

HEI ID:
HEI-P-U-0128

Name of HEI:
Charotar University of Science and
Technology

Type of HEI:
State Private University
(Category-II)

Annual Report

OF

CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER ONLINE

MODE

Year 2023-24

HEI ID:	Name of HEI:	Type of HEI:
HEI-P-U-0128	Charotar University of Science and Technology	State Private University (Category-II)

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Type of HEI:
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Part – I: General Information

1.1 Date of notification of the Centre (attach a copy of the notification): 13.05.2023

CHARUSAT Centre for Online Education (CCOE) - [View](#)

1.2 Details of Director, CIQA

- Name: Dr. Parth Shah
- Qualification: Ph.D.
- Appointment Letter and Joining Report: [View](#)

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. R V Upadhyay Ph.D.	Sciences	06.10.2023
b.	Three Senior teachers of HEI	Member 1	Dr. Bhaskar Pandya Ph.D.	Humanities	06.10.2023
		Member 2	Dr. V R Panchal Ph.D.	Civil Engineering	06.10.2023
		Member 3	Dr. Mayur Sutaria Ph.D.	Mechanical Engineering	06.10.2023
c.	Head of three Departments or	Member 4	Dr. Atul Patel Ph.D.	Computer Science & Applications	06.10.2023
		Member 5	Dr. Sanskruti Patel Ph.D.	Computer Science & Applications	06.10.2023
	School of Studies from which programme is being offered in ODL and Online mode	Member 6	Dr. Reshma Sable Ph.D.	Management Studies	06.10.2023
		Member 7	Dr. Dharmendra Patel Ph.D.	Computer Science & Applications	06.10.2023
		Member 8	Dr. Binit Patel Ph.D.	Management Studies	06.10.2023

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d.	Two External Experts of ODL and/or Online Education	Member 9	Dr. Manojkumar Nagasampige Ph.D.	Education Management	06.10.2023
		Member 10	Dr. Himanshu Patel Ph.D.	Computer Applications	06.10.2023
e.	Officials from departments of HEI - Administration - Finance	Member 11 Administration & Finance	Mr. Pritesh Patel M.Com.	Administration & Finance	06.10.2023
f.	Director, CIQA	Member Secretary	Dr. Parth Shah Ph.D.	Computer Engineering	06.10.2023

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: 2

b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
1	19.12.2023	2	View	
2	03.08.2024	2	View	

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:

From <i>Month, Year</i> - academic session.											
Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	Number of students admitted (Male/Female/Trans-gender)			
								M	F	T G	Total
1.	---NOT APPLICABLE---										

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

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

From <Month, Year> academic session:

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/Trans-gender)			
								M	F	TG	Total
1.	---NOT APPLICABLE---										

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 Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	---NOT APPLICABLE---									

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 January, 2024 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 date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	Bachelor of Computer Applications	03 Years	145	10 + 2 Or Equivalent	Rs.50,000/- per Annum	F.No. 39-2/2023(DEB-I) dated 17.08.2023	16	11	00	27
2.	Bachelor of Business Administration	03 Years	133	10 + 2 Or Equivalent	Rs.50,000/- per Annum		07	02	00	09

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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

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
I.	---NOT APPLICABLE---									

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

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

2.1 Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	• Hassle-free admission procedure • Systematic Student onboarding provisions on LMS • Bridge courses • Induction program • UGC recognized LMS (SWAYAM) • Discussion Forum • Industry-relevant and Value-added courses with well-defined learning outcomes • Synchronous and asynchronous sessions • Proctored examination • In-house course content development by highly qualified teachers • Training and workshop for teachers • Online support for Students' services • Feedback gathering and continuous improvement • E-library with standard books, magazines, journals, etc. • Access of Industry recognized certification courses • Live streaming through MS Teams, Zoom and other required tools • Frequently Asked Questions (FAQs) • Dedicated academic and administrative counselor	View

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		Multiple Communication media (Google Groups, WhatsApp, etc.)	
2.	Self-evaluative and reflective exercises are undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	- Regular assessment through self-graded quizzes, assignments, and interaction. - Feedback analysis and review - Weekly live interaction - Weekly evaluation - Following Bloom's taxonomy and OBE	View
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	CIQA has deliberated on the key areas that should be focused on to maintain quality. The following key areas are decided: - Curriculum Design and Delivery - Faculty Competence Development - Student-Centred Approach - Assessment and Evaluation - Infrastructure and Learning Resources - Quality Assurance and Accreditation - Ethical and Professional Values - Engagement with Industry and Community - Global Perspective and Cultural Awareness	View
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)	- Academic committees like the Board of Studies, Academic Council, Exam Reform Committee, etc. aligned with the convention mode. - Uniformity in online and conventional mode programs' syllabus, examination, and grading systems. - Opportunities for the students to attend the offline classes and events organized at HEI.	BCA - View BBA - View

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5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Regular feedback is taken from the students after the completion of each module. Also, We interact with the learners through the following. • Discussion forum • Online Quizzes and Polls • Live webinars The following Feedback shall be taken from the next academic term onwards: • Teachers/Staff • Parents (through parents meeting) • Society • Employer • Government	View
6	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	Every academic and administrative process is reviewed and measured to improve quality and effectiveness. The following suggestions are given to HEI: • Appointing a dedicated team of video content designers to enhance content presentation. • In-house development of a Learning Management System and discussion forum. • Inclusion of more E-books to the E-library.	
7.	Implementation of its recommendations through periodic reviews	The above-mentioned suggestions are in execution and shall be reviewed in the next CIQA meeting.	

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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.	Training sessions and workshops for CCOE members were organized.	BBA : View BCA : View
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	CHARUSAT has collated best practices in areas leading to quality enhancement in services to learners and disseminates the same to all the concerned faculties and management.	BBA : View BCA : View
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	The process is as follows: • Data collection • Collation and Analysis • Quality Metrics and Benchmarks • Performance Reports • Transparency and Accountability • Feedback Loops • Benchmarking and Best Practices • Continuous Improvement	View

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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	CIQA first reviewed the PPRs prepared by the program coordinator to launch new programs and then approved by the Academic Council. The utmost care has been taken to follow the guidelines given by the commission.	CIQA: View Academic Council: View
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The following actions have been taken for proper implementation of PPR: • Clear Guidelines and Templates • Training and Capacity Building • Alignment with Learning Objectives • Peer Review and Quality Assurance • Evaluation Metrics and Rubrics • Stakeholder Involvement • Documentation and Repository	View
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Records shall be gathered to do an Annual Academic Audit of the online programs as per the matrices suggested by the accreditation and ranking bodies under the dual-mode category. This shall be audited at the end of the academic year.	View

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14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	The restructuring of the programmes shall be reviewed after graduation of the first batch of each programme.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	The process is defined, and it is under execution.	View
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The 2 nd cycle of NAAC accreditation was pursued by the CHARUSAT in 2012 with an A+ grade. During the 3 rd Cycle of accreditation of NAAC, we shall go for accreditation under the dual-mode university category.	View
17.	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	This shall be taken as a part of the Annual Academic Audit.	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related	CHARUSAT has complied with its regulations and guidelines in alignment with University Grants Commission (UGC) guidelines with amendments made at relevant levels. The institutions have abided by the All-India Council for Technical Education (AICTE) norms. Approval of the academic program has been obtained from the respective statutory commissions.	BBA: View BCA: View

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	initiatives or guidelines		
19.	Information from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	CHARUSAT has involved experts from various institutions in its statutory bodies like its CIQA, Boards of Studies, Academic Council, and Board of Management. The involvement of experts from other higher education institutions provides us with valuable insights on benchmarks and best practices that are customized to our needs and aligned to the regulatory frameworks and adopted to ensure quality outcomes.	View
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	CHARUSAT shall organizes Guest lectures, skill development sessions, Workshops, seminars, webinars, FDP, and academic meets. These activities shall be planned at the beginning of the semester and placed at the desired locations so that maximum participation in the academic as well as other co-curricular activities is ensured. For the annual reports to be submitted, meetings shall be conducted, and based on the requirement, information shall be gathered, collated, and the reports shall be filled. After finalization of these reports, they shall be duly submitted. They shall also be placed at the relevant sites so that all information related to the institute is disseminated to all the relevant stakeholders.	
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	

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	(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.	Yes	
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	Yes.	
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	Following key requirements are considered: • Understand Statutory Requirements • Engage Stakeholders • Needs Assessment • Alignment with Learning Objectives • Course Blueprinting • Multimedia Integration • Accessibility Considerations • Engagement Strategies • Assessment Design • Technology Integration • Training for Faculty • Quality Assurance Checks • Continuous Improvement	View

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		• Faculty Support and Resources • Monitoring and Evaluation	
24.	Promoted automation of learner support services of the Higher Educational Institution	The following services are considered for the automation: • Automated learning assistance (In progress) • Online Enrollment • Fee Payments • Online Self-Service Portals • Assignment Submission and Grading	View
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	At CHARUSAT, there is a strong pool of faculty supporting various subject matters. This includes all activities required under the academic deliverance. As per the guidelines of the concerned regulatory body, external experts also undertake certain activities, and they are a part of the vital committee meetings (e.g., CIQA, Board of Studies, Faculty Board, Academic Council) to give their input or opinion. This helps cross-check our internal processes and procedures. Primarily, all critical activities are undertaken by the internal faculty of CHARUSAT CCOE.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	This shall be accomplished by the end of 2026.	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	CHARUSAT is NAAC A+ university.	

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28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	Various activities are promoted to collaborate and associate for the quality enhancement of the online modes of education. Academic and corporate experts guide projects, mini-projects, and internships to have a broad education and quality enhancement spectrum. The CHARUSAT CCOE shall conduct various panel discussions and discussion forums. Also, we have collaborated with INFLIBNET and SWAYAM for the support of LMS and predeveloped courses,	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	CHARUSAT has a very strong industry base databank. Most of the programs offered by CHARUSAT are industry-centric. The close interface within the sector regarding various activities like expert talks, placement drives, virtual job fairs, and mentor-mentee concepts has enabled robust networking in industries and thus created the possibility of employability. An industry linkage program with CHARUSAT fosters a symbolic relationship between academia and industry, driving innovation and economic growth and addressing real-world challenges through collaborative efforts.	

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

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1.	Governance, Leadership and Management: a. Organization Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	Organization Structure and Governance: The Centre Online Education is integral to the University's well-defined organizational structure. All required positions, as prescribed by the Commission, are duly filled. The University has an in-house developed eGovernance (ERP) system to manage its planning, human resources development & management, finance, and all other administration functions. Management: The leadership and management are actively involved in assessing and reviewing the activities of the Divisions of the University, thereby ensuring the achievement of its vision, mission, and goals. Periodic meetings, reviews, interactions with various stakeholders, and an active feedback system provide the same.	View
2.	Articulation of Higher Educational Institution Objectives	The organization has integrated its Vision, Mission, Quality Policy, Functions of CIQA, Quality Audit Process, and a Mechanism for Quality Monitoring in articulating higher educational objectives.	View
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	Curriculum design is an annual process involving convening the Board of Studies (BoS) for relevant programs. Regular faculty meetings address learners' and faculty members' concerns, leading to adjustments, potential new teaching methods, and corrections. The Self-Learning Materials (SLMs) review is also conducted to uphold delivery quality under feedback received.	
4.	Programme Monitoring and Review	Programme monitoring is carried out through regular reviews conducted by the CIQA and Board of Studies.	
5.	Infrastructure Resources	The infrastructure resources meet the requirements outlined in the UGC-DEB Regulations for the context of the Online Learning Program.	View
6.	Learning Environment and Learner Support	The dedicated admission and course mentor at the CHARUSAT CCOE provides consistent guidance to students, assisting them with any challenges encountered in the Learning Management System	View

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		(LMS). Notifications are disseminated through various communication channels.	
7.	Assessment and Evaluation	The assessment and evaluation are done while considering the program's learning outcomes. The assessment uses various tools like MCQs, Quizzes, Assignments, Projects, and end-term examinations. The formative assessment and evaluation carry 30% weightage, and the summative assessment is the end semester examinations and carries 70% weightage.	BBA: View , BCA: View
8.	Teaching Quality and Staff Development	Various webinars, workshops, trainings, FDP are conducted periodically for the overall development of the faculty.	BBA : View BCA : View

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	The University formulates schedules for admissions, teaching, and examinations, adhering meticulously to the academic calendar. The University admitted the first intake of students in January 2024 for the Academic Session 2023-2024 in Online Programs (OL).	BBA : View BCA : View
2.	Validation	Once the academic planning is done with all the stakeholders, then, it is put up to the CIQA and Board of Studies for approval.	CIQA: View Academic Council: View

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3.	Monitoring, Evaluation and Enhancement Plans	• After the end of each of the examinations, a report is shared by the Examination and assessment with the Director CCOE, and issues are discussed. • We have not involved an external agency but are planning to do an external audit by 2026. • The success rates are considered after every Examination and discussed in the CIQA. • CHARUSAT uses web based tool provided by the SWAYAM to provide the necessary reports and it analyses to determine what modifications should be made for the better performance. • For continuous improvement in the programmes, the CHARUSAT has an efficient approach for gathering the stakeholder feedback.	
a.	Reports from Examination Centers		
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		

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Part – III: Human Resources and Infrastructural Requirements

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

Or

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

Name: Dr. Parth Shah
Employment Type: Regular Employee
Designation: Professor
Qualification: Ph.D.
Salary: Rs.1,82,153/- monthly
Letter: [View](#)

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

Or

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

Name: Dr. Shailesh Khant
Employment Type: Regular Employee
Designation: Professor
Qualification: Ph.D.
Salary: Rs.1,23,500/- monthly
Letter: [View](#)

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

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Name: Mr. Dip Patel
Employment Type: Regular Employee
Designation: Assistant Professor
Qualification: Ph.D. (Pursuing), MCA
Salary: Rs.74,148/- monthly
Letter: [View](#)

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

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

i. Programme name:

a. Programme Coordinators

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Dr. Sanskruti Patel, Programme Coordinator - BCA	Ph.D.	18 Years	Regular, Salary: Rs.1,54,084/month	12.08.2010
2.	Dr. Reshma Sable, Programme Coordinator - BBA	Ph.D.	16 Years	Regular, Salary: Rs.1,16,880/month	03.09.2010

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1.	Foundation of Programming	Dr. Ankit Faldu, Assistant Professor	Ph.D.	13 Years	Regular, Salary: Rs.76,365/month	01/01/2022
2.	Advanced Mobile Programming	Dr. Jay Nanavati, Assistant Professor	Ph.D.	18 Years	Regular, Salary: Rs.93,908/month	01/08/2022
3.	Cloud Computing	Dr. Kanu Patel, Assistant Professor	Ph.D.	10 Years	Regular, Salary 114827	1/1/2014
4.	Database Technologies	Dr. Nilay Vaidya, Assistant Professor	Ph.D.	6 Years	Regular, Salary 106023/month	9/1/2018
5.	Fundamentals of Operating Systems	Dr. Hardik Pandit, Assistant Professor	Ph.D.	2 Years	Regular, Salary 88513/month	2/7/2022
6.	Logical Analysis and Decision	Ms. Khushboo Bhatt, Assistant	MBA, Ph.D.(Pursuing)	01 Year	Regular, Salary: Rs.45,000/month	20/04/2023

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	Making	Professor				
7.	Fundamentals of Economics	Dr. Gaurav Rajput, Assistant Professor	Ph.D.	16 Years	Regular, Salary: Rs.88,513/month	20/09/2021
8.	Financial Management	Dr. Rajesh Sadhwani, Assistant Professor	Ph.D.	13.00 Years	Regular, Salary 107082/month	7/15/2011
9.	Basics of Accounting	Dr. Sheetal Thomas, Assistant Professor	Ph.D.	13 Years	Regular, Salary 64867/month	7/7/2011
10.	Marketing Management	Dr. Archana Sarkar, Assistant Professor	Ph.D.	2 Years	Regular, Salary 76365/month	1/10/2022

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr Hetal Barad	Ph D	10	Contract, Salary: 30,000/-	15.07.2024

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

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

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

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

Appointment Letter - [View](#), Salary Details - [View](#)

HEI ID:
HEI-P-U-0128

Name of HEI:
Charotar University of Science and Technology

Type of HEI:
State Private University (Category-II)

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.	-Not Applicable-	
5.	The number of examination centres in a city or	-Not Applicable-	

HEI ID:
HEI-P-U-0128

Name of HEI:
Charotar University of Science and Technology

Type of HEI:
State Private University (Category-II)

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
	State must be proportionate to the student enrolment from the region		
6.	Building and grounds of the examination centre must be clean and in good condition.	-Not Applicable-	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	-Not Applicable-	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	-Not Applicable-	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	-Not Applicable-	
10.	Safety and security of the examination centre must be ensured	-Not Applicable-	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	-Not Applicable-	
12.	Provision of drinking water must be made for learners	-Not Applicable-	
13.	Adequate parking must be available near the examination centre	-Not Applicable-	
14.	Facilities for Persons with Disabilities should be available	-Not Applicable-	

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

S.	Provisions in Regulations	Whether	If No,
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HEI ID:**Name of HEI:****Type of HEI:**

No.		being complied Yes/No If yes, please provide details and upload relevant documents	Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	-Not Applicable-	CHARUSAT CCOE conducts online examinations through technology facilitated proctoring
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	-Not Applicable-	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	-Not Applicable-	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	View

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 - View	

HEI ID:**Name of HEI:****Type of HEI:**

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 - View	
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 percent. in all the activities of Online programme prior to end semester examination or term end examination.	Yes - View	
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	Yes - View	

HEI ID:**Name of HEI:****Type of HEI:**

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities		
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 - View	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes - View	
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 - View	
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	Yes - View	

HEI ID:**Name of HEI:****Type of HEI:**

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	that no part of the syllabus is left out of study by a learner.		
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	-Not Applicable-	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	-Not Applicable-	
	(b) Availability of biometric system	-Not Applicable-	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	-Not Applicable-	
	(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	-Not Applicable-	

HEI ID:**Name of HEI:****Type of HEI:**

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	centre to the Higher Educational Institution		
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	-Not Applicable-	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	-Not Applicable-	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	-Not Applicable-	
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 - View	
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	Yes	

HEI ID:**Name of HEI:****Type of HEI:**

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	examinations for such learners		
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 - View	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	Yes - View	

4.4 Result and Student Progression For UG,**PG and PGD programmes**

Semester beginning	Programme name	No. of students	No. of students	No. of students	% of student	% of students
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HEI ID:**Name of HEI:****Type of HEI:**

		admitted	appeared in exams	progressed to next year	s passed	passed in first class
January, 2024	BCA	27	26	Results Awaited	Results Awaited	Results Awaited
	BBA	9	8	Results Awaited	Results Awaited	Results Awaited

HEI ID:

Name of HEI:

Type of HEI:

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.

Every program has a Programme Project Report (PPR) that details its goals, relevance, and other pertinent information like characteristics of the potential learner target group, the suitability of the program to be delivered online to gain particular competencies and abilities, Instructional Design, Admissions Process, Curriculum Transaction and Evaluation, Laboratory Support Requirements, and Library Resources, Calculating the program's and the provisions' costs, Mechanism for ensuring quality and anticipated program results. Periodically, CIQA holds follow-up meetings, inspections, and audits to track the execution of various recommendations and determine the need for corrective action. Finally, the academic council approves the PPR.

BCA: [View](#), BBA: [View](#)

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.

CHARUSAT CCOE follows the 4-quadrant approach of SWAYAM in terms of learning material, Audio-Video Material, Online Material, Computer-based material and Curriculum and Pedagogy, as mentioned in the Annexure-VI of the Regulation.

Link of learning material. <https://staging.online-degree.swayam2.ac.in/>

Username: sym2demo@gmail.com,

Password: XXXXXXXXXX

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

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

HEI ID:

Name of HEI:

Type of HEI:

The curriculum and syllabus were designed by the experts in the respective fields for both programmes. The learning material has been developed in-house utilizing the services of experts from CHARUSAT University. However, thorough review of the material was made with a subject matter expert before it was available to the learner.

1. The course contents are developed to map the syllabus for each course and the learner is self-directed towards accessing each unit.
2. Self-learning material has been developed with clear definition of learning objectives and outcomes for each unit.
3. The learning materials include the (a) learning objectives (b) assessment of prior knowledge (c) learning activities (d) feedback of learning activities (e) examples and illustrations (f) self-assessment tests (g) summaries and key points (h) study tips and is made more learner centric.
4. In order to enable self-assessment, activities are included in between the contents.
5. Activities and assignments are included in the SLM to encourage the learners to use new innovative ideas and skills.
6. Apart from learning material, the videos and audio materials are provided for each module which gives the learners an environment where a teacher is imbibed in the content. Additional multimodal elements are included to make the videos more interesting and understandable. Discussion forum adds to create an interactive element to the learners.

Approval:

CIQA: [View](#)

Academic Council: [View](#)

HEI ID:

Name of HEI:

Type of HEI:

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*

https://online-degree.swayam2.ac.in/univ_details/CUS

- 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*

-Not Applicable-

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)

- Learners are participating for 1-hour of live sessions and 1 hour of discussion every week for 4 credit courses.
- Whereas 1-hour live session is conducted, every fortnight and 1-hour of Discussion forum is held each week for 2 credit course.
- Course dedication Reports are generated every week to monitor student engagement and the inactive learners are sent auto generated mails by the LMS.

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

HEI ID:

Name of HEI:

Type of HEI:

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 - View	
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	View	
3.	Copies of the letters of recognition from the Commission and other relevant statutory or regulatory authorities	View	
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	BBA: View BCA: View	

HEI ID:**Name of HEI:****Type of HEI:**

5.	Programme-wise information on syllabus, suggested readings, contact points for counselling / mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	BBA: View BCA: View	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	BBA Academic Calander: View BCA Academic Calander: View BBA Admission Data: View BCA Admission Data: View	
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	BBA PPR: View BCA PPR: View	
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	View	
9.	Information regarding all the programmes recognised by the Commission	UGC: View AICTE: BBA - View BCA - View	

HEI ID:**Name of HEI:****Type of HEI:**

10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	-Not Applicable-	
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;	View	
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	BBA: View BCA: View	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	-Not Applicable-	
14.	Details of proctored examination in case of end-semester examination or term-end examination of Online programmes	View	
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	BBA Academic Calander: View BCA Academic Calander: View	
16.	Reports of the third-party academic audit to be undertaken every five years, and internal academic audit every year by the Centre for Internal Quality Assurance	Planned to do it at the end of 2026.	

HEI ID:**Name of HEI:****Type of HEI:****Part – VIII: Admission and Fees****8.1 Compliance status of ‘Admissions and Fees’ – As per Regulations 14 of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

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

HEI ID:**Name of HEI:****Type of HEI:**

	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	
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
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.	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	

HEI ID:**Name of HEI:****Type of HEI:**

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

HEI ID:**Name of HEI:****Type of HEI:**

	study and the amount of fee to be paid for the admission test	
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

HEI ID:**Name of HEI:****Type of HEI:**

10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes

HEI ID:

Name of HEI:

Type of HEI:

14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised; (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading	Yes
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8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: NA (No international student admitted till date)

HEI ID:

Name of HEI:

Type of HEI:

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.

Yes, policy is available at: <https://www.charusat.ac.in/assets/files/GRC/Grievance-Redressal-Cell.pdf>
Contact Person: Mr. Mukesh Yadav, Nodal Officer, GRC, nodalofficergrc@charusat.ac.in

Information about grievance given to the students through mail, induction sessions, live sessions etc.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
00	00

9.3 Complaint Handling Mechanism

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

Yes, please refer: <https://charusat.ac.in/cms>

Contact details of Nodal Officer:

Name: Ms Mital Desai

Telephone: 02697-265011/265021

Mobile: +91 99134 10990.

Email: charusat.cms@charusat.ac.in

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)
00	00	---

HEI ID:

Name of HEI:

Type of HEI:

Part – X: Innovative and Best Practices

10.1 Innovations introduced during the academic year

View

10.2 Best Practices of the HEI

View

10.3 Details of Job Fairs conducted by the HEI

NA

10.4 Success Stories of students of Online mode of the HEI

NA

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

NA

10.6 Number of students placed through Campus Placements

NA

10.7 Details of Alumni Cell and its activity

CHARUSAT has already established alumni cell and doing activities under it.

10.8 Any other Information

INSERT TEXT BOX

HEI ID:
HEI-P-U-0128

Name of HEI:
Charotar University
of Science & Tech.
DECLARATION

Type of HEI:
State Private
Uni, category-II

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: Dr Parth D Shah

Seal:

Date: 31/08/2024



Signature of the Registrar:

Name: Dr Atul Patel

Seal:

Date: 31/08/2024



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