

HEI ID:

Name of HEI:

Type of HEI:

Annual Report

OF

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

PROGRAMMES UNDER

ONLINE MODE

<2024-25>

HEI ID:

Name of HEI:

Type of HEI:

Contents

Part – I: General Information.....	1
Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning.....	8
Part – III: Human Resources and Infrastructural Requirements	26
Part – IV: Examinations.....	31
Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM).....	39
Part – VI: Programme Delivery through Learning Platform	41
Part – VII: Self Regulation through disclosures, declarations and reports.....	43
Part – VIII: Admission and Fees.....	46
Part – IX: Grievance Redressal Mechanism	50
Part – X: Innovative and Best Practices.....	52
DECLARATION	54

Part – I: General Information

1.1. Date of notification of the Centre

Annexure 1.1

1.2. Details of Director, CIQA

Name : Dr. Kunjal Sinha

Qualification : Ph.D

Appointment Letter : Annexure 1.2

1.3. Details of CIQA Committee

a) Composition :

Sr. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a	Vice Chancellor	Chairperson	Dr. Amit Ganatra Ph.D.	Computer Science	April 15, 2023
b	Three Senior teachers of HEI	Member 1	Dr, Priya Swaminarayan, Dean, Faculty of IT and CS	Computer Applications	April 15, 2023
		Member 2	Dr. Ajay Trivedi, Dean, Faculty of Commerce	Commerce	April 15, 2023
		Member 3	Dr. Bijal Zaveri, Dean, Faculty of Management Studies	Management	April 15, 2023
		Member 4	Dr. Falguni Acharya, Director, IQAC, Parul University	Mathematics	April 15, 2023
c		Member 5	Dr. Ashish Bhatt Ph.D.	Management	April 15, 2023

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

	Head of the Departments from which programme is being offered in Online mode	Member 6	Dr. Pratik Patel Ph.D.	Computer Applications	April 15, 2023
		Member 7	Dr. Mihir Dave Ph.D.	English	May 10, 2024
d	Two External Experts of ODL and/or Online Education	Member 8	Dr. Parimala Veluvali, Director and Associate Professor, Symbiosis School for Online and Digital Learning.	Management	April 15, 2023
		Member 9	Dr. Mallikarjuna Gadapa, Director, Online Education, Manipal University	Management	December 23, 2023
e	Officials from departments of HEI Administration Finance	Member 12 Administration	Prof. Manish Pandya, Registrar	Electrical Engineering	April 15, 2023
		Member 13 Finance	Dr. Divyang Joshi Ph.D	Management	April 15, 2023
f	Director, CIQA	Member Secretary	Dr. Kunjal Sinha Ph.D.	Management	April 15, 2023

b) Any changes : Not Applicable

1.4. Number of meetings held and its approval

a. No. of meetings held every year : 02

b. Meeting Details

Meetings	Date – Month- Year	No. of External Expert Present	Minutes	Approval of Minutes

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

3	11 February, 2025	2	1.4.b.1	1.4.b.1.2
4	17 July, 2025	2	1.4.b.2	1.4.b.2.2

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

From <September, 2024> Academic session 2024-25

Sr. No.	Under-graduate degree title	Duration (Years)	No. of credits	Admission Eligibility	Fee (Rs.)	UGC recognition letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1	Bachelor of Business Administration (BBA)	3	120	10+2	Rs. 18,500 per semester	F. No.2-1/2024 (DEB-II)	"As per the data updated on the UGC Portal"			

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

2	Bachelor of Computer Applications (BCA)	3	124	10+2	Rs. 18,500 per semester	F. No.2- 1/2024 (DEB- II)	
---	--	---	-----	------	-------------------------------	---------------------------------------	--

From <January-February, 2025> Academic session 2024-25

Sr. No.	Under- graduate degree title	Du rat ion (Y ear s)	No. of credi ts	Admissio n Eligibility	Fee (Rs.)	UGC recogn ition letter No. and date	Number of students admitted (Male/Female/Transgen der)			
							M	F	TG	Total
1	Bachelor of Business Administrati on (BBA)	3	120	10+2	Rs. 18,500 per semester	"As per the data updated on the UGC Portal"				
2	Bachelor of Computer Applications (BCA)	3	124	10+2	Rs. 18,500 per semester					
3	Bachelor of Arts (BA)	3	124	10+2	Rs. 18,500 per semester					

1.9. Number of programmes started at Post-Graduate Degree Programmes as per Commission Order**From <September, 2024> Academic session 2024-25**

Sr. No.	Post- graduate	Dur atio	No. of	Admission Eligibility	Fee (Rs.)	UGC recogni	Number of students admitted
------------	-------------------	-------------	-----------	--------------------------	-----------	----------------	--------------------------------

HEI-Exempted-U-0763

Name of HEI : Parul University

Type of HEI: Private

	degree title	n (Years)	credits			tion letter No. and date	(Male/Female/Transgender)				
							M	F	TG	Total	
1	Master of Business Administration (MBA)	2	110	Graduate with 50% (45% for reserved category)	37,500 per Semester	F. NO. 2-1/2024 (DEB-II)	“As per the data updated on the UGC Portal”				
2	Master of Computer Application (MCA)	2	94	Graduate with 50% (45% for reserved) with Mathematics as one subject at Graduation or 10+2 level	Rs. 30,000 per semester	F. NO. 2-1/2024 (DEB-II)					
3	Master of Social Work (MSW)	2	98	Any graduate degree with 50% marks is eligible to join the program (45% marks in case of reserved category candidates)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)					
4	Master of Commerce (M. Com)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)					
5	Master of Science - Applied Mathematics (M.Sc – Applied Mathematics)	2	94	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)					
6	Master of Arts – English Language Teaching	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)					

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

	(MA - ELT)						
7	Master of Arts – Journalism and Mass Communication (MA - JMC)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	
8	Master of Arts – Clinical Psychology (MA - CP)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	

From <January-February, 2025> Academic session 2024-25

Sr. No.	Post-graduate degree title	Duration (Years)	No. of credits	Admission Eligibility	Fee (Rs.)	UGC recognition letter No. and date	Number of students admitted (Male/Female/Transgender)			
							M	F	TG	Total
1	Master of Business Administration (MBA)	2	110	Graduate with 50% (45% for reserved category)	37,500 per Semester	F. NO. 2-1/2024 (DEB-II)	“As per the data updated on the UGC Portal”			
2	Master of Computer Application (MCA)	2	94	Graduate with 50% (45% for reserved) with Mathematics as one subject at Graduation or 10+2 level	Rs. 30,000 per semester	F. NO. 2-1/2024 (DEB-II)				
3	Master of Social Work (MSW)	2	98	Any graduate degree with 50% marks is eligible to join the program (45% marks in case of	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)				

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

				reserved category candidates)			
4	Master of Commerce (M. Com)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	
5	Master of Science - Applied Mathematics (M.Sc – Applied Mathematics)	2	94	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	
6	Master of Arts – English Language Teaching (MA - ELT)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	
7	Master of Arts – Journalism and Mass Communication (MA - JMC)	2	96	Graduate with 50% (45% for reserved category)	Rs. 15,000 per semester	F. NO. 2-1/2024 (DEB-II)	

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

2.1 Action taken on the functions of CIQA: -

Sr No.	Provisions in Regulations	Details of Action Taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1	Quality maintained in the services provided to the learners	<p>The quality of the services offered to students is maintained for aspects like:</p> <ol style="list-style-type: none"> 1. Various features such as calendar view for better planning, advance session schedules, circulars, notifications, etc., have been incorporated on the Learning Management System (LMS) to provide a better learning experience to the learners. Additionally, a dedicated section for notifications and circulars has been added for streamlined communication. 2. Course-wise e-content has been provided in the form of lecture notes, PowerPoint presentations, and pre-recorded videos in the LMS for the learners. 3. The facility for reassessment has been made available to the learners on LMS. An updated copy of the mark sheet is now also made available in the LMS to enhance transparency and accessibility. 	<p>Annexure - 2.1.1.1</p> <p>Annexure - 2.1.1.2</p> <p>Annexure - 2.1.1.3</p> <p>Annexure - 2.1.1.4</p>

		<p>4. Industry interaction sessions have been arranged for learners to provide practical exposure. In 2024–25, these sessions were conducted domain-wise to ensure relevance and effectiveness aligned with the learners' fields of study.</p> <p>5. Provision has been made for online admission and payment interface for the learners of OL mode. Moreover, API and Reverse API integration with the UGC-DEB portal has been successfully completed to automate and streamline compliance reporting.</p> <p>6. Continuous support has been provided to the learners through various modes like discussion forums, availability of technical & academic mentors, and course coordinators. Additionally, dedicated support was extended through admission and examination teams to provide end-to-end assistance.</p> <p>7. Auto-generated welcome emails are now sent to newly enrolled learners, improving onboarding communication and engagement.</p>	<p>Annexure - 2.1.1.5</p> <p>Annexure - 2.1.1.6</p> <p>Annexure - 2.1.1.7</p>
2	Self-evaluative and reflective exercises undertaken for continual quality	Self-evaluative and reflective exercises have been undertaken for continual quality improvement through various measures envisioned by CIQA:	Annexure - 2.1.2

HEI-Exempted-U-0763

Name of HEI : Parul University

Type of HEI: Private

	improvement in all the systems and processes of the Higher Educational Institution	<ol style="list-style-type: none">1. Internal CIQA Audit2. Students feedback	
3	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	CIQA emphasized the development of a structured e-content creation, regular website updates, and ensuring Online learners receive equal exposure to Training & Placement, Entrepreneurship, and International Study opportunities as in the conventional mode. In 2024–25, these areas were strengthened by initiating international student exchange programs, extending placement support to OL learners.	Annexure - 2.1.3
4	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	The academic activities undertaken for the design, delivery and evaluation in conventional mode are also being adopted for online learning programs. <ol style="list-style-type: none">1. The Board of Studies and Faculty Board are constituted on the lines of conventional mode programs and the similar process of curriculum framing, curriculum approval, implementation and curriculum review is being followed.2. The OL mode students are allowed to participate in various curricular and co-curricular activities, Placement Activities, Startups activities.3.	Annexure - 2.1.4

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

		The curriculum and PPR were designed and implemented in line with conventional mode.	
5	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	<p>CIQA is ensuring to collect regular feedback from various stakeholders such as students on academic and administrative activities, e content, live and doubts solving sessions and students support activities.</p> <p>CIQA is ensuring to collect regular feedback from academic staff on academic and administrative activities, e content.</p>	Annexure - 2.1.2.2
6	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	CIQA emphasized the development of a structured e-content creation, regular website updates, and ensuring Online learners receive equal exposure to Training & Placement, Entrepreneurship, and International Study opportunities as in the conventional mode. In 2024–25, these areas were strengthened by initiating international student exchange programs, extending placement support to OL learners.	Annexure - 2.1.6
7	Implementation of its recommendations through periodic reviews	As per the recommendations of CIQA Committees regular internal audits are conducted to monitor and ensure the successful implementation of the recommendation.	Annexure - 2.1.2.1
8	Workshops/ seminars/ symposium organized on quality related themes,	1. CIQA has taken initiative to arrange workshops and sessions for staff development.	Annexure - 2.1.1.5

	ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	2. Online workshops/ expert sessions/ orientation sessions were also conducted for OL students for their professional and academic development.	
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	<p>CIQA has identified and implemented several best practices to enhance learner services, including domain-specific expert sessions, use of case studies and real-life examples in live classes, student development activities, and timely academic support through LMS, mentors, and coordinators.</p> <p>These practices have been systematically documented, reviewed, and shared across departments to ensure consistent quality delivery and continuous improvement in the Online Learning ecosystem.</p>	Annexure 10
10	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	<p>Data analysis and monitoring are conducted across diverse domains, and the findings are reviewed and translated into actionable insights. The key criteria's are as under:</p> <ol style="list-style-type: none"> 1. Progression and quality check for question bank 2. Progression and quality check for assignment 3. Content development quality check and progress. 	Annexure - 2.1.2.2

		4. Results and students progression	
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 program	<p>Programme Project Report is prepared as per guidelines of UGC ODL & Online Regulations 2020 and duly approved by the statutory bodies of the University for consideration and approval.</p> <p>PPRs are reviewed through Board of Studies, Faculty Board, and approved by Academic Council and Governing Board of the university.</p>	Annexure - 2.1.11
12	Mechanism to ensure the proper implementation of Programme Project Reports	The report that has been submitted is subject to internal audit by the internal audit committee. The PPR serves as a set of guidelines for all programs according to UGC requirements. Regular academic meetings are conducted to oversee the execution.	Annexure - 2.1.2.1
13	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The academic schedules are developed as annual plans and are periodically reviewed. The Director approves and executes the academic schedule and plans.	Annexure - 2.1.13
14	Inputs provided to the Higher Educational	Inputs from industry experts, and academicians are regularly gathered to assess and update the	Annexure - 2.1.14

	Institution for restructuring of programmes in order to make them relevant to the job market.	curriculum in line with emerging trends, ensuring alignment with job market needs and enhancing student employability.	
15	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	<p>To foster a truly learner-centric environment, several qualitative measures were implemented based on learner feedback and recommendations from CIQA:</p> <ol style="list-style-type: none"> 1. Synchronous sessions were delivered using a case-based teaching approach to promote applied learning and engagement. 2. Responsiveness during live sessions was improved to ensure timely query resolution and interaction. 3. Structured feedback was collected from learners on various components such as e-content quality, teaching effectiveness, and co-curricular activities. 4. Based on this feedback, actionable recommendations were formulated, approved in the Board of Studies and Faculty Board, and subsequently implemented. 5. Suggestions provided by CIQA were duly considered and executed to enhance learner experience and academic quality. 	Annexure - 2.1

		6. Recommendations from internal quality audits were incorporated into academic and administrative practices to drive continual improvement.	
16	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	<ol style="list-style-type: none"> 1. Under the supervision of the Heads of Institute and external experts, CIQA meetings are conducted biannually to supervise and inspect academic activities. 2. Submitted the AQAR report of CDOE for the year 2023-24 and 2024-25 to IQAC for Submission in 2nd NAAC cycle 	Annexure - 1.4.b.
17	Measures adopted to Ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	CDOE regularly collects and compiles data for NAAC AQAR submission, ensuring accuracy and timely reporting. The Centre of Examinations (COE) has also played a significant role in contributing to the preparation of the NAAC AQAR report. CIQA conducts an annual internal audit of the programs offered by the Centre for Distance and Online Education (CDOE). In addition, CDOE regularly undertakes self-assessment of its academic and administrative processes to identify improvement areas and implement corrective measures aimed at enhancing the overall quality of education and learner support services.	Annexure - 2.1.2.1

		In the academic year 2024–25, CDOE also participated in the AIU Quality Survey to benchmark its practices and gather insights for further quality enhancement and institutional development.	
18	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	<p>To ensure compliance with all quality-related initiatives and guidelines issued by the commission from time to time, CIQA coordinated with UGC.</p> <p>The primary highlights of the academic year 2024-25 are as follows:</p> <ol style="list-style-type: none"> 1. Provision has been made for online admission and payment interface for the learners of OL mode. Moreover, API and Reverse API integration with the UGC-DEB portal has been successfully completed to automate and streamline compliance reporting. 2. The Centre for Distance and Online Education has consistently coordinated with the Commission by submitting all required information on a regular basis, including undertakings, affidavits, faculty details, and any other documentation as and when requested, thereby ensuring full compliance with UGC-DEB guidelines and quality protocols. 3. Submission UGC 9 compliance 	

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

19	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	Parul University Online Education complied with all the parameters and requirements in terms of four quadrant content development, pre-recorded sessions, textual learning materials, assignments, assessment, FAQs. Curriculum and pedagogy as mentioned in the regulations.	Annexure 2.1.19 -
20	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Center for Internal Quality Assurance records its activities in form of an annual report every year.	Annexure 1.4.b. -
21	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	The CIQA Meetings proceedings and Internal Audit reports are put for consideration and approval from the University	Annexure 1.4.b. -
	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	The CIQA Meetings proceedings and Internal Audit reports are put for considered and approved from the University	Annexure 1.4.b. -

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	CIQA Committee convenes regular meetings to review and evaluate all reports pertaining to various qualitative dimensions of the institution. After a thorough examination, CIQA Committee provides recommendations and grants approval for these reports as deemed appropriate.	Annexure - 1.4.b.
23	Facilitated adoption of instructional design requirements as per the philosophy of the Open Learning decided by the statutory bodies of the HEI for its different academic programmes	<p>The institution has established a robust framework for curriculum development and instructional design across all academic programs. This includes detailed curriculum formulation, syllabus structuring, defining program duration, faculty and support staff requirements, and planning delivery mechanisms such as video, online, computer-aided modes, and student support systems.</p> <p>The entire instructional design process is reviewed and approved through a structured academic hierarchy, including the Board of Studies, Faculty Board, CIQA, and finally the Academic Council and Governing Board ensuring alignment with the philosophy and standards of Online Learning.</p>	Annexure - 2.1.4
24	Promoted automation of learner support services of the Higher Educational Institution	1. The University has implemented a fully automated Learning Management System (LMS) to efficiently deliver learner support services. The LMS	Annexure - 2.1.1.2

		<p>provides access to online study materials, discussion forums, and interactive live sessions, creating a seamless digital learning environment.</p> <p>2. To enhance the learner experience, several advanced features have been incorporated, including a calendar view for academic planning, advance session schedules, circulars, and notifications.</p> <p>3. A dedicated section for important announcements has also been added to ensure streamlined and timely communication with learners.</p>	
25	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	<p>CIQA ensures the internal quality audit of the programs offered under the Center for Distance and Online Education annually and is planning to have an external audit done.</p> <p>External experts from industry and academia are an integral part of the Board of Studies and Faculty Board for OL programs.</p>	Annexure 2.1.14
26	Coordinated with third party auditing bodies for quality audit of programme(s)	<p>CIQA ensures the internal quality audit of the programs offered under the Center for Distance and Online Education annually and is planning to have an external audit done twice a year with external experts.</p> <p>The institution participated in the AIU–CEMCA Online Self-Assessment Survey (July 2025) to benchmark the quality of online</p>	Annexure - 2.1.2.1

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

		programs. Student feedback and institutional self-assessment were completed, providing insights for continuous improvement and alignment with global best practices.	
27	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	Centre for Distance and Online Education submitted the details in preparation for Parul University's NAAC – AQAR report	
28	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	The curriculum, learning pedagogy, and research are in accordance with the requirements of modern education and are comparable to industry standards. They are pertinent to the industry and are developed through collaboration and association with internal and external communities.	Annexure - 2.1.1.8 Annexure - 2.1.14
29	Facilitated industry institution linkage for providing exposure to the learners and enhancing their employability.	The university maintains strong industry-academia connections and extensive professional networks across various sectors. These robust linkages provide valuable opportunities for learners to gain practical exposure and enhance their employability prospects in diverse fields. The university recognizes the importance of providing practical exposure to learners alongside theoretical knowledge. To achieve	Annexure - 2.1.1.5 Annexure - 2.1.1.8

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

		this objective, expert sessions are arranged on a regular basis, featuring renowned industry experts from various fields.	
--	--	---	--

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	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals, and Policies	All policies and practices are implemented in accordance with the statutory requirements, with a particular emphasis on the critical aspects of planning, human resources, recruitment, training, performance appraisal, financial management, and the overall role of leadership.	
2	Articulation of Higher Educational Institution Objectives	The University has articulated a clear vision, mission, ethos and broad strategy consistent with the goals to offer the programmes in Open and Distance Learning and Online mode.	
3	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation	Curriculum design and curriculum development are procedures that are closely associated with the description of learning outcomes in the Manual for Dual Mode Universities NAAC for Quality and Excellence in Higher Education.	

	c. Academic Flexibility d. Learning Resource e. Feedback System	The process of defining the contents of units of study are usually obtained through feedback from learners and Staff	Annexure - 2.1.2.1
4	Programme Monitoring and Review	Different academic review committees, including the Academic Council, Faculty Board, and Board of Studies, have been established to oversee and evaluate the programs based on a variety of criteria. Curriculum design and curriculum development procedures are inseparably linked to the description of learning outcomes, as well as to quality and excellence.	
5	Infrastructure Resources	In order to ensure the quality of OL programs and offer the necessary support services to all stakeholders, the university has scalable and adequate physical facilities and ICT infrastructure.	
6	Learning Environment and Learner Support	The learning environment is primarily centered on the pedagogical application of contemporary educational practices to facilitate blended learning, with robust ICT facilities in place. A seamless network is available to provide an active portal and PU-LMS platform for a learner-centered environment that is seamless.	
7	Assessment and Evaluation	As part of the evaluation process, the Assessment & Evaluation system has been	

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private****2.3**

		designed to achieve the learning outcomes of a Programme. This is achieved through a variety of assessment tools, such as multiple-choice questions, assignments, case studies, presentations, and term-end examinations, which are based on the various learning outcomes anticipated by the course elements.	
8	Teaching Quality and Staff Development	CIQA has implemented a variety of initiatives, including workshops, orientation programs, and training sessions that pertain to a variety of ICT tools. Furthermore, faculty members undergo consistent training sessions that prioritize learners' needs.	Annexure - 2.1.2.1

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	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1	Academic Planning	The Academic Calendar is prepared and approved prior to the commencement of the session and is posted on the website for the purpose of compliance and information. To guarantee that the curriculum remains current and the institutional objectives are met, appropriate academic planning procedures are implemented to ensure high-quality value added, a positive learner experience, and the provision of infrastructure and technology support.	Annexure - 2.1.13

2	Validation	A validation mechanism has been established to guarantee that programs are academically viable and that they are appropriately defined to provide learners with the best possible learning experience as per academic standards. The external subject and industry experts are involved in all activities related to the annual review and validation.	Annexure - 2.1.2.1
3	<p>Monitoring, Evaluation and Enhancement Plans</p> <p>a) Reports from Examination Centres</p> <p>b) External Auditor or other External Agencies report</p> <p>c) Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels</p> <p>d) Reporting and Analytic by the Higher Educational Institution</p> <p>e) Periodic Review</p>	<p>The delivery of online programs, outcome attainment, and ongoing quality enhancements are all ensured by CIQA, with quality being a primary concern.</p> <p>Monitoring, Evaluation and Enhancement Plans are made based on the various reports and analytics like:</p> <ul style="list-style-type: none"> • LIVE Classes attendance and feedback reports • Examination Report • Internal Audit Report • Systematic consideration of performance data accessible to faculty through the University Learning Management System (LMS) and to students through LMS • System-generated reports related to the usage of LMS, website, and examination results, etc. 	Annexure - 2.1.2.1

HEI-Exempted-U-0763

Name of HEI : Parul University

Type of HEI: Private

		<ul style="list-style-type: none">• Feedback reports from Learners and Staff	
--	--	--	--

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, at least Associate Professor.

Name: - Dr. Kunjal Sinha

Designation: - Director, Centre for Distance and Online Education

Highest Qualification: - Ph. D.

Nature of Appointment: - Regular

Date of Joining: - 20-Jan-2020

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

Name: - Dr. Hetal Thakar

Designation: - Deputy Director, Centre for Distance and Online Education

Highest Qualification: - Ph. D.

Nature of Appointment: - Regular

Date of Joining: - 2-Jan-2020

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

Name: - Dr. Ashishkumar Vinodchandra Bhatt

Designation: - Assistant Director(Compliance and Academics), Centre for Distance and Online Education

Highest Qualification: - Ph.D

HEI-Exempted-U-0763

Name of HEI : Parul University

Type of HEI: Private

Nature of Appointment: - Regular

Date of Joining: - 29 – 07 -2011

Name: - Dr. Jitendra Patoliya

Designation: - Assistant Director (Academics), Centre for Distance and Online Education

Highest Qualification: - Ph.D

Nature of Appointment: - Regular

Date of Joining: - 15 – July - 2023

Name: - Dr. Pratik Patel

Designation: - Assistant Director (Academics), Centre for Distance and Online Education

Highest Qualification: - Ph.D

Nature of Appointment: - Regular

Date of Joining: - 14-Dec-2018

Name: - Mr. Raturaj Doshi

Designation: - Assistant Director (Examinations and Academics), Centre for Distance and Online Education

Highest Qualification: - Ph.D

Nature of Appointment: - Regular

Date of Joining: - 15 – July - 2023

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

Programme-wise Faculty Details

1) MBA-Online and BBA-Online

Sr. No.	Faculty Name	Domain
---------	--------------	--------

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

1	Dr. Prasanta Chatterjee Biswas	Management
2	Dr. Gaurav Khanna	Management
3	Mr. Saikrishna Harikrishna Vaidya	Management
4	Ms. Pooja Nahatkar	Management
5	Mr. Bipin Bihari Pradhan	Management
6	Mr. Jay Parmar	Computer Application
7	Mr. Prashant Sahatiya	Computer Application
8	Ms. Kinjal Patni	Computer Application
9	Ms. Hiral Thakar	Computer Application
10	Dr. Raj Pandit	Commerce
11	Ms. Preksha Dandvate	Commerce
12	Dr. Mihir Dave	Liberal Arts
13	Ms. Nisha Mehta	Liberal Arts
14	Ms. Shweta Ghosh	Liberal Arts
15	Ms. Nahedabano Mohamad Yusuf Shaikh	Liberal Arts
16	Ms. Shefali Upadhyay	Liberal Arts
17	Mr. Tatsam Tank	Liberal Arts
18	Ms. Pritha Kansabanik	Liberal Arts
19	Mr. Sasidhar K	Liberal Arts
20	Dr. Vimal Makwana	Social Work

HEI-Exempted-U-0763**Name of HEI : Parul University****Type of HEI: Private**

21	Dr. Anjali Lakum	Social Work
22	Mr. Raghul Santhosh	Social Work
23	Ms. Ranjana Yadav	Applied Mathematics
24	Ms. Nilam Kanjariya	Applied Mathematics

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

Admin Staff	Required	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistant	3	3
Computer Operator	2	2
Multi Tasking Staff	2	2

b) Number and details of Technical Support for Online Programmes as per Annexure -IV:**I. Technical Team for Development of e-Content as Self-Learning e- Modules:**

Post	Required	Available
Technical Manager (Production)	1	1
Technical Associate (Audio-video recording and editing)	1	1
Technical Assistant (Audio-video recording)	1	1
Technical Assistant (Audio-video editing)	1	1

II. For Delivery of Online Programmes:

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

III. For Admission and Examination for Online mode:

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

Part – IV: Examinations

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

Sr. No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognized Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc.	Yes	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	Yes	
4.	The examination center must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Not Applicable	
5.	The number of examination centers in a city or State must be proportionate to the student enrolment from the region	Not Applicable	
6.	Building and grounds of the examination centre must be clean and in good condition.	Not Applicable	

7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Not Applicable	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Not Applicable	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Not Applicable	
10.	Safety and security of the examination centre must be ensured	Not Applicable	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Not Applicable	
12.	Provision of drinking water must be made for learners	Not Applicable	
13.	Adequate parking must be available near the examination centre	Not Applicable	
14.	Facilities for Persons with Disabilities should be available	Not Applicable	

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

S. No.	Provisions in Regulations	Whether being Complied Yes/No If yes, please provide details and upload relevant documents	If No, Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	The university has conducted technology-mediated remotely proctored online examinations with all security precautions in place to ensure the examination's transparency and credibility in accordance with the guidelines of the UGC (Open & Distance	

		Learning Programmes and Online Programmes) Regulations 2020.	
2.	Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	Yes Proctors were appointed to ensure the seamless conduct and monitoring of remotely proctored online examinations.	Annexure – 4.2.2
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	The university has conducted technology-mediated remotely proctored online examinations with all security precautions in place to ensure the examination's transparency and credibility in accordance with the rules of the UGC (Open & Distance Learning Programmes and Online Programmes) Regulations 2020.	Annexure – 4.2.3
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iv) of Annexure II)	Yes	

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

Sr. No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes, all the guidelines issued by the Commission for the conduct of proctored examinations are adopted.	Annexure – 4.3.1
2.	A Higher Educational Institution offering Online programmes shall have a Mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes	Annexure - 2.1.4 (PPRs)

<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: Provided that no semester or year-end examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; ii) For Online mode: the learner has minimum participation of 75 percent in all the activities of online programme prior to end semester examination or term end examination.</p>	<p>Yes, The assessment of online learners encompasses both formative and summative evaluation, as outlined in the evaluation process. The university is availing recorded and live sessions to learners as per the norms specified in the regulations. Examinations are scheduled only after ensuring the complete 75% or more conduct of program delivery. Students need to have a minimum of 75% participation in academic activities as per norms.</p>	<p>Annexure - 2.1.4 (PPRs)</p>
<p>4.</p>	<p>The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in conventional mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities</p>	<p>Yes, The Academic activities undertaken for the design, delivery and evaluation including assessment/passing criteria and credit framework for the award of degree in conventional mode programmes of university are also being adopted for the online mode programmes of the university.</p>	<p>Annexure - 2.1.4 (PPRs) https://paruluniversity.online/onlineprograms/images/inner/pdf/V.%20Details%20of%20the%20Information%20and%20Communication%20Technology%20facilities%20available%20for%20conduct%20of%20examination%20(1)_15_11zon.pdf</p>

5.	<p>The weightage for different components of assessments for Online mode shall be as under:</p> <p>(i) Continuous or formative assessment (in semester): Maximum 30 per cent.</p> <p>(ii) Summative assessment (end semester examination or term end examination): Minimum 70 per cent.</p>	Yes	Annexure – 4.3.5
6.	<p>The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments</p>	<p>Yes</p> <p>https://lms.paruluniversity.online/</p>	
7.	<p>Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card</p>	<p>Yes,</p> <p>A Sample copy of the mark sheet is attached herewith for reference. No student/batch of the online mode programme has yet passed. On successful completion of OL programmes, marksheets, degrees will be issued as per regulation 16 of UGC (ODL programmes and online programems) Regulations, 2020.</p>	Annexure – 4.3.7
8.	<p>A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.</p>	Yes	Annexure – 4.3.8

9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Not Applicable	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	Not Applicable	
	(b) Availability of biometric system	Not Applicable	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners	Not Applicable	
	(d) In case of non-availability of the Closed-Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and videorecordings are submitted by particular in charge of examination centre to the Higher Educational Institution	Not Applicable	
11.	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Not Applicable	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Not Applicable	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Not Applicable	

13.	Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	Yes	Annexure – 4.2.3
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavor to conduct proctored examinations for such learners	Yes, The university is entitled to offer OL mode programmes for national and international learners. Technology base proctored examination were conducted for all students.	
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognized identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.	Not Applicable	
	(b) Each award shall also be uploaded on the National Academic Depository	Yes ABC IDs of learners were generated and submitted to UGC -DEB	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres	Not Applicable	

4.4 Result and Student Progression

For UG and PG programs:

Annexure 4 : Results and Student Progression

Part – V_ Programme Project Report (PPR) and e-Learning Material (e-LM)

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

Programme Project Reports (PPRs) for the various programmes offered in the Online Learning (OL) mode are developed in strict accordance with the guidelines prescribed in Annexure-V of the UGC (ODL and Online Programmes) Regulations, 2020. These reports are initially prepared by the respective academic departments and submitted to the Board of Studies (BoS) of the relevant discipline for review and approval. Upon receiving approval from the BoS, the PPRs are forwarded to the Faculty Board of the Centre for Distance and Online Education. After the Faculty Board’s endorsement, the PPRs are presented to the Academic Council of Parul University for final institutional approval. Following approval by the Academic Council, the Centre for Internal Quality Assurance (CIQA) conducts a thorough review of the PPRs to ensure that they meet all regulatory and quality standards. The PPRs are considered finalized only after CIQA’s approval.

Each PPR is developed with inputs from relevant stakeholders and includes the following key components: the programme’s mission and objectives; relevance and need for the programme; identification of the prospective target learner group; suitability of delivering the programme in online mode for achieving specific competencies and skills; instructional design comprising curriculum development and review, teaching scheme, syllabus, programme duration, delivery mechanisms, and media selection; admission procedures; curriculum transaction and evaluation processes; requirement of laboratory support and library resources; estimated cost and provision of necessary resources; and the quality assurance mechanism along with the expected programme outcomes.

This structured and multi-level approval process ensures that all online programmes offered are academically sound, pedagogically effective, and fully compliant with UGC regulations.

Annexure 2.1.4

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

HEI-Exempted-U-0763 Name of HEI : Centre for Distance and Online Education, Parul University

Learning material in Multimedia, curriculum and pedagogy are developed by University as per prescribed guidelines for OL programs

- **E-Learning material** : e-Learning materials are available for various courses which are prepared by University as per the prescribed guidelines for OL programs. In addition to containing the syllabus of the courses, each e learning material is breakdown into suitable number of modules and chapters of the e-Learning material is generally having the following features along with the suitable icons :
 - Chapter, objectives, introduction, section, sub sections, examples and figures, case and case studies (wherever applicable) summary, review questions, quiz and further reading material.
- Academic resources like recorded lectures PowerPoint presentation selection notes self-assessment craze etc. relevant to various courses have also be away made available to students through online learning management system
- Live virtual classes are conducted through a use of friendly interface available through LMS with provision of watching recording of the life sessions later

Annexure 5.2 - Samples of Learning Material

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

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

Annexure 5.3.1 – Process

Annexure 5.3.2 – University Guidelines for Subject expert

Part – VI: Program Delivery through Learning Management System

6.1 Details of Learning Platform

Please provide link and details of Learning Platform opted by HEI

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

The University is using Non-SWAYAM platform for offering its Online Programmes.

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

The Non-SWAYAM Learning Management System (URL: <https://lms.paruluniversity.online/>) has been internally developed by the University and is exclusively managed by the institution itself, without any involvement in franchise agreements with external service providers. The University maintains full ownership over the provision of online programs, ensuring all necessary components of online education are integrated while meticulously adhering to regulatory requirements.

6.2 Compliance status in respect of the Programme Delivery

HEI shall mention mechanisms followed to ensure the learner’s participation at least for two hours every fortnight as per provision 13 (C) (5) of the Regulations, 2020. Further, details of the norms followed by HEI for delivery of courses in online mode in teaching-learning scheme (as per table 3 Annexure - VII)

The attendance of learners during live sessions is systematically recorded and monitored. Learners can track their own attendance via the “Programs” tab within the LMS, which also provides access to the relevant E-content. Engagement levels are evaluated through discussion forums available in the “Classroom” module of the LMS for each subject, and participation in these forums forms a part of the continuous assessment. Additionally, the online delivery of courses complies with the guidelines specified in Table 3, Annexure – VI of the UGC DEB Regulations 2020. This includes interactive live sessions, doubt-clearing sessions, practical sessions, e-Tutorials (recorded lectures), and e-Content—each aligned with the credit weightage assigned to the respective course.

6.3 Whether e-learning material of any course in a particular programme was sourced through OER/Massive Open Online Course: Y/N:

a. *Provide details as under:*

Sr 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 course in a particular programme in a semester (Semester-wise programme wise)
NO							

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

NA

Part – VII_ Self-Regulation through disclosures, declarations and reports

7.1 Compliance status of Regulations⁹ of UGC (ODL Programmes and Online Programmes) Regulations, 2020- Self-regulation through disclosures, declarations and reports

Sr. No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorized signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	
Uploading of the following on HEI website (Mention link)			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	Yes https://paruluniversity.online/wp-content/uploads/2025/04/I.-Establishing-Act-and-Statutes_Updated.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes https://paruluniversity.online/wp-content/uploads/2025/04/I.-Copies-of-the-letters-of-other-relevant-statutory-or-regulatory-authorities_6_11zon.pdf	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes https://paruluniversity.online/wp-content/uploads/2025/04/II.-Programme-details-including-	

		brochures-or-programme-guides.pdf	
5.	Programme-wise information on syllabus, suggested readings, contact points for counseling/mentoring, programme structure with credit points, programme wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule	Yes https://paruluniversity.online/wp-content/uploads/2025/04/II.-Programme-structure-with-credit-points.pdf	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counseling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes https://paruluniversity.online/wp-content/uploads/2025/08/Schedule-2024-2025.pdf	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	Yes	
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes https://paruluniversity.online/wp-content/uploads/2025/04/IX.-Student-Feedback-Mechanism_14_11zon.pdf	
9.	Information regarding all the programmes recognised by the Commission	Yes https://paruluniversity.online/wp-content/uploads/2025/04/II.-Programme-details-including-brochures-or-programme-guides.pdf	
10.		Yes	

	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	https://paruluniversity.online/wp-content/uploads/2025/08/Admission-Data-2024-2025.pdf	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	Yes	
		Google Sheet	
12.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes	Yes	
13.	List of the 'Examination Centres' along with the number of learners in each center, for Online programmes	Not Applicable	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Yes	
		Annexure 4.2.2	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes	
		https://paruluniversity.online/wp-content/uploads/2025/08/Schedule-2024-2025.pdf	
16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	Yes	
		https://paruluniversity.online/wp-content/uploads/2025/08/Internal-Audit-Report-2024-2025.pdf	

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

Sr. No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Online mode, shall render the enrolment invalid.	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in Online mode, accept payment towards admission fee and other fees and charges- a. as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; b. with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; c. Only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
3.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes
4.	The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	Yes
5.	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners:	Yes

6.	<p>Every Higher Educational Institution shall-</p> <p>a) Record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an 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 (submitted to UGC and not in our website)</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>	Yes
7.	<p>Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no.'8(a)' to '8(k)' below</p>	
8. (a)	<p>Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in Online mode, and the other terms and conditions of such payment</p>	Yes
8. (b)	<p>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.</p>	Yes
8. (c)	<p>The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources</p>	Yes
8. (d)	<p>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</p>	Yes
8. (e)	<p>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</p>	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 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 Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study	Yes

	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 Online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
14.	<p>No Higher Educational Institution shall, issue or publish</p> <p>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;</p> <p>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</p>	Yes

8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission: Yes/No

If No, reason thereof

YES,

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.)

Various mechanisms in place for Online Students to report and getting their grievances timely redressed are given :

- Develop and communicate clear, transparent grievance redressal policies and procedures, ensuring accessibility to all stakeholders through official communication channels and LMS notices.
- Ensure strict adherence to applicable educational regulations and institutional policies, regularly reviewing processes for compliance with statutory guidelines.
- Offer multiple user-friendly grievance submission options, including dedicated online portals, support email IDs, live chat support, and helpdesk contact numbers.
- Immediately acknowledge receipt of grievances, issuing a unique reference number and automated confirmation message to assure the complainant of action initiation.
- Promptly assess, categorize, and prioritize grievances based on their nature, urgency, and impact, using standardized evaluation criteria.
- Leverage digital tools for investigation, including secure document sharing, online interaction logs, virtual interviews, and relevant data analytics to ensure efficient fact-finding.
- Base decisions on comprehensive and unbiased investigations, and communicate resolutions clearly through formal email, LMS notifications, or grievance dashboards.
- Develop structured, time-bound action plans for grievance resolution, assigning accountability and enabling online tracking of resolution progress.
- Conduct timely follow-ups to verify resolution effectiveness, and gather user feedback through structured online surveys or feedback forms to improve future processes.

9.2 Details of Grievance received.

Number of Grievance received	Number of Grievance resolved
1	1

9.3 Complaint Handling Mechanism

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

HEI-Exempted-U-0763 Name of HEI : Centre for Distance and Online Education, Parul University

The university has implemented a complaint resolution mechanism in accordance with the UGC standards and has made the information available on its website.

9.4 Details of Complaints received from UGC (DEB)

Number of Complaint received	Number of Complaint resolved	Whether Complaint was resolved in stipulated time i.e 60 days? (Yes/No)
2	2	YES

10.1 **Innovations introduced during academic year :**

To enhance the overall learning experience and ensure that online learners receive comprehensive support and meaningful opportunities for growth, several innovative practices have been introduced during the academic year. These initiatives aim to create a more engaging and effective virtual learning environment, offer additional academic resources, and address learning gaps proactively.

1. **Pedagogy Sessions:** To equip instructors with the necessary skills and methodologies for effective online teaching, specialized pedagogy sessions have been conducted. These sessions focus on the integration of technology in education, innovative instructional strategies, and best practices in digital pedagogy. As a result, instructors are better prepared to deliver content efficiently, while students gain a deeper understanding of how to thrive in an online learning environment.

10.2 **Best Practices of the HEI**

- 10.2.1 **AI & Proctored Based Examination Module:** The implementation of AI-driven proctoring systems in online examinations significantly strengthens the integrity and credibility of the assessment process. These advanced systems leverage artificial intelligence to monitor student activity in real time, ensuring a secure and controlled examination environment. By minimizing the risk of academic misconduct, enabling scalable monitoring for large cohorts, and maintaining adherence to institutional academic standards, AI-based proctoring offers an efficient, reliable, and technologically robust solution for conducting online assessments.
- 10.2.2 **Live Chat / Real-Time Student Interactive LMS:** An interactive Learning Management System (LMS) equipped with live chat and real-time communication features significantly enhances student engagement and support. By enabling immediate interaction between students and instructors, this functionality allows for prompt clarification of doubts, encourages active participation, and fosters a more dynamic and responsive learning environment. Moreover, it helps build a sense of virtual community—addressing one of the key challenges in online education—by promoting continuous dialogue and collaboration.

10.2.3 **Live Sessions Inbuilt in LMS:** The integration of live sessions directly within the Learning Management System (LMS) enables seamless synchronous learning experiences. This feature allows students to attend live lectures, participate in interactive discussions, and engage in real-time academic activities—all within a unified platform. By replicating key elements of the traditional classroom environment, it fosters active learning, enhances student engagement, and promotes continuous interaction between learners and instructors, thereby improving the overall effectiveness of online education.

10.3 **Details of Job Fairs conducted by the HEI** – Yes, The institution has initiated the process of organizing Job Fairs for its first graduating batch from the online mode programs.

10.4 **Success Stories of students of Online mode of the HEI** – Yes, The students of the online mode have demonstrated notable achievements, including successful placements in reputed companies as well as participation in international study tours.

10.5 **Initiatives taken towards conversion of e-LM into Regional Languages** - No

10.6 **Number of students placed through Campus Placements** – YES (Mention number of Students –Data)

10.7 **Details of Alumni Cell and its activity** – Initiated for the first alumni Batch – brief mechanism/Process

10.8 **Any other Information** - NA

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 OL 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



Dr. Kunjal Sinha

Seal:

Director
Centre for Distance and Online Education (CDC)



Signature of the Registrar



Prof. Manish Pandya

REGISTRAR
PARUL UNIVERSITY

Date: 21/08/2025

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.

Centre for Distance and Online Education