**

**Seal:**

**Date:**

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