

HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

Annual Report

OF

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

PROGRAMMES UNDER

ONLINE MODE

2025-26

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Part – I: General Information**1.1 Date of notification of the Centre (attach a copy of the notification):**

02-09-2024, <https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Ciqa-Constitution-2024.pdf>

07/11/2025, <https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Ciqa-partial-reconstitution.pdf>

1.2 Details of Director, CIQA

- Name : Prof. (Dr.) Manisha Sharma
- Qualification: Ph.D.
- Appointment Letter and Joining Report:
<https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Ciqa-New-Director.pdf>

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

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. P.K. Dashora	Statistics	02-09-2024
b.	Three Senior teachers of HEI	Member 1	Dr. Ravi Kant	Chemistry	02-09-2024
		Member 2	Dr. Saurabh Kumar	Management & Commerce	02-09-2024
		Member 3	Dr. Dinesh Pandey	English	02-09-2024
c.	Head of three Departments or School of Studies from which programme is being offered in ODL and Online mode	Member 4	Dr. Sidharth Jain	Management & Commerce	02-09-2024
		Member 5	Dr. Aasheesh Raizada	Computer Science	02-09-2024
		Member 6	Dr. Jitendra Singh	Journalism and Mass communication	07-11-2025

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d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Mohd. Nafees Ahmad Ansari	Geography	02-09-2024
		Member 8	Dr. Prabhat Sharma	Hindi	02-09-2024
e.	Officials from departments of HEI - Administration - Finance	Member 9 Administration	Dr. Jitendra Yadav	Law	02-09-2024
		Member 10 Finance	Mr. Ankur Agrawal	Finance	07-11-2025
f.	Director, CIQA	Member Secretary	Prof. (Dr.) Manisha Sharma	Chemistry	02-09-2024

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

If No, reason there of

Yes, we shall change accordingly

1.4 Number of meetings held and its approval:

a. No. of meetings held every year: 2

b. Meeting details:

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	24-09-2025	1	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/CIQA0-1-Minutes-24-09-2025.pdf	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Minutes-of-AC-Meeting-Held-on-07-January-2026-(Final).pdf
Meeting 2	10-04-2026	1	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/CIQA-2-Minutes-10-04-2026.pdf	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Minutes-of-AC-meeting-20-07-26.pdf

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

From Sept., 2023 academic session:

Sr. No.	Name of the Department	Certificate Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Approval of statutory Authority (s) (DD-MM-YYYY)	No. of Learner Support Centre Operationalized	Number of students admitted (Male/Female/Trans-gender)

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							of HEI/Regu latory authority (if required)	as per territorial jurisdiction*/ Off Campus	M	F	TG	Total
1.	NA											

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

From Sept., 2023 academic session:

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

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

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

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recogniti on Letter No. and date	No. of Learner Support Centre Operationalize d as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Tran s- gend er)			
								M	F	TG	Total
1.	NA										

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

Academic Session July-2025

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

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1	Bachelor of Computer Application	3	120	10+2	60000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	33 52	74 4	0	4096
2	Bachelor of Arts	3	120	10+2	30000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	19 85	12 14	0	3199
3	Bachelor of Business Administration	3	120	10+2	54000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	10 91	36 6	0	1457

Academic Session January-2026

Sr. No.	Under-Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1	Bachelor of Computer Application	3	120	10+2	60000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	39 32	87 9	0	4811
2	Bachelor of Arts	3	120	10+2	30000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	24 47	14 35	0	3882
3	Bachelor of Business Administration	3	120	10+2	54000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	14 24	46 2	0	1886

1.9 Number of programmes started at Post-graduate Degree Programmes as per Commission Order:

Academic Session July-2025

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/ Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	Master of Arts (English)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	46	89	0	135
2.	Master of Arts (Political Science)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	52	27	0	79

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3.	Master of Arts (Journalism and Mass Communication)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	52	15	0	67
4.	Master of Arts (Education)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	99	98	0	197
5.	Master of Arts (Public Administration)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	51	34	0	85
6.	Master of Commerce	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	45	35	0	80
7.	Master of Business Administration	2	84	UG	60000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	1813	567	0	2380
8.	Master of Science (Mathematics)	2	80	UG	48000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	226	132	0	358
9.	Master of Computer Application	2	80	UG	60000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	1930	458	0	2388

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Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Of f Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	Master of Arts (English)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	54	94	0	148
2.	Master of Arts (Political Science)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	62	45	0	107
3.	Master of Arts (Journalism and Mass Communication)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	58	13	0	71
4.	Master of Arts (Education)	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	102	142	0	244
5.	Master of	2	80	UG	28000	F.No.-39-2/2023	NA	53	30	0	83

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	Arts (Public Administration)					(DEB-1), 17-08-23					
6.	Master of Commerce	2	80	UG	28000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	54	50	0	104
7.	Master of Business Administration	2	84	UG	60000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	1920	627	0	2547
8.	Master of Science (Mathematics)	2	80	UG	48000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	230	150	0	380
9.	Master of Computer Application	2	80	UG	60000	F.No.-39-2/2023 (DEB-1), 17-08-23	NA	1989	502	0	2491

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

2.1 Action taken on the functions of CIQA:-

S. No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome there of (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	➤ Counselling for admission and programme related queries ➤ Accessible and User-Friendly Learning Platform ➤ Comprehensive and Relevant Content (SLM) ➤ Orientation program ➤ Training to use LMS ➤ Academic calendar ➤ Well-Qualified Teachers ➤ Effective Communication and Support through Programme/Course Coordinators	1. Admission portal URL (CRM) https://www.muonline.ac.in/admission-process.php 2. Admission Counselling https://www.muonline.ac.in/student-support.php 3. Welcome Letter https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/welcome-letter.pdf 4. Lms-login-walkthrough https://www.muonline.ac.in/Documents/Lms-login-walkthrough-New.pdf 5. Orientation Video https://drive.google.com/file/d/19CqMT63HwPrICNyjLqrDBnG3GOyYvJF1/view?ts=6a8553a2 6. Academic calendar https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/academic-calender.pdf
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Conducted survey, obtained feedback from the stakeholders on the quality of the programmes Based on the feedback the following measures have been taken: ➤ Conduction of Training programs for Teachers and staff ➤ Encourage faculty to engage in reflective teaching practices	Webinar and Workshop Reports. https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Webinar-17-11-2025.pdf https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Webinar-18-11-2025.pdf https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/July-2026_Workshop_Report_CDOE.pdf

3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	➤ Development of SLM as per guidelines by UGC (ODL Programmes and Online Programmes) Regulations, 2020 ➤ Conduction of orientation program for newly enrolled students ➤ Contribution in the Research and innovation ➤ Faculty and Staff Development ➤ Student Support Services	➤ Sample SLM format https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/sample-slm.pdf ➤ Orientation program video link https://drive.google.com/file/d/19CqMT63HwPrICNyjLqrDBnG3GOyYvJF1/view?ts=6a8553a2 ➤ Research papers/Book details link https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/Research-details.xlsx
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)	➤ CIQA ensure that the curriculum for ODL programs is identical to that of conventional programs. This includes using the similar course objectives, learning outcomes, and assessment criteria. ➤ Regular joint curriculum development and review committees have faculty from both ODL and conventional modes. ➤ Experienced faculty in designing, delivering, and evaluating both ODL and conventional programs. ➤ Applied the same rigorous assessment standards and evaluation methods in both ODL and conventional modes. This includes comparable exam formats, grading standards, and feedback mechanisms. ➤ Collected regular feedback from students and faculty in both ODL and conventional modes regarding course delivery, content quality, and support services.	Notification regarding same syllabus https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/ecapproval.pdf
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely,	Feedback Forms developed by CDOE. ➤ Forms for feedback sent to various stakeholders, learners, teachers, experts by CDOE. ➤ CDOE seeks feedback via Google Forms and through personal interaction.	Link for sample feedback form 1. Students Feedback https://docs.google.com/forms/d/e/1FAIpQLSciSc_XyieKKoblAcJm6Abcs3TZVxTkdbdk31TcJbmQVsiQ/viewform?usp=sharing&oid=103326532293019219221 2. Parents Feedback https://docs.google.com/forms/d/e/1FAIpQLSeOMO53E2Jy2OsXruN8w3mSmhFR64rbCQHlsikNpDKvmtshg/v

	learners, teachers, staff, parents, society, employers, and Government for quality improvement.		iewform?usp=sharing&oid=103326532293019219221 3. Teachers Feedback https://docs.google.com/forms/d/e/1FAIpQLSf4ZtJeOFimZturypNr4dzeu-8PePEs-JCm0BY91Tkyc9Log/viewform?usp=sharing&oid=103326532293019219221
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative Improvement	On the basis of the feedback received from the stakeholders, the CDOE has suggested for enhancing the number of weekends classes, conducted remedial classes, counselling sessions.	Counselling/ Remedial classes link https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/Sem-1-JAN-26-BATCH-LMS-Schedule.xlsx https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/Sem-2-July-25-Batch-LMS-Schedule.xlsx
7.	Implementatin of its recommendatons through periodic reviews	In order to examine and ensure the quality of the programme, CIQA constituted an internal committee to review the programme implementation.	https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/Ciqa-Constitution-2024.pdf
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.	The CDOE organized Workshops/ seminars/ webinar/ orientation on quality related themes. All the faculty members participated in the programs organized.	https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/Webinar-17-11-2025.pdf https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/Webinar-18-11-2025.pdf https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/ecapproval.pdf
9.	Developed and collated best practices in all	The systematic formulation of the syllabus and the creation of e-learning materials (e-LM) for Online learning (OL) have	Role and responsibilities for Faculty to ensure the implementation of the best practices

	areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher Educational Institution	improved the quality of instruction in the traditional mode. The interaction during Personal Contact Programme with working professionals have provided a fresh perspective on the teaching and learning processes in higher education institutions (HEI). Add best practices.	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Best-practices.pdf
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Students' feedback on programmes and faculty feedback on the teaching and learning experience.	Faculty feedback & Students' feedback 1. Students Feedback https://docs.google.com/forms/d/e/1FAIpQLScIsc_XyieKKoblAcJm6Abcs3TZVxTkbbdk31TcJbmQVsiQ/viewform?usp=sharing&oid=103326532293019219221 2. Teachers Feedback https://docs.google.com/forms/d/e/1FAIpQLSf4ZtJeOFifmZturypNr4dzeu-8PePEs-JCm0BY91Tkyc9Log/viewform?usp=sharing&oid=103326532293019219221
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	The PPR (Program Project Report) was initially evaluated by the CIQA (Centre for Internal Quality Assurance) and subsequently authorized by the Statutory bodies for the implementation of new programmes. The PPR underwent examination by a committee, and revisions were introduced based on their report.	Implementation of the recommendations by CIQA and PPR AC Approval https://www.mangalayatan.in/uploaded files/OL-Application-July-2025/Minutes-of-AC-Meeting-Held-on-0%20Dec-2023-updated.pdf

	having control over the programme		
12.	Mechanism to ensure the proper implementation of Programme Project Reports	Different processes were followed for the design and development of Programme Project Reports, and effective measures were implemented to ensure their proper execution. Programme coordinators were appointed, with their roles and responsibilities clearly defined. A report from the Programme coordinators is obtained to confirm the correctness of the PPR as per the UGC guidelines for the implementation of the PPR.	Duties and Responsibilities of Programme Coordinators https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Duties-and-responsibilities-of-pc.pdf
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The documents required in annual report are mentioned and update regularly.	https://www.mangalayatan.in/annual-reports-of-ciqa/
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	On the basis of the feedback received from the stakeholders suggestions are incorporated by the University for improving the quality of the Programmes, as per job market.	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Job-Markets-ok.pdf
15.	Facilitated system based research on ways of creating learner centric environment	On the basis of feedback received from various stake holders in previous session 2023-24, all the required changes have been implemented.	

	and to bring about qualitative change in the entire system.		
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	We have started the session from July, 2023. Further necessary action towards obtaining accreditation from the NAAC would be initiated at appropriate time.	Upload documents Approval letters UGC https://www.mangalayatan.in/uploaded_files/ODL-Application-July-2025/naac.pdf
17.	Measures adopted to ensure internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit	We have started the session from July, 2023. Further necessary action towards internalisation and institutionalisation of quality enhancement practices through periodic accreditation and audit would be initiated at appropriate time.	Approval letters UGC https://www.mangalayatan.in/uploaded_files/ODL-Application-July-2025/naac.pdf
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	We have started the session from July, 2023. Further necessary steps to coordinate between the University and the Commission shall be taken for various quality-related initiatives or guidelines.	https://www.mangalayatan.in/uploaded_files/OL-Application-July-2025/naac.pdf https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/ol-approval-ugc.pdf

19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	1. Information from other Higher Educational Institutions on quality benchmarks and best practices was gathered to enhance our internal processes. 2. This data helped in identifying successful strategies for academic excellence, student support, and institutional governance, contributing to our continuous improvement efforts.	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Best-practices.pdf
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	The documents required in annual report are mentioned and update regularly.	https://www.mangalayatan.in/annual-reports-of-ciqa/
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.	This is the annual report of CIQA. The same shall be placed before the forthcoming meeting of Academic council for consideration and approval.	https://www.mangalayatan.in/annual-reports-of-ciqa/
	(a) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory	The annual report of CIQA, compiled in the specified format by the Commission shall be placed before the forthcoming meeting of Academic council for consideration and approval.	

	authorities of the Higher Educational Institution annually to the Commission.		
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	The Centre for Internal Quality Assurance (CIQA) has carefully overseen the functioning of the CDOE, the quality assurance systems and processes. The measures and processes suggested by the CIQA committee in its meetings are mentioned in the report.	Attach CIQA committee report https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/CIQA0-1-Minutes-24-09-2025.pdf https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/CIQA-2-Minutes-10-04-2026.pdf
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	The CIQA organized workshops and training programmes to acquaint the teachers to design and develop SLM as per the guidelines of the UGC.	Workshop link https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Webinar-17-11-2025.pdf https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Webinar-18-11-2025.pdf https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/July-2026_Workshop_Report_CDOE.pdf
24.	Promoted automat	CDOE has implemented automation in its learner support services. This	Admission portal link https://muonline.ac.in

	ion of learner support services of the Higher Educational Institution	initiative streamlined processes, ensuring timely and consistent support for all students while reducing administrative burdens.	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The syllabi, the e-LM are designed and developed with the help of internal and external experts in the respective disciplines.	https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/audit-report.pdf
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	The annual audit conduct regularly during the session. Report is attached.	https://www.mangalayatan.in/Uploaded/CiQA-report-2025-26/audit-report.pdf
27.	Overseen the preparation of Self- Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	We have started the session from Sept., 2023. Further necessary steps towards submitting self - appraisal report to the Assessment and Accreditation agencies will be initiated in due course of time.	
28.	Promoted collaboration and association for quality enhancement	The university has collaborated with various institutions of higher learning and research for enhancing the quality of academic programmes and research.	https://www.mangalayatan.in/mou/

	of Open and Distance Learning mode of education and research therein		
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	The university has collaborated with various industries for providing exposure to the learners and enhancing their employability.	https://www.mangalayatan.in/mou/

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

Sr. No	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	a. The University has constituted a CIQA committee as per the guidelines by the UGC. b. University has established CIQA and appointed Director CIQA to monitor and access the quality of the ODL and ONLINE programmes as per the guidelines/parameters mentioned in the UGC regulation 2020. c. The Strategic Planning, operational plans and goals and policies of the CIQA are as follows. ➤ CIQA typically focuses on ensuring the continuous improvement of educational quality and institutional effectiveness. ➤ CIQA conducts regular reviews of the institution's organizational structure to ensure it aligns with its mission, vision, and strategic objectives. ➤ CIQA provides recommendations for enhancing governance structures, including the roles and responsibilities of leadership. ➤ The committee promotes transparency by engaging	CIQA committee https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Ciqa-Constitution-2024.pdf

		stakeholders in governance processes, ensuring their feedback is integrated into decision-making. ➤ CIQA monitors the performance of management processes, including administrative and academic management. ➤ Regular audits are conducted to evaluate the effectiveness of management practices and identify areas for improvement. ➤ CIQA implements systems for collecting and acting upon feedback from staff, faculty, and students regarding management effectiveness. ➤ CIQA ensures that the strategic planning process aligns with the institution's mission, vision, and core values. ➤ CIQA oversees the development of operational plans that translate strategic goals into actionable steps. ➤ CIQA tracks the progress of operational plans and assesses whether goals are being met within set timelines. ➤ The committee promotes a culture of continuous improvement by recommending changes to operational plans and policies based on performance data.	
2.	Articulation of Higher Educational Institution Objectives	The Institute has a clear vision, mission, ethics and broad strategy consistent with the goals for offering programmes in Online Learning.	Vision and mission link https://www.mangalayatan.in/about-mangalayatan/vision-core-values/
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility	The curriculum design process is an annual exercise in which the Boards of Studies (BoS) of the respective departments are convened. Additionally, regular faculty meetings are held to address the concerns of both learners and faculty. These discussions often lead to necessary adjustments and the introduction of new teaching and learning methods. To ensure the quality of delivery, e-Learning Material (e-LM) reviews are conducted based on the feedback received.	BOS Minutes https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/BOS%2023-12-2025.pdf https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/BOS-23-12-2025.pdf

	d. Learning Resource e. Feedback System		
4.	Programme Monitoring and Review	As we have started the session from Sept. 2023. Programme Monitoring will be done at some appropriate time.	
5.	Infrastructure Resources	The infrastructure in-charge of the HEI reviews the Infrastructure Requirements and generates any necessary requirements, ensuring they are taken care of.	Infrastructure Document https://www.mangalayatan.in/uploaded_files/ODL-Application-July-2025/compliance/area.pdf
6.	Learning Environment and Learner Support	Students receive regular guidance through Email, WhatsApp, websites and the Help Desk to assist them with any challenges they encounter in the LMS.	Orientation and Training https://drive.google.com/file/d/19CqMT63HwPrICNyjLqrDBnG3GOyYvJF1/view?ts=6a8553a2
7.	Assessment and Evaluation	The CDOE follows the assessment criteria as the norms of the UGC. The faculty responsible for handling the specific subject provides regular guidance to the students on the Assessments and Evaluations conducted.	https://www.mangalayatan.in/Upload/CIOA-report-2025-26/ecapproval.pdf
8.	Teaching Quality and Staff Development	The CIOA is obtaining feedback/suggestions from various stakeholders to ensure the development and quality of teaching.	1. Students Feedback https://docs.google.com/forms/d/e/1FAIpQLScIsc_XyieKKobIkAcJm6Abccs3TZVxTkKbdk31TcJbmQVsiQ/viewform?usp=sharing&oid=10332653229301921921 2. Parents Feedback https://docs.google.com/forms/d/e/1FAIpQLSeOMO53E2Jy2OsXruN8w3mSmhFR64rbCQHlsikNpDKvmtshg/viewform?usp=sharing&oid=103326532293019219221 3. Teachers Feedback https://docs.google.com/forms/d/e/1FAIpQLSf4ZtJeOFifmZturypNr4dzeu-8PePEs-JCm0BY91Tkyc9Log/viewform?usp=sharing&oid=103326532293019219221

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

Sr. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
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1.	Academic Planning	Effective academic planning for a university is crucial to ensure high-quality education, research, and overall development. Here are some key actions that has been taken 1) Curriculum Development 2) Online teaching skills development 3) Research and Innovation	Academic calendar https://www.mangalayatan.in/Uploaded/C/QA-report-2025-26/academic-calender.pdf
2.	Validation	Once the academic planning is completed, it is submitted to the academic committee of Mangalayatan University for final approval.	BOS minutes https://www.mangalayatan.in/Uploaded/C/QA-report-2025-26/BOS%2023-12-2025.pdf https://www.mangalayatan.in/Uploaded/C/QA-report-2025-26/BOS-23-12-2025.pdf AC minutes https://www.mangalayatan.in/Uploaded/C/QA-report-2025-26/Minutes-of-AC-Meeting-Held-on-07-January-2026-(Final).pdf
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Learner Support Centres (for Open and Distance Learning programmes) b. Reports from Examination Centres c. External Auditor or other External Agencies report d. System	All the necessary action towards Monitoring, evaluation and enhancement plans have been initiated and being conducted at appropriate time. a. Not applicable as we don't have learner support centres b. Not applicable as we don't have any external examination centres. The examinations are conducted in house. c. Annual academic audit has been regulary conduct. d. Systematic consideration of performance data at programme, faculty and higher educational institution levels conducted regulary. e. Reporting and Analytics are conducted accordingly. f. The periodic review perfume regulary.	

HEI ID: HEI-P-U-0528**Name of HEI: Mangalayan University, Aligarh****Type of HEI: Private**

matic Considerati on of Performanc e Data at Programme, Faculty and Higher Educational Institution levels e. Repor ting and Analytics by the Higher Educational Institution f. Perio dic Review		https://www.mangalayan.in/Uploaded/CIQA-report-2025-26/audit-report.pdf
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Part – III: Human Resources and Infrastructural Requirements

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

Or

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

Prof. (Dr.) Anurag Shakya, Director of Centre for Distance and Online Education

https://www.mangalayatan.in/uploaded_files/ciqa/annual-report-2024-25/director-aao.pdf

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

Or

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

Dr. Aasheesh Raizada, Deputy Director-Online Education

https://www.mangalayatan.in/uploaded_files/ciqa/annual-report-2024-25/dy-director.pdf

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

Or

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

Mr. Love Mittal, Assistant Director – Online Education

https://www.mangalayatan.in/uploaded_files/ciqa/annual-report-2024-25/assistant-director.pdf

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

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

YES

<https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/undertaking.pdf>**i. Programme name: BA****a. Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/ month	Date of Joining programme
1	Dr. Mohammad Afsan	Ph.D.	2.5 Years	Regular / as per 6 th CPC	09-10-2023

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/ month	Date of Joining programme
1	BA-HINDI	Dr. Richa Verma, Assistant Professor-Hindi	Ph.D.	5 Years	Regular / as per 6 th CPC	01-10-2024
2	BA-ENGLISH	Ms. Angela Fatima Mirza, Assistant Professor-English	MA, NET	2 Years		03-12-2024
3	BA-ECONOMICS	Dr. Poonam Gupta, Assistant Professor-Economics	Ph.D.	11 Years		01-12-2023
4	BA-SOCIOLOGY	Dr. Anup Kumar Manna, Assistant Professor-Sociology	Ph.D.	2.5 Years		11-08-2023
5	BA-HISTORY	Dr. Nanak Chand, Assistant Professor-History	Ph.D.	4 Years		11-08-2023
6	BA-POLITICAL SCIENCE	Dr. Satyaveer Singh, Assistant Professor-Political Science	Ph.D.	4 Years		11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	Dr. Mohammad Afsan (Assistant Professor-English)	Ph.D.	2.5 Years	Regular / as per 6 th CPC	09-10-2023
2.	Dr. Rahul Kumar (Assistant Professor-Hindi)	Ph.D.	2 Year		10-09-2025
3.	Dr. Mohd. Faizan (Assistant Professor-English)	Ph.D.	7 Year		11-09-2024
4.	Dr. Poonam Gupta (Assistant Professor-Economics)	Ph.D.	11 Years		01-12-2023
5.	Dr. Anurag (Assistant Professor-Sociology)	Ph.D.	2 Year		10-09-2025
6.	Dr. Geeta (Assistant Professor-History)	Ph.D.	1.5 Years		27-11-2024
7.	Mr. Kalpesh Bag (Assistant Professor-Political Science)	MA, NET	2.5 Years		11-10-2023

ii. Programme name: BBA**a. Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Shalu Agrawal (Assistant Professor)	Ph.D.	5 Year	Regular / as per 6 th CPC	11-08-2023

b. Course Coordinator

HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	BBA	Dr. Ankur Kumar Agarwal (Professor)	Ph.D.	18 Year	Regular / as per 6 th CPC	11-08-2023
2	BBA	Dr. Shailendra Singh (Professor)	Ph.D.	17 Year		11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	Dr. Mohammad Arsalan Ahmad (Assistant Professor)	Ph.D.	5 Year	Regular / as per 6 th CPC	11-08-2023
2.	Dr. Niyati Sharma (Assistant Professor)	Ph.D.	7 Year		11-08-2023

iii. Programme name: MBA

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Ankur Kumar Agarwal (Professor)	Ph.D.	18 Year	Regular / as per 6 th CPC	11-08-2023

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	MBA	Dr. Shalu Agrawal (Assistant Professor)	Ph.D.	5 Year	Regular / as per 6 th CPC	11-08-2023
2	MBA	Dr. Shailendra Singh (Professor)	Ph.D.	17 Year		11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme

HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

1.	Dr. Mohammad Arsalan Ahmad (Assistant Professor)	Ph.D.	5 Year	Regular / as per 6 th CPC	11-08-2023
2.	Dr. Niyati Sharma (Assistant Professor)	Ph.D.	7 Year		11-08-2023

iv. Programme name: BCA

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Mr. Pankaj Kumar (Assistant Professor)	MCA, NET	13 Year	Regular / as per 6 th CPC	21-02-2024

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	BCA	Dr. Love Mittal (Assistant Professor)	M.Tech	7 Year	Regular / as per 6 th CPC	11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	BCA	Dr. Javed Wasim (Associate Professor)	11 Year	Regular / as per 6 th CPC	11-08-2023

v. Programme name: MCA

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Javed Wasim (Associate Professor)	Ph.D.	11 Year	Regular / as per 6 th CPC	11-08-2023

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract)	Date of Joining programme
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HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

					with gross salary/ month	
1	MCA	Dr. Love Mittal (Assistant Professor)	M.Tech	7 Year	Regular / as per 6 th CPC	11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/ month	Date of Joining programme
1.	Mr. Pankaj Kumar (Assistant Professor)	MCA, NET	13 Year	Regular / as per 6 th CPC	21-02-2024

vi. Programme name: MA English

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/ month	Date of Joining programme
1	Dr. Dheeraj Kumar	Ph.D.	14 Year	Regular / as per 6 th CPC	02-01-2026

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/ month	Date of Joining programme
1	MA- English	Dr. Seema Naz (Associate Professor)	Ph.D.	8 Year	Regular / as per 6 th CPC	10-03-2026

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/ month	Date of Joining programme
1.	Ms. Vanshika Singh	MA, NET	2.5 Years	Regular / as per 6 th CPC	16-12-2024

vii. Programme name: MA Political Science

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/ month	Date of Joining programme
1	Dr. Tariq Anwar	Ph.D.	12 Year	Regular / as per 6 th CPC	11-08-2023

HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

	(Associate Professor)				
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b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	MA-Pol. Sc.	Dr. Ankur Singh (Assistant Professor)	Ph.D.	1 Year	Regular / as per 6 th CPC	10-02-2026

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	Dr. Ankur Singh (Assistant Professor)	Ph.D.	1 Year	Regular / as per 6 th CPC	10-02-2026

viii. Programme name: M. Com
a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Sidharth Jain (Professor)	Ph.D.	18 Year	Regular / as per 6 th CPC	11-08-2023

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	M.Com	Mr. Deepok Kumar Chaudhary (Assistant Professor)	M.Com. NET	2.5 Year	Regular / as per 6 th CPC	12-12-2024
2	M.Com	Dr. Saurabh Kumar (Professor)	Ph.D.	19 Year	Regular / as per 6 th CPC	11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme

HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

1.	Dr. Shital Rajput (Associate Professor)	Ph.D.	14 Year	Regular / as per 6 th CPC	11-08-2023
2.	Dr. Deepok Chaudhary (Assistant Professor)	MCOM, NET	3 Year	Regular / as per 6 th CPC	12-12-2024

ix. Programme name: M.Sc. Mathematics

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Deepak Dhiman (Assistant Professor)	Ph.D.	4.5 Year	Regular / as per 6 th CPC	07-11-2023

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	M.Sc.- Mathematics	Dr. Kalicharan (Associate Professor)	Ph.D.	9 Year	Regular / as per 6 th CPC	10-02-26

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	Dr. Prabhat Bansal (Assistant Professor)	Ph.D.	7 Year	Regular / as per 6 th CPC	11-08-2023

x. Programme name: M.A. (JMC)

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Jitendra (Professor)	Ph.D.	15 Year	Regular / as per 6 th CPC	10-02-2026

b. Course Coordinator

HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	M.A.	Dr. Usha Tiwari (Assistant Professor)	Ph.D.	3 Year	Regular / as per 6 th CPC	11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	Dr. Manisha Upadhyay (Assistant Professor)	Ph.D.	7 Year	Regular / as per 6 th CPC	11-08-2023

xi. Programme name: M.A. (Education)

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Yatendra Pal (Associate Professor)	Ph.D.	12 Year	Regular / as per 6 th CPC	11-08-2023

b. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	M.A. Education	Dr. Kavita Sharma (Assistant Professor)	Ph.D.	6 Year	Regular / as per 6 th CPC	11-08-2023

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	Dr. Sanjay Pal (Assistant Professor)	Ph.D.	7 Year	Regular / as per 6 th CPC	11-08-2023
2.	Dr. Ram Kumar Pathak (Assistant Professor)	Ph.D.	7 Year	Regular / as per 6 th CPC	11-08-2023

xii. Programme name: M.A. (Pub. AD.)

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	Dr. Tariq Anwar (Associate Professor)	Ph.D.	12 Year	Regular / as per 6 th CPC	11-08-2023

a. Course Coordinator

S. No.	Course Name	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1	MA-Pub. Ad.	Dr. Ankur Singh (Assistant Professor)	Ph.D.	1 Year	Regular / as per 6 th CPC	10-02-2026

b. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of Joining programme
1.	Dr. Ankur Singh (Assistant Professor)	Ph.D.	1 Year	Regular / as per 6 th CPC	10-02-2023

3.5 Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

Admin Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	Dr. Jitendra Yadav
Assistant Registrar	1	Dr. Soni Singh
Section Officer	1	Dr. Nand Kishor Verma
Assistants	3 (2 for DM Universities)	1- Mr. Manoj Kumar 2- Mr. Ashok Kumar Gupta 3- Mr. Ripudaman
Computer Operator	2	1- Mr. Deepak Babu Sharma 2- Mr. Vishnu Kumar
Multi-Tasking Staff	2	1- Mr. Ajab Singh 2- Mr. Ramesh Sharma

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

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

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

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

ii. For Delivery of Online Programmes:

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

iii. For Admission and Examination for Online mode:

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

<https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/technical-staff-list.pdf>

Part – IV: Examinations

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

S. No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	YES	
2.	For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	YES	
3.	A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated proctoring.	YES	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.	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 and clean drinking water facilities	YES	
10.	Safety and security of the examination centre must be ensured	YES	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	YES	
12.	Provision of drinking water must be made for learners	YES	
13.	Adequate parking must be available near the examination centre	YES	
14.	Facilities for Persons with Disabilities should be available	YES	

4.2 Compliance 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 document	If No, Reason there of
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	YES https://mu-odl.ucanassess.in/onlineexam/public/check	
2.	Requirements of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)	YES https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/proctor-list.pdf	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	YES https://mu-odl.ucanassess.in/onlineexam/public/check	
4.	Remote Proctoring	YES	

	(as mentioned in provision II (B)(13)(iii) of Annexure II)	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/proctor-list.pdf	
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4.3 Compliance status of 'Evaluation' and 'Certification' - As per Regulations 15 and 16 of UGC (ODL Programmes and Online Programmes) Regulations, 2020

S. No.	Provisions in Regulations	Whether being complied Yes/No If Yes, Upload relevant document	If No, Reason there of
1	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes, guidelines https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/MU-ODL-&-OL-Examination-Guidelines_July-26.pdf	
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 https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/exam-25-26.pdf	
3	The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination: Provided that no semester or year-end examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of	Yes https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/ecapproval.pdf	

	study stipulated for the semester or year has been actually conducted; ii) For Online mode: the learner has minimum participation of 75 per cent. In all the activities of Online programme prior to end semester examination or term end examination.		
4	The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through Online mode shall be evolved by adopting same standards as being followed in conventional mode / ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities	YES	
5	The weightage for different components of assessments for Online mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent.	Yes, https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/ecapproval.pdf	

	(ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.		
6	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes https://www.mangalayatan.in/Uploaded/CI/QA-report-2025-26/ecapproval.pdf	
7	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card	Cumulative grade as per University policy.	
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 https://www.muonline.ac.in/Documents/Lms-login-walkthrough-New.pdf	
9	The examination of the programmes in Online mode shall be managed by the	Yes, By the Examination Cell of the University	

	examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.		
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure.	YES	
	(b) Availability of biometric system	NA	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners	YES, THROUGH ONLINE PORTAL	
	(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	Yes	
11.	The Higher Educational Institution shall retain all	YES	

	such Closed- Circuit Television recordings in archives for a minimum period of five years		
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/Observer-list.pdf	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/exam-observer-report.pdf	
13.	An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission	YES https://mu-odl.ucanassess.in/onlineexam/public/check	
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which	YES	

	are recognized to enroll international learners shall endeavor to conduct proctored examinations for such learners		
15.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have - Photograph - Aadhaar number or other government recognised identifier or Passport number, as applicable, - Other relevant details of the learner along with the Programme name.	Yes, The University has started the OL programmes from session Sept- 2023 and University is following the guidelines issued by the UGC.	
	(b) Each award shall also be uploaded on the National Academic Depository	YES	
16.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and	Yes,	

	address of all Examination Centres		
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4.4 Result and Student Progression For UG, PG and PGD programmes

Semester beginning	Programme name	No. of students admitted	No. of students appeared in exams	No. of students progressed to next year	% of students passed	% of students passed in first class
Jul., 2025	B.A.	3199	3015	2967	98	96
	BBA	1457	1434	1434	100	98
	BCA	4096	4067	4066	99	98
	MA English	135	130	87	100	98
	MA Political Science	79	75	63	99	98
	MA-JMC	67	60	44	100	99
	MA Public Administration	85	68	57	94	97
	M.Sc. Math	358	345	254	100	98
	MBA	2380	2346	1708	100	98
	MCA	2388	2366	1604	99	97
	MA Education	197	178	142	99	95
	M.COM	80	80	61	100	100

Semester beginning	Programme name	No. of students admitted	No. of students appeared in exams	No. of students progressed to next year	% of students passed	% of students passed in first class
Jan-2026	B.A.	3882	3881	Result Awaited	Result Awaited	Result Awaited
	BBA	1886	1886	Result Awaited	Result Awaited	Result Awaited
	BCA	4811	4810	Result Awaited	Result Awaited	Result Awaited
	MA English	148	148	Result Awaited	Result Awaited	Result Awaited
	MA Political Science	107	107	Result Awaited	Result Awaited	Result Awaited
	MA-JMC	71	71	Result Awaited	Result Awaited	Result Awaited

HEI ID: HEI-P-U-0528 Name of HEI: Mangalayatan University, Aligarh Type of HEI: Private

	MA Public Administration	83	83	Result Awaited	Result Awaited	Result Awaited
	M.Sc. Math	380	380	Result Awaited	Result Awaited	Result Awaited
	MCOM	104	104	Result Awaited	Result Awaited	Result Awaited
	MBA	2547	2547	Result Awaited	Result Awaited	Result Awaited
	MCA	2491	2491	Result Awaited	Result Awaited	Result Awaited
	MA EDUCATION	244	244	Result Awaited	Result Awaited	Result Awaited

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

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

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

Program Project Report:

<https://www.muonline.ac.in/workshops.php>

Approval:

<https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/ecapproval.pdf>

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.

<https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/compliance-status-SLM.pdf>

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.

<https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/ecapproval.pdf>

Part – VI: Programme Delivery through Learning Platform

6.1 Details of Learning Platform

Please provide link and details of Learning Platform opted by HEI.

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

NA, Non-SWAYAM Platform

- 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

<https://www.muonline.ac.in/Documents/Lms-login-walkthrough-New.pdf>

6.2 Compliance status in respect of the Programme delivery

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

<https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/compliance-status-SLM.pdf>

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

a. Provide details as under:

S. No.	Programme Name	Courses allowed through OER/MOOC	Name of Platform	Name of HEI offering the course (if any)	Duration of the Course	No. of Credits assigned to the Course	Percentage of total courses in a particular programme in a semester (Semester wise -programmes wise)
NO, e-LM Develop in House							

- b. Upload approval of statutory authorities of the Higher Educational Institution:
https://www.mangalayan.in/uploaded_files/ciqa/annual-report-2024-25/Minutes-of-AC-Meeting-Held-on-03-January-2025.pdf

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

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

S.No	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/undertaking.pdf	
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://www.mangalayatan.in/uploaded_files/ODL-2024-25/2 Act-&-Status.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/ol-approval-ugc.pdf	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme,	https://www.muonline.ac.in/Documents/MU%20Online%20Brochure.pdf Fee Structure:-	

	duration, eligibility for enrolment, programme fee, programme structure	https://www.mangalayatan.in/Upload/CIQA-report-2025-26/Fee-Online-2026-27.pdf	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule;	https://www.muonline.ac.in/	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/academic-calender.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	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/academic-calender.pdf	
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	Link for sample feedback form 1. Students Feedback https://docs.google.com/forms/d/e/1FAIpQLScIsc_XyieKKobIkAcJm6Abccs3TZVxTkbbdk31TcJbmQVsiQ/viewform?usp=sharing&ouid=103326532293019219221 2. Parents Feedback https://docs.google.com/forms/d/e/1FAIpQLSeOMO53E2Jy2OsXruN8w3mSmhFR64rbCQHlsiikNpDKvmtshg/viewform?usp=sharing&ouid=103326532293019219221 3. Teachers Feedback	

	bridging the gaps, if any	https://docs.google.com/forms/d/e/1FAIpQLSf4ZtJeOFifmZturypNr4dzeu-8PePEs-JCm0BY91Tkyc9Log/viewform?usp=sharing&ouid=103326532293019219221	
9.	Information regarding all the programmes recognised by the Commission	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/ol-approval-ugc.pdf	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	We have started the session from Sept., 2023. The first batch of UG students will pass out in 2027.	
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;	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/list-course-writers.pdf e-LM of all the 12 Online Programmes were developed already and are on offer from Sept. 2023.	
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 https://www.muonline.ac.in/faqs.php	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	Online Examination are conducted by the Examination Cell of Mangalayatan University, Beswan, Aligarh.	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/proctor-list.pdf	
15.	Academic Calendar	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	https://www.mangalayatan.in/Uploaded/C IQA-report-2025-26/academic-calender.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	We have started the session from Sept., 2023. The third-party academic audit will be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance initiated at appropriate time.	https://www.mangalayatan.in/Uploaded/C IQA-report-2025-26/audit-report.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**

S.No.	Provision	Whether being complied Yes/No
1.	Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in Online mode, shall render the enrolment invalid	Yes
2.	A Higher Educational Institution shall, for admission in respect of any programme in Online mode, accept payment towards admission fee and other fees and charges- (a) as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; (b) with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; (c) Only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes Yes 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	Yes https://www.mangalayatan.in/Uploaded/CIQA-report-2025-26/MU-Scholarship-2025-26.pdf

	orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialisation of education in any manner whatsoever, and shall provide for equity and access to all deserving learners	
5.	Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners:	Yes
6.	Every Higher Educational Institution shall– (a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; (b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; (c) exhibit such records as permissible under law on its website; and (d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.	Yes Yes Yes Yes
7.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to 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	Yes

	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	
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes
8. (c)	The number of seats approved in respect of each programme of Online mode, which shall be in consonance with the resources	Yes
8. (d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8. (e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8. (f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of 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	Yes

	teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	Yes
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way	Yes

	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	
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in Online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
14.	No Higher Educational Institution shall, issue or publish- (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised; (b) any information, through advertisement	Yes Yes

	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	
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- 8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the ministry of External Affairs, Ministry of Education and Univesity Grants Commission: Yes/No**
If No, reason there of:

No International student enrolled.

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.

Students' Grievance Redressal Mechanism

<https://www.mangalayatan.in/wp-content/uploads/2024/02/sgrc-001.jpg>

Mention Emails and URL

<https://erp.mangalayatan.in/GrievancePortal/StudentGrievance.aspx>

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
39	39

9.3 Complaint Handling Mechanism

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

Students submit their grievances through following link which is available on MU Website. Grievance is being received by Registrar office, Director's office and Programme coordinators. Issues and grievances are examined by the Student Grievance Redressal Committee and appropriate action is taken to resolve the issues:

<https://erp.mangalayatan.in/GrievancePortal/StudentGrievance.aspx>

<https://www.mangalayatan.in/wp-content/uploads/2024/02/sgrc-001.jpg>

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)
No Complaint Received.		

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

Some innovations introduced during the academic year for enhancing the quality of education in higher education institutes:

- Providing access to international online learning platforms such as Coursera.
- Addition of skill enhancement, ability enhancement, interdisciplinary and value added/vocational courses that combine multiple disciplines to foster holistic education and innovation.
- Flexible schedules of teaching-learning for the convenience of the students.

10.2 Best Practices of the HEI

- **Student-Centered Approach:** Prioritize a learner-focused strategy where all services, from academic support to administrative processes, are designed with the needs and experiences of students in mind.
- **Continuous Improvement:** Implement a culture of continuous quality improvement by regularly assessing and refining educational services, ensuring they meet evolving student expectations and industry standards.
- **Effective Communication:** Ensure clear, consistent, and transparent communication channels between faculty, administration, and students, fostering an environment where information is readily available and easily understood.
- **Professional Development:** Invest in ongoing training and development for faculty and staff to keep them updated on the latest pedagogical techniques, technologies, and best practices in student service and support.
- **Feedback Mechanisms:** Establish robust systems for collecting and acting on feedback from students, staff, and stakeholders, enabling responsive and timely enhancements to educational services.
- **Technological Integration:** Leverage modern technology to improve service delivery, such as utilizing learning management systems, digital libraries, and online student services to enhance accessibility and convenience.
- **Inclusive Environment:** Create an inclusive and diverse learning environment that accommodates the needs of all students, including those with disabilities, from different cultural backgrounds, or with varying learning preferences.

- **Data-Driven Decision-Making:** Use data analytics to monitor performance metrics related to student satisfaction, academic outcomes, and service efficiency, guiding informed decision-making processes.
- **Collaborative Learning:** Encourage collaborative initiatives between students, faculty, and industry experts, fostering practical learning experiences that prepare students for real-world challenges.
- **Quality Assurance Framework:** Develop and implement a comprehensive quality assurance framework that systematically evaluates and enhances all aspects of educational services, ensuring they align with institutional goals and standards.

10.3 Details of Job Fairs conducted by the HEI

The University has started the OL programmes from academic session 2023-24. University will conduct the job fairs in the subsequent years.

10.4 Success Stories of students of Online mode of the HEI

The University has started the session from 2023-24. The success stories of students will be shared in the subsequent years.

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

The University has started the session from 2023-24. We will plan to translate the SLM into regional languages in near future.

10.6 Number of students placed through Campus Placements

The University has started the session from 2023-24. No batch has graduated yet.

10.7 Details of Alumni Cell and its activity

The University has started the session from 2023-24. No batch has graduated yet.

10.8 Any other Information

All the available information is already provided.

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:

Name: Prof. Manisha Sharma

Date: 27/08/26

Seal:

Director
Centre for Internal Quality Assurance
Mangalayatan University, Aligarh, U.P.



Signature of the Registrar:

Name: Commander Manoj K. (Retd.)

Date: 27/08/26

Seal:

Registrar
Mangalayatan University
Beswan, Aligarh

Note: Kindly take the printout 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.