

**HEI ID: HEI-U-0579**

**Name of HEI: CDOE, NBU**

**Type of HEI: State**

# **Annual Report**

**OF**

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

**PROGRAMMES UNDER**

**OPEN AND DISTANCE LEARNING MODE**

**<2022-2023>**

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**Part – I: General Information****1.1 Date of notification of the Centre(attach a copy of the notification): 18-10-2019**[LINK](#)**1.2 Details of Director, CIQA**

- Name: Prof. Soumitra De
- Qualification: Ph.D.
- Appointment Letter and Joining Report: [LINK](#)

**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 Subiresb Bhattacharya, Ph.D.	Botany	24-12-2021
b.	Three Senior teachers of CDOE, NBU	Member 1	Prof. Pranab Ghosh, Ph. D.	Chemistry	24-12-2021
		Member 2	Prof. Saptarshi Ghosh, Ph.D.	Library and Information Science	24-12-2021
		Member 3	Prof. Debika Saha, Ph.D.	Philosophy	24-12-2021
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Ramesh Dural, Ph.D.	Political Science	24-12-2021
		Member 5	Dr. Sanjay Rai, Ph.D.	Nepali	24-12-2021
		Member 6	Dr.Manoranjan Singha, Ph.D.	Mathematics	24-12-2021
d.	Two External Experts of ODL and/or Online Education	Member 7	Sri. Santanu Dam, M.A.	Deputy Director, NSOU	24-12-2021
		Member 8	Sri Salam Dilan Singh, M.A.	Regional Director, IGNOU	24-12-2021
e.	Officials from departments of CDOE, NBU <ul style="list-style-type: none"> <li>• Administration</li> <li>• Finance</li> </ul>	Member 9 Administration	Dr. Debasis Dutta, Ph.D.	Controller of Examination	24-12-2021
			Dr. K. S. Chakraborty, Director, CDOE, NBU	Ph. D.	24-12-2021



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

From <Month, Year> academic session:

Sr. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of CDOE, NBU/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	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
N.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

**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	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	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
N.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

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

Sr. No.	Under graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and 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.	B.Com.	3	100	10+2	37500	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	03	01	0	04

### 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	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. (Bengali)	2	64	10+2+3	29600	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	29	139		168
2	M.A. (English)	2	64	10+2+3	29600	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	80	233		313
3	M.A. (History)	2	64	10+2+3	29600	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	84	232		316
4	M.A. (Nepali)	2	64	10+2+3	29600	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	31	81		112
5	M.A. (Philosophy)	2	64	10+2+3	29600	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	22	109		131
6	M.A. (Political Science)	2	64	10+2+3	29600	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	51	210		261
7	M.A. (Mathematics)	2	64	10+2+3	29600	F.No.9-3/2018(DEB-III), Dated : January, 2021	0	39	17		56

## 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.	<b>Quality maintained in the services provided to the learners</b>	CIQA has adopted various measures to improve and maintain quality in the services provided to the learners. The university provides the SLMs both in print and digital versions. The university also maintains its LMS. The admission and renewal process has been made online to make the process error-free and transparent. All the examinations related activities are monitored by the examination department and the entire process has been automated. The Examination Department monitored and conducts the formative assessment and Term-end examination.	<a href="#">LINK</a>
2.	<b>Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution</b>	The university has the duly constituted CIQA committee and other statutory committees like Academic Council, Research Advisory Committee, and Executive Council, Finance Committee etc. which look after various activities to maintain the sanctity and transparency in the system. All the reports are placed before the apex body of the university i.e. Executive Council.	<a href="#">LINK</a>
3.	<b>Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality</b>	The academic contents are prepared under the supervision of the PG and UG subject committees of respective disciplines. The following key areas have been identified for improvement of the quality of academic programmes and services: revision of syllabus, updating of SLMs, improving the support services, reaching out the remote learners, timely delivery of SLMs etc.	<a href="#">LINK</a>

4.	<b>Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode CDOE, NBUs)</b>	Not applicable	Not applicable
5.	<b>Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.</b>	A structured questionnaire has been developed to obtain the feedback from four stakeholders' viz. learners, alumni, subject experts and academic counsellors. The questionnaire is available both in print version and online version. The feedback is analyzed after every academic year and measures are taken to improve/rectify the system.	<a href="#">LINK</a>
6.	<b>Measures suggested to the authorities of Higher Educational Institution for qualitative Improvement</b>	Yes. Measures on the basis of feedback are suggested to the appropriate authority. All the recommendations are submitted in the statutory committees of the university for improvement of quality of various activities like course development to delivery.	<a href="#">LINK</a>
7.	<b>Implementation of its recommendations through periodic reviews</b>	Yes, the policies are implemented through the statutory committees of the university.	<a href="#">LINK</a>
8.	<b>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.</b>	CDOE NBU organizes workshop/ seminars on quality related themes in regular intervals. The reports are uploaded on the university website. Students, faculties, officers attend such programmes.	<a href="#">LINK</a>
9.	<b>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</b>	CIQA has identified the best practices in all aspects of the activities e.g. prompt grievance redressal mechanism, maintenance of transparency, innovative pedagogy, SLM audit, penetration in remote areas, regular updating of website etc.	<a href="#">LINK</a>



10.	<b>Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).</b>	Since, the admission and re-registration are done through online system, all the data/ information are preserved in a well-secured server. Statistical reports are generated with accuracy and completeness.	<a href="#">LINK</a>
11.	<b>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</b>	The Programme Project Report (PPR) is prepared under the supervision of CIQA. CIQA examines the PPRs in detail to check whether all the components are included in the PPR or not as per requirements of the UGC (ODL Programmes and Online Programmes) Regulations 2020.	<a href="#">LINK</a>
12.	<b>Mechanism to ensure the proper implementation of Programme Project Reports</b>	For each new programme, PPR is required to prepare for its approval. CIQA conducts orientation programme on preparation of PPR as per requirements of UGC (ODL Programmes and Online Programmes) Regulations, 2020.	<a href="#">LINK</a>
13.	<b>Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.</b>	The university regularly prepares annual plan, annual budget and annual report. All documents are placed before the statutory committees of the university for its approval and next course of action.	<a href="#">LINK</a>
14.	<b>Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.</b>	The respective PG and UG Expert Committees explore the possibilities of inclusion of job-oriented courses for the students. Such proposals regarding introduction of a new job oriented course are then reported and discussed in CIQA meeting and then formally approved by the statutory committees.	<a href="#">LINK</a>
15.	<b>Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.</b>	CIQA recommends research proposals of the faculties as per the policy framed for the purpose. On the basis of the recommendations of the project selection committee, the university provides financial assistance to carry out the projects to the faculty members.	<a href="#">LINK</a>

16.	<b>Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.</b>	Being a nodal unit, CIQA support in preparation of relevant documents and reports for the purpose of AQAR submitted in the NAAC portal.	<a href="#">LINK</a>
17.	<b>Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit</b>	Quality assurance is continuous process. As per the requirements of NAAC, all the data under seven criteria are submitted through the AQAR which are collected from different academic and administrative departments of the university.	<a href="#">LINK</a>
18.	<b>Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines</b>	The university regularly conducts the workshop/ seminar on quality of Higher Education, preparation of PPR, compliance of NBU statutes, induction meeting etc.	<a href="#">LINK</a>
19.	<b>Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.</b>	Yes. The members of staff participate in various seminar and workshops conducted by the other CDOE, NBUs, who then submit a report of quality benchmarks and best practices followed by them.	<a href="#">LINK</a>
20.	<b>Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.</b>	All the activities are reported in the CIQA meeting and ratified in the statutory committees which are subsequently uploaded on the website to make the system transparent.	<a href="#">LINK</a>
21.	<b>Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.</b>	Yes, Every year, the annual report (on the basis of academic year) of the university is prepared and uploaded on the website.	<a href="#">LINK</a>

	<b>(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.</b>	The report of 2019-20 is submitted as per notification of UGC; the same is also available on the university website.	
22.	<b>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</b>	Yes  All the CIQA report/ resolution are approved by the Executive Council of the university.	<a href="#">LINK</a>
23.	<b>Facilitated adoption of instructional design requirements as per the philosophy of the Open and Distance Learning decided by the statutory bodies of the CDOE, NBU for its different academic programmes</b>	As per requirements of a particular programme, the instructional design is prepared. In the pedagogy, the PCP, SLMs, face-to-face counselling, and online counselling session etc. are provided. The pedagogy has been integrated with suitable ICT to reach the mass.	<a href="#">LINK</a>
24.	<b>Promoted automation of learner support services of the Higher Educational Institution</b>	Yes. The university provides ICT based learners' services. An automatic docketing system is in place to redress the grievances of the students.	<a href="#">LINK</a>
25.	<b>Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes</b>	Yes. All the PG and UG Expert Committees have external members. In the moderation board one/ two external subject experts remain present with the approval of vice-chancellor to maintain the sanctity of the question papers.	<a href="#">LINK</a>

26.	<b>Coordinated with third party auditing bodies for quality audit of programme(s)</b>	Yes. The financial audit is carried out by external audit agency. SLM audit is carried out with the help of external subject experts.	<a href="#">LINK</a>
27.	<b>Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution</b>	Yes. As per UGC (ODL & OL Programmes) Regulations 2020, the CIQA has been entrusted with the responsibilities for preparation of all reports for the purpose of assessment and accreditation.	<a href="#">LINK</a>
28.	<b>Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein</b>	Yes. MoU has been signed for Academic collaboration with Indian Army. The objectives of such collaborations are the faculty exchange, programme adoption etc.	<a href="#">LINK</a>
29.	<b>Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.</b>	The university has a Placement Cell which recommends various job specific requirements for the students.	<a href="#">LINK</a>

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

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	<b>Governance, Leadership and Management:</b> a. <b>Organisation Structure and Governance</b> b. <b>Management</b> c. <b>Strategic Planning</b> d. <b>Operational Plan, Goals and Policies</b>	The required policies were framed by the CDOE, NBU related to matters regarding planning, human resources, recruitment, performance appraisal, training and financial management etc. with a focus on the following key aspects:  a) Organisation Structure and Governance - the required positions in the CDOE, NBU is filled in as prescribed by the commission.	<a href="#">LINK</a>

		<p>b) Management- the role of the leadership and management of the CDOE, NBU is to assess and review the organization culture.</p> <p>c) Strategic Planning- the CDOE, NBU shall undertake strategic planning of its activities and implement the same.</p> <p>d) d) Operational Plan, Goals and Policies- the CDOE, NBU has well defined realistic and measurable goals, policies and plans that are well implemented and well communicated to its stakeholders.</p>	
2.	<b>Articulation of Higher Educational Institution Objectives</b>	The CDOE, NBU has articulated a clear vision, mission, ethos and strategy that are consistent with the goals of offering programs in an online mode.	<a href="#">LINK</a>
3.	<b>Programme Development and Approval Processes</b> <b>a. Curriculum Planning, Design and Development</b> <b>b. Curriculum Implementation</b> <b>c. Academic Flexibility</b> <b>d. Learning Resource</b> <b>e. Feedback System</b>	<p>The following mechanisms were adopted by the CDOE, NBU towards program development and approval processes.</p> <p>a) Curriculum Planning, Design and Development- Proper processes, systems and structures are laid in place by the CDOE, NBU to carry out these responsibilities.</p> <p>b) Curriculum Implementation- the CDOE, NBU has implemented specific plans to identify the time to be spent on specific components towards the effectiveness of the programme(s) and its usefulness as a whole.</p> <p>c) Academic Flexibility- the CDOE, NBU has adopted proper strategies for imparting academic flexibility to its learners.</p> <p>d) Learning Resource- the CDOE, NBU ensures the quality of the learning resources in the form of e-learning material is as defined in the regulations.</p> <p>e) Feedback System- A proper feedback mechanism is in place by the CDOE, NBU to take feedback from all stakeholders.</p>	<a href="#">LINK</a>

4.	<b>Programme Monitoring and Review</b>	The CDOE, NBU has planned and executed the program monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes.	<a href="#">LINK</a>
5.	<b>Infrastructure Resources</b>	The CDOE, NBU has a system to elicit data on the adequacy and optimal use of the facilities namely library, ICTE infrastructure etc. to maintain the quality of academic programmes and ensure qualitative support to each of the stakeholders.	<a href="#">LINK</a>
6.	<b>Learning Environment and Learner Support</b>	The CDOE, NBU provides learner support services including academic counselling etc. for its learners.	<a href="#">LINK</a>
7.	<b>Assessment and Evaluation</b>	The CDOE, NBU has executed the evaluation through various assessment tools including multiple choice questions, project reports, case studies, presentation and term end examinations. The CDOE, NBU has put in place a proper mechanism to evaluate the assessment for assessing the learning outcomes of the learners	<a href="#">LINK</a>
8.	<b>Teaching Quality and Staff Development</b>	The CDOE, NBU has maintained a well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis	<a href="#">LINK</a>

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

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	Academic Planning	The CDOE, NBU has robust and appropriate academic planning procedure to ensure that the programs offered are relevant to national economy and offers a high quality value aCDOEd learner experience. The CDOE, NBU has adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the	<a href="#">LINK</a>

		institutional goals are achieved.	
2.	Validation	The CDOE, NBU has a mechanism in place for validation to ensure that its programmes are academically viable, that academic standards have been appropriately defined and that these offer learners the best opportunity to learn.	<a href="#">LINK</a>
3.	<p>Monitoring, Evaluation and Enhancement Plans</p> <p>a. Reports from Learner Support Centres (for Open and Distance Learning programmes)</p> <p>b. Reports from Examination Centres</p> <p>c. External Auditor or other External Agencies report</p> <p>d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>e. Reporting and Analytics by the Higher Educational Institution</p> <p>f. Periodic Review</p>	The CDOE, NBU ensures that the monitoring, evaluation and enhancement plans are in place for the learners.	<a href="#">LINK</a>

### Part – III: Human Resources and Infrastructural Requirements

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

Name: Dr. Kiran Sankar Chakraborty  
 Designation: Director  
 Qualification: Ph. D.  
 Employment: Regular, Full Time, at the rank of Professor  
[Link→\(appointment letter and joining report\)](#)

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

Name: Dr. Raju Roy  
 Designation: Deputy Director  
 Qualification: Ph. D.

Name: Dr. Debabrata Deb  
 Designation: Assistant Director  
 Qualification: Ph.D.

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

*CDOE, NBU 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:*

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no. reason thereof
UG	02	02	Yes	02
PG	14	14	Yes	14
PGD	NA	NA	NA	NA



HEI ID: HEI-U-0579

Name of HEI: CDOE, NBU

Type of HEI: State

S. No.	Programme Name	No. of Full time-Dedicated faculty for ODL	Names	Designation	Qualification	Experience	Type (Regular/ Contract) with gross salary/ month			Date of joining programme and Joining report
							Type	Gross salary/ month	Contract period	
										Upload pdf
1	Master of Arts (Bengali)	02	Dr. Nandita Mandal	Asst. Professor	Ph.D.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>
			Ms Nabanita Pramanik	Asst. Professor	M.A.	2	Contractual, 48600, 3 years			<a href="#">LINK</a>
2	Master of Arts (English)	02	Dr. Priyanka Chatterjee	Asst. Professor	Ph.D.	11	Contractual, 49100, 3 years			<a href="#">LINK</a>
			Ms Minakshi Paul	Asst. Professor	M.A.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>
3	Master of Arts (History)	02	Mr. Monoranjan Sarkar	Asst. Professor	M.A.	4	Contractual, 48600, 3 years			<a href="#">LINK</a>
			Mr. Abhishek Poddar	Asst. Professor	M.A.	2	Contractual, 48600, 3 years			<a href="#">LINK</a>
4	Master of Arts (Nepali)	02	Mr. Bikram Biswakarma	Asst. Professor	M.A.	2	Contractual, 48600, 3 years			<a href="#">LINK</a>
			Mr. Birendra Chhetri	Asst. Professor	M.A.	2	Contractual, 48600, 3 years			<a href="#">LINK</a>
5	Master of Arts (Philosophy)	02	Dr. Juhi Routh	Asst. Professor	Ph.D.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>
			Ms. Reshmee Sarkar	Asst. Professor	M.A.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>
6	Master of Arts (Political Science)	02	Dr. Anindya Guha	Asst. Professor	Ph.D.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>
			Dr. Bimalendu Nath Bhowmik	Asst. Professor	Ph.D.	1	Contractual, 49100, 3 years			<a href="#">LINK</a>
7	Master of Science (Mathematics)	02	Dr. Jayanta Roy	Asst. Professor	Ph.D.	2	Contractual, 48600, 3 years			<a href="#">LINK</a>
			Mr. Simul Sarkar	Asst. Professor	M.Sc.	1	Contractual, 48600, 3 years			<a href="#">LINK</a>
8	Bachelore of Arts (B.A.)	02	Dr. Priyanka Chatterjee	Asst. Professor	Ph.D.	11	Contractual, 49100, 3 years			<a href="#">LINK</a>
			Dr. Anindya Guha	Asst. Professor	Ph.D.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>
9	Bachelore of Commerce (B.Com.)	02	Mr. Parijat Nath	Asst. Professor	M.Com.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>
			Ms. Soumili Bishnu	Asst. Professor	M.Com.	3	Contractual, 48600, 3 years			<a href="#">LINK</a>

### 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	1
Assistant Registrar	1	1
Section Officer	1	0
Assistants	3 (2 for DM Universities)	6
Computer Operator	2	2
Multi-Tasking Staff	2	5

LINK-→([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 CDOE, NBU appropriately.
2. Private University eligible to offer ODL programmes through its Head Quarters only and duly recognized off-campus centers; not through any Learner Support Centre.

### Part – IV: Examinations

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

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Open and Distance Learning mode Higher Educational Institutions or qualified faculty from University Grants Commission recognized 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 Centers is located under the direct control and responsibility of the Open and Distance Learning mode Institution.  No Examination Centers shall be allotted to any Private organizations or unapproved Higher Educational Institutions.	Yes	
4.	The examination center must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Yes	

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 center	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**

<b>S.No.</b>	<b>Provisions in Regulations</b>	<b>Whether complied Yes/No If Yes, Upload relevant document</b>	<b>If No, Reason thereof</b>
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored Examinations.	Yes	
2.	A Higher Educational Institution offering Open and Distance Learning Programmes shall have a mechanism well in place for evaluation of learners enrolled through Open and Distance Learning mode and their certification.	Yes	

<p>3.</p>	<p>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:</p> <p>Provided that no semester or year-end examination shall be held unless:</p> <p>i) the Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;</p> <p>ii) For 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 of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ Higher Educational Institution</p>	<p>Yes</p>	
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S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
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.	Yes	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes	

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	Yes	
8.	A Higher Educational Institution offering a Programme in Open and Distance Learning mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Yes	
9.	The examination of the programmes in Open and Distance learning mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Yes	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Yes	
	(b) Availability of biometric system	No	



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	No	University will comply it accordingly
	(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	No	University will comply it accordingly
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	No	University will comply it accordingly
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Yes	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Yes	
13.	(a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted	Yes	

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
	through proctored examination (pen-paper or online or computer based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.		
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	Yes	
14.	The Examination Centre shall be located in Government Institutions like Kendriya Vidyalaya(s), Navodaya Vidyalaya(s), Sainik School(s), State Government Schools, etc. can also be identified as examination centre(s) under direct overall supervision of a Higher Educational Institution offering education under the Open and Distance Learning mode including approved affiliated colleges under the University system in the Country and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions	Yes	
15.	The Learner Support Centres, as defined in the regulations and within the territorial jurisdiction, can also be used as examination centres provided they fulfill the criteria of an examination centre as defined in these regulations	Yes	

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.	Yes	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
18.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Learner Support Centres (only for Open and Distance Learning); (v) Name and address of all Examination Centres	Yes	

**4.3 Whether any examination held through online mode. No**

*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
<July,2022>	M.A. (Bengali)	168	138	138	100	20
	M.A. (English)	313	268	268	100	18
	M.A. (History)	316	273	273	100	15
	M.A. (Nepali)	112	96	96	100	18
	M.A. (Philosophy)	131	105	105	100	22
	M.A. (Political Science)	261	249	249	100	30
	M.A. (Mathematics)	56	50	50	100	42
< July,2022>	B.Com.	04	04	04	100	25

## 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

*CDOE, NBU 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.*

With the approval of the competent authority the university started the new programmes which are duly approved by the UGC. In the academic session 2020-2021, no PPR was prepared for new programmes. CIQA organizes workshop for faculties “how to prepare PPR”.

[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

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

The CBCS was introduced in the academic session 2018-2019, and new syllabus and programmes under the postgraduate programmes were also introduced in the same academic year. So, the new SLMs were developed during the academic session as per guidelines laid down in the Regulations 2020. The Audio-video materials were also developed by the subject matter experts as per guidelines and reviewed by the academic and technical experts.

[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

*CDOE, NBU 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.*

On the recommendations of the PG and UG Expert Committees, the text writers are allotted to develop the self- learning materials. After writing the materials, editors go through the manuscript. On receipt of edited manuscripts, the same is placed before the PG and UG Expert Committees for approval. The Standing Committee formally approves the course materials. On its approval, the manuscript is sent to the press for final printing.

The following structure of a unit is generally followed to prepare the SLMs.

**Structure**

**1.0 Objectives**

**1.1 Introduction**

**1.2 Costing**

**1.2.1**

**1.2.n**

**1.3 Cost Sheet**

**1.3.1 Sub-heading**

**1.3.n**

**1.4 Summary**

**1.5 Questions**

**1.6 Further Readings**

[Samples and Authority Approval](#)

## 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	NBU	01	02	04	75%
	PG	NBU	01	02	1355	61%
	PGD	NA	NA	NA	NA	NA

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

*CDOE, NBU 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.*

Willing Learner Support Centres submit their applications in a prescribed format with resolution of the Governing Body of the college. The LSCs are opened only at HEIs affiliated to other Universities in the State of West Bengal. On scrutiny, if the colleges are found eligible, a duly constituted Inspection Team visits the proposed centre to check the availability of physical infrastructure and also meet with the faculty members. On the basis of the Inspection report, the LSCs are opened which is approved by the Statutory Committees like Executive Council and also reported to CIQA for record. To keep the colleges functional, it observed that the colleges have required number of ODL learners.

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

Sr. No.	Name & Address of College/ institute where LSC is established (with Pin Code)	This LSC is LSC of how many CDOE, NBUs? (No. and Names)	If yes, All the CDOE, NBUs in same State as that of the LSC?	Name of CDOE, NBU 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.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**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
NA	NA	NA	NA

**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.	NA	NA	NA	NA	NA	NA	NA
N.	NA	NA	NA	NA	NA	NA	NA



**6.5 Delivery of Self-Learning Material**

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

Type	Date of Admission (for July and January)	Date SLM of delivery	Whether SLM delivered to learners within a fortnight from the date of admission
Printing Material	14-10-2022 14-01-2023	14-10-2022 onwards 14-01-2023 onwards	Yes Yes
Audio-Video Material	NIL	NIL	NIL
Online Material	14-10-2022 14-01-2023	14-10-2022 onwards 14-01-2023 onwards	Yes Yes
Compute based Material	NIL	NIL	NIL

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

a. Provide details as under:

S. No.	Programme Name	Courses allowed through OER/ MOOC	Name of Platform	Name Of CDOE, NBU 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)
NA	NA	NA	NA	NA	NA	NA	NA

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

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

### 7.1 Compliance status of Regulations 9 of UGC (ODL Programmes and Online Programmes) Regulations, 2020-21 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 CDOE, NBU website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the CDOE, NBU website?	Yes	
Uploading of the following on CDOE, NBU 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 <a href="#">LINK</a>	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes <a href="#">LINK</a>	
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 <a href="#">LINK</a>	
5.	Programme-wise information on syllabus,	Yes <a href="#">LINK</a>	

	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 <a href="#">LINK</a>	
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 <a href="#">LINK</a>	
8.	Information regarding all the programmes recognised by the Commission	Yes <a href="#">LINK</a>	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes <a href="#">LINK</a>	
10.	Complete information about 'Self Learning	Yes <a href="#">LINK</a>	

	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 <a href="#">LINK</a>	
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 <a href="#">LINK</a>	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Open and Distance Learning programmes	Yes <a href="#">LINK</a>	
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	Yes <a href="#">LINK</a>	
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 <a href="#">LINK</a>	

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 <a href="#">LINK</a>	
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### Part – VIII: Admission and Fees

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

S.No.	Provision	Whether being complied Yes/No
1.	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 in take in conventional mode and incase of Open University, it shall be commensurate with the capacity of the Learner Support Centres (for Open and Distance Learning only) to provide lab facilities to the admitted learners:	Yes
2.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Open and Distance Learning mode, shall render the enrolment invalid	Yes
3.	A Higher Educational Institution shall, for admission in respect of any programme in Open and Distance Learning mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes

4.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
5.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government:  Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	Yes, the university has provision of 50% discount on course fee for BPL learners.
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

	<p>International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.</p>	
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



	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

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

	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 or not based on facts or to be misleading	Yes

## Part – IX: Grievance Redressal Mechanism

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

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

The university has an effective students’ Grievance Redressal mechanism. The learners may lodge their complaints at the university. The registered learners may also submit their grievance through online. The Students’ Grievance Redressal Committee meets once in a month to address the issues raised by the learners and try to solve their grievance with utmost care.

### 9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
09	09

### 9.3 Complaint Handling Mechanism

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

There is a Distance Learning Facilitator (DLF) who handles the complaints received from the students. The Conveners of the Students’ Grievance Redressal Cell (SGRC) also look after the complaint to resolve the issue. There is a dedicated officer who looks after the examination related grievances.

### 9.4 Details of Complaints received from UGC (DEB)

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

## Part – X: Innovative and Best Practices

### 10.1 Innovations introduced during academic year

The University has established ICT based Learner Support Cell which addresses the issues raised by the learners either through mail or SMS. Learners are advised to follow the website in regular interval for latest notice/ information etc. The stakeholders take full advantages from the following services as provided by the University towards the success of the academic, administrative, and organizational enrichment:

- i. E-content: The e-contents are developed in the studio, set up by the University. The faculty members are engaged in developing and editing the e-contents.
- ii. Awareness programme on ICT support services is organized to enable students' optimum use of ICT in their learning process; Orientation of faculties on Question paper setting for online exams; Pre-admission counselling, Induction meet are judiciously organized through online.

### 10.2 Best Practices of the CDOE, NBU

The university beholds and practice transparency in all its academic-administrative and management functions. It espouses multidisciplinary and holistic Education across its diverse UG and PG programmes. Digital Education and ICT Integrated Initiatives have taken a center stage in the curricular content and transaction. Imparting Education in Regional language, SLM Audit, Skill Development Courses, Outreach/Extension Activities, Promotion of Universal values, ethics, and harmony have amounted to be a value addition. NBU has an effective grievance redressal mechanism in place as such a system is essential for all the HEIs which follow a learner-centric approach. The grievance Redressal Cell has been constituted as per provision of the UGC (ODL) Regulations 2017 which is dedicated to handle the grievances of the learners. All details are available on the website. NBU has established a responsible Grievance Redressal Cell where the students can vent their grievances. NBU takes all possible precautions at every stage of examination/evaluation/publication of results so that no candidate may feel aggrieved. The university is contemplating credit transfer policy to accommodate the learning needs and aspirations of the learners.

### 10.3 Details of Job Fairs conducted by the CDOE, NBU

Nil

### 10.4 Success Stories of students of ODL mode of the CDOE, NBU

The successes are inscribed as-

- Qualified for the National/State-level exams like NET/SET.
- Some learners are employed/ self-employed i.e., earning while learning.
- Job promotion of respective pass-outs.
- Qualified and secured teaching position in colleges under state-aided HEIs, while some are pursuing research in regular universities.

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

The learner may write examination in regional language.

**10.6 Number of students placed through Campus Placements**

NA

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

The University has a strong database of alumni and maintains records of the pass out learners who are employed in various governments and other organization. Many of the alumni have been recruited by the university at various levels. The University is scheduling to form an Alumni Association to get the support from its alumni.

**10.8 Any other Information**

Nil

**UNIVERSITY OF NORTH BENGAL**

Accredited by NAAC with Grade B++

Dr. Swapan Kumar Rakshit  
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Ref: 3604/R-23

Date: 24-08-2023

**DECLARATION**

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

  
Director  
CDOE, NBU

  
Joint Registrar  
University of North Bengal

Joint Registrar  
University of North Bengal

**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 CDOE, NBU) and upload the same on CDOE, NBU's website also. Please refer provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.**