

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

**Annual Report**

**OF**

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

**PROGRAMMES UNDER**

**OPEN AND DISTANCE LEARNING MODE**

**<2020-21>**

## **Contents**

Part – I: General Information	3
Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning	15
Part – III: Human Resources and Infrastructural Requirements	29
Part – IV: Examinations	34
Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)	48
Part – VI: Programme Delivery through Learning Platform	51
Part – VII: Self-Regulation through disclosures, declarations and reports	56
Part – VIII: Admission and Fees	59
Part – IX: Grievance Redressal Mechanism	65
Part – X: Innovative and Best Practices	67
DECLARATION	

**Part – I: General Information****1.1 Date of notification of the Centre(attach a copy of the notification): 26<sup>th</sup> October, 2018**

*Upload PDF*

**1.2 Details of Director, CIQA**

- Name : Fr. Joseph Nellanatt
- Qualification: M.Sc
- Appointment Letter and Joining Report: Upload (PDF)

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

<b>S. No.</b>	<b>Designation</b>	<b>Nominations</b>	<b>Name and Qualification</b>	<b>Specialization</b>	<b>Date of Nomination in CIQA Committee</b>
a.	Vice Chancellor of the University	Chairperson	Fr. (Dr.) Stephen Mavelly (Ph.D)	Psychology	26 <sup>th</sup> October 2018
b.	Three Seniorteachers of HEI	Member 1	Prof. KC Kapoor	Education	26 <sup>th</sup> October 2018
		Member 2	Dr. Joy Joseph Kachappilly	Philosophy	26 <sup>th</sup> October 2018
		Member 3	Dr. Jose Palely	Public Administration	26 <sup>th</sup> October 2018
c.	Head of three Departments or School of Studies from which programme is being	Member 4	Dr. Pranab Das	Computer Applications	26 <sup>th</sup> October 2018
		Member 5	Dr. Lukose P J	Social Work Department	26 <sup>th</sup> October 2018

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

	offered in ODL and Online mode.				
		Member 6	Dr. Bijumani Das	Commerce Department	26 <sup>th</sup> October 2018
d.	Two External Experts of ODL and/or Online Education	Member 7	Dr. Kanta Chakravarty		26 <sup>th</sup> October 2018
		Member 8	Dr. Anupam Chanda		26 <sup>th</sup> October 2018
e.	Officials from departments of HEI	Member 9 Administration	Mumtaz Begum (MBA)	Human Resource	26 <sup>th</sup> October 2018
	<ul style="list-style-type: none"><li>Administration</li><li>Finance</li></ul>	Member 10 Finance	Tarsius Ishohary		26 <sup>th</sup> October 2018
f.	Director, CIQA	Member Secretary	Fr. Joseph Nellanatt	Computer Science	26 <sup>th</sup> October 2018

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

If No, reason thereof

No.

Heads of departments are appointed for a term of 3 years, as per the statutes of the University. Director of CIQA is also appointed for a term of 3 Years.

**1.4 Number of meetings held and its approval:**

**a. No. of meetings held every year:**

**b. Meeting details:**

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

Meetings	Date-Month- Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	18 <sup>th</sup> August 2020	2	Upload	upload
Meeting 2	17 <sup>th</sup> April 2021	2	Upload	upload

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

**From <July-2020> 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) of HEI/Regulatory authority (if required )	No. of Learner Support Centre Operational as per territorial jurisdiction*/Off Campu s	Number of students admitted (Male/Female/Trans - gender )			
									M	F	T G	To t a l
1.	Management	Certificate in Human Resource Management	6	20	10+2	15500		NA	1	0	0	1
2	Management	Certificate in Operations Management	6	20	10+2	15500		NA	1	0	0	1
3	Management	Certificate	6	20	10+2	15500		NA	1	0	0	1

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

	ment	in Supply Chain Management										
--	------	----------------------------	--	--	--	--	--	--	--	--	--	--

**\*Not for Private University**

**Note: Mention details separately for <July,2020>academic session, as applicable,as above.**

**From <Jan-2021> 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) of HEI/Regulatory authority (if required)	No. of Learner Support Centre Operational as per territorial jurisdiction*/Off Campuses	Number of students admitted (Male/Female/Trans-gender)			
									M	F	TG	Total
1	Management	Certificate in Technology Management	6	20	10+2	15500		NA	1	0	0	1
2	Management	Certificate in Supply Chain Management	6	20	10+2	15500		NA	1	0	0	1

**\*Not for Private University**

**Note: Mention details separately for <Jan,2021>academic session, as applicable,as above.**

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

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

**From <July-2020> 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.	Management	Diploma in Human Resource Management	12	40	10+2	15500		NA	1	0	0	1
2	Management	Diploma in Supply Chain Management	12	40	10+2	15500		NA	2	1	0	3
3	Management	Diploma in Operations	12	40	10+2	15500		NA	2	0	0	2

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

		Managem ent										
--	--	----------------	--	--	--	--	--	--	--	--	--	--

**\*Not for Private University**

**Note: Mention details separately for <July,2020> academic session, as applicable, as above.**

**From <Jan-2021> 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.	Management	Diploma in Human Resource Management	12	40	10+2	15500		NA	1	1	0	2
2	Management	Diploma in Finance	12	40	10+2	15500		NA	1	0	0	1

**\*Not for Private University**

**Note: Mention details separately for <Jan, 2021> academic session, as applicable, as above.**

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



**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

**Order:**

**From <July-2020>academic session: TO BE EXTRACTED FROM WEBPORTAL**

Sr. No.	Post Graduate Diploma Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Off Campus	Number of students admitted (Male/Female/Trans-gender)			
								M	F	TG	Total
1.	0	0	0	0	0	0	0	0	0	0	0

**\*Not for Private University**

**Note: Mention details separately for <July, 2020>academic session, as applicable,as above.**

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

**From <July-2020>academic session: TO BE EXTRACTED FROM WEBPORTAL**

Sr. No.	Undergraduate 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.	Bachelor of Business Administration	3	100	10+2	22536	F.No. 1-2/2018(DEB-III)	NA	45	12	0	57

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

	n										
2	Bachelor of Commerce	3	124	10+2	21576	F.No. 1-2/2018(DEB-III)	NA	6	1	0	7
3	Bachelor of Computer Applications	3	106	10+2	27886	F.No. 1-2/2018(DEB-III)	NA	22	5	0	27
4.	Bachelor of Arts (Philosophy)	3	100	10+2	24000	F.No. 1-2/2018(DEB-III)	NA	0	0	0	0

**\*Not for Private University**

**Note: Mention details separately for <July,2020> academic session, as applicable, as above.**

**From <Jan-2021>academic session: TO BE EXTRACTED FROM WEBPORTAL**

Sr. No.	Under-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Of Campus	Number of students admitted (Male/Female/Trans- gender)			
								M	F	TG	Total
1.	Bachelor of Business Administration	3	100	10+2	22536	F.No. 1-2/2018(DEB-III)	NA	24	6	0	30
2	Bachelor of Commerce	3	124	10+2	21576	F.No. 1-2/2018(DEB-III)	NA	5	3	0	8
3	Bachelor of Computer	3	106	10+2	27886	F.No. 1-2/2018(DEB-	NA	8	2	0	10

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

	Applications					III)					
4.	Bachelor of Arts (Philosophy)	3	100	10+2	24000	F.No. 1-2/2018(DEB-III)	NA	0	0	0	0

**\*Not for Private University**

**Note: Mention details separately for <Jan,2021> academic session, as applicable, as above.**

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

**From <July-2020>academic session: TO BE EXTRACTED FROM WEBPORTAL**

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	UGC Recognition Letter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Of f Campus	Number of students admitted (Male/Female/Trans- gender)			
								M	F	TG	Total
1.	Master of Business Administration	2	128	Bachelor's Degree	35370	F.No. 1-2/2018(DEB-III)	NA	120	30	0	150
2	Master of Commerce	2	100	Bachelor's Degree	30414	F.No. 1-2/2018(DEB-III)	NA	5	2	0	7
3	Master of Computer Applications	2	98	Bachelor's Degree	56588	F.No. 1-2/2018(DEB-III)	NA	3	1	0	4
4	Master of Arts (Human	2	110	Bachelor's Degree	30414	F.No. 1-2/2018(DEB-	NA	6	2	0	8

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

	Rights)					III)					
5	Master of Arts (Education)	2	108	Bachelor's Degree	92246	F.No. 1- 2/2018(DEB- III)	NA	3	1	0	4
6	Master of Arts (Mass Communicatio n)	2	103	Bachelor's Degree	34130	F.No. 1- 2/2018(DEB- III)	NA	1	3	0	4
7	Master of Arts(Social Work)	2	108	Bachelor's Degree	92246	F.No. 1- 2/2018(DEB- III)	NA	4	2	0	6
8	Master of Science in Information Technology	2	103	Bachelor's Degree	62938	F.No. 1- 2/2018(DEB- III)	NA	21	1	0	22
9.	Master of Arts (Philosophy)	2	100	Bachelor's Degree	40000	F.No. 1- 2/2018(DEB- III)	NA	0	0	0	0

**\*Not for Private University**

**Note: Mention details separately for <July,2020> academic session, as applicable, as above.**

**From <Jan-2021>academic session: TO BE EXTRACTED FROM WEBPORTAL**

Sr. No.	Post- graduate Degree Title	Duration (years)	No. of Credits	Admissio n Eligibilit y	Fee (Rs.)	UGC Recognitio nLetter No. and date	No. of Learner Support Centre Operationalized as per territorial jurisdiction*/Of f Campus	Number of students admitted (Male/Female/Tran s- gender)			
								M	F	TG	Total
1.	Master of	2	128	Bachelor's	35370	F.No. 1-	NA	102	42	0	144

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University****Type of HEI: Private**

	Business Administration			Degree		2/2018(DEB-III)					
2	Master of Commerce	2	100	Bachelor's Degree	30414	F.No. 1-2/2018(DEB-III)	NA	1	2	0	3
3	Master of Computer Applications	2	98	Bachelor's Degree	56588	F.No. 1-2/2018(DEB-III)	NA	3	1	0	4
4	Master of Arts (Human Rights)	2	110	Bachelor's Degree	30414	F.No. 1-2/2018(DEB-III)	NA	5	3	0	8
5	Master of Arts (Education)	2	108	Bachelor's Degree	92246	F.No. 1-2/2018(DEB-III)	NA	7	3	0	10
6	Master of Arts (Mass Communication)	2	103	Bachelor's Degree	34130	F.No. 1-2/2018(DEB-III)	NA	1	1	0	2
7	Master of Arts (Social Work)	2	108	Bachelor's Degree	92246	F.No. 1-2/2018(DEB-III)	NA	2	0	0	2
8	Master of Science in Information Technology	2	103	Bachelor's Degree	62938	F.No. 1-2/2018(DEB-III)	NA	12	2	0	14
9.	Master of Arts in Philosophy	2	100	Bachelor's Degree	40000	F.No. 1-2/2018(DEB-III)	MA	0	0	0	0

**\*Not for Private University****Note: Mention details separately for <Jan,2021> academic session, as**

**HEI ID: HEI-U-0049 Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

**applicable, as above.**

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

### 2.1 Action taken on the functions of CIQA:-

S.N o.	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	A system is developed to measure quality control parameters in all inputs as well as all processes relating to services provided to Learners. To manage and monitor each specialized activity, a separate administrative division each has been created which looks after Online Admissions, Student Support Services, Maintenance of Academic Standards, Quality of Teaching-learning, Research and Evaluation etc,	
2.	Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution	Above feedback and observations discussed with stakeholders in Administration and Academics, and plans drawn up to improve upon the same. A Continuous cycle of Measurement-Feedback Rectification leads to continuous improvement.	
3.	Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality	<b>Learner Experience</b> – Academic and Administrative. Academic Impact of Programs, in ref to Higher Education as well as Employability prospects. <b>Student and Learner Motivation and Engagement. Student support Services</b> from Entry to Exit, Teaching learning programs, monitoring of activities concerned at all levels which include course design and development, preparation of self learning materials. Revision of existing courses and programmes and launch of	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

		new courses as per the UGC (ODL) 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)	An ODL Quality Management System has been developed to measure quality control parameters in all inputs as well as all processes relating to services provided to Learners. All stakeholders are surveyed regularly and after interactions for feedback, comments as well as via detailed questionnaire. The collected feedback and observations are discussed with stakeholders in Administration and Academics, and plans drawn up to improve upon the same. A Continuous cycle of Measurement-Feedback-Rectification leads to continuous improvement. The focus is on the following three criteria - Learner Experience - Academic and Administrative, Academic Impact of Programs, in ref to Higher Education as well as Employability prospects and Student and Learner Motivation and Engagement. Metrics used to measure the same are Learner Satisfaction, Students Academic Progression , Student Ontime completion and finally , post completion, a students feedback basis the benefit they accrue in their career or further studies. The CIQA as well as the Governing Body of the University take regular feedback and reporting on implementation of all quality recommendations, and Regular interface meetings are held, and matters discussed openly. Also, all stakeholders are encouraged to come forward with suggestions etc. Student feedback, anonymized, in aggregate form, is also made available as Student Satisfaction Survey Numbers on email as well as the website.	
5.	Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers,	Personal Interviews, Module Surveys, Online Surveys and evaluation studies were taken up. Learners can raise concerns via email or phone	



**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

	staff, parents, society, employers, and Government for quality improvement.	help lines. Learner feedback is taken via email surveys, and also via verbal interaction during interface sessions.	
6.	Measures suggested to the authorities of Higher Educational Institution for qualitative Improvement	The efforts are ongoing for continuous quality improvement of systems, methods and services by arranging meetings and workshops for various categories of personnel involved in implementing the programs. Regular meetings were held with 'department heads' and other in- charges of various activities with a view to share necessary information, expertise, materials and debate strategies needed for Quality assessment and improvement.	
7.	Implementation of its recommendations through periodic reviews	A Core Committee is constituted by CIQA to provide support in advising and monitoring the quality assurance aspects of the University. The Core Committee met at regular intervals throughout the year.	
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.	CIQA conducted Periodic seminars and workshops to promote social values among the teachers and learners. Workshops and trainings on Research Methodology and innovative practices are regularly conducted for the faculty members and the research students.	
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	Towards quality enhancement in services, a mobile application for the students to track important notifications, and also to raise support tickets were introduced. An AI Powered Chat Bot that would address most frequently asked questions was also introduced. Changes made to processes were informed to Students/Learner. Also, quality commitments at the University's end were documented and informed to students.	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

10.	Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).	<p>Before development of a new academic program a need assessment survey / study is made mandatory, based on which the various parameters of the program are decided including the program fee. Are view of the enrolment ratio of the programs was conducted. Centre for Internal Quality Assurance (CIQA) promote quality assurance; developed quality benchmarks and parameters for</p> <p>Quality management; coordination with apex bodies for recognition/approvals for programs. CIQA Center undertakes orientation training of academic and administrative staff of the university on regular basis as per the demand of the faculty members. The center also conducts training, seminar, webinar and workshops for capacity building of teaching and nonteaching staff in quality parameters in program development and intellectual property issues. The strategic plans for academic programs deployed by the Schools of Studies are in a series of distinct phases reflecting: (i) Program Proposal phase, (ii) Program Development phase, and (iii) Program Launch phase. Each phase requires the approval of statutory bodies. Similarly, planned activities for Divisions/ Centers/Units are deployed with appropriate timelines.</p>	
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	<p>The HEI has followed the norms and guidelines for the preparation for PPR. A PPR is prepared before the introduction of any new program and the same is approved by the Statutory body of HEI. The program PPR clearly defines the following-</p> <ul style="list-style-type: none"><li>(a) programme objectives and outcomes</li><li>(b) nature of target group of learners</li><li>(c) appropriateness of the programme with quality</li></ul>	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

		assurance for acquiring specific skills (d) programme content designing and developing (e) cost estimates for development of the programme (f) admission, delivery and evaluation norms.	
12.	Mechanism to ensure the proper implementation of Programme Project Reports	The Development of program proposals are based on the assessment and need analysis report thoroughly examined by the Board of Studies (BOS) Academic Council (AC) to ensure that the University's Mission Statements are translated into program and course learning outcomes with courses to enhance employability, competencies and skills. Rigorous processes are followed for the design, development and delivery of the curricula, involving subject experts from across the state. Program proposals are examined by the BOS and AC to ensure that the curricula are of high quality and consistent with laid down standards.	
13.	Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.	Annual Report of the University is prepared by the Planning Officer every year, is approved by Board of Management. Periodical review is taken from all the departments of University and implemented in next Annual Report. The Annual Accounts of the University are prepared each year in the format and is placed before the Finance Committee and the Board of Management (BOM) for approval. A brief of the audited Annual Accounts of the University is included in the Annual Report of the University. In order to ensure transparency, the university places the audited Annual Accounts in public domain at its official website.	
14.	Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them	The HEI is dedicated to deliver quality education for all round development of the students to meet the changing requirements of industry, business	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

	relevant to the job market.	and society. There are periodic reviews of all the processes followed for the conduction of ODL programmes to ensure that the quality parameters are within the range as defined by the HEI. One of the most essential requirements of any in general and education in particular is availability of latest information on different aspects of education ongoing programmes at different levels periodically.	
15.	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.	By allowing for student choice and autonomy, Using open-ended questioning techniques, Engaging in explicit instruction, Encouraging student collaboration and group projects, Encouraging student reflection, Creating individual self-paced assignments, Getting the students involved in Cooperative and Project based learning.	
16.	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	The CIQA acts as a Nodal co-ordinating unit for purposes of seeking assessment and accreditation from a designated body for accreditation such as NAAC, and provides its assistance, support and functional capability to the IQAC of the University.	
17.	Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation and audit	CIQA intends to take care of the quality aspect of diverse activities of the University as directed by the National Assessment and Accreditation Council (NAAC) and University Grants Commission (UGC). Accordingly, the Centre has been shouldering the responsibility of generating and promoting quality assurance and working out the procedural details. Since quality enhancement is a continuous process, the CIQA is a part of the Institution's system and works towards realization of the goals of quality enhancement and sustenance.	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

		<p>The work of the CIQA is the first step towards internalization and institutionalization of quality enhancement initiatives. Its success depends upon the sense of belongingness and participation in all the constituents of the institution. It is not yet another hierarchical structure or a record-keeping exercise in the institution. It is a facilitative and participative voluntary unit of the institution.</p> <p>CIQA facilitates and contributes towards:</p> <ul style="list-style-type: none"><li>a) Ensuring clarity and focus in institutional functioning towards quality enhancement.</li><li>b) Ensuring internalization of the quality culture.</li><li>c) Ensuring enhancement and coordination among various activities of the institution and institutionalize all good practices.</li><li>d) Providing a sound basis for decision-making to improve institutional functioning.</li><li>e) Acting as a dynamic system for quality changes in HEI.</li><li>f) Building an organized methodology of documentation and internal communication.</li></ul>	
18.	Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines	<p>CIQA constituted a Committee as per the University Grants Commission (ODL) Regulations, to be chaired by the Vice Chancellor to advise CIQA on its activities. PPR approved by CIQA are based on the structure defined by UGC, Staff recruitment as per UGC guidelines. The course materials are prepared on the basis of the detailed curriculum designed for the program. HEI has standardized the e-Learning material based on the "credit system" which is in conformity with the UGC Regulations.</p>	
19.	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.	<p>The University has been advised to make arrangements for Seminars and Conferences, inviting Institutions and Universities from across the Nation to share best practices in Online and</p>	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

		Distance Education. Faculties are also being encouraged to attend such conferences and seminars organized by other Institutes wherever possible.	
20.	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	The CIQA committee of the HEI meets at least once a semester. The quorum for the meeting comprises of two-third of the total number of members with mandatory presence of one external expert. The agenda, minutes and Action Taken Reports are documented with official signatures and maintained electronically in a retrievable format.	
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. (b) Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution annually to the Commission.	The CIQA has made all efforts to ensure that Annual Report is prepared in time, and made available online as well as shared with the Syndicate and the UGC/DEB. The COVID19 measures have created extraordinary circumstances, but all attempts to adhere to these deadlines should be made nevertheless made.	
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 oversees the functioning of CIQA and approved the report generated time to time.	
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 has overseen the adoption and implementation of various Instructional Design methodologies as decided by the Statutory bodies, such as the usage of the Swayam- 4 Quadrant approach.	
24.	Promoted automation of learner support services of the Higher	The CIQA committee of the HEI plays an important role in promoting the automation of learner	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

	Educational Institution	support services. Learner support services are the most vital component of any Online system. It includes wide range of academic and other related activities. The support services should not only be responsive to the needs of the online distance learners but should also be accessible. Monitoring of the support services is a continuous and ongoing exercise, which brings constant improvement through innovations in the support services.	
25.	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	The CIQA committee of the HEI coordinates with external subject experts or agencies for the annual review of its in-house processes.	
26.	Coordinated with third party auditing bodies for quality audit of programme(s)	The CIQA committee of the HEI ensures coordination with third party auditing bodies for quality audit of the programme.	
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 of the HEI is responsible for overseeing the preparation of Self-Appraisal Report which is submitted in Assessment and Accreditation agencies.	
28.	Promoted collaboration and association for quality enhancement of Online mode of education and research therein	The CIQA committee of the HEI promotes collaboration and association for quality enhancement of ODL mode of education.	
29.	Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability	The CIQA committee of the HEI ensures proper facilitation of the industry-institutional linkage towards providing exposure to the learners and enhancing their job prospects.	

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

<b>Sr.No.</b>	<b>Provisions in Regulations</b>	<b>Action taken in respect of ODL</b>	<b>Upload relevant document</b>
<b>1.</b>	Governance, Leadership and Management: a. Organisation Structure and Governance b. Management c. Strategic Planning d. Operational Plan, Goals and Policies	<p>The required policies were framed by the HEI related to matters regarding planning, human resources, recruitment, performance appraisal, training and financial management etc. with a focus on the following key aspects:</p> <p>a) Organisation Structure and Governance- The required positions in the HEI is filled in as prescribed by the commission.</p> <p>b) Management- The role of the leadership and management of the HEI is to assess and review the organization culture.</p> <p>c) Strategic Planning- The HEI shall undertake strategic planning of its activities and implement the same.</p> <p>d) Operational Plan, Goals and Policies- The HEI has well defined realistic and measurable goals, policies and plans that are well implemented and well communicated to its stakeholders.</p>	
<b>2.</b>	Articulation of Higher Educational Institution Objectives	The HEI has articulated a clear vision, mission, ethos and strategy that are consistent with the goals of offering programs in an ODL mode.	



**Vision:**

To mould young persons into intellectually competent, morally upright, socially committed and spiritually inspired citizens at the service of India and the world of today and tomorrow, by imparting holistic and personalized education.'

Guided by this vision and leveraging its century-old expertise in education in India and abroad, Don Bosco University is envisaged to be a centre of excellence in study and research focusing upon the following.

- Providing easier access to higher education for the under-privileged.
- Harmonizing technical excellence with Human and religious values.
- Employment-oriented courses in emerging areas of contemporary technology and service.
- Teacher Education' as a privileged area of interest to accelerate the pace, reach and quality of education.
- Impetus to research initiatives with practical and social relevance.
- Providing a forum for debate and research on key human issues like religion & culture, peace & justice.
- Contributing to the socio-economic development of North-East India.
- Boosting international linkages and collaboration in university education.

**Mission**

Built on a great legacy inherited from our founding fathers, our mission is to create an environment of stimulating intellectual dialogue across disciplines and harvest knowledge with a cutting-edge through high

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

		quality teaching, research, and extension activities leading to the generation of students who would provide leadership, vision and direction to society.	
<b>3.</b>	Programme Development and Approval Processes a. Curriculum Planning, Design and Development b. Curriculum Implementation c. Academic Flexibility d. Learning Resource Feedback System	The following mechanisms were adopted by the HEI towards program development and approval processes.  a) Curriculum Planning, Design and Development- Proper processes, systems and structures are laid in place by the HEI to carry out these responsibilities.  b) Curriculum Implementation- The HEI has implemented specific plans to identify the time to be spent on specific components towards the effectiveness of the programme(s) and their usefulness as a whole.  c) Academic Flexibility- The HEI has adopted proper strategies for imparting academic flexibility to its learners.  d) Learning Resource- The HEI ensures the quality of the learning resources in the form of e-learning material as defined in the regulations.  e) Feedback System- A proper feedback mechanism is in place by the HEI to take feedback from all stakeholders.	
<b>4.</b>	Programme Monitoring and Review	The HEI has planned and executed the program monitoring and review system to conduct periodic internal reviews and maintain the quality of academic programmes.	
<b>5.</b>	Infrastructure Resources	The HEI has a system to elicit data on the adequacy and optimal use of the facilities namely e-library, ICTE infrastructure etc. to maintain the quality of academic programmes and ensure qualitative support to each of the stakeholders.	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

6.	Learning Environment and Learner Support	The HEI provides learner support services including academic counselling etc. for its online learners. Additionally, HEI has established Information and Communication Technology facilities as component of the learning environment which is focused on the pedagogical use of modern educational practices to support blended learning. The learner support services are provided through the e-learning platform.	
7.	Assessment and Evaluation	The HEI has executed the evaluation through various assessment tools including multiple choice questions, project reports, case-studies, presentation and term end examinations. The HEI has put in place a proper mechanism to evaluate the assessment for assessing the learning outcomes of the learners.	
8.	Teaching Quality and Staff Development	The Higher Educational Institutions has maintained a well-established structure for promoting quality counselling, capacity building workshops, programmes, interactive teaching-learning and provide staff development programmes and activities to encourage academic staff to improve teaching and learning on continuous basis.	

**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 :**

<b>Sr.No.</b>	<b>Provisions in Regulations</b>	<b>Action taken in respect of ODL</b>	<b>Upload relevant document</b>
1.	Academic Planning	The HEI has robust and appropriate academic planning procedure to ensure that the programs offered are relevant to national economy and offers a high quality	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

		value added learner experience. The HEI has adequate and appropriate teaching and other support staff along with infrastructure and technology support to ensure that the curriculum remains up to date and the institutional goals are achieved.	
2.	Validation	The HEI has a mechanism in place for validation to ensure that its programmes are academically viable, that academic standards have been appropriately defined and that these offer learners the best opportunity to learn.	
3.	Monitoring, Evaluation and Enhancement Plans a. Reports from Learner SupportCentres (for Open and Distance Learning programmes) b. Reports from ExaminationCentres c. External Auditor or otherExternal Agencies report d. Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institutionlevels e. Reporting and Analytics bythe Higher Educational Institution f. Periodic Review	The HEI ensures that the monitoring, evaluation and enhancement plans are in place for the learners.	

### **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**

Fr. Joseph Nellanatt

MSc. In Computer Science

Regular Employee

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

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

*Insert Box*

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no. reason thereof
UG	2	2	Yes	
PG	2	2	Yes	
PGD				









**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

### 3.3 Details of Administrative staff

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

<b>Admin Staff</b>	<b>Required (up to 5,000 students)</b>	<b>Available</b>
Deputy Registrar	1	Yes
Assistant Registrar	1	Yes (Dr. Prasanta Kumar Choudhury)
Section Officer	1	Mr. Vijaya Prasad
Assistants	3 (2 for DM Universities)	Mr. Manoj Das Mr. Aditya Vishwakarma
Computer Operator	2	Nikunj Baruaha Debojyoti Sarmah
Multi-Tasking Staff	2	Ms. Jinu Narzaray Mr. Ratan Sarama

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

**Note:**

1. In case of the enrolment higher than 5,000 the number of positions in the Centre for Distance and Online Learning may be increased by the HEI appropriately.
2. Private University eligible to offer ODL programmes through its Head Quarters only and duly recognized off-campus centres; not through any Learner Support Centre.

## Part – IV: Examinations

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

S.No.	Provisions in Regulations	Whether complied Yes/No	If No, Reason thereof
1.	All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced	Yes	
2.	For ensuring transparency and credibility, the full time faculty of the Open and Distance Learning mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centres or Learner Support Centres is located under the direct control and responsibility of the Open and Distance Learning mode Institution.  No Examination Centres shall be allotted to any private organisations or unapproved Higher Educational Institutions.	Yes	

**HEI ID: HEI-U-0049**

**Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

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	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

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

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

3.	<p>The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:</p> <p>Provided that no semester or year-end examination shall be held unless:</p> <p>i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted;</p> <p>ii) For Open and Distance Learning mode: the learner has minimum attendance of 75 per cent. in the programme specific Personal Contact Programme (excluding counselling) and lab component of each of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ Higher Educational Institution of the programmes; and detailed attendance records have been maintained by Learner Support Centre/Regional Centre/ HigherEducational Institution</p>	Yes	
4.	<p>The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through Open and Distance Learning mode shall be evolved by adopting same standards as being followed in conventional mode by the dual mode Higher</p>	Yes	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

	Educational Institutions and in Open Distance Learning mode by the Open Universities		
5.	The weightage for different components of assessments for Open and Distance Learning mode shall be as under: (i) continuous or formative assessment (in semester): Maximum 30 per cent. (ii) summative assessment (end semester examination or term end examination): Minimum 70 per cent.	Yes	
6.	The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments.	Yes	
7.	Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card.	Yes	
8.	A Higher Educational Institution offering a Programme in Open and Distance Learning mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner.	Yes	
9.	The examination of the programmes in Open and Distance learning mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.	Yes	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

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	Yes	
	(c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners	Yes	
	(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 such Closed- Circuit Television recordings in archives for a minimum period of five years	Yes	
12.	(a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and	Yes	
	(b) It shall be mandatory to have observer report submitted to the Higher Educational Institution	Yes	
13.	(a) All end semester examinations or term end examinations for programmes offered through Open and Distance Learning mode shall be conducted through proctored examination (pen- paper or online or computer based testing) within Territorial	Yes	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

	Jurisdiction, in the examination centre as mentioned in these regulations.		
	(b) The Exams shall be under the direct control and responsibility of the Open and Distance Learning mode Institution	Yes	
14.	The Examination Centre shall be located in Government Institutions like Kendriya Vidyalaya(s), Navodaya Vidyalaya(s), Sainik School(s), State Government Schools, etc. can also be identified as examination centre(s) under direct overall supervision of a Higher Educational Institution offering education under the Open and Distance Learning mode including approved affiliated colleges under the University system in the Country and no Examination Centres shall be allotted to private organisations or unapproved Higher Educational Institutions	Yes	
15.	The Learner Support Centres, as defined in the regulations and within the territorial jurisdiction, can also be used as examination centres provided they fulfill the criteria of an examination centre as defined in these regulations	Yes	
16.	The 'Examination Centre' shall be established within the territorial jurisdiction of the Higher Educational Institution	Yes	
17.	(a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have i. Photograph	Yes	



**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

	ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner along with the Programme name.		
	(b) Each award shall also be uploaded on the National Academic Depository	Yes	
18.	It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Learner Support Centres (only for Open and Distance Learning); (v) Name and address of all Examination Centres	Yes	

**4.3 Whether any examination held through online mode.**

*If yes, provide details regarding technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination.*

INSERT TEXT BOX

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

**4.4 Result and Student Progression For UG, PG and PGD programmes****Academic Session - Jul-2020**

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
<Feb- March,2021>	Bachelor of Business Administration	57	35	21	100	60
	Bachelor of Commerce	7	4	2	100	60
	Bachelor of Computer Applications	27	21	17	100	70
	Bachelor of Arts (Philosophy)	0	0	0	0	0
	Master of Business Administration	150	95	73	100	75
	Master of Arts (Education)	4	1	2	100	100
	Master of Arts (Human Rights)	8	7	2	100	80
	Master of Arts (Mass Communication)	4	1	1	100	100
	Master of Arts (Social Work)	6	5	1	100	80
	Master of Science in Information Technology	22	18	16	100	70
	Master of Arts (Philosophy)	0	0	0	0	0
	Master of Commerce	7	4	2	100	100

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

Master of Computer Applications	4	3	3	100	100
Diploma in Human Resource Management	1	1	0	100	100
Diploma in Supply Chain Management	3	3	0	100	100
Diploma in Operations Management	2	0	0	0	100
Certificate in Human Resource Management	1	1	0	100	100
Certificate in Operations Management	1	1	0	100	100
Certificate in Supply Chain Management	1	1	0	100	100

**Academic Session - Jul-2020**

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
	Bachelor of Business Administration	57	27	4	100	85
	Bachelor of Commerce	7	4	0	100	100

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

<Aug- Sep 2021>	Bachelor of Computer Applications	27	16	1	100	80
	Bachelor of Arts (Philosophy)	0	0	0	0	0
	Master of Business Administration	150	63	26	100	75
	Master of Arts (Education)	4	0	0	100	0
	Master of Arts (Human Rights)	8	4	1	100	100
	Master of Arts (Mass Communication)	4	1	0	100	100
	Master of Arts (Social Work)	6	3	0	100	100
	Master of Science in Information Technology	22	15	0	100	70
	Master of Arts (Philosophy)	0	0	0	0	0
	Master of Commerce	7	1	0	100	100
	Master of Computer Applications	4	2	6	100	100
	Diploma in Human Resource Management	1	1	0	100	100
	Diploma in Supply Chain Management	3	3	0	100	100

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

Academic Session - Jan-2021

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-Aug,2021>	Bachelor of Business Administration	30	20	27	100	80
	Bachelor of Commerce	8	5	4	100	100
	Bachelor of Computer Applications	10	8	16	100	80
	Bachelor of Arts (Philosophy)	0	0	0	0	0
	Master of Business Administration	144	90	63	100	75
	Master of Arts (Education)	10	3	0	100	100
	Master of Arts (Human Rights)	8	4	4	100	100
	Master of Arts (Mass Communication)	2	1	1	100	100
	Master of Arts (Social Work)	2	1	3	100	100
	Master of Science in Information Technology	14	10	15	100	70
	Master of Arts (Philosophy)	0	0	0	0	0

**HEI ID: HEI-U-0049****Name of HEI: Assam Don Bosco University****Type of HEI: Private**

[Type here]

[Type here]

[Type here]

Master of Commerce	3	2	1	100	100
Master of Computer Applications	4	3	2	100	100
Diploma in Human Resource Management	2	2	1	100	100
Diploma in Supply Chain Management	0	0	3	100	0
Diploma in Finance	1	0	0	0	0
Certificate in Technology Management	1	0	0	0	0
Certificate in Supply Chain Management	1	1	1	100	100

**Academic Session - Jan-2021**

<b>Semester Beginning</b>	<b>Programme name</b>	<b>No. of students admitted</b>	<b>No. of students appeared in exams</b>	<b>No. of students progressed to next year</b>	<b>% of students passed</b>	<b>% of students passed in first class</b>
	Bachelor of Business Administration	30	13	27	100	90
	Bachelor of Commerce	8	5	4	100	95
	Bachelor of Computer Applications	10	4	16	100	100
	Bachelor of Arts (Philosophy)	0	0	0	0	0

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

<Nov-Dec-2021>	Master of Business Administration	144	70	63	100	80
	Master of Arts (Education)	10	1	0	100	100
	Master of Arts (Human Rights)	8	2	4	100	100
	Master of Arts (Mass Communication)	2	1	1	100	100
	Master of Arts (Social Work)	2	0	3	0	0
	Master of Science in Information Technology	14	6	15	100	80
	Master of Arts (Philosophy)	0	0	0	0	0
	Master of Commerce	3	2	1	100	100
	Master of Computer Applications	4	2	2	100	100
	Diploma in Human Resource Management	2	2	1	100	100
	Diploma in Finance	1	0	3	0	0
	Certificate in Technology Management	1	0	0	0	0
	Certificate in Supply Chain Management	1	1	0	100	100

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

## Part – V: Programme Project Report (PPR) and Self-Learning Material (SLM)

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

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

COMPLIANT. The University has implemented the Guidelines as detailed. In Annexure VIII of the UGC (ODL) Regulations 2017 in its preparation of the Self Learning Material, both print and non-print. Each School's/Departments Board of Studies recommends the Preparation of SLM's based on Curriculum as adopted from conventional programs of the University. The BOS hands the task of preparing the SLMS as per requirements of the faculty of the Department, who're required to get an approval of the BOS at the major stages, i.e.

1. Definition of Learning Outcomes and Objectives.
2. Creation of a Structure of Content, suitably divided into units and subunits, mapped according to weightages in the credit pattern
3. Populating the above structure with chunks of content, i.e. chunking, defining what topics would be covered within.
4. Creating a delivery pattern using modern instructional design such as blooms taxonomy
5. Deciding on pedagogical tools to be used, and at what stage.
6. Mapping sufficient self assessment at strategic points in the SLM
7. Finally populating the above with the required material content. The above process is discussed
8. with the BOS at each step, and proceeded upon only with a consensus on the same. Once completed, the SLM is shared with others for a peer review and quality check, before making it available to students.

### 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.*



**HEI ID: HEI-U-0049**

**Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

[Type here]

[Type here]

[Type here]

The Learning Material (Print Media) - The material has been designed with the approach of two-way communication between the learner and content with an attempt to involve the learner actively through various experience-based activities and assignments. Clear information about the structure of the programme and course has been provided with a detail learning map for the learner so that he or she will be self-directed for completion of his or her studies. It has been developed with dialogue and personal system of writing method which will create the nature of interactivity in Self Learning Material. The content tries to encourage the learner to apply new knowledge and skills. There is a clear definition of learning objectives and outcomes. The Content has been divided into small sections (blocks) and sub-sections (units and sub-units) for effective learning, with an assignment on each learning objective for self-assessment. The learner is directed through problem-solving activities as applicable to the nature of the course.

The Self Learning Material is developed in defined formats with the following features:

- (i) Consistent layout and format.
- (ii) Inclusion of overview of the content.
- (iii) A unit structure at the beginning of the unit.
- (iv) Plenty of examples.
- (v) Reference to prior learning.
- (vi) Inclusion of national or international cases and case studies
- (vii) Content in segments synchronized with learning objectives and outcome.
- (viii) Explanation of icons used in the content.
- (ix) Appropriate sequence of material.
- (x) Explanation on technical, new, difficult terms or word in a glossary section.
- (xi) Inclusion of adequate suggested reading (both print and online). Audio-Video Material: The material is designed keeping the following in mind.
  - (a) There be adequate consideration of learners' prior knowledge, skills and attitudes.
  - (b) Level and style of language shall be appropriate.
  - (c) There be clear information on types of support material and study activities to be used by the learner.
  - (d) It be clear and unambiguous, also preferably free from pedagogic jargon.
  - (e) The aim, objective and target audience for the Audio Video material shall be clearly defined.
  - (f) It shall be capable of being evaluated to conform to the learning outcomes.
  - (g) There shall be clear guidelines with regard to the use of the Audio or Visual material vis-a-vis other content of the course.
  - (h) AV Material shall be developed in forms and formats that will be easily accessible by the learners.
  - (i) There shall be separate Audio Video manual for giving the guidelines of using the Audio Video material in study.
  - (j) Audio Video Material shall provide continuity and coherence within and between audio-based study sessions.

**HEI ID: HEI-U-0049**

**Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

[Type here]

[Type here]

[Type here]

- (k) There shall be synchronisation of Sound and Image in Audio Video material.
- (l) There shall be appropriate graphics and animations relevant to the course content.
- (m) There shall be appropriate 'visual texture' and rate of change of image to keep the learner involved.
- Online Material- The material is designed keeping the following in mind.

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

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

COMPLIANT - The University has implemented the Guidelines as detailed. In Annexure VIII of the UGC (ODL) Regulations 2017 in its preparation of the Self Learning Material, both print and non-print. Each School's/Departments Board of Studies recommends the Preparation of SLM's based on Curriculum as adopted from conventional programs of the University. The BOS hands the task of preparing the SLMS as per requirements of the faculty of the Department, who're required to get an approval of the BOS at the major stages, i.e.

1. Definition of Learning Outcomes and Objectives.
2. Creation of a Structure of Content, suitably divided into units and subunits, mapped according to weightages in the credit pattern
3. Populating the above structure with chunks of content, i.e. chunking, defining what topics would be covered within.
4. Creating a delivery pattern using modern instructional design such as blooms taxonomy
5. Deciding on pedagogical tools to be used, and at what stage.
6. Mapping sufficient self assessment at strategic points in the SLM
7. Finally populating the above with the required material content. The above process is discussed with the BOS at each step, and proceeded upon only with a consensus on the same. Once completed , the SLM is shared with others for a peer review and quality check, before making it available to students.

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

## Part – VI: Programme Delivery through Learner Support Centre(LSC)

### 6.1 Details of personal contact programmes implemented:

Please provide information in respect of programmes at UG, PG and PGD Programmes

S. No.	Programmes name	Centre Name	No. of centres conducted PCP	No. of PCP held every year	Total no. of students registered in the programme	No. of Students Attended on an average basis
	UG	NA				
	PG	NA				
	PGD	NA				

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

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

The University has chosen not to have any Learner Centers, choosing instead to provide all the required facilities from its main campus / headquarters only. The infrastructure and staffing provisions at the HQ are as per the regulations, and compliant in every aspect.

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



HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

		Gazette					
1.							
N.							

### 6.5 Delivery of Self-Learning Material

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

Type	Date of Admission (for July and January)	Date of Delivery of SLM	Whether SLM delivered to learners within a fortnight from the date of admission
Printing Material	As per UGC notifications	September and March	Yes
Audio-Video Material	As per UGC notifications	September and March	Yes
Online Material	As per UGC notifications	September and March	Yes
Computer based Material	As per UGC notifications	September and March	Yes

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

**6.6 Whether any course in a particular programme was allowed 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 wise - programmes wise)
1.	Bachelor of Business Administration	OER/MOOC			3	100	30
2.	Bachelor of Computer Applications	OER/MOOC			3	106	30
3.	Bachelor of Commerce	OER/MOOC			3	124	30
4.	Bachelor of Arts(Philosophy)	OER/MOOC			3	100	
5.	Master of Business Administration	OER/MOOC			3	128	30
6.	Master of	OER/MOOC			3	100	30

**HEI ID: HEI-U-0049**

**Name of HEI: Assam Don Bosco University**

**Type of HEI: Private**

[Type here]

[Type here]

[Type here]

	Commerce						
7.	Master of Computer Applications	OER/MOOC			3	98	30
8.	Master of Science in Information Technology	OER/MOOC			3	103	40
9	Master of Arts (Philosophy)	OER/MOOC			3	100	
10	Master of Arts (Education)	OER/MOOC			3	108	40
11	Master of Arts (Human Rights)	OER/MOOC			3	110	40
12	Master of Arts (Mass Communicati on)	OER/MOOC			3	103	40
13	Master of Arts (Social Work)	OER/MOOC			3	108	40

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

*Upload*

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

## 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 ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	
Uploading of the following on HEI website ( <b>Mention link</b> )			
2.	The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Open and Distance Learning mode	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	



HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

4.	Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	
5.	Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, list of Learner Support Centres with addresses and contact details (for Open and Distance Learning mode), their working hours and counselling (for Open and Distance Learning mode) Schedule;	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	
7.	The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Open and Distance Learning mode programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	
8.	Information regarding all the programmes recognised by the Commission	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post	Yes ( <a href="https://dbuniversity.ac.in/docs">https://dbuniversity.ac.in/docs</a> )	

HEI ID: HEI-U-0049

Name of HEI: Assam Don Bosco University

Type of HEI: Private

[Type here]

[Type here]

[Type here]

	graduate diplomas awarded	ty.ac.in/docs)	
10.	Complete information about 'Self Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Open and Distance Learning Programmes;	Yes (https://dbuniversity.ac.in/docs)	
11.	A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Open and Distance Learning Programmes	Yes (https://dbuniversity.ac.in/docs)	
12.	List of the 'Learner Support Centres' along with the number of learners who shall appear at any examination centre and details of the Information and Communication Technology facilities available for conduct of examination in a fair and transparent manner, for Open and Distance Learning programmes	Yes (https://dbuniversity.ac.in/docs)	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Open and Distance Learning programmes	Yes (https://dbuniversity.ac.in/docs)	
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	Yes (https://dbuniversity.ac.in/docs)	
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://dbuniversity.ac.in/docs)	
16.	Reports of the third party academic audit to be undertaken every five years and internal academic audit every year by Centre for Internal Quality Assurance	Yes (https://dbuniversity.ac.in/docs)	

## Part – VIII: Admission and Fees

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

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

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

4.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	
5.	<p>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:</p> <p>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</p>	Yes
6.	<p>Admission of learners to a Higher Educational Institution for a programme in Open and Distance Learning mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners:</p> <p>Provided that a Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning for or on behalf of the Higher Educational Institution</p>	Yes
7.	<p>Every Higher Educational Institution shall-</p> <p>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an</p>	

	<p>International Learner;</p> <p>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;</p> <p>(c) exhibit such records as permissible under law on its website; and</p> <p>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.</p>	Yes
8.	Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Open and Distance Learning mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below	
8. (a)	Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in Open and Distance Learning mode, and the other terms and conditions of such payment	Yes
8. (b)	The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner	Yes
8. (c)	The number of seats approved in respect of each programme of Open and Distance Learning mode,	

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

	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

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

8. (j)	Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study	Yes
8. (k)	Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions	Yes
9.	Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order	Yes
10.	No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it	Yes
11.	No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Open and Distance Learning mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the	Yes

	purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	
13.	In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in Open and Distance Learning mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution	Yes
14.	No Higher Educational Institution shall, issue or publish-  (a) any advertisement for inducing learners for taking admission in the Higher Educational Institution, claiming to be recognised by the appropriate statutory authority or by the Commission where it is not so recognised;  (b) any information, through advertisement or otherwise in respect of its infrastructure or its academic facilities or of its faculty or standard of instruction or academic or research performance, which the Higher Educational Institution, or person authorised to issue such advertisement on behalf of  the Higher Educational Institution knows to be false or not based on facts or to be misleading	Yes



## **Part – IX: Grievance Redressal Mechanism**

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

*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.*

The University has setup a very clear Grievance Redressal Mechanism and Policy, as per the regulations. The University provides an online facility for submitting grievances and tracking their status. Every learner can raise an issue via a ‘ticketing mechanism’ either over email or by calling the helpline. Once given a ticket, the issue is directed to the relevant department, who are required to action it within 48 hours. There is also specified Escalation Matrix, with specific timelines given at each stage, and should a Grievance not be responded to and closed within the given TAT (Turnaround time), the ticket is escalated automatically to the next authority by the system. The details of the support email helpdesk and helpline facility are shared with students upon joining, as is the committed timelines. We’ve been successful in keeping grievance redressal quite efficient and have had no cases where students / learners have not had their issues addressed within the specified timeline. The Grievance Redressal Policy is published on the Higher Educational Institutions portal for the learners to read and refer to. The policy is made available to learners with disability in an appropriate format.

### **9.2 Details of Grievance received**

<b>Numbers of Grievance Received</b>	<b>Numbers of Grievance Resolved</b>
0	0

### **9.3 Complaint Handling Mechanism**

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

*Dr. Jhimli Kumari Das (Head, Department of Electronics and Communication Engineering)*

***Mechanism Adopted***

The Grievance Redressal Cell of Assam Don Bosco University was initially set in 2010 to address the grievances of the students. Subsequently a Grievance Redressal Cell was set up as advised by the IQAC of ADBU for the whole fraternity of students, faculty and members of staff, so as to give everyone a chance to raise genuine grievances in order to avoid any kind of unhappiness leading to detrimental situations. In case of members of the faculty or other staff, any sort of grievance may be submitted to the Director of the School through respective Heads of Departments or immediate administrative authority. In case of individual students, any grievance may first be discussed at the mentor level, which if not sorted out may be forwarded to the respective Heads of Departments. However, if the issue still remains unresolved it may be formally informed to the Director by the mentor, Head of Department or concerned students. On receipt of any representation, a meeting of the Grievance Redressal Cell will be called and quorum for the meeting will be two members.

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

<b>Numbers of Complaint Received</b>	<b>Numbers of Complaint Resolved</b>	<b>Whether Complaint was resolved within stipulated time i.e. 60 days? (yes/No)</b>
0	0	NA

## Part – X: Innovative and Best Practices

### 10.1 Innovations introduced during academic year

Innovation introduced during academic year- A Mobile Application for the students to track important notifications, and also to raise support tickets were introduced. An AI Powered Chat Bot that would address most frequently asked questions was also introduced.

### 10.2 Best Practices of the HEI

The use of NPS- "Net Promoter Score" to take constant feedback from learners, after each interaction and also on regular intervals, in order to have a feedback loop that allows us to learn from our students, getting new ideas as well as suggestions for improvements.

### 10.3 Details of Job Fairs conducted by the HEI

NA

### 10.4 Success Stories of students of ODL mode of the HEI

Sivaganesh Iyer- The MBA at DBU is a great option for any student seeking more personal MBA experience than a larger program could offer. This course is geared towards working professionals with vast job experience who wanted to get a master's degree to enhance their credentials. I gained tremendous knowledge of many facets of business. Course offerings are diverse and cover subject areas that include all aspects of IT management, accounting, business strategy, business analysis, human resources, negotiation, legal, tax and supply chain. This program far exceeded my expectations.

**Pankaj Kalita-** "After completing my graduation, my dream was to get a master's degree but due to some personal and financial constraints I was not able to do so and started my job. After working for couple of years I got to know about Don Bosco global university's online courses. As I was associated with Don Bosco during my 11 and 12th class, I decided to visit the DBU office in Guwahati and decided to enroll. The complete process of the online education is awesome, get help anytime anywhere whenever you want. The

examination process was great, one can decide own location and timing. Overall, it was a great experience for me with Don Bosco and would like to thank DBU for all the support and giving me a chance to complete my education."

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

The National Translation Mission (NTM) is being implemented through the Central Institute of Indian Languages (CIIL), Mysore under which the books of knowledge texts mostly text books of various subjects prescribed in Universities and Colleges are being translated in all Languages of the 8th Schedule of the Constitution of India.

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

NA

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

Alumni Cell- <https://alumni.dbuniversity.ac.in/>

Facebook- <https://www.facebook.com/AssamDonBoscoUniversity/>

Twitter- <https://twitter.com/DonBoscoUniv>

Youtube- <https://www.youtube.com/user/ADBUGuwahati>

Address- Tapesia Gardens, Kamarkuchi, Sonapur – 782 402, Assam - INDIA

Email- [contact@dbuniversity.ac.in](mailto:contact@dbuniversity.ac.in)

**HEI ID: HEI-U-0049**  
**Type of HEI: Private**

**Name of HEI: Assam Don Bosco University**

The AAA encourages any kind of activity that complies to the aims and objectives of the Association. One of the prime tasks of it is to hold the Annual General Assembly which is the directive organ of the Association. The AGA is held once a year, to which all past students are invited. The AAA is also responsible in shaping periodic programmes for the on-going formation of the past students so that they, as individuals and groups, grow in their awareness of the obligations of being members of the Association. The Executive Committee of the Association, being the executable organ is accountable to fuel-in the activities to be undertaken in AGA. The Executive Committee consists of the Delegate, President, Vice-President, Secretary, Joint-Secretary, Treasurer and 6 other Executive members. The Association acknowledges the Provincial of Guwahati Province and the Vice Chancellor of Assam Don Bosco University as the representatives of the Rector Major and the Salesian Congregation. They are, by right, members of the Executive Committee but, as a rule, they exercise that responsibility through a Salesian appointed to act as their Delegate.

**10.7 Any other Information**

NA

HEI ID: HEI-U-0049  
Type of HEI: Private

Name of HEI: Assam Don Bosco University

### 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:

Name:

Seal:

Date:

  
Pro Vice Chancellor  
Assam Don Bosco University  
Airport Road, Azara  
Guwahati, Assam  
INDIA - 781017

Signature of the Registrar:

Name: Prof. Johny Jose

Seal: Registrar  
Assam Don Bosco University  
Tapesia Gardens, Sonapur  
Assam-782402, INDIA.

Date:

03/08/2020

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.

