

HEI ID: HEI-P-U-0318

**Name of HEI: University of
Mumbai**

Type of HEI: state

Annual Report

OF

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

PROGRAMMES UNDER

OPEN AND DISTANCE LEARNING MODE

2022-2023

HEI ID:

Name of HEI:

Type of HEI:

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HEI ID:**Name of HEI:****Type of HEI:****Part – I: General Information****Date of notification of the Centre(attach a copy of the notification):** <https://mu.ac.in/>*Upload PDF***1.1 Details of Director, CIQA**

- Name : : Prof. Prakash Mahanwar
- Qualification: : Ph.D.(Tech), F.M.A.Sci
- Appointment Letter and Joining Report: Upload (PDF):- 29-08-2020

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

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. D. T. Shirke Ph.D., M.Sc.		
b.	Three Senior teachers of HEI	Member 1	Dr Madhura Kulkarni M.Com. Ph.D	commerce	
		Member 2	Dr Rajeshree Pandit M.Com. Ph.D	commerce	
		Member 3	Mr Anil Bankar M.A.Ph.D.	History	
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Mr. Santosh Rathod M.A. Ph.D	interdisciplinary	
		Member 5	Mr Mandar bhanushe M.Sc. M.phil.	Science and IT	
		Member 6	Mr Anil Bankar M.A.Ph.D.	Humanity	
d.	Two External	Member 7			

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

	Experts of ODL and/or Online Education	Member 8			
e.	Officials from departments of HEI	Member 9 Administratio	Prof. Sunil Bhirud Ph.D., M.E.		

S. No.	Designation	Nomination as	Name and Qualification	Specializa tion	Date of Nomination in CIQA Committee
	• Administration • Finance	n	Mr Vinod Malale		
		Member 10 Finance	Mrs Oza		
f.	Director, CIQA	Member Secretary	Prof Prakash Mahanwar		

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

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

If NO SPECIFY THE CHANGES.-No changes are made in the committee due to corona new update will be notified.

1.3 Number of meetings held and its approval:

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

b. **Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1			upload	upload
Meeting 2			upload	upload

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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
				NIL								
1.												
N.												

HEI ID:**Name of HEI:****Type of HEI:*****Not for Private University****Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.5 Number of programmes started at Diploma level as per Regulation 24 of UGC(ODL Programmes and Online Programmes) Regulations, 2020:**

From <Month, Year> academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority(if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction */Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1.					NIL							
N.												

Not for Private University*Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.6 Number of programmes started at Post Graduate Diploma level as per Commission Order:**

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

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

Not for Private University*Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.7 Number of programmes started at Undergraduate Degree Programmes as per Commission Order:**

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

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

						date	jurisdiction*/Off Campus	M	F	TG	Total
Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Off Campus	Number of students admitted (Male/Female/Trans-gender)			

1.
N.***Not for Private University****Note: Mention details separately for <Month, Year>academic session, as applicable, as above.****1.8 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:**

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

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	M.A. ENGLISH	2YEARS		BA ENGLISH							
N.	MA HISORTY	2YEARS		BA HISTORY							

Not for Private University*Note: Mention details separately for <Month, Year>academic session, as applicable, as above.**

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

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	SLM /Qualified teachers/ PCP/ telegram/ social media/	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Lecture series, faculty training program, plagiarism proof books and ISBN numbers to the books.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	75-25 system syllabus, Examination pattern, marking/ credit system.	
4.	Mechanism devised to ensure that the quality of Open and Distance Learning programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	Daily counselling, telegram channel for interaction with students	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	Telegram channels are created and via emails -	

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

6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	Appoint sufficient manpower	
7.	Implementation of its recommendations through periodic reviews	-	
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.	Separate sheet is attached	
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	-	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	-	
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 AS PER GUIDLINES	

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

12.	Mechanism to ensure the proper implementation of Programme Project Reports	university functioning in place , affiliated colleges and PCP	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	-	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	-	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	-	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	-	
17.	Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit	Faculty Development Programs , workshops, seminars. Conducted to improve quality of the staff	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	-	

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

19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.		
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	All records are maintained separate file is attached	
21.	Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	All records are submitted on time	
	(a) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	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		
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Open and Distance Learning decided by the statutory bodies of the HEI for its different academic programmes		

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

24.	Promoted automation of learner support services of the Higher Educational Institution	Establishment of Center for excellence and e-content Development, and Mumbai university students transformation(MUST) radio	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	PCP lectures are conducted by external subject experts only	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)		
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution		
28.	Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein		
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.		

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

HEI ID:

Name of HEI:

Type of HEI:

Sr.No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document

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

1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	-	
2.	Articulation of Higher Educational Institution Objectives	-	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource e. Feedback System	-	
4.	Programme Monitoring and Review		
5.	Infrastructure Resources	Attached separately	
6.	Learning Environment and Learner Support	PCP, library, reading rooms and video content	
7.	Assessment and Evaluation	Examination are conducted as per guidelines	
8.	Teaching Quality and Staff Development	FDP are organised	

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 :

HEI ID:

Name of HEI:

Type of HEI:

Sr.No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document

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

1.	Academic Planning	Done as per rules-	
2.	Validation	-	
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Learner Support Centres (for Open and Distance Learning programmes) b. Reports from Examination Centres c. External Auditor or other External Agencies report d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels e. Reporting and Analytics by the Higher Educational Institution f. Periodic Review	All the rules are followed -	

HEI ID:

Name of HEI:

Type of HEI:

Part – III: Human Resources and Infrastructural Requirements

3.1 Name and details of Director of Centre for Distance and Online Education (Dual Mode University) –

Regular, full time, atleast Associate Professor

Or

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

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

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

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

Insert Box

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no. reason thereof
UG	34	17	No	
PG	16	10	NO	
PGD	1	0	No	

HEI ID:**Name of HEI:****Type of HEI:****3.3 Details of Administrative staff**

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

Admin Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	2
Assistant Registrar	1	5
Section Officer	1	5
Assistants	3 (2 for DM Universities)	85
Computer Operator	2	7
Multi-Tasking Staff	2	46

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

Note:

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

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

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be Outsourced	YES	
2.	For ensuring transparency and credibility, the full time faculty of the Open and Distance Learning mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	YES	
3.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centres or Learner Support Centres is located under the direct control and responsibility of the Open and Distance Learning mode Institution. No Examination Centres shall be allotted to any private organisations or unapproved Higher Educational Institutions.	YES	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	YES	

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

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	YES	
6.	Building and grounds of the examination centre must be clean and in good condition.	YES	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	YES	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	YES	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	YES	
10.	Safety and security of the examination centre must be ensured	YES	
11.	Restrooms must be located in the same building as the 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 status of 'Evaluation' and 'Certification' – As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

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
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Upload guidelines	
2.	A Higher Educational Institution offering Open and Distance Learning Programmes shall have a mechanism well in place for evaluation of learners enrolled through Open and Distance Learning mode and their certification.	Upload mechanism	
3.	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless: i) the Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; ii) For Open and Distance Learning mode: the learner has minimum attendance of 75 per cent. in the programme specific Personal Contact Programme (excluding counselling) and lab component of each	YES	

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
	of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ Higher Educational Institution		
4.	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through Open and Distance Learning mode shall be evolved by adopting same standards as being followed in conventional mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	YES	
5.	The weightage for different components of assessments for Open and Distance Learning mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Upload sample question paper	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments		

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
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Upload sample	
8.	A Higher Educational Institution offering a Programme in Open and Distance Learning mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Upload Process	
9.	The examination of the programmes in Open and Distance learning mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Upload list	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	All facilities are available	
	(b) Availability of biometric system		

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
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners		
	(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution	NA	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Upload Sample and list	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Upload details of Observer assigned	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Upload Observer Report	
13.	(a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted	All examinations are conducted as per the schedule	

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
	through proctored examination (pen-paper or online or computer based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.	yes	
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	Yes	
14.	The Examination Centre shall be located in Government Institutions like Kendriya Vidyalaya(s), Navodaya Vidyalaya(s), Sainik School(s), State Government Schools, etc. can also be identified as examination centre(s) under direct overall supervision of a Higher Educational Institution offering education under the Open and Distance Learning mode including approved affiliated colleges under the University system in the Country and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions	Examinations are conducted in the recognized and affiliated colleges of university of mumbai	
15.	The Learner Support Centres, as defined in the regulations and within the territorial jurisdiction, can also be used as examination centres provided they fulfill the criteria of an examination centre as defined in these regulations	PCP centers are run on hybrid mode	

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
16.	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	yes	
17.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Upload samples	
	(b) Each award shall also be uploaded on the National Academic Depository	-	
18.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Learner Support Centres (only for Open and Distance Learning); (v) Name and address of	Upload samples	

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
	all Examination Centres	-	

4.3 Whether any examination held through online mode.

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

INSERT TEXT BOX

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

Semester beginning	Programme name	No. of students admitted	No. of students appeared in exams	No. of students progressed to next year	% of students passed	% of students passed in first class
<Month, Year>	1.					
	N.					
<Month, Year>	1.					
	N.					

Saparate sheet is attached with the file.

HEI ID:

Name of HEI:

Type of HEI:

Part – V: Programme Project Report (PPR) and Self-Learning Material (SLM)

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

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

INSERT TEXT BOX

Upload samples and authority approval

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

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

INSERT TEXT BOX

Upload samples and authority approval

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

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

INSERT TEXT BOX

Upload samples

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

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

6.1 Details of personal contact programmes implemented:

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

S. No.	Programmes name	Centre Name	No. of centres conducted PCP	No. of PCP held every year	Total no. of students registered in the programme	No. of Students Attended on an average basis
	UG					
	PG					
	PGD					

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

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

INSERT TEXT BOX

6.3 LSC wise enrollment details (Not for Private University)

HEI ID:		Name of HEI:				Type of HEI:				
Sr. No.	Name & Address of College/ institute where LSC is established (with Pin Code)	This LSC is LSC of how many HEIs? (No. and Names)	If yes, All the HEIs in same State as that of the LSC?	Name of HEI to which College/ institute is affiliated (where LSC is established)	Whether the College/ institute is private or Govt (where LSC is established)	Name and Contact Details of Coordinator and Counselor	Qualification of Coordinator and Counselor	No. of Counsellors	Programmes offered	Total Enrolled student.
1.	H.R. College of Commerce and Economics 123, Dinshaw Vacha Rd, Churchgate- Mumbai- 400020- Maharashtra	-		University of Mumbai	Govt/ pvt	-	-	-	-	-
2.	Maharashtra College of Arts Science and Commerce 246-A, J. B. Behram Marg, Bellasis Road, Byculla- Mumbai- 400008- Maharashtra	-		University of Mumbai	Govt / Pvt	-	-	-	-	-
3.	Maharshi Dayanand College of Arts, Sci. & Comm. 25, Dr SS Rao Marg, Ganesh Gully, Parel- Mumbai- 400012- Maharashtra	-		University Of Mumbai	Govt/ Pvt	--	-	-	-	-
4.	Rizvi College of Arts, Science and Commerce Rizvi Educational Complex. Off Carter Rd. Bandra-W- Mumbai- 400050- Maharashtra	-		University Of Mumbai	Govt / Pvt	-	--	-	-	-
5.	Dr Datar Science Dr Behere Arts and Shri Filukaka SK Patil Nagar. Mumbai Goa Highway, Chiplun, Ratnagiri- Ratnagiri- 415605- Maharashtra	-		University Of Mumbai	Govt / Pvt	-	-	-	-	-
6.	NK Varadkar Arts & RV Belose Commerce College	-		University of Mumbai	Govt /Pvt	-	-	-	-	-
7.	Shri S.H. Kelkar College of Arts Commerce and Sci. Devgad. Sindhudurg. Maharashtra- Sindhudurg- 416613- Maharashtra	-		University Of Mumbai	Govt / Pvt	-	-	-	-	-
8.	Pragati College Of Arts& Commerce T.Z.A.S.P.M PremisesD.N. C.RdDattanaga	-		University Of Mumbai	Govt / Pvt	-	-	-	-	-

HEI ID:		Name of HEI:			Type of HEI:				
	r,Dombivli-Kalyan-421201-Maharashtra								
9.	NANJIBHAI KHIMJI BHAI THAKKAR THANAWALA College Balwantrao Mehta Marg, Kharkar Alley, Thane West-400601-Maharashtra	-	University Of Mumbai	Govt / Pvt	-	-	-	-	-
10	Indira Gandhi College of Arts and Commerce Park Site Rd. Park Site, BMC Colony, Vikhroli - Mumbai-400079-Maharashtra	-	University Of Mumbai	Govt / Pvt	-	-	-	-	-
11	Doshi Vakil Arts College & G.C.U.B. Sc. & Comm. At.- Goregaon , Tai.- Mangaon , Dist.- Raigad-402103.- Raigad-402103-Maharashtra	-	University of Mumbai	Govt / Pvt	-	-	-	-	-
12	Jeevandeep Shaikshani k Santha Poi's Arts, Sc.&Com Goveli, Post. Rayate, Tai. Kalyan, Dist., Thane,- Thane-421103-Maharashtra	-	University of Mumbai	Govt / Pvt	-	-	-	-	-

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

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

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

6.4 Off campus details (For Deemed to be University)

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

6.5 Delivery of Self-Learning Material

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

Type	Date of Admission (for July and	Date of delivery SLM	Whether delivered	SLM to
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HEI ID:**Name of HEI:****Type of HEI:**

	January)		learners within a fortnight from the date of admission
Printing Material	31 st October 2022	November 2022	Yes
Audio-Video Material	31 st oct 2022	Oct 2022	yes
Online Material	31 october 2022	Oct 2022	Yes
Compute based Material	31 October 2022	Oct 2022	yes

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

a. Provide details as under:

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

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

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	
Uploading of the following on HEI website (Mention link)			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Open and Distance Learning mode	Yes	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes	
5.	Programme-wise information on syllabus,	Yes	

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

	suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details (for Open and Distance Learning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;		
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes	
7.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes	
8.	Information regarding all the programmes recognised by the Commission	Yes	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes	
10.	Complete information about 'Self Learning	Yes	

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

	Material' including name of the faculty who prepared it, when was it prepared and last updated for Open and Distance Learning Programmes;		
11.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Open and Distance Learning Programmes	Yes	
12.	List of the 'Learner Support Centres' along with the number of learners who shall appear at any examination centre and details of the Information and Communication Technology facilities available for conduct of examination in a fair and transparent manner, for Open and Distance Learning programmes	Yes	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Open and Distance Learning programmes	Yes	
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	Yes	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes	

HEI ID:

Name of HEI:

Type of HEI:

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	
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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.	The intake capacity under Open and Distance Learning mode for a programme under science discipline to be offered by a Dual Mode University shall be three times of the approved intake in conventional mode and in case of Open University, it shall be commensurate with the capacity of the Learner Support Centres (for Open and Distance Learning only) to provide lab facilities to the admitted learners:	yes
2.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Open and Distance Learning mode, shall render the enrolment invalid	yes
3.	A Higher Educational Institution shall, for admission in respect of any programme in Open and Distance Learning mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	yes

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

4.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	yes
5.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	yes
6.	Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners: Provided that a Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning for or on behalf of the Higher Educational Institution	yes
7.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an	yes

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

	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
8.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Open and Distance Learning 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 Open and Distance Learning 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 Open and Distance Learning mode,	Yes

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

	which shall be in consonance with the resources	
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes
8. (g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	yes
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	yes
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	yes

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

8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Open and Distance Learning mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the	Yes

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

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

HEI ID:

Name of HEI:

Type of HEI:

	or not based on facts or to be misleading	
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For the details of admission and fees separate sheet is attached

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.

INSERT TEXT BOX

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved

9.3 Complaint Handling Mechanism

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

INSERT TEXT BOX

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)

HEI ID:

Name of HEI:

Type of HEI:

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

INSERT TEXT BOX

10.2 Best Practices of the HEI

INSERT TEXT BOX

10.3 Details of Job Fairs conducted by the HEI

INSERT TEXT BOX

10.4 Success Stories of students of ODL mode of the HEI

INSERT TEXT BOX

10.5 Initiatives taken towards conversion of SLM into Regional Languages

INSERT TEXT BOX

10.6 Number of students placed through Campus Placements

INSERT TEXT BOX

10.7 Details of Alumni Cell and its activity

INSERT TEXT BOX

10.8 Any other Information

INSERT TEXT BOX

HEI ID: HEI-P-U-0318:

Name of HEI: University of
Mumbai

Type of HEI: state

DECLARATION

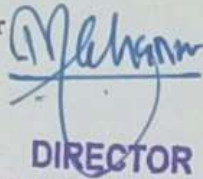
I hereby declare that the information given above and in the enclosed documents is true, correct and nothing material has been concealed therein. In case information provided is found to be contrary to the fact, it will result in cancellation of recognition to offer ODL programmes, along with initiation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

Signature of the Director:

Name: Prof Prakash Mahanwar

Seal:

Date: 28/4/2023


DIRECTOR

Institute of Distance & Open Learning
University of Mumbai

Signature of the Registrar:

Name: Prof. Sunil Bhirud

Seal:

Date: 28/4/2023
Registrar
University of Mumbai
Fort, Mumbai-400 032.

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.

