

**HEI ID: HEI-U-0056 Name of HEI: TEZPUR
UNIVERSITY
Type of HEI: Dual Mode**

**Annual Report
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

PROGRAMMES UNDER
OPEN AND DISTANCE LEARNING MODE

2022-2023**

VC,

Draft Annual Report of CIQA 2022-23 is for
consideration of annual pt.

B
24/8/23

Approved as proposed for the needful

W. S. R.
29.8.23

CONTENTS

Heading	Pg. No.
Part – I: General Information	1-3
Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning	4-10
Part – III: Human Resources and Infrastructural Requirements	11-12
Part – IV: Examinations	13-16
Part – V: Programme Project Report (PPR) and Self-Learning Material (SLM)	17
Part – VI: Programme Delivery through Learner Support Centre (LSC)	18-20
Part – VII: Self Regulation through disclosures, declarations and reports	21-22
Part – VIII: Admission and Fees	23-25
Part – IX: Grievance Redressal Mechanism	26-27
Part – X: Innovative and Best Practices	27-28
DECLARATION	29

Part – I: General Information

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

[Click here](#)

1.2 Details of Director, CIQA

- Name : Prof. Debendra Chandra Baruah
- Qualification: PhD
[Click here](#)

1.3 Details of the CIQA Committee:

a. Composition as per Regulations

SI	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	a) Prof. Vinod Kumar Jain (1 st June 2022- 9 th Sep 2022) b) Prof. Dhruva Kumar Bhattacharyya (10 th Sep 2022- 4 th April 2023) c) Prof. Shambhu Nath Singh (5 th April 2023 onwards)	Vice Chancellor Vice Chancellor (Acting) Vice- Chancellor	09/10/2020
b.	Three Senior teachers of HEI	Member 1	Prof. Farheena Danta, PhD	Dean, School of HSS	09/10/2020
		Member 2	Prof. Mrinmoy Kr Sarma, PhD	Dean, Academic Affairs	09/10/2020
		Member 3	Prof. Sankar Deka, PhD	Prof of Food Engineering and Technology	09/10/2020
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Prof. Sravani Biswas, PhD	H.O.D. Dept. of English	09/10/2020
		Member 5	Prof. Abhijit Bora, PhD	H.O.D. Dept. of Mass Communication and Journalism	09/10/2020
		Member 6	Prof. Rabin Deka, PhD	H.O.D. Dept. of Sociology	09/10/2020
d.	Two External Experts of ODL and/or Online Education	Member 7	Prof. CRK Murthy, PhD	STRIDE, IGNOU, New Delhi	09/10/2020
		Member 8	Prof. Durgesh Pant, PhD	Director, CS&IT and Online Education, Uttarakhand Open University	09/10/2020
e.	Officials from departments of HEI • Administration • Finance	Member 9- Administration	Mr. Kumarjit Dutta, M Com	Deputy Registrar (Finance) Tezpur University	09/10/2020
		Member 10- Finance	Prof Sankar Deka, PhD	Controller of Examination, TU	09/10/2020
f.	Director, CIQA	Member Secretary	Prof Debendra Ch. Baruah, PhD		09/10/2020

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

Yes

If No, reason thereof: N/a

1.4 Number of meetings held and its approval:

- a. No. of meetings held every year: 01
b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	06/02/2023	2	Click here	Click here

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

NOT OFFERED

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

Sl.	Name of the Dept.	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY) of HEI/Regulatory authority(if required)	No. of Learner Support Centre Operationalized as per territorial jurisdiction */Off Campus	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1.	Department of Business Administration	Diploma in Human resource Management	12 Months	32	Bachelor's degree	10450/-	AC.40/2021/2/4.1, dated 20.09.2021	7	15	18	0	33
2.	Department of Environmental Science and Centre for Disaster Management	Diploma in Environmental and Disaster Management	12 Months	28	Bachelor's degree	11800/-	AC.40/2021/2/4.1, dated 20.09.2021	7	4	14	0	18
3	Centre for Inclusive Development	Diploma in Child Rights and Governance	12 Months	28	Bachelor's Degree	11800/-	AC.40/2021/2/4.1, dated 20.09.2021	7	3	9	0	12

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

Not Offered from Autumn 2020 Session- As per UGC ODL Regulations 2020

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

Not Offered

1.9 Number of Programmes started at Post Graduate Degree Programmes as per Commission Order:

For the Academic Session 2022-2023

Sl.	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.	MA in English	2	64	Bachelor's Degree	16300/-	F. No: 21-11/2020(DEB-I), dated-16 March 2021	7	12	35	0	47
2	MA in Sociology	2	64	Bachelor's Degree	16300/-	F. No: 21-11/2020(DEB-I), dated-16 March 2021	7	48	38	0	86
3	MA in Mass Communication and Journalism	2	64	Bachelor's Degree	16950/-	F. No: 21-11/2020(DEB-I), dated-16 March 2021	7	18	3	0	21

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

Functioning

2.1 Action Taken on Functions of CIQA:

Sl	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (not more than 500 words)	Upload Relevant Documents
1	Quality maintained in the services provided to the learners	Quality is assessed and maintained through a number of stages as given below	Click Here
2	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	<ol style="list-style-type: none"> 1. Communication is made with HEI authorities from time to time providing and seeking suggestions for the internal quality maintenance. 2. CIQA takes special care of such proposals by holding meetings with HEI. 3. Suggestions are sought from stakeholders for improvement of systems and processes and standards of education. 	Click Here
3	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	<ol style="list-style-type: none"> 1. The HEI is striving to build a system where learners of all ages may easily fit themselves into the system. Enrolment procedures and Admission portal are simplified accordingly in regular intervals. 2. HEI is concentrating on effective delivery of teaching through frequent physical and virtual communication. A good number of online lectures are delivered to the learners by the concerned faculty members. 3. CDOE makes specific communication to each and every learner as required. 	Click here
4	Mechanism devised to ensure that the quality of Open and Distance Learning programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	<p>Considering the equal weightage given to the conventional and ODL mode, HEI emphasizes equal standards in syllabus preparation, delivery and evaluation:</p> <ol style="list-style-type: none"> 1. A Committee is formed for each programme with members of offering departments to look after the quality delivery of the programme. 2. Syllabus is prepared and approved in the DAC by the offering departments by taking feedback from external experts. 3. Syllabi are implemented only after getting approval of the Academic Council of the HEI. 	Click Here
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>Mechanisms have been devised to assess quality of education as given below:</p> <ol style="list-style-type: none"> 1. SLM goes through CIQA & DAC before being placed for AC's approval. 2. Continuous vigil in the student support activities of the LSCs for hassle-free services. 3. Use of varied communication means like email, WhatsApp, notification, telecom. etc. for prompt delivery of information. 	Click Here

Sl	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (not more than 500 words)	Upload Relevant Documents
6	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement	1. The Centre is in regular communication with HEI for effective implementation of the policies of NEP, effective ICT implementation, review of SLM, proper mobilization of resources etc. for qualitative improvement. For the purpose, the need of facility for creating online study materials, conference hall, library, projectors, etc. are suggested to HEI and approved accordingly.	Click Here
7	Implementation of its recommendations through periodic reviews	1. Infrastructure, funds, etc. are reviewed centrally by the HEI in regular intervals. 2. A Departmental library and a conference hall are approved by the HEI exclusively for CDOE learners. 3. Fund is allocated for SLM revision as and when required. 4. An effective feedback system is under process.	Click Here
8	Workshops/seminars/symposium organized on quality related themes, ensure participation of all stakeholders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution.	CDOE organizes workshops, orientation programmes, etc. as given below: 1. A Methodology workshop for the learners of Child Rights and Governance programme is organized every year. 2. Workshop on preparation of quality SLM was organized in collaboration with STRIDE. 3. A workshop for the learners of Mass Communication students was organized. 4. A workshop on IPR and its use in academics was organized collaboratively by the Centre. 5. Reports are shared with HEI and uploaded to CDOE website	Click Here
9	Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	The Centre develops a hassle-free mode of communication with the learners for constant improvements in the quality of education. ICT and social media platforms have been amply used to connect with learners from nook and corner of the state. For Seamless teaching-learning process, faculty takes online classes and discuss topics and problems on regular basis. Hands-on training, orientation programme, methodology workshops are organized specially for the learners having practical/ field components.	Click Here Click Here Click here
10	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	All programmes at CDOE are offered only after getting approval from UGC-DEB or HEI. Accurate and updated data of all approvals are uploaded to the website for information of the learners. All notifications circulated by UGC-DEB or HEI are uploaded immediately after their receipt to CDOE website.	Click Here Click Here
11	Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme	1. PPR's are carefully prepared following the guidelines given by the Commission. 2. Complete PPR's are sent to each offering department where it is placed before the Departmental Advisory Committee (DAC). Once approved by DAC, PPR's are sent to Academic Council of HEI for final approval.	Click Here

Sl	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (not more than 500 words)	Upload Relevant Documents
12	Mechanism to ensure the proper implementation of Programme Project Reports	CIQA keeps vigilance over the proper implementation of the PPRs. 1. Syllabus is prepared by the offering departments facilitated by CDOE. 2. SLMs are written and edited by experienced faculty suggested and approved by the department and HEI respectively. 3. SLM is circulated only after it is approved by the SLM Advisory Committee.	
13	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	1. CDOE makes annual plans of its academic activities in line with the HEI and strictly conform to the plan. At the beginning of the semester, such plans are reviewed. 2. Annual report of CDOE is included in the Annual Report of HEI every year. 3. Review is done as per suggestions of the HEI	Click here
14	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	1. CDOE introduces Diploma programmes that are useful for learners in their employability or in relevant areas. 2. As a part of restructuring, skill-based subjects like Child Rights and Governance, Disaster Management Programmes, etc. are introduced. 3. Areas in Humanities are structured in a way to make them useful for competitive examinations for various jobs. 4. CDOE is in a process of collaborating with agencies like SIRD to introduce more skill-based and job-oriented programmes.	
15	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	All possible efforts have been made to make the entire teaching-learning process learner centric. For that purpose, learners are given home assignments, projects with field research and data collection, dissertation, etc. on relevant topics. To make the process effective, learners are given hands-on training, orientation, etc.	Click here Click here
16	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	N/A	
17	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	HEI ensures accreditation through organizations like NAAC, AICTE on regular intervals. CIQA and Advisory committees for the Programmes are constituted to review quality delivery of programmes, SLMs and other infrastructural matters. SLMs are reviewed periodically based on the feedback of the learners.	Click Here
18	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	1. CDOE actively participates in the meetings organized by UGC-DEB where various coordination-related aspects are discussed and decisions are taken. 2. Following the Commission's guidelines on adequate human resources, proposals have been sent to HEI for onward transmission to UGC-DEB for regular faculty and staff positions for the Centre to ensure quality and professional service delivery.	Click here

Sl	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (not more than 500 words)	Upload Relevant Documents
19	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	1. CDOE and HEI attend meetings with other HEIs offering ODL programmes to obtain various information on ODL/Online education.	
20	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	CIQA Annual Report is prepared every year and submitted to UGC-DEB. All relevant documents pertaining to quality assurance are recorded in both hard and soft copy formats.	Click Here
21	Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	1. Centre's Annual Report is submitted which is included in the HEI's Annual Report.	Click here
	(a) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	YES. Report prepared and approved by CIQA is submitted online on DEB's website	Click here
22	Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes	YES	Click here
23	Facilitated adoption of instructional design requirements as per the philosophy of the Open and Distance Learning decided by the statutory bodies of the HEI for its different academic programmes.	1. Four Quadrant method is adopted as a part of instructional design.	Click here
		2. Instructional design is an amalgam of audio-video and print mode. HEI provides infrastructural facilities as well as financial assistance for effective adoption of the same.	Click here
		3. Evaluation and assessment are done as per ODL rules and as decided by the HEI. Home assignments, dissertations and written examinations are primary to the rules. 4. Instructional design is mobile friendly.	Click here
24	Promoted automation of learner support services of the Higher Educational Institution	1. Physical presence is minimized by the Centre in relation to learner support services. Every effort is made to provide information and assistance through online services, social media platforms and telecommunication. 2. All information is updated in CDOE website as well as through email to the learners.	Click here
25	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	1. CDOE-CIQA has external experts from STRIDE and other universities. 2. Syllabi and SLMs are reviewed by external experts identified by the HEI.	Click here
26	Coordinated with third party auditing bodies for quality audit of programme(s)	HEI identifies external experts for quality audit of the programmes as and when required, especially to review syllabi and SLMs.	

Sl	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (not more than 500 words)	Upload Relevant Documents
27	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution.	Yes. A specially constituted committee consists of members from academics and administration of HEI carefully oversees the report before submission.	
28	Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein.	Yes. CDOE has signed MoU with SIRD to introduce and train skill-based courses. It keeps association with STRIDE and the state universities for assistance and enhancement of its ODL system.	Click Here
29	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	1. ODL learners are connected with the Training and Placement Cell of HEI. Any placement related communication that is done to the students of regular mode is also received by ODL learners. 2. SIRD officials are invited for consultation of skill-based training to enhance employability.	Click here

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

Sl.	Provisions in Regulations		Action taken in respect of ODL	Upload relevant document
1.	Governance, Leadership and Management:	a) Organisation Structure and Governance	CDOE has its own organizational structure and governance built as per UGC guidelines and in the line of HEI.	Click Here
		b) Management	The management activities including financial management are carried out as per the established rules of the HEI.	
		c) Strategic Planning	Strategic planning is made as per the suggestions of the offering departments, CIQA and HEI.	
		d) Operational Plan, Goals and Policies	Operational plans are as per discussion with offering depts and LSCs. Policy related matters are decided in coordination with CIQA and HEI	
2.	Articulation of Higher Educational Institution Objectives		1. CDOE aims at creation of quality and skilled human resources in the line with HEI objectives. 2. The Centre is in the process of offering more skill-based courses in line with NEP 2020.	Click here
3.	Programme Development and Approval Processes:	a) Curriculum Implementation	a. Curriculum is implemented by CDOE only after being approved by statutory bodies like DAC, School Board and Academic Council of HEI.	Click here
		b) Academic Flexibility	b. Most of the activities are learner-centric. To make the learning process easy going, no. of LSCs has been increased and are strengthened and facilitated with better infrastructure.	Click Here

Sl.	Provisions in Regulations		Action taken in respect of ODL	Upload relevant document
		c) Learning Resource	c. CDOE Learning resources are in print, audio-video, and computer-based OER like Youtube, Swayam, National Digital Library, e-Pathsala are available for the learners. CDOE learners can avail facilities of HEI Central Library as well as the resources of CDOE library.	Click Here
		d) Feedback System	e. Feedback from stakeholders, including learners is taken from time to time for improvement in all areas. CDOE is under process of creating an effective online learner feedback system.	Click Here
4.	Programme Monitoring and Review		Programme monitoring and review are done by CIQA in consultation with the offering departments and HEI. In line with this, CDOE revises its SLMs at regular intervals.	Click here
5.	Infrastructure Resources		CDOE has its own independent infrastructural facilities like independent building, library, conference hall, examination hall, computer system, projectors, etc. HEI facilities like computer lab, studio for audio-video recording are used as and when required.	Click Here
6.	Learning Environment and Learner Support		1. At CDOE, efforts are made to connect to the learners at personal level both by faculty and administration. 2. Learners are encouraged to feel comfortable with the system and concerned faculty so that they may clear their doubts any time. 3. The faculty remains in contact both physically and online for counselling.	
7.	Assessment and Evaluation		1. Assessment and Evaluation are done as per ODL regulations and regulations of HEI. 2. Evaluation is done by means of home assignment and written examination.	
8.	Teaching Quality and Staff Development		1. Faculty and Staff at CDOE are appropriately qualified and technically skilled. 2. Qualified faculty with JRF and PhD are capable of providing up-to-date information and teaching aids to the learners. Coordinators in the departments equally assist the learners. 3. Skilled administrative staff extend help 24x7 at CDOE.	

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:

Sl.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	Academic Planning	Academic plan is prepared in the beginning of the Calendar year by CDOE in consultation with CIQA and in line with HEI academic calendar.	Click here
2.	Validation	Implementation of the Academic plan is examined by CDOE in advance based on previous experience	
3.	Monitoring, Evaluation and Enhancement Plans:	Monitoring, evaluation and improvement plans are as per discussions with the offering departments, CIQA and HEI.	
4	Reports from Learner Support Centres (for Open and Distance Learning programmes)	Reports are collected from LSCs on counseling, student support service etc.	Click Here
5	Reports from Examination Centres	After the completion of an examination, report is submitted by the centre coordinator and external observer of respective examination centre to CDOE	Click here
6	External Auditor or other External Agencies report	Regular financial audit is done by CAG as part of HEIs regular procedure. HEI's programmes have also been regularly audited by NAAC, NBA and now the academic and administrative audit (AAA) of programmes under CDOE are under considerations.	
7	a) Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels	Programme Performance data and performance data of permanent employees are submitted annually. Annual performance data is submitted in the form of annual performance appraisal report.	
	b) Reporting and Analytics by the Higher Educational Institution	Reporting and analysis are done through regular submission of Annual Report. Report on self-assessment and analysis is submitted periodically to NAAC.	
8	Periodic Review	Periodic review is carried out by CIQA as and when required	

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

Dr Rajeev K Doley, Director, Centre for Distance and Online Education

[Click here](#)

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

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

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no. reason thereof
UG	0	0	No	UG Programmes not on offer
PG	6	6	Yes	
PGD	0	0	No	PGD Programmes not on offer

Sl.	Name of the Programme	No. of Full time dedicated faculty for ODL	Names	Designation	Qualification	Exp	Type (Regular/ Contract) with gross salary			Date of joining programme and joining report
							Type	Gross Salary (in ₹)	Period	
1.	MA in English	1	Dr. Suchibrata Goswami	Assistant Professor	Ph. D	22 Years	Contract	36000	11 Months	Click here
2.	MA in Mass Communication and Journalism	1	Dr. Madhusmita Boruah	Assistant Professor	Ph. D	5 Years	Contract	36000/-	11 Months	Click here
3	MA in Sociology	1	Ms. Shofiul Alam Pathan	Guest Faculty	M. Phil	1 Year	Guest Faculty	1500/- per lecture	6 Months	Click here

3.3 Details of Administrative staff:

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

Admin Staff	Required (upto 5,000 students)	Available
Deputy Registrar	1	0
Assistant Registrar	1	1
Section Officer	1	0
Assistants	3	1
Computer Operator	2	1
Multi-Tasking Staff	2	1

a. Appointment Orders Links:

- i. Assistant Registrar- [Click Here](#)
- ii. Office Assistant- [Click here](#)
- iii. Computer Operator- [Click here](#)
- iv. MTS- [Click Here](#)

Part – IV: Examinations

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

SI	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced.	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Open and Distance Learning mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc.	Yes	
3.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centres or Learner Support Centres is located under the direct control and responsibility of the Open and Distance Learning mode Institution. No Examination Centres shall be allotted to any private organisations or unapproved Higher Educational Institutions.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	Yes	
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 an clean drinking water facilities	Yes	
10.	Safety and security of the examination centre must be ensured	Yes	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Yes	
12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

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

Sl	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. External Observer Appointment Click Here	
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. Central Evaluation and Certification from TU Click Here	
3	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless 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; 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	Yes	
4	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through 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. PPR/ Syllabus prepared with due approval of regular offering dept. and semester end Q. P. prepared under guidance of regular offering depts. Click here	
5	The weightage for different components of assessments for Open and Distance Learning mode shall be as under: continuous or formative assessment (in semester): Maximum 30 per cent summative assessment (end semester examination or term end examination): Minimum 70 %	Yes. 30% Assignment question + 70% Witten examination	
6	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes. Assignment and Theory examination schedule uploaded on website Click Here	
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, Grade Card uploaded Click here	

Sl	Provisions in Regulations	Whether complied Yes/No, If Yes, Upload relevant document	If No, Reason thereof
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. Question Paper (both assignment and theory) are prepared by dedicated regular faculty members of the university. Question Papers are moderated by a designated committee. Evaluation is conducted by University faculty Click here	
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. Examination managed by designated examination committee for ODL mode, List attached Click here	
10	<p>a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.</p> <p>b) Availability of Biometric System</p> <p>c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learner</p> <p>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</p>	Yes Click Here No Through Other Govt. Identifiers CCTV recording is available Click Here	
11	The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years	Yes Click here	
12	<p>a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and</p> <p>b) It shall be mandatory to have observer Report submitted to the Higher Educational institution</p>	Yes, Click here Yes, Report Attached Click here	
13	<p>a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted through proctored examination (pen- paper or online or computer based testing) within Territorial Jurisdiction, in the examination centre as mentioned in these regulations.</p> <p>b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution</p>	Yes. List of examination Centres attached Click Here 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	Yes. Examination centre at LSC (govt. institute) list attached Click here	

Sl	Provisions in Regulations	Whether complied Yes/No, If Yes, Upload relevant document	If No, Reason thereof
	and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions		
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. Examination centre at LSC (govt. institute) list attached Click here	
16	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	Yes. Examination centre at LSC (govt. institute) list attached Click here	
17	<p>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:</p> <ol style="list-style-type: none"> Photograph Aadhaar number or other government recognised identifier or Passport number, as applicable, Other relevant details of the learner along with the Programme name <p>b) Each award shall also be uploaded on the National Academic Depository</p>	<p>Yes</p> <p>Click here</p> <p>Yes, Partially Completed, Upload in progress</p>	
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	<p>Yes, Certificate Attached</p> <p>Click here</p>	

4.3 Whether any examination held through online mode: No

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

Semester beginning	Program 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
Spring 2022	MA in English	36	84	36	42.85	28.57
	MA in MCJ	15	42	15	35.71	21.42
	MA in Sociology	64	104	59	56.73	48.07

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

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

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

All the guidelines mentioned in the regulations (also amendments) and PPR are placed before respective offering departments for approval. After approval in DAC and school board, PPRs are sent to approval in AC. After being approved in A.C., PPRs are processed for implementation. The Self Learning Materials for the ODL programmes are prepared through a standard process which is as mentioned below: - (a) Initially an SLM advisory committee is formed by the CIQA consisting of senior faculty members from the offering department and CODL. (b) The committee so formed select Contributors and Editors for writing and editing the SLMs and obtained approval from the competent authorities. (c) Contributors are appointed from amongst the internal as well as external experts in the area. d) After editing and formatting of the SLMs ,Advisory committee recommends them to CIQA after careful examination of the quality and content. (d) the same is placed with the Academic Council of the University for consideration and approval.

[Click Here](#) [Click here](#)

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

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

SLM is in both print and online. Audio video materials are uploaded in the website . Online materials are not yet applicable. Centre is working on effective dissemination of online material. Curriculum and Pedagogy are implemented as per the suggestion of offering departments. All Materials are approved by specially constituted committees of offering departments.

[Click Here](#) [Click Here](#)

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

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

Study material is prepared by faculty members and editors identified and approved by offering departments and HEI. Self-Learning Materials in form of Multiple Media- As per UGC (ODL) Regulations 2017.Preparation of Audio-Visual Materials, Online Material and Computer Based Material is on the process for the programmes offered under ODL mode as per the standards specified in the regulation Curriculum and Pedagogy
Quality Standards- Curriculum of the programmes so offered under ODL mode is being in consistency with the mission and vision of Centre For Open and Distance Learning, Tezpur University. While preparing the same, a note of the UGC Model curriculum is also being kept. The curriculum is well defined in structure and it is ensured that the content is reliable and justified with the learning outcomes. Further, credit value, corresponding no. of home assignments and no. of counselling hours for each course is well defined as per UGC guidelines all the programmes offered under ODL mode.

[Click here](#)

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:

Sl.	Programme 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
1	UG	N/A	N/A	N/A	N/A	N/A
2	a. MA in English	Tezpur University (HO)	1	2	39	25-30
	b. MA in Sociology	Tezpur University (HO)	1	2	60	38-40
	c. MA in Mass Communication and Journalism	Tezpur University (HO)	1	2	15	20-23
3	PGD	N/A	N/A	N/A	N/A	N/A

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

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

1. HEI following the norms of UGC ODL, 2020 the LSC are required to provide evidence of the preparedness for availability of the academic, other staff and qualified academic counsellors.
2. The requirements shall be always complied within the standards mentioned for operating and the LSCs as per UGC ODL Regulations 2020 published through "Gazette of India: Extraordinary; Part III- Sec-4" and part thereof.
3. The LSC must be a college or an institute affiliated to a University or a Government recognised higher educational institution offering programs in the same broad area, with in the Territorial Jurisdiction of the State of Assam.
4. The LSC must be centrally located in a place, with good connectivity from railway station, bus stand for the convenience of learners.
5. The approved LSC of Tezpur University shall not be the LSC for more than two Higher Educational Institutions at a time.
6. LSC s must provide pre admission counselling, information about the courses and support for admission related matters.
7. LSC must provide counselling/contact classes to learners and it must equipped with a help desk well versed with learner information data base.
8. LSC must be required to generate admission to a minimum of 50 numbers of learners per year and based on this, CDOE Tezpur University shall decide upon the contract renewal of the LSC after 3 years.
9. LSC shall maintain the learner data related to conduct of counselling sessions and grievance redressal.

LSC wise enrollment details (Not for Private University):

Sl	Name & Address of College/ institute where LSC is established (with Pin Code)	This LSC is LSC of how many HEIs? (No. and Names)	If yes, All the HEIs in same State as that of the LSC?	Name of HEI to which College/ institute is affiliated (where LSC is established)	Whether the College/ institute is private or Govt(whether 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	Moridhal College	One HEI (Tezpur University)		Dibrugarh University	Govt.	Sri Milonjyoti Borgohain 9707604477 / 6002500191	Master's	2	MA in English MA in Sociology	11
2	Barpeta Law College	One HEI (Tezpur University)		Gauhati University	Govt.	Ms Bidismita Ojha 8638870871	Master's	2	MA in English MA in Sociology	9
3	Jengraimukh College	One HEI (Tezpur University)		Dibrugarh University	Govt.	Sri Joising Doley 8638432746	Master's	2	MA in English MA in Sociology	Nil
4	Silapathar Town College	Two HEI (Tezpur University and Dibrugarh University)		Dibrugarh University	Govt.	Sri Darika Pegu 6001384823	Master's	2	MA in English MA in Sociology	5
5	Mazbat College	One HEI (Tepur University)		Gauhati University	Govt.	Dr. Bhaskar Jyoti Borthakur 9859222700 / 9435739210	Ph.D	2	MA in English MA in Sociology	Nil
6	Rangachahi College	One HEI (Tezpur University)		Dibrugarh University	Govt.	Dr. Indraneel Pegu 8638774884	Ph.D	2	MA in English	Nil
7	Goalpara College	Two HEI (Tezpur University and KK Handique State Open University)		Gauhati University	Govt.	Dr. Dhiraj Kumar Borah 8638748425 / 8822892928	Ph.D	2	MA in English MA in Sociology	3
8	Jorhat Kendriya Mahavidyalaya	Two HEI (Tezpur University and Dibrugarh University)		Dibrugarh University	Govt.	Ms. Ratna Moni Dutta 9435248080	Master's	2	MA in English MA in Sociology	Nil

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 at least for seven years:

CDOE, Tezpur University is not offering any Science Based programmes

6.3 Off campus details (For Deemed to be University): N/A

6.4: Delivery of Self Learning Materials

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 of Delivery of SLM	Whether delivered SLM to learners within a fortnight from the date of Admission
	July Session: June 1-Aug 31 January Session: Jan1 to Mar 31	-	-
Printing Material		For July session: a. Within 30 June For January Session: a. Within January 31	Yes
Audio-Video Material		Available round the year	Yes
Online Material		Preparation under process	N/A
Compute based material		Available round the year	Yes

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

Y/N: NO

PART VII: Self-Regulation through disclosures, declarations and reports

7.1 Compliance status of Regulations 9 of UGC (ODL programmes and Online Programmes) Regulations, 2020 Self-regulation through disclosure, declarations and reports

S.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 Click Here			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Open and Distance Learning mode	Yes	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes	
5	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details (for Open and Distance Learning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;		
6	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes	
7	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes	
8	Information regarding all the programmes recognized by the Commission	Yes	
9	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes	

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

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

Sl.	Provision	Whether being complied Yes/No
1	The intake capacity under Open and Distance Learning mode for a programme under science discipline to be offered by a Dual Mode University shall be three times of the approved intake in conventional mode and in case of Open University, it shall be commensurate with the capacity of the Learner Support Centres (for Open and Distance Learning only) to provide lab facilities to the admitted learners:	N/A
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- <ol style="list-style-type: none"> 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; 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 commercialization of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	Yes
6	Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners: Provided that a Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning for or on behalf of the Higher Educational Institution	Yes
7	Every Higher Educational Institution shall– <ol style="list-style-type: none"> a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner. b) maintain the records of the entire process of selection of candidates and preserve such records for a minimum period of five years. c) exhibit such records as permissible under law on its website; and 	Yes

	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.	
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, which shall be in consonance with the resources.	Yes
	8 (d): the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
	8 (e): The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
	8 (f): The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of 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	Confidential, handled centrally by the HEI
	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 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: <ul style="list-style-type: none"> 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:

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.

Centre for Distance and Online Education (CDOE), Tezpur University, has a well-developed mechanism for handling students' grievances and complaints. The center has developed a student grievance portal which is actively monitored by the center administration. Immediately after receipt of any grievance/ complaint the center verifies its authenticity through direct intervention of the Director, CDOE. Generally, the complaint is tried to be resolved online using the available mechanism, i.e., student support service. Generally, time to resolve such complaint is 24 hours.

In case the complaint remains unresolved through online intervention, designated officer at the centre contacts the learner using phone/email so that it can be resolved within 24 hours. The cases where intervention of higher authority is required, is it taken up by the Director CDOE for further necessary actions.

The learners are made aware of the system at the time of counselling / orientation apart from the information given in the CDOE website.

9.2: Details of Grievances received:

Numbers of Grievance Received	Numbers of Grievance Resolved
10	10

9.3 Complaint Handling Mechanism:

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

The HEI/Centre has a well-developed mechanism for handling students' grievances and complaints. The Center has developed a students' grievance portal which is actively monitored by the HEI/Centre administration. Immediately after receipt of any grievance/complaint, the HEI/Centre verifies its authenticity. The complaint is tried to be resolved at the first level (student support service) within 24 hours. In case the complaint remains unresolved at the first level, it is taken up by the concerned committee in the next 24 hours for resolution and communication to the complainant. Further, in case the complainant is unsatisfied with the resolution provided, he or she may take the matter to the Director, CDOE, in the next 24 hours for further necessary action. However, the Center always tries to resolve all the grievances and complaints received within a maximum time frame of 60 hours. The Center has also taken initiatives to make the learners aware of the UGC's students' grievance portal.

Nodal Officers:

- a) SCs : Prof. Mrinal Das
- b) STs/Transgender : Dr. R. K. Doley
- c) OBCs : Shri Hridoy Saikia,
- d) Women/ICC : Prof. Joya Chakraborty

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	N/A

Part – X: Innovative and Best Practices**10.1: Innovations introduced during the Academic Year:**

Considering the visible benefits of already existing ICT application in the processes of Registration and Examination, CDOE has augmented it further to cover (i) Admission, and (ii) Results in the current academic year.

10.2: Best Practices of the HEI:

1. Rational use of ICT and social media platforms to empower the learners to receive their required e-contents effectively is considered as one of the notable practices of CDOE at TU
2. Optimum utilization of the ICT facilities by the Centre is another best practice in the Centre for which learners are being highly benefited in understanding critical concepts through discussions, doubt clearing sessions and intensive counselling.
3. 24x7 student support services through various electronic media platforms that are conveniently accessible.
4. The Centre has introduced ICT-based fee payment system to provide a hassle-free experience.
5. Preparing the learners for the ongoing semester activities through orientation in the beginning of the semester. In the orientation, assignment papers and project proposals and final reports are demonstrated by experts and project guides.

10.3: Details of Job Fairs conducted by the HEI:

- Tezpur University has a central Training and Placement Cell (T&P Cell) functioning in the university.
- CDOE is working in close coordination with the T & P Cell for assisting students in their appropriate employment. The Centre/HEI also takes benefit of its alumni database in getting employment opportunities for its learners.
- Learners are advised to enroll themselves with the T & P Cell before completion of their programmes.

10.4: Success Stories of students of ODL mode of the HEI: [Click Here to view](#)**10.5 Initiatives taken towards conversion of SLM into Regional Languages:**

As the medium of instruction is English, the SLMs are written in this language. However, the SLMs will be **converted** into regional languages in future, if required.

10.6 Number of students placed through Campus Placements:

Majority of the students enrolled in the Centre are already employed in their respective professional fields. However, the Centre will take placement drive on students' demand.

10.7 Details of Alumni Cell and its activity:

The HEI has an Alumni Cell. The Centre works in close coordination with Alumni Cell of the University for creating an alumni database for growth and development of the Centre.

10.8 Any other Information

The Centre has been facing a number of operational problems due to the lack of permanent faculty and staff members. with permanent faculty/staff members the Centre will be able to function much more effectively.

DECLARATION

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



Signature of Director
Name: Dr. Rajeev K Doley

Seal: **Director**
Centre for Distance and Online Education
Tezpur University

Date: 23-08-2023



Signature of the Registrar
Name: Dr. Biren Das

Seal: **Registrar(Acting)**
Tezpur University

Date: 29.8.2023