

HEI ID: DEB-U-1078 Name of HEI: SILVER OAK UNIVERSITY 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

Annexure 1.1

1.2 Details of Director, CIQA

- Name : Dr. Manish Kumar Singh
- Qualification: PhD
- Appointment Letter and Joining Report: Annexure 1.2

1.3 Details of CIQA Committee:

a. Composition as per Regulations

S. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in Committee CIQA
a.	Vice Chancellor of the University	Chairperson	Dr. Saurin R. Shah PhD	Electronics and Communication	September 15, 2025
b.	Three Senior teachers of HEI	Member 1	Dr. Sagar Patel Dean Academics	Computer Science	September 15, 2025
		Member 2	Dr. Piyush Patel IQAC Director	Mathematics	September 15, 2025
		Member 3	Dr. M Samir Gopalan Dean, SOCLS	Management	September 15, 2025
		Member 4	Dr. Hemal Patel Dean, SOCCA	Computer Science	September 15, 2025
c.	Head of three School of Studies from which programme is being offered in ODL and Online mode	Member 5	Dr. Shah Deep Dhirajkumar PhD	Management	September 15, 2025
		Member 6	Ms. Risha Pandey M.Tech	Computer Science	September 15, 2025
		Member 7	Ms. Deepika Chauhan M.Tech	Computer Science	September 15, 2025
		Member 8	Ms. Niyati Mistry M.Com	Commerce	September 15, 2025
		Member 9	Dr. Navadia Nidhi Ashokbhai PhD	Management	September 15, 2025
		Member 10	Dr. Sadhu Maunkumar Rameshbhai PhD	English Literature	September 15, 2025

d.	Two External Experts of ODL and/or Online Education	Member 11	Dr. Kunjal Sinha, Vice Provost, Parul University	Management	April 17, 2026
		Member 12	Dr. V. M. Patel, Dean, Ganpat University	Civil	September 15, 2025
		Member 13	Dr. Safia Farooqui, Director of Online Education, D. Y. Patil University	Management	September 15, 2025
e.	Officials from departments of HEI • Administration • Finance	Member 14	Dr. Pina Bhatt, Registrar	Mechanical	September 15, 2025
		Member 15	Dr. Hitesh Gujarati, Chief of Exam	Management	September 15, 2025
		Member 16	Mr. Dharmesh Kadia, Administrative Officer	Management	September 15, 2025
f.	Director, CIQA	Member Secretary	Dr. Manish kumar Singh, PhD	Computer Science	September 15, 2025

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

If No, reason thereof

Not Applicable

1.4 Number of meetings held and its approval:**a. No. of meetings held every year: 02****b. Meeting details:**

Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	22-06-2026	03	Annexure 1.3	Annexure 1.3
Meeting 2	NA	NA	NA	NA

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

From <April, 2026> academic session: 2025-26

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	Bachelor of Business Administration (General)	3	132	10+2	30,000/- per year	F.No.2 -4 I 2025(DEB-SER)	"As per the data updated on the UGC Portal"			
2.	Bachelor of Computer Applications (General)	3	132	10+2	30,000/- per year	F.No.2 -4 I 2025(DEB-SER)				

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

From <April, 2026> academic session: 2025-26

Sr. No.	Under - Graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1.	Master of Commerce (General)	2	80	Graduate with 50% (45% for reserved category)	25,000/- per year	F.No.2 -4 I 2025(DEB-SER)	"As per the data updated on the UGC Portal"			
2.	Master of Arts (English Literature)	2	80	Graduate with 50% (45% for reserved category)	25,000/- per year	F.No.2 -4 I 2025(DEB-SER)				
3.	Master of Business Administration (General)	2	86	Graduate with 50% (45% for reserved category)	50,000/- per year	F.No.2 -4 I 2025(DEB-SER)				
4.	Master of Computer Applications (General)	2	80	Graduate with 50% (45% for reserved) with Mathematics as one subject at Graduation or 10+2 level	45,000/- per year	F.No.2 -4 I 2025(DEB-SER)				

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

2.1 Action taken on the functions of CIQA:-

S.No.	Provisions in Regulations	Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	1. LMS-based Academic Planning and Communication The Learning Management System (LMS) incorporates various features to facilitate effective academic planning and timely communication with learners. These include a calendar view, advance session schedules, academic announcements, circulars, and notifications, enabling learners to plan their learning activities effectively. A dedicated section for notifications and circulars is also available on the LMS to ensure systematic and timely dissemination of important academic and administrative information. 2. Course-wise e-Content and Digital Learning Resources Course-wise e-content has been made available to learners through the LMS in a structured and easily accessible manner. The learning resources include lecture notes, PowerPoint presentations, pre-recorded video lectures, and other supplementary academic materials. The content is organized according to courses and modules to support self-paced learning and provide learners with continuous access to academic resources. 3. To bridge the gap between academic learning and professional practice, industry interaction sessions and expert-led sessions have been organized for learners of Online programmes. These activities provide learners with practical insights, industry perspectives, and exposure to contemporary professional practices. The sessions are planned programme/domain-wise to ensure their relevance to the learners' respective areas of study. 4. Online Admission, Payment and UGC-	Annexure 2.1

		DEB Portal Integration The University has provided an integrated online admission and fee payment facility for learners enrolling in Online Learning (OL) programmes. The digital admission process enables learners to complete registration, admission formalities, and fee payment through online interfaces. Further, API and Reverse API integration with the UGC-DEB portal has been implemented to facilitate systematic data exchange and streamline regulatory reporting and compliance-related processes. 5. Continuous Academic, Technical and Administrative Learner Support A comprehensive learner-support mechanism has been established to provide continuous academic, technical, and administrative assistance throughout the learner's academic journey. Learners are supported through LMS discussion forums, academic mentors, technical support, and course coordinators. In addition, dedicated assistance is provided by the Admission and Examination Teams for admission, examination, and related administrative queries, thereby ensuring end-to-end learner support. 6. Automated Learner Onboarding and Welcome Communication To facilitate a smooth onboarding experience, automated welcome emails are sent to newly enrolled learners following successful completion of the admission/enrolment process. The communication provides learners with essential information regarding their programme, LMS access, and initial academic activities. This automated communication mechanism helps ensure timely information dissemination and supports effective learner engagement from the beginning of the academic journey.	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	The Centre for Distance and Online Education (CDOE) undertakes regular self-evaluation and reflective reviews of its academic, administrative, learner-support, LMS, assessment, and examination processes to identify areas for improvement. Feedback and observations received from learners, faculty members, academic coordinators,	

		and administrative teams are systematically reviewed. This systematic approach enables the University to identify gaps, implement appropriate corrective measures, monitor their effectiveness, and continuously enhance the quality of Online education and services provided to learners.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	The key quality areas identified include learner administration and academic experience, programme effectiveness and employability, learner motivation and engagement, and comprehensive learner support from admission to exit. Quality is also maintained through systematic monitoring of academic processes, including course formulation and design, development of self-study materials, periodic review and upgradation of existing programmes and courses, and introduction of new programmes in accordance with applicable UGC (OL) Regulations.	
4.	Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)	The academic processes followed for the design, delivery, implementation, and evaluation of conventional programmes are also adopted for Online Learning (OL) programmes, with appropriate modifications to suit the online learning environment. 1. The Board of Studies and Faculty Board for OL programmes are constituted in accordance with the University's established academic framework. The same systematic process of curriculum formulation, approval, implementation, periodic review, and revision is followed. 2. Learners enrolled in OL programmes are provided opportunities to participate in curricular, co-curricular, placement, entrepreneurship, and start-up activities, as applicable. 3. The curriculum and Programme Project Report (PPR) for OL programmes are designed and implemented in alignment with the University's academic standards and applicable UGC (OL) Regulations.	

5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.	CIQA ensures that regular feedback is collected from various stakeholders, including learners and academic staff, regarding academic and administrative activities, e-content, live sessions, doubt-resolution sessions, and learner support services. The feedback received is analysed and used to identify areas for improvement and to enhance the overall quality of Online Learning programmes.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative improvement.	Regular meetings, workshops, and orientation programmes are organised for faculty members, department heads, programme coordinators, and other staff involved in the delivery of Online programmes to ensure continuous improvement in systems, processes, and learner services. Regular interactions are also conducted to facilitate the sharing of knowledge, skills, best practices, and resources related to quality assessment and improvement. These activities support effective coordination and strengthen the overall quality of Online Learning programmes.	
7.	Implementation of its recommendations through periodic reviews	As per the recommendations of the CIQA Committee, regular internal audits are conducted to monitor the implementation of recommended quality measures and assess their effectiveness. The audit findings are reviewed periodically, and necessary corrective and improvement actions are undertaken to ensure continuous enhancement of the quality of Online Learning programmes.	
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.	1. CIQA has taken proactive initiatives to organize workshops and professional development sessions for staff members to enhance their knowledge, skills, and overall professional competencies. 2. Online workshops, expert sessions, and orientation programmes were also conducted for OL students to support their academic growth, professional development, and overall learning experience.	Annexure 2.2
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	CIQA has identified and implemented several best practices to strengthen learner services and enhance the overall learning experience. These include domain-specific expert sessions, the integration of case studies and real-life examples into live classes, student development activities, and timely	

		academic support through the LMS, mentors, and programme coordinators. These practices are systematically documented, periodically reviewed, and shared across departments to promote consistent quality delivery, effective learner support, and continuous improvement within the Online Learning ecosystem.	
10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	Data analysis and systematic monitoring are carried out across various academic and learner-support domains. The findings are regularly reviewed to identify gaps, assess performance, and translate the insights into appropriate corrective and improvement measures. The key areas monitored include: 1. Progress and Quality Review of Question Banks – Regular monitoring of question bank development, coverage, accuracy, and alignment with course learning outcomes. 2. Progress and Quality Review of Assignments – Assessment of assignment quality, relevance, academic rigor, and timely development as per the prescribed curriculum. 3. Content Development: Quality and Progress Monitoring – Continuous review of the quality, completeness, relevance, and progress of learning content development. 4. Results and Student Progression – Analysis of examination results, learner performance, course completion, and student progression to identify areas requiring academic support and improvement.	
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	The Programme Project Report (PPR) is prepared in accordance with the guidelines and provisions of the UGC (ODL and Online Programmes) Regulations, 2020, and is submitted to the appropriate statutory authorities of the University for review and approval. The PPRs undergo a systematic review process through the Board of Studies and Faculty Board and are subsequently	

		placed before the Academic Council and Governing Board for consideration and final approval. This ensures that the programmes are academically sound, compliant with regulatory requirements, and aligned with the University's quality standards.	
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The submitted report is subject to periodic internal audit by the Internal Audit Committee to ensure compliance with prescribed standards and requirements. The Programme Project Report (PPR) serves as a comprehensive framework and guideline for the implementation of programmes in accordance with UGC requirements.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	The academic schedules are prepared as annual plans in accordance with the programme requirements and are periodically reviewed to ensure effective implementation. The Director reviews, approves, and oversees the execution of the academic schedules and plans, ensuring timely and smooth delivery of academic activities.	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.	Inputs and feedback from industry experts and academicians are regularly collected and reviewed to assess and update the curriculum in line with emerging trends and developments. This ensures that the curriculum remains relevant to industry requirements and job market expectations, while enhancing students' knowledge, skills, and overall employability.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	The HEI promotes learner autonomy and active participation through open-ended questioning, direct instruction, group projects, collaborative activities, self-reflection, and individual self-paced assignments. Project-based and cooperative learning are also encouraged to develop students' critical thinking, problem-solving, teamwork, and practical skills.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	In order to request evaluation and accreditation from a recognized authority for accreditation, such as NAAC, the CIQA serves as a Coordinating Unit and offers its aid, support, and functional capabilities to the University's IQAC.	Annexure 1.3
17.	Measures adopted to ensure internalisation and institutionalization of quality	CDOE regularly collects, compiles, and verifies data for NAAC AQAR submission, ensuring accuracy and timely reporting. The Centre of Examinations (COE) also	

	enhancement practices through periodic accreditation and audit	provides necessary support and inputs for the preparation of the NAAC AQAR report. CIQA conducts an annual internal audit of the programmes offered by CDOE. In addition, CDOE undertakes regular self-assessment of its academic and administrative processes to identify areas for improvement and implement appropriate corrective measures, thereby enhancing the overall quality of education and learner support services.	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	To ensure compliance with all quality-related initiatives, regulations, and guidelines issued by the Commission from time to time, CIQA maintains regular coordination with the UGC-DEB and facilitates timely implementation of the prescribed requirements. 1. Online admission and payment facilities have been provided for learners enrolled in Online Learning (OL) programmes. In addition, API and Reverse API integration with the UGC-DEB portal has been completed to streamline and facilitate timely compliance reporting. 2. CDOE regularly coordinates with UGC-DEB and submits the required information and documents, including undertakings, affidavits, faculty details, and other supporting documents, as and when required, ensuring compliance with applicable UGC-DEB regulations, guidelines, and quality protocols.	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	The Online Education system complies with the prescribed UGC requirements for Four-Quadrant content development, including pre-recorded video sessions, textual learning materials, assignments, assessments, and FAQs. The curriculum and pedagogy are designed and implemented in accordance with the applicable UGC regulations and prescribed academic standards.	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	Centre for Internal Quality Assurance (CIQA) is in the process of establishing its annual reporting cycle. The activities and quality initiatives undertaken during the academic year will be systematically	Annexure 1.3

		documented and compiled into the CIQA Annual Report at the end of the reporting period.	
21.	(a) Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	At the conclusion of every academic session, CIQA is required to submit an annual report to the statutory bodies outlining its actions. Each year, the commission receives a copy of the report in the proper format.	Annexure 1.3
	(b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	At the conclusion of every academic session, CIQA is required to submit an annual report to the statutory bodies outlining its actions. Each year, the commission receives a copy of the report in the proper format.	
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 Committee provides oversight of CIQA's activities and operations and reviews and approves its periodic reports to ensure effective implementation of quality assurance processes.	Annexure 1.3
23.	Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes	CIQA monitors the adoption and implementation of prescribed instructional design practices, including the SWAYAM Four-Quadrant approach in accordance with the decisions and guidelines of the University's Statutory Bodies. These practices are reviewed to ensure effective curriculum design, learner engagement, and quality delivery.	Annexure 2.1
24.	Promoted automation of learner support services of the Higher Educational Institution	The University has implemented a fully automated Learning Management System (LMS) to facilitate effective delivery of learner support services. The LMS provides seamless access to online learning materials, discussion forums, interactive live sessions, assignments, and other academic resources, ensuring an efficient and engaging digital learning environment for learners.	Annexure 2.1
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The HEI's CIQA committee collaborates with outside subject experts or organizations to conduct an annual evaluation of its internal procedures.	Annexure 1.3
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	CIQA committee makes sure that the quality audit of the programme is coordinated with outside auditing	Annexure 1.3

		organizations.	
27.	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	The CIQA Committee oversees and coordinates the preparation of reports submitted to the concerned agencies for assessment and accreditation, ensuring accuracy, completeness, and compliance with the prescribed requirements.	Annexure 1.3
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	The HEI's CIQA committee encourages collaboration and association for improving the quality of online education.	Annexure 1.3
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.	CIQA committee makes sure that the industry institution linkage is properly facilitated to give students experience and improve their employment chances	Annexure 1.3

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 online programmes	Upload relevant document
1.	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	All policies and practices are implemented in accordance with applicable statutory and regulatory requirements, with due emphasis on effective planning, human resource management, recruitment, staff training and development, performance management, financial management, and institutional leadership to ensure efficient and quality-driven operations.	
2.	Articulation of Higher Educational Institution Objectives	The University has clearly defined its vision, mission, institutional ethos, and strategic framework, aligned with its objectives for offering programmes through Open and Distance Learning (ODL) and Online (OL) modes. These are implemented to ensure effective programme delivery, learner support, and continuous quality improvement.	
3.	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation	Curriculum design and development are closely aligned with the learning outcomes and quality parameters prescribed by NAAC for Dual Mode Universities. The content and structure of each unit of study are periodically reviewed and refined based on	

	c. Academic Flexibility d. Learning Resource e. Feedback System	feedback from learners and faculty members, ensuring relevance, effectiveness, and continuous improvement of the curriculum.	
4.	Programme Monitoring and Review	The HEI has established and implemented a systematic programme monitoring and review mechanism to conduct regular internal evaluations, assess programme effectiveness, and ensure the quality and continuous improvement of academic programmes.	
5.	Infrastructure Resources	The University has established adequate and scalable physical facilities and ICT infrastructure to ensure the quality and effective delivery of Online Learning (OL) programmes and to provide the necessary academic, technical, and learner support services to all stakeholders.	
6.	Learning Environment and Learner Support	The learning environment is designed around contemporary pedagogical practices and blended learning approaches, supported by robust ICT infrastructure. A seamless digital network, active student portal, and SOU-LMS platform provide an integrated, accessible, and learner-centred environment for effective teaching, learning, and academic support.	
7.	Assessment and Evaluation	The Assessment and Evaluation System is designed to effectively measure the achievement of programme and course learning outcomes. A variety of assessment methods, including multiple-choice questions, assignments, case studies, presentations, and term-end examinations, are used to evaluate learners' knowledge, skills, application, and overall academic performance in alignment with the intended learning outcomes.	
8.	Teaching Quality and Staff Development	The HEI has established a structured mechanism to promote continuous improvement in teaching and learning through academic counselling, capacity-building workshops, interactive teaching-learning practices, and faculty development programmes. Regular staff development activities	Annexure 2.2

		are also conducted to enhance the professional competencies, pedagogical skills, and effectiveness of academic staff.	
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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 online programmes	Upload relevant document
1.	Academic Planning	The HEI has established a systematic academic planning mechanism to ensure that the programmes offered remain relevant to the needs of the national economy and provide a high-quality, value-added learning experience. The University has adequate infrastructure, ICT facilities, and qualified teaching and support staff to ensure effective curriculum implementation, regular updating of academic content, and achievement of institutional objectives.	
2.	Validation	The HEI has established a systematic programme validation framework to ensure the academic feasibility of its programmes, clearly defined academic standards, and appropriate learning opportunities for students. The framework supports the review and validation of programmes to maintain academic quality, relevance, and learner-focused delivery.	
3.	Monitoring, Evaluation a. Reports from Examination Centres b. External Auditor or other External Agencies report c. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels d. Reporting and Analytics by the Higher Educational Institution e. Periodic Review	The HEI has established effective mechanisms for learner monitoring, assessment, and continuous improvement to track academic progress, identify learning gaps, and provide appropriate support for enhancing learner performance and outcomes.	

Part – III: Human Resources and Infrastructural Requirements

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

Name: - Dr. Manish Kumar Singh

Designation: - Director, Centre for Distance and Online Education

Highest Qualification: - PhD

Nature of Appointment: - Regular

Date of Joining: 01-Sep-2025

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

Name: - Dr. Shah Deep Dhirajkumar

Designation: - Deputy Director, Centre for Distance and Online

Education Highest Qualification: - PhD

Nature of Appointment: - Regular

Date of Joining: 27-Aug-2025

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

Name: - Mr. Rushil Shah

Designation: - Assistant Director, Centre for Distance and Online

Education Highest Qualification: - PhD

Nature of Appointment: - Regular

Date of Joining: 22-Aug-2025

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:

NA

i. Programme name: MASTER OF BUSINESS ADMINISTRATION (GENERAL)

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Shah Deep Dhirajkumar	PhD	14 Years	Regular	27/08/2025

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Management Concepts and Practices	Dr. Shah Deep Dhirajkumar, Professor	Ph.D	14 Years	Regular	27/08/2025
2	Managerial Economics	Dr. Hiral Borikar, Associate Professor	Ph.D	9.3 Years	Regular	20/01/2026
3	Managerial Communication	Dr. Nitingiri Kanugiri Goswami, Assistant Professor	Ph.D	1 Year	Regular	04/09/2025
4	Accounting for Managers	Dr. Meghna Rawal, Assistant Professor	Ph.D	3.6 Years	Regular	20/01/2026
5	Quantitative Techniques for Managers	Dr. Shukla Nipen Atulchandra, Assistant Professor	Ph.D	15 Years	Regular	20/01/2026
6	Organizational Behavior	Ms. Shruti Pathak, Assistant Professor	MBA	2.1 Years	Regular	09/09/2025
7	Management Information System	Dr. Nakhat Preeti Jaysingh, Associate Professor	Ph.D	6.8 Years	Regular	20/01/2026
8	Marketing Management	Dr. Shah Deep Dhirajkumar, Professor	Ph.D	14 Years	Regular	27/08/2025

9	Financial Management	Dr. Meghna Rawal, Assistant Professor	Ph.D	3.6 Years	Regular	20/01/2026
10	Human Resource Management	Ms. Shruti Pathak , Assistant Professor	MBA	2.1 Years	Regular	09/09/2025
11	Production and Operations Management	Dr. Nakhat Preeti Jaysingh, Associate Professor	Ph.D	6.8 Years	Regular	20/01/2026
12	Cost and Management Accounting	Dr. Hiral Borikar, Associate Professor	Ph.D	9.3 Years	Regular	20/01/2026
13	Entrepreneurship and Innovation Management	Dr. Nitingiri Kanugiri Goswami, Assistant Professor	Ph.D	1 Year	Regular	04/09/2025
14	Business Research Methodology	Dr. Shukla Nipen Atulchandra, Assistant Professor	Ph.D	15 Years	Regular	20/01/2026

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Hiral Borikar, Associate Professor	Ph.D	9.3 Years	Regular	20/01/2026
2	Dr. Nitingiri Kanugiri Goswami, Assistant Professor	Ph.D	1 Year	Regular	04/09/2025
3	Dr. Meghna Rawal, Assistant Professor	Ph.D	3.6 Years	Regular	20/01/2026
4	Dr. Shukla Nipen Atulchandra, Assistant Professor	Ph.D	15 Years	Regular	20/01/2026
5	Ms. Shruti Pathak , Assistant Professor	MBA	2.1 Years	Regular	09/09/2025
6	Dr. Nakhat Preeti Jaysingh, Associate Professor	Ph.D	6.8 Years	Regular	20/01/2026

ii. Programme name: BACHELOR OF BUSINESS ADMINISTRATION (GENERAL)**a. Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Navadia Nidhi Ashokbhai	PhD	18.3 Years	Regular	05/09/2025

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Principles and Practices of Management	Ms. Patel Kalash Arvindkumar, Assistant Professor	MBA	2.3 Years	Regular	19/01/2026
2	Business Statistics	Ms. Prajapati Shweta Amathabhai, Assistant Professor	MBA	2.5 Years	Regular	19/01/2026
3	Micro Economics	Dr. Navadia Nidhi Ashokbhai, Professor	Ph.D	18.3 Years	Regular	05/09/2025
4	Financial Literacy	Ms. Movaliya Monika Vindoray, Assistant Professor	MBA	4.8 Years	Regular	19/01/2026
5	Introduction to Artificial Intelligence	Mr. Haresh Parmar, Assistant Professor	MBA	12.6 Years	Regular	19/01/2026
6	Professional Excellence through Entrepreneurship and Soft Skill	Ms. Jayswal Forum Dharmendrabhai, Assistant Professor	MBA	6.9 Years	Regular	19/01/2026
7	Language Proficiency and Communication Skills	Ms. Barot Kinjal Kantilal, Assistant Professor	MBA	8 Years	Regular	19/01/2026
8	Foundations of Indian Knowledge System	Dr. Brahmbhatt Anandkumar Ashokbhai, Associate Professor	Ph.D	7 Years	Regular	04/09/2025
9	Human Resource Management	Ms. Prajapati Shweta Amathabhai, Assistant Professor	MBA	2.5 Years	Regular	19/01/2026
10	Financial Accounting	Ms. Barot Kinjal Kantilal, Assistant Professor	MBA	8 Years	Regular	19/01/2026
11	Macro Economics	Dr. Navadia Nidhi Ashokbhai, Professor	Ph.D	18.3 Years	Regular	05/09/2025
12	Management Information System	Dr. Brahmbhatt Anandkumar Ashokbhai, Associate Professor	Ph.D	7 Years	Regular	04/09/2025
13	Introduction to Psychology and Sociology	Ms. Patel Kalash Arvindkumar, Assistant Professor	MBA	2.3 Years	Regular	19/01/2026
14	Introduction to	Mr. Haresh Parmar,	MBA	12.6 Years	Regular	19/01/2026

	New Age Technologies	Assistant Professor				
15	Fintech & Digital Payment Solutions	Ms. Movaliya Monika Vindoray, Assistant Professor	MBA	4.8 Years	Regular	19/01/2026
16	Critical and Logic Thinking Development	Ms. Jayswal Foram Dharmendrabhai, Assistant Professor	MBA	6.9 Years	Regular	19/01/2026
17	Understanding Industry and Market	Ms. Patel Kalash Arvindkumar, Assistant Professor	MBA	2.3 Years	Regular	19/01/2026
18	Marketing Management	Dr. Navadia Nidhi Ashokbhai, Professor	Ph.D	18.3 Years	Regular	05/09/2025
19	Cost and Management Accounting	Ms. Barot Kinjal Kantilal, Assistant Professor	MBA	8 Years	Regular	19/01/2026
20	AI for Investments	Ms. Movaliya Monika Vindoray, Assistant Professor	MBA	4.8 Years	Regular	19/01/2026
21	Content and Blog Writing	Ms. Jayswal Foram Dharmendrabhai, Assistant Professor	MBA	6.9 Years	Regular	19/01/2026
22	Leadership and Influence	Ms. Prajapati Shweta Amathabhai, Assistant Professor	MBA	2.5 Years	Regular	19/01/2026
23	Views of Chanakya on Indian Political System	Dr. Brahmabhatt Anandkumar Ashokbhai, Associate Professor	Ph.D	7 Years	Regular	04/09/2025

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining program me
1	Ms. Patel Kalash Arvindkumar, Assistant Professor	MBA	2.3 Years	Regular	19/01/2026
2	Ms. Prajapati Shweta Amathabhai, Assistant Professor	MBA	2.5 Years	Regular	19/01/2026
3	Ms. Movaliya Monika Vindoray, Assistant Professor	MBA	4.8 Years	Regular	19/01/2026
4	Mr. Haresh Parmar, Assistant Professor	MBA	12.6 Years	Regular	19/01/2026
5	Ms. Jayswal Foram Dharmendrabhai, Assistant Professor	MBA	6.9 Years	Regular	19/01/2026
6	Ms. Barot Kinjal Kantilal, Assistant Professor	MBA	8 Years	Regular	19/01/2026
7	Dr. Brahmabhatt Anandkumar Ashokbhai, Associate Professor	Ph.D	7 Years	Regular	04/09/2025

iii. Programme name: MASTER OF COMMERCE (GENERAL)

a. Programme Coordinator

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Janhvi N. Upadhyay	Ph.D	6.8 Years	Regular	04/09/2025

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Merchant Banking and Financial Services	Ms. Mistry Niyati Anilkumar, Assistant professor	M.Com (Gset)	1.1 Year	Regular	09/09/2025
2	Fintech Services	Mr. Prajapati Sanjay Ishwarbha, Assistant professor	M.Com (NET)	1.1 Year	Regular	08/09/2025
3	Research Design and Techniques	Dr. Janhvi N. Upadhyay , professor	Ph.D	6.8 Years	Regular	04/09/2025
4	Corporate Financial Strategies	Dr. Mittal Himani Kamalkishor, professor	Ph.D	17 Years	Regular	03/09/2025
5	Strategic Managerial Accounting	Dr. Sayata Dhavalkumar Bharatkumar, Assistant professor	Ph.D	3.4 Years	Regular	03/09/2025
6	Advance Research Methodology	Dr. Janhvi N. Upadhyay , professor	Ph.D	6.8 Years	Regular	04/09/2025
7	Corporate Compliance and Secretarial Practices	Ms. Mistry Niyati Anilkumar, Assistant professor	M.Com (Gset)	1.1 Year	Regular	09/09/2025
8	Global Business Environment	Dr. Mittal Himani Kamalkishor, professor	Ph.D	17 Years	Regular	03/09/2025
9	Advance Financial Accounting	Mr. Prajapati Sanjay Ishwarbha, Assistant professor	M.Com (NET)	1.1 Year	Regular	08/09/2025
10	Cost Management Accounting-I	Dr. Sayata Dhavalkumar Bharatkumar, Assistant professor	Ph.D	3.4 Years	Regular	03/09/2025

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Ms. Mistry Niyati Anilkumar, Assistant professor	M.Com (Gset)	1.1 Year	Regular	09/09/2025
2	Mr. Prajapati Sanjay Ishwarbha, Assistant professor	M.Com (NET)	1.1 Year	Regular	08/09/2025
3	Dr. Mittal Himani Kamalkishor, professor	Ph.D	17 Years	Regular	03/09/2025
4	Dr. Sayata Dhavalkumar Bharatkumar, Assistant professor	Ph.D	3.4 Years	Regular	03/09/2025

iv. Programme name: MASTER OF ARTS (ENGLISH-LITERATURE)**a. Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Sadhu Maunkumar Rameshbhai	Ph.D	4.8 Years	Regular	06/09/2025

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Life, Literature and Culture I Medieval Literature	Dr. Chhaya Darshan Naishadhbhai, Assistant Professor	Ph.D	1.6 Years	Regular	05/09/2025
2	Life, Literature and Culture II Early Modern World	Ms. Preeti Ostwal, Assistant Professor	NET	1.7 Years	Regular	08/09/2025
3	Classical to Pre-modern Literatures	Dr. Chhaya Darshan Naishadhbhai, Assistant Professor	Ph.D	1.6 Years	Regular	05/09/2025
4	World Drama	Dr. Maun Sadhu, Associate Professor	Ph.D	4.8 Years	Regular	06/09/2025

5	Politics, Literature and Philosophy	Ms. Preeti Ostwal, Assistant Professor	NET	1.7 Years	Regular	08/09/2025
6	Poetry I	Dr. Maun Sadhu, Associate Professor	Ph.D	4.8 Years	Regular	06/09/2025
7	Life, Literature and Culture III 16th and 17th Century Drama	Dr. Maun Sadhu, Associate Professor	Ph.D	4.8 Years	Regular	06/09/2025
8	Criticism and Theory I	Ms. Preeti Ostwal, Assistant Professor	NET	1.7 Years	Regular	08/09/2025
9	Fiction	Dr. Maun Sadhu, Associate Professor	Ph.D	4.8 Years	Regular	06/09/2025
10	Literatures of the Americas	Dr. Chhaya Darshan Naishadhbhai, Assistant Professor	Ph.D	1.6 Years	Regular	05/09/2025
11	Dalit Studies	Dr. Chhaya Darshan Naishadhbhai, Assistant Professor	Ph.D	1.6 Years	Regular	05/09/2025

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining program me
1	Dr. Chhaya Darshan Naishadhbhai, Assistant Professor	Ph.D	1.6 Years	Regular	05/09/2025
2	Ms. Preeti Ostwal, Assistant Professor	NET	1.7 Years	Regular	08/09/2025
3	Ms. Nadar Aarokyarashmidevi Saviyarantho	M. A.	1.1 Years	Regular	04/09/2025

v. Programme name: MASTER OF COMPUTER APPLICATION (GENERAL)**a. Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining programme
1	Ms. Risha Pandey	M.E.	16.2 Years	Regular	05/09/2025

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Core Java	Dr. Jaimin Dhirendrabhai Dave, Professor	PHD	13.6 Years	Regular	05/09/2025
2	Database Management System	Dr. Manika Vijay Verma, Professor	PHD	13.5 Years	Regular	04/09/2025
3	Computer Network	Ms. Rajput Nehalben Kalpesh Bhai, Assistant Professor	M.TECH	16.9 Years	Regular	09/09/2025
4	Practical 1 - Core Java	Ms.Risha Pandey, Assistant Professor	M.E.	16.2 Years	Regular	05/09/2025
5	Practical 2 - Database Management System	Ms. Patel Vaishaliben Jayantilal, Assistant Professor	M.E.	9.1 Years	Regular	02/09/2025
6	Foundation of Mathematics	Dr. Satia Moksha Hemantbhai, Associate Professor	PHD	5.3 Years	Regular	02/09/2025
7	Python Programming	Dr. Patel Sagar Ashokbhai, Professor	PHD	13.7 Years	Regular	20/01/2026
8	Advance Web Design	Ms. Patel Vaishaliben Jayantilal, Assistant Professor	M.E.	9.1 Years	Regular	02/09/2025
9	Software Engineering	Dr. Jaimin Dhirendrabhai Dave, Professor	PHD	13.6 Years	Regular	05/09/2025
10	Practical 3 - Python Programming	Ms.Risha Pandey, Assistant Professor	M.E.	16.2 Years	Regular	05/09/2025
11	Practical 4 - Advance Web Design	Dr. Manika Vijay Verma, Professor	PHD	13.5 Years	Regular	04/09/2025
12	Practical 5 - PHP with Laravel	Ms. Rajput Nehalben Kalpesh Bhai, Assistant Professor	M.TECH	16.9 Years	Regular	09/09/2025
13	Practical 5 - Web Application Development using WordPress	Ms. Patel Vaishaliben Jayantilal, Assistant Professor	M.E.	9.1 Years	Regular	02/09/2025
14	Software Project I	Dr. Satvikumar Vijaykumar Khara, Professor	PHD	14.7 Years	Regular	20/01/2026

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Dr. Jaimin Dhirendrabhai Dave, Professor	PHD	13.6 Years	Regular	05/09/2025
2	Dr. Manika Vijay Verma, Professor	PHD	13.5 Years	Regular	04/09/2025
3	Ms. Rajput Nehalben Kalpesh Bhai, Assistant Professor	M.TECH	16.9 Years	Regular	09/09/2025
4	Ms. Patel Vaishaliben Jayantilal, Assistant Professor	M.E.	9.1 Years	Regular	02/09/2025
5	Dr. Satia Moksha Hemantbhai, Associate Professor	PHD	5.3 Years	Regular	02/09/2025
6	Dr. Patel Sagar Ashokbhai, Professor	PHD	13.7 Years	Regular	20/01/2026
7	Dr. Satvikumar Vijaykumar Khara, Professor	PHD	14.7 Years	Regular	20/01/2026

i. Programme name: MASTER OF COMPUTER APPLICATION (GENERAL)**a. Programme Coordinator**

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Ms. Deepika Chauhan	M.E.	11.6 Years	Regular	09/09/2025

b. Course Coordinator

S. No.	Course name	Names with Designation	Qualification	Experiences	Type (Regular/ Contract) with gross salary/ month	Date of joining programme
1	Database Management System	Dr. Shah Jalpa Chirag, Professor	PhD	10.2 Years	Regular	05/09/2025
2	Logic Development Programming-I	Dr. Patel Hemal Anilbhai, Professor	PhD	11.8 Years	Regular	05/09/2025
3	Web Designing using HTML	Dr. Patel Premal Chimanlal, Professor	PhD	11.8 Years	Regular	08/09/2025

4	Computer Organization Architecture	Dr. Abhishri Swapnil Jani, Assistant Professor	PhD	0.8 Year	Regular	06/09/2025
5	Mathematical Foundation of Computer Application	Dr. Shaikh Jishan Kamruddin, Professor	PhD	12.5 Years	Regular	04/09/2025
6	Language Proficiency and Communication Skills	Dr. Trivedi Apexaben Kishorbhai, Assistant Professor	PhD	14 Years	Regular	20/01/2026
7	Professional Excellence through Entrepreneurship and Soft Skill	Dr. Parappully Susan Vivan George, Associate Professor	PhD	11 Years	Regular	20/01/2026
8	Foundations of Indian Knowledge System	Dr. Parmar Shubham Rasikbhai, Assistant Professor	PhD	1.2 Years	Regular	09/09/2025
9	Relational Database Management System	Dr. Patel Premal Chimanlal, Professor	PhD	11.8 Years	Regular	08/09/2025
10	Logic Development Programming-II	Dr. Tulshyan Vikas Nareshkumar, Professor	PhD	15.7 Years	Regular	03/09/2025
11	Advanced Web Designing	Dr. Chawda Shyam Navinchandra, Professor	PhD	15.5 Years	Regular	06/09/2025
12	IT Infrastructure	Dr. Shah Jalpa Chirag, Professor	PhD	10.2 Years	Regular	05/09/2025
13	Discrete Structure	Dr. Shaikh Jishan Kamruddin, Professor	PhD	12.5 Years	Regular	04/09/2025
14	Professional Development and Soft Skills for IT Success	Dr. Trivedi Apexaben Kishorbhai, Assistant Professor	PhD	14 Years	Regular	20/01/2026
15	Advance Spreadsheet	Ms. Deepika Chauhan, Assistant Professor	M.E.	11.6 Years	Regular	09/09/2025
16	Art of Being Happy	Dr. Parmar Shubham Rasikbhai, Assistant Professor	PhD	1.2 Years	Regular	09/09/2025
17	Core Java	Dr. Patel Hemal Anilbhai, Professor	PhD	11.8 Years	Regular	05/09/2025
18	Python Programming	Ms. Deepika Chauhan, Assistant Professor	M.E.	11.6 Years	Regular	09/09/2025
19	Flutter	Dr. Patel Premal Chimanlal, Professor	PhD	11.8 Years	Regular	08/09/2025
20	UI/UX	Dr. Abhishri Swapnil Jani, Assistant Professor	PhD	0.8 Year	Regular	06/09/2025
21	Cyber Security	Dr. Tulshyan Vikas Nareshkumar, Professor	PhD	15.7 Years	Regular	03/09/2025

22	Digital Professionalism and Interpersonal Competence	Dr. Trivedi Apexaben Kishorbhai, Assistant Professor	PhD	14 Years	Regular	20/01/2026
23	Time Management & Productivity	Dr. Parappully Susan Vivan George, Associate Professor	PhD	11 Years	Regular	20/01/2026
24	Software Testing	Dr. Shah Jalpa Chirag, Professor	PhD	10.2 Years	Regular	05/09/2025
25	Business Analytics	Dr. Chawda Shyam Navinchandra, Professor	PhD	15.5 Years	Regular	06/09/2025
26	Vedic Mathematics and Its Applications in Modern Computing	Dr. Shaikh Jishan Kamruddin, Professor	PhD	12.5 Years	Regular	04/09/2025

c. Course mentor

S. No.	Names with Designation	Qualification	Experiences	Type (Regular/Contract) with gross salary/month	Date of joining program me
1	Dr. Shah Jalpa Chirag, Professor	PhD	10.2 Years	Regular	05/09/2025
2	Dr. Patel Hemal Anilbhai, Professor	PhD	11.8 Years	Regular	05/09/2025
3	Dr. Patel Premal Chimanolal, Professor	PhD	11.8 Years	Regular	08/09/2025
4	Dr. Chawda Shyam Navinchandra, Professor	PhD	15.5 Years	Regular	06/09/2025
5	Dr. Shaikh Jishan Kamruddin, Professor	PhD	12.5 Years	Regular	04/09/2025
6	Dr. Parappully Susan Vivan George, Associate Professor	PhD	11 Years	Regular	20/01/2026
7	Dr. Trivedi Apexaben Kishorbhai, Assistant Professor	PhD	14 Years	Regular	20/01/2026
8	Dr. Abhishri Swapnil Jani, Assistant Professor	PhD	0.8 Year	Regular	06/09/2025
9	Dr. Tulshyan Vikas Nareshkumar, Professor	PhD	15.7 Years	Regular	03/09/2025
10	Dr. Parmar Shubham Rasikbhai, Assistant Professor	PhD	1.2 Years	Regular	09/09/2025

3.2 Details of Administrative staff

a. Number of Administrative staff available exclusively for Online programmes

Admin Staff	Required	Available
Deputy Registrar	1	1
Assistant Registrar	1	1
Section Officer	1	1
Assistants	3 (2 for DM Universities)	2
Computer Operator	2	2
Multi Tasking Staff	2	2

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

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

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

ii. For Delivery of Online Programmes:

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

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.	Not Applicable	
5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Not Applicable	
6.	Building and grounds of the examination centre must be clean and in good condition.	Not Applicable	
7.	The examination centre must have an examination hall with adequate seating capacity and basic amenities	Not Applicable	

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions	Not Applicable	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities	Not Applicable	
10.	Safety and security of the examination centre must be ensured	Not Applicable	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order	Not Applicable	
12.	Provision of drinking water must be made for learners	Not Applicable	
13.	Adequate parking must be available near the examination centre	Not Applicable	
14.	Facilities for Persons with Disabilities should be available	Not Applicable	

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

S. No.	Provisions in Regulations	Whether being complied Yes/No If yes, please provide details and upload relevant documents	If No, Reason thereof
1.	Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)	The University has conducted technology-enabled, remotely proctored online examinations with appropriate security measures in place to ensure the transparency, integrity, and credibility of the examination process. The examination system is implemented in accordance with the applicable provisions of the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020.	
2.	Requirement of proctors	Yes Proctors were appointed to ensure the	

	(as mentioned in provision II (B)(13)(ii) of Annexure II)	seamless conduct and monitoring of remotely proctored online examinations.	
3.	Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II)	The University has conducted technology-enabled, remotely proctored online examinations with appropriate security measures in place to ensure the transparency, integrity, and credibility of the examination process. The examination system is implemented in accordance with the applicable provisions of the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020.	
4.	Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)	Yes	

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

S.No.	Provisions in Regulations	Whether complied Yes/No If Yes, Upload relevant document	If No, Reason thereof
1.	The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.	Yes, all the guidelines issued by the Commission for the conduct of proctored examinations are adopted.	
2.	A Higher Educational Institution offering Online programmes shall have a mechanism well in place for evaluation of learners enrolled through Online mode and their certification.	Yes	Annexure 4.1 (PPRs) https://drive.google.com/drive/folders/1nmIoC2MInxqdEKLS1O81crlyi9-yrsoe?usp=drive_link
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	Yes. The assessment of online learners includes both formative and summative evaluation, as prescribed in the approved evaluation process. The University provides learners with recorded lectures and live interactive	Annexure 4.2

	examination shall be held unless: i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; 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.	sessions in accordance with the applicable regulatory norms. Examinations are scheduled only after ensuring that at least 75% of the prescribed programme delivery has been completed. Learners are also required to maintain a minimum of 75% participation in academic activities, as per the prescribed norms.	
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. The academic framework followed for the design, delivery, evaluation, assessment, passing criteria, and credit requirements of the University's conventional-mode programmes is also adopted for its Online Learning (OL) programmes, with necessary adaptations to suit the online mode of delivery and applicable regulatory requirements.	Annexure 4.1 (PPRs)
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. (ii) summative assessment (end semester examination or	Weightage for different components of assessment is as under: i) Continuous Assessments- 30% ii) End Term Examination- 70% II) Marks or Grades- The marks or grades obtained in continuous assessments and end term examination is shown separately in the grade card.	Annexure 4.2

6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments	Yes. In order to meet the various learning outcomes anticipated from the course components, the HEI conducts the evaluation using a variety of authorised assessment instruments, including multiple choice questions, true/false, project work, project reports, lab work/presentations, and term end exams.	
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 Marks or Grades- The marks or grades obtained in continuous assessments and end term examination is shown separately in the grade card.	
8.	A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Yes	
9.	The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	The Examination of the Programs in the Online Mode is managed by the Evaluation unit of the University and conducted under supervision as per regulations via remote proctored mode	
10.	(a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit	Not Applicable	

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

	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		
14.	As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognised to enroll international learners shall endeavour to conduct proctored examinations for such learners	The learners enrolled under online mode appear for online remote proctored examination system.	
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.	The degree certificate will be issued to the learners as per the guidelines specified by the UGC. There are no students eligible for grant of degree certificate as of yet, complied with and regulation adopted by university	
	(b) Each award shall also be uploaded on the National Academic Depository	The credits acquired by the learners and the documents issued (grade card, transcript and degree) will be uploaded on NAD as per guidelines specified.	
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	The degree certificate will be issued to the learners as per the guidelines specified by the UGC. There are no students eligible for grant of degree certificate yet.	

	(for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres		
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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
April 2026	BBA	Not Applicable as semester 1 is ongoing				
	MBA					
	MA-EL					
	MCOM					
	BCA					
	MCA					

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.

All required Programme Project Reports (PPRs) were prepared and completed in accordance with the applicable UGC Regulations prior to their submission to the Commission for approval. The PPRs serve as a comprehensive roadmap for each programme, guiding programme planning, delivery, academic activities, learner support, and other related functions in accordance with the approved framework.

The PPRs were duly approved vide UGC Letter Ref. No. F.No.2 -4 I 2025(DEB-SER) dated 09/04/2026.

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.

The University develops multimedia learning materials, curriculum, and pedagogy for Online Learning (OL) programmes in accordance with the prescribed UGC guidelines and academic standards.

- **E-Learning Materials:** Comprehensive e-learning materials are developed for various courses and made available through the LMS. Each course is organized into appropriate modules and chapters and generally includes learning objectives, introduction, sections and sub-sections, examples, illustrations, case studies, summaries, review questions, quizzes, and further reading.
- **Academic Resources:** Students are provided with additional academic resources such as recorded lectures, PowerPoint presentations, study notes, self-assessment activities, and other relevant learning materials through the LMS.
- **Live Virtual Classes:** Interactive live classes are conducted through a user-friendly LMS interface, enabling learners to participate in real-time academic sessions. Recordings of live sessions are also made available through the LMS for later viewing and revision.

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.

The University has implemented the e-Learning Material (e-LM) development guidelines prescribed under Annexure VII of the UGC (Online Programmes) Regulations, 2020, following the Four-Quadrant approach.

The e-LM is developed based on the approved curriculum through a systematic process involving learning outcomes, structured units and sub-units, content development, Bloom's Taxonomy-based instructional design, appropriate pedagogical tools, and self-assessment activities. The process is reviewed and approved by the Board of Studies (BoS) at key stages.

After completion, the e-LM undergoes peer review and quality checks before being made available to learners through the LMS.

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*

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

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

The University's Non-SWAYAM Learning Management System (LMS) (<https://lms.silveroakuni.ac.in/>) has been internally developed and is fully managed by the University, without any franchise arrangement or dependence on external service providers. The University retains complete ownership and control over the delivery of its Online Learning programmes, ensuring that all essential components of online education are integrated and implemented in accordance with the applicable regulatory requirements.

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)

The University systematically records and monitors learner attendance and participation in live sessions through the LMS. Learners can view their attendance and access relevant e-content through the "Programs" tab. Learner engagement is also monitored through subject-wise discussion forums available under the "Classroom" module, with participation contributing to continuous assessment.

The online delivery of courses is aligned with Table 3 of Annexure VI of the UGC (ODL and Online Programmes) Regulations, 2020, including live interactive sessions, doubt-clearing and practical sessions, e-Tutorials (recorded lectures), and e-Content, with academic activities structured according to the prescribed credit weightage of each course.

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							

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

Not Applicable

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

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

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
1.	Joint declaration by authorised signatories, Registrar and Director of Centre for Internal Quality Assurance has been displayed on HEI website authenticating that the documents from Sr. No. '2' to '17' have been uploaded on the HEI website?	Yes	
Uploading of the following on HEI website (Mention link)			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode	Yes https://sapiou.silveroakuni.ac.in/approvals/gazette_notification.pdf	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes https://sapiou.silveroakuni.ac.in/OL/approvals/OL_UGC_APPROVAL_2026.pdf	
4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes https://ol.silveroakuni.ac.in/courses	
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	Yes https://ol.silveroakuni.ac.in/courses	

S.No.	Provision	Complied Yes/No with explicit link address	If no. Reasons, thereof
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes https://lms.silveroakuni.ac.in/	
7.	Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes	Yes https://lms.silveroakuni.ac.in/	
8.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes https://silveroakuni.ac.in/stakeholders-feedback	
9.	Information regarding all the programmes recognised by the Commission	Yes https://ol.silveroakuni.ac.in/courses	
10.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes ABC IDs of learners were generated and submitted to UGC -DEB	
11.	Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;	Yes https://docs.google.com/spreadsheets/d/1IWAI5SEHI3Dg9cYuShN-q--6o_81mbG/edit?gid=579342210#gid=579342210	
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://lms.silveroakuni.ac.in/	

13.	List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes	Not Applicable	
14.	Details of proctored examination in case of end semester examination or term end examination of Online programmes	Not Applicable	
15.	Academic Calendar mentioning period of the admission process along with the academic session, dates of continuous and end semester examinations or term end examinations, etc	Yes https://ol.silveroakuni.ac.in/	
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 Audit is conducted two times in a year, semester wise. Course Curriculum & Design audit is conducted once in a year by the External Audit Expert.	

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

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
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 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	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 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 teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes
8. (h)	Pay and other emoluments payable for each category of teachers and other employees	Yes
8. (i)	Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution	Yes
8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes

9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study 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 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
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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 University Grants Commission: Yes/No
If No, reason thereof:

Not Applicable

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.

Grievance Redressal Mechanism

Silver Oak University (SOU) is committed to providing a safe, fair, inclusive, and harmonious learning and working environment for all stakeholders. The University follows a zero-tolerance approach towards ragging, harassment, discrimination, and other forms of misconduct, in accordance with the applicable guidelines and regulations of the UGC and other statutory authorities.

The University has established a Grievance Redressal Committee to address and resolve student grievances in a transparent, fair, and timely manner. The Committee considers each grievance in accordance with the applicable rules, regulations, and expected standards of student conduct.

Mechanism for Grievance Redressal:

- Grievances are examined objectively in accordance with the applicable University policies and regulatory provisions.
- Where appropriate, students are provided counselling and guidance to resolve the matter effectively.
- The University-level committee reviews grievances and, where required, makes appropriate recommendations to the competent authority within a reasonable timeframe.
- The final decision is communicated to the concerned student through the designated University authority.
- Where necessary, the Committee may recommend corrective or preventive measures to avoid recurrence of similar grievances and strengthen the overall learner support system.
- The mechanism ensures confidentiality, transparency, fairness, and timely resolution of student grievances.

This mechanism supports the University's commitment to maintaining a student-friendly, secure, and quality-oriented academic environment.

9.2 Details of Grievance received

Numbers of Grievance Received	Numbers of Grievance Resolved
NIL	NIL

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

9.4 Details of Complaints received from UGC (DEB)

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

Part – X: Innovative and Best Practices

10.1 Innovations introduced during academic year

The Learning Management System (LMS) for the Online Learning (OL) programmes has been enhanced with advanced and learner-centric features to improve the overall learning experience. The LMS includes a “Take a Note” feature that enables students to make and save personal notes while studying e-content. It also provides built-in interactive modules for coding-based subjects, allowing learners to practice and develop practical skills directly within the LMS. These features support active, self-paced, and experiential learning.

10.2 Best Practices of the HEI

The University has implemented an AI-enabled proctoring system to enhance the security, transparency, and credibility of online examinations. The system enables real-time monitoring of learner activity, helps prevent academic misconduct, and supports secure and scalable examination management. This technology-driven approach strengthens the integrity and reliability of the online assessment process while ensuring compliance with institutional and applicable regulatory standards.

10.3 Details of Job Fairs conducted by the HEI

Yes. The University has initiated the process of organizing Job Fairs and placement-oriented activities for the first graduating batch of students from its Online Learning programmes, with the objective of providing learners with suitable employment and career opportunities.

10.4 Success Stories of students of Online mode of the HEI

Not Applicable

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

NO

10.6 Number of students placed through Campus Placements

Not Applicable

10.7 Details of Alumni Cell and its activity

As the University has recently received approval for its Online Learning programmes, the Job Fair and placement process is planned for the first graduating/alumni batch. The University intends to identify suitable industry partners, invite employers, collect learner profiles, facilitate employer–learner interactions, and coordinate interviews and placement opportunities to support students’ career development.

10.8 Any other Information

NO



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DECLARATION

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

Signature of the Director

Signature of the Registrar

Dr. Manish Kumar Singh

Director - CDOE
Silver Oak University
Ahmedabad, Gujarat

Date: 31/08/2026

Dr. Mit K. Shah

Registrar
Silver Oak University

Note: Kindly take the print out of dully filled CIQA report and submit it to UGC DEB office (after getting it approved by Statutory Authorities of the HEI) and upload the same on HEI's website also. Please refer provisions regarding CIQA mentioned in UGC (ODL Programmes and Online Programmes) Regulations, 2020 and its amendments.

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