HEI ID: HEI-U-0564

Name of HEI: UPES (University of Petroleum and Energy Studies)

Type of HEI: State Private University

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER

ONLINE LEARNING MODE

<2022-2023>

Contents

Part – I: General Information

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

13th JUNE 2008
(Annexure-1: Notification)

1.2 Details of Director, CIQA

- Name : Dr. Rajesh Gupta
- Qualification: Ph.D
- Appointment Letter and Joining Report: Upload (PDF)
- (Annexure-1: Appointment Letter)

1.3 Details of CIQA Committee:

a. **Composition as per Regulations**

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Dr. Ram K Sharma	Physics	Yr 2022-23
b.	Three Senior teachers of HEI	Member 1	Dr. Neelu Jyoti Ahuja, Professor	Strategy	Yr 2022-23
		Member 2	Dr. Sumeet Gupta, Professor	Oil & Gas	Yr 2022-23
		Member 3	Dr. Rajesh Gupta, Professor	Management	Yr 2022-23
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Mr. Rahul Nainwal, Director	Marketing	Yr 2022-23
		Member 5	Dr. Mohammad Yaqoot, Professor	Energy Management	Yr 2022-23
		Member 6	Dr. Anil Kumar, Professor	Power	Yr 2022-23
d.		Member 7	Mr. Sumanth Palepu, Director, Edology	Marketing	Yr 2022-23

	Two External Experts of ODL and/or Online Education	Member 8	Dr.(Prof.) J.P Gupta	Marketing	Yr 2022-23
e.	Officials from departments of HEI	Member 9, 10, 11 Administration	Mr. Manish Madaan, Registrar	Management	Yr 2022-23
	• Administration • Finance		Mr. Lokendra Sharma, Deputy Director, Admin	HR	Yr 2022-23
			Mr. Sudhanshu Sharma, Joint Registrar	Computer Science	Yr 2022-23
			Mr. Subhash Rawat, Assistant Registrar	Communication	Yr 2022-23
		Member 12 Finance	Mr. Deepak Gupta, Asst. Director, Finance	Finance	Yr 2022-23
f.	Director, CIQA	Member Secretary	Dr. Piya Mary Mathew	Management	Yr 2022-23

b. **Whether members mentioned at 'b' to 'e' changed every 2 years? (Y/N)** If No, reason thereof

Yes

1.4 Number of meetings held and its approval:

a. **No. of meetings held every year: 2 meetings in Yr 2022-23**
b. **Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	22nd November 2022	2	Annexure-1: Minutes	Annexure-1: AC Minutes
Meeting 2	22nd June 2023	2	Annexure-1: Minutes	Annexure-1: AC Minutes

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Transgender)			
								M	F	TG	Tot al
1.											
N.											

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

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

From <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)	Number of students admitted (Male/Female/Transgender)			
								M	F	TG	Total
1.											
N.											

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

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

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

Sr. No.	Post Graduate Diploma	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No.	Number of students admitted (Male/Female/Transgender)

	Title				and date	M	F	TG	Total
1.									
N.									

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

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

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

From 2022-23 academic session: July 2022 and January 2023

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1.	BBA (General)	3	96	10+2 with 50% marks or 10+2 & 2 yrs work experience with 45% marks	50,000 (per year)	39-6/2022(DEB-II) Entitled	119	14		133

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

**1.9   Number of programmes started at Post-graduate Degree Programmes as per Commission Order:
From <Month, Year>academic session: TO BE EXTRACTED FROM WEBPORTAL**

From 2022-23 academic session: July 2022 and January 2023

Sr. No.	Postgraduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1.	MBA (Oil & Gas Management)	2	72	50% in Graduation, 2yr Exp with 5% relaxation	87500 (per year)	39-6/2022(DEB-II) Entitled (Screening Expert	310	45		350

				in Marks incase experience is more than 2 yrs		committee report)			
2.	MBA (Logistics and Supply Chain Management)	2	72	50% in Graduation, 2yr Exp with 5% relaxation in Marks incase experience is more than 2 yrs	75000 (per year)	39-6/2022(DEB-II) Entitled (Screening Expert committee report)	104	12	116
3.	MBA (General)	2	72	50% in Graduation, 2yr Exp with 5% relaxation in Marks incase experience is more than 2 yrs	75000 (per year)	39-6/2022(DEB-II) Entitled (Screening Expert committee report)	114	33	147
4.	MBA (Business Analytics)	2	72	50% in Graduation, 2yr Exp with 5% relaxation in Marks incase experience is more than 2 yrs	75000 (per year)	39-6/2022(DEB-II) Entitled (Screening Expert committee report)	35	7	42

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

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

2.1 Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	Periodic internal audits are carried out to identify the areas of improvement. Immediate action is taken on the inputs to maintain the quality of services.	Internal Audit Report
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	- The quality of OL program has been aligned with the quality of relevant programs in conventional mode. - The course content is subjected to vetting by the faculty teaching in conventional mode. - The course is delivered by faculty who are also involved in teaching in conventional mode. - The question paper is created to assess the understanding, analytical ability and application ability of students. The program structure is approved by the academic council before launch.	- Mechanism for curriculum development mentioning the faculty teaching in conventional mode - Internal Audit Report - CIQA meetings minutes

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3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	Quality needs to be maintained in course content provided, contact classes, resolving the grievances and timely information.	Maintenance of Quality document
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	The Discussion related to the quality of the OL programs in accordance with conventional mode, usually discussed in CIQA and CCM meetings	-Mechanism for curriculum development mentioning the faculty teaching in conventional mode - CIQA minutes - CCM Meeting minutes
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Feedback is taken at the time of Contact Classes when students interact with the faculty formal feedback on different criteria is taken at the end of each session. Help desk and Live chats are also available to the learners	Student Feedback Mechanism
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	Periodic internal audits are carried out to identify the areas improvement. The feedback of the students also highlights quality issues, if any. Immediate action is taken on the inputs to maintain quality of services.	- Internal Audit Report -CIQA Meeting minutes
7.	Implementation of its recommendations through periodic reviews	Periodic meetings are conducted with the faculty to convey and assess the status of implementation of the recommendations.	CCM and CIQA meeting minutes - Internal Audit Report

8.	Workshops/ seminars/ symposium organizedon quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	Regular Workshops for the improving the quality of content and session delivery to increase student engagement were conducted. Also, webinar / FDP held related to effective Online Teaching – Learning	Sample FDP, webinar and Workshop Reports
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	The Best Practices include: Teaching methodology that suits working professionals Technology for 24x7 support and mentoring Feedback mechanism system Contemporary teaching methods	- Best Practices - Feedback Mechanism
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	The necessary statistics is collected, collated, and analyzed.	- Feedback Mechanism
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	PPR is prepared for each program and is duly approved and communicated	-Monitoring Mechanism -PPR's of all the approved programs -Academic Council approval
12.	Mechanism to ensure the proper implementation of Programme Project Reports	PPR is prepared for each program and is duly approved and communicated	-Monitoring Mechanism PPR's of all the approved programs

13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Annual reports are prepared for each academic year	Annual Report of CCE
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Involvement of Industry experts in CCM meetings. Experts recommended to increase sessions by Industry Experts to bring Practical experience in the sessions	CCM minutes
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	Student feedback was compiled and analyzed. On the basis of feedback analysis, below actions were taken. Remedial classes were started to enhance learning. Sessions on dissertations and synopsis were initiated	Feedback Mechanism
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	Currently UPES is NAAC Accredited. In continuation, regular update is given to CIQA, IQAC and Academic Council for the steps taken related to accreditation.	NAAC Certificate
17.	Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit	CIQA meeting held, and the point was brought in consideration to revision and updating of content and inclusion of relevant cases in the content	CIQA Minutes

18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	Follow and implement all the guidelines, regulations, and notifications given by the UGC, DEB, AICTE and other regulatory bodies.	Academic Council Minutes
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	FDP, Workshops, Seminar was conducted time to time.	Sample FDP and Workshop Report
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Workshops conducted on various aspects to enhance quality.	Annual Report of CCE
21.	(a)　Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	Yes, Annual Report is been prepared and presented to Academic Council	Annual Report of CCE
	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	We are in process of submitting the same	Annual Report of CCE
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 minutes are presented to Academic Council and duly approved.	Academic Council Minutes

23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	As per the philosophy of OL, the structure of the ELM has been made accordingly, the recordings of the live classes and access to the e-library are being provided through LMS. Also, discussion forum for student engagement on LMS was done.	- Policy for ELM Development
24.	Promoted automation of learner support services of the Higher Educational Institution	Helpdesk was used to extend support and timely query resolution	Modes Employed by the CCE to attend to learner's queries
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	Consultative Committee meeting was held to including alumni and industry experts to seek inputs.	- CCM Minutes
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	Not Done	
27.	Overseen the preparation of Self Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	UPES is NAAC Accredited.	NAAC Certificate
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	FDP were organized for the enhancement of quality	FDP reports
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	FDP and Workshop organized with industry experts	Sample FDP and Workshop reports

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

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	Complied (All the mentioned details are in place)	-Organization structure - Strategic Plan
2.	Articulation of Higher Educational Institution Objectives	Complied	- Vision and Mission of University
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	Complied (Process of programme development is as per guidelines)	- Mechanism of Curriculum Development - Feedback Mechanism
4.	Programme Monitoring and Review	Complied	CIQA Minutes
5.	Infrastructure Resources	Complied (Available as per requirement)	Infrastructure document
6.	Learning Environment and Learner Support	Complied (Provided through LMS and Help Desk support)	Help Desk support provided to students
7.	Assessment and Evaluation	Complied (As per the guidelines)	As per guidelines

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8.	Teaching Quality and Staff Development	Complied (Recruitment as per guidelines and FDP, Workshops, Seminars are conducted)	Sample FDP and Workshop report

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

Sr.No.	Provisions in Regulations	Action taken in respect of online programmes	Upload relevant document
1.	Academic Planning	Complied (Academic calendar is prepared for each academic year)	Academic calendar
2.	Validation	Complied (Academic calendar is approved and validated by statutory authority)	Approval of Academic calendar
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	Complied Remarks: (a.) We do not have Learner Support Centres, we have only one headquarter	Annual Report

Part – III: Human Resources and Infrastructural Requirements

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

Or

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

Dr. Rajesh Gupta,

Professor and Principal

Centre for Continuing Education, UPES

3.2 Name and details of Deputy Director of Centre for Distance and Online Education (Dual Mode University)

- Full time or contractual basis, atleast Associate Professor

Or

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

NA

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

NA

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

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

As per Below

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i. Programme name:

a. **Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Amit Tuli, Professor	M.Phil.	24 years	Regular	14.08.2019
2	Neeraj Rawat, Professor	PhD	25 years	Regular	01.08.2019
3	Nirmit Sharma, Associate Professor	Post Graduate	20 years	Regular	01.08.2019
4	Vineet Verma, Professor	Post Graduate	37 years	Regular	01.08.2019

b. **Course Coordinator**

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Research Methodology	Dr. Swarna Shukla, Assistant Professor	PhD	7 years	Regular	06.12.2021
2	Strategic Management of Technology& Innovation	Dr. Ruchi Mehrotra, Associate Professor	PhD	15 years	Regular	01.01.2022
3	Project Management and Contract administration	Dr. Naveen Agarwal, Assistant Professor	PhD	15 years	Regular	11.04.2022
4	Customer Relationship Management	Dr. Bharat Ankur Dogra, Assistant Professor	PhD	9 years	Regular	13.01.2020
5	Human Resource Management	Payal Johri, Assistant Professor	Post Graduate	21 years	Regular	31.01.2022
6	Operations and Material Management	Dr. Atul Rawat, Assistant Professor	PhD	17 years	Regular	15.10.2015
7	Quantitative Techniques	Shantanu Trivedi, Assistant Professor	Post Graduate	13 years	Regular	22.03.2016

	for Management Applications				
8	Marketing Management	Dr. Nayhel Sharma, Assistant Professor	PhD	10 years	Regular	17.01.2022
9	Economics and Management Decisions	Dr. Komal Pancholi, Assistant Professor	PhD	7 years	Regular	27.12.2021

c.   **Course mentor**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Karan Singh, Associate Professor	Post Graduate	21 years	Regular	01.08.2019
2	Nishant Sidana, Assistant Professor	Post Graduate	16 years	Regular	05.08.2019
3	Ravindra Singh, Assistant Professor	Post Graduate	11 years	Regular	15.07.2019
4	Nandan S. Karki, Professor	Post Graduate	31 years	Regular	01.08.2019
5	Rajesh KS, Assistant Professor	PhD	9 years	Regular	08.01.2020
6	Dr. Arvind Kumar Jain, Associate Professor	PhD	23 years	Regular	01.01.2022
7	Avishek Ghoshal, Assistant Professor	Post Graduate	11 years	Regular	18.08.2014

Any other details

3.5 Details of Administrative staff

a. **Number of Administrative staff available exclusively for Online programmes**

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

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

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

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

Post	Required	Available
Technical Manager (Project Management & Contract Administration Production)	1	1
Technical Associate (Audio- Video recording and editing)	1	1
Technical Assistant (Audio- Video recording)	1	1
Technical Assistant (Audio- Video editing)	1	1

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

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

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

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

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

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Part – IV: Examinations

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

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Yes	
5.	The number of examination centres in a city or state must be appropriate to the student enrolment from the region	No	We have one examination center i.e headquarters
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	

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9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Yes	
10.	Safety and security of the examination centre must be ensured	Yes	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Yes	
12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

4.2 Compliance of facilities required for the conduct of Online examination for online programmes

S. No.	Provisions in Regulations	Whether being complied Yes/No If yes, please Provide details and upload relevant documents	If No, Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	Yes, same as headquarters	
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	Yes, Proctor List attached	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes, Observer report attached	

| 4. | Remote Proctoring

(as mentioned in provision II (B)(13)(iii) of Annexure II) | Yes, Proctoring platform- Code Tantra | |

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

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes	
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes	
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 Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.	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 online mode shall be evolved by adopting same standards as being followed in conventional mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	Yes	
5.	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes	
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	No	Grade-card consist of grade only (sample attached)
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Yes	

9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	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	No	Attendance is marked through card punching
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	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 in-charge of examination centre to the Higher Educational Institution	NA	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Yes	
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.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	Yes	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored examinations for such learners	Yes	
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Yes (As per Govt. guidelines Aadhar is not mandatory to be placed on marksheets/ degrees)	
	(b) Each award shall also be uploaded on the National Academic Depository	No	We are in the process of same
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	Yes	

4.4 Result and Student Progression

For UG, PG and PGD programmes

Semester Beginning	Program	No. of Students admitted	No. of students appeared in Examination	No. of students progressed to next year	% of students passed	% of students passed in first class
July 2022	BBA (General)	58	39	35	89.74359	82
	MBA (Business Analytics)	15	4	4	100	100
	MBA (General)	72	31	68	94.44444	100
	MBA (Logistics and Supply Chain Management)	58	36	29	80.55556	100
	MBA (Oil and Gas Management)	274	63	59	93.65079	100

Semester Beginning	Program	No. of Students admitted	No. of students appeared in Examination	No. of students progressed to next year	% of students passed	% of students passed in first class
January 2023	BBA (General)	75	45	38	84.44	85
	MBA (Logistics and Supply chain management)	58	26	20	76.92	100
	MBA (General)	67	40	30	75	100
	MBA (oil and Gas Management)	76	32	29	90.62	100
	MBA (Business Analytics)	27	20	19	95	100

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

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

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

PPRs of approved programs

- Mechanism of Curriculum Development

- Mechanism for implementation of PPR

- Development of ELM

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.

Learning Material in multiple media is provided through LMS, E-books/ELM, Recorded Session, Online Video Links is provided through LMS.

To improve upon the quality of content, FDP and Workshops are conducted. Meetings are conducted to review the content.

Approval of Academic Council

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

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

- Development of ELM

- Approval of Academic Council

Part – VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

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

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

> NA

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

> We do not have any franchise. All the content is developed In-house

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

> Yes, we ensure learner participation for two hours fortnightly. Sharing the time table

6.3   **Whether e-learning material of any course in a particular programme was sourced 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 (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 Online mode	Yes, https://www.upes.ac.in/about-us/mandatory-disclosure	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes, https://www.cce.upes.ac.in/mandatory-disclosure	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes, https://www.cce.upes.ac.in/	
5.	Programme-wise information on syllabus, suggested readings, contact points for	Yes, https://www.cce.upes.ac.in/	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
	counselling/mentoring, programme structure with credit points, programme wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule		
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes, https://www.cce.upes.ac.in/examination-pattern	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	Yes https://learn.cce.upes.ac.in/ (done through student portal)	
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes https://learn.cce.upes.ac.in/ (Feedback is done through student portal)	
9.	Information regarding all the programmes recognised by the Commission	Yes, https://www.cce.upes.ac.in/mandatory-disclosure	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes, https://www.cce.upes.ac.in/mandatory-disclosure	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	Yes, https://learn.cce.upes.ac.in/ (Available under student portal under LMS)	
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	Yes, https://helpdeskcce.collpoll.com/home	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	NA	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Yes, All examinations were conducted in proctored mode.	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes https://www.cce.upes.ac.in/examination-pattern	
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, https://www.cce.upes.ac.in/mandatory-disclosure	

Part – VIII: Admission and Fees

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

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes https://www.cce.upes.ac.in/payment-procedure (Detail is mentioned in website)
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	https://www.cce.upes.ac.in/payment-procedure
4.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, ands hall provide for equity and access to all deserving learners	Yes, Fee waiver is provided to students from deprived section under EWS scholarship

5.	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners	Yes, admissions are done in transparent manner and directly through the Head Quarters of HEI
6.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; (b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; (c) exhibit such records as permissible under law on its website; and (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	(a) Yes (b) Yes (c) Yes (d) Yes
7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment	Yes

8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes https://www.cce.upes.ac.in/refund-policy
8. (c)	The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources	NA as per guidelines
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 (we do not have Learner support centres)
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	No donation or capitation fee demanded
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	No donation or capitation fee demanded

12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	We do not ask for Original Document /no charges asked from any student
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	As per Refund Policy https://www.cce.upes.ac.in/refund-policy
14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised; (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	Yes

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

Commission: Yes/No

If No, reason thereof:

Yes, it is informed to UGC.

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.

UPES-CCE has Grievance Redressal Committee. Details are available at CCE Website

https://www.cce.upes.ac.in/grievance-redressal

Students are free to reach to committee in case they feel their issues are not handled and provided solution on time.

9.2 **Details of Grievance received**

Numbers of Grievance Received	Numbers of Grievance Resolved
0	0

9.3 **Complaint Handling Mechanism**

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

CCE has dedicated Student Support Managers. Each learner would be associated with student support manager to share or seek any query and feedback through call or mail (https://helpdesk.upes.ac.in/ .). All such queries will be responded through CollPoll within 24 hours - 24x7

Helpdesk query resolution system also allows the student support team to view all tickets in a single dashboard. The support manager responds to each ticker within one working day. Each issue is to be closes within three iterations. If the issue can not be resolved by the manager, then the following resolution matric is followed.

Whatsapp Chat Support is easy and immediate support 24X7 is available. Chats are answered live between 9 am and 6 pm from Monday to Friday. Weekends support number is available where student can connect with the support team.

All the email address & direct phone numbers of our program coordinators are available in our contact us section of our website https://www.cce.upes.ac.in/contact-us

Website also has grievance redressal contacts at https://www.cce.upes.ac.in/grievance-redressal

(Document uploaded)

9.4 Details of Complaints received from UGC (DEB)

Numbers of Complaint Received	Numbers of Complaint Resolved	Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)
0	0	0

Part – X: Innovative and Best Practices

10.1   Innovations introduced during academic year

Sessions introduced for explaining how to solve the case study
Sessions introduced for problem-solving
Sessions introduced for guidance on synopsis preparation and dissertation
Started case-based teaching
Extended UPES brand in online segment
Tapped into UPES industry partnerships and academic alliances
Product Development Capabilities
Built online products from existing and external content: Rich academic content already in place
Existing academic and operations teams with strong digital platform knowledge.
Additional supporting technology for student experience and engagement such as 24x7 support system and peers/faculties networking

10.2   Best Practices of the HEI

1. BlackBoard: World's largest used Learning Management System by 80% of the Reputed Universities.
2. HelpdeskSupport: 24x7 student support system for Help-Desk and query resolution
4. Online counselling is available Online Chat Support & Desk support is available forthose who have issues.

10.3   Details of Job Fairs conducted by the HEI

NA

10.4   Success Stories of students of Online mode of the HEI

Success stories have been displayed in Website:
https://www.cce.upes.ac.in/Success-Stories/index.html

10.5   Initiatives taken towards conversion of e-LM into Regional Languages

Currently ELM is in English Language.

10.6   Number of students placed through Campus Placements

We do not provide placement assistance

10.7   **Details of Alumni Cell and its activity**

The concept of the alumni association is based for needs from both the ends, i.e. Alumni and their alma matter.
The mission of UPES, CCE Alumni Association is to provide a liaison between the UPES CCE alumni and University.
The purpose of UPES CCE alumni association is to ensure the following :-
Alumni are updated about the programs and activities of the UPES, CCE.

Develop alumni programs that foster fellowship among alumni and encourage the physical, moral, and spiritual growth of the UPES, CCE

Assist UPES , CCE in the growth of its academic, administrative, cultural, and in enhancing the overall student experience.

To create an everlasting relation between the alumni and their alma matter.

The aim of UPES CCE alumni relations team has always been to act as link between alumni and their alma mater, ensuring that the alumni are always connected with their university.

10.8   **Any other Information**

No

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: **Signature of the Registrar:**

Name: Dr. Rajesh Gupta   **Name: Mr. Manish Madaan**

Seal: **Seal:**

Date: 29th August 2023   **Date: 29th August 2023**

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.