

ANNUAL REPORT
OF
CENTRE FOR INTERNAL QUALITY ASSURANCE
(CIQA)



Krishna Kanta Handiqui State Open University
Khanapara, Guwahati, Assam, India

PROGRAMMES UNDER
OPEN AND DISTANCE LEARNING MODE

2023-24

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DECLARATION

Part – I: General Information

1.1 Date of notification of the Centre (attach a copy of the notification): 07/09/2017

1.2 Details of the Director, CIQA

- Name: Dr. Pranab Saikia
- Qualification: MA, MPhil, BEd, PhD
- Appointment Letter and Joining Report: Uploaded (PDF) copy

1.3 Details of CIQA Committee:

a. Composition as per Regulations

Sl. No.	Designation	Nomination as	Name and Qualification	Specialization	Date of Nomination in CIQA Committee
a.	Vice Chancellor of the University	Chairperson	Prof. Rajendra Prasad Das	Management Studies	05-12-2022
b.	Three Senior Teachers of HEI	Member 1	Dr. Bipul Das Professor Political Science	Sociology, Socio-Political Studies	05-12-2022

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		Member 2	Dr. Parag Dutta Associate Professor Economics	Econometrics, Financial System and Operation Research	05-12-2022
		Member 3	Dr. Bhaskar Sarmah, Assistant Professor, Economics	Economics of Human Resource Development, Public Finance (in Economics); Marketing and Finance (in MBA)	05-12-2022
c.	Head of three departments or School of Studies from which Programme is being offered in ODL and Online Mode	Member 4	Prof. Nripendra Narayan Sarma MBA, Dip T+D, Ph.D Professor & Director MDSM	Personnel and Marketing Management	05-12-2022
		Member 5	Professor Joydeep Baruah Director, SKBSSS	Regional Development & Policy Analysis, Political Economy of Development, Quantitative Methods and their Applications	05-12-2022
		Member 6	Dr. Ridip Dev Choudhury Director i/c, HCBSSST	E-Learning Expert System Image Processing Web Technology	05-12-2022
d.	Two External Experts of ODL and/or Online Education	Member 7	Professor Sanjay Tiwari, M.Sc., M.Phil. Ph.D. AMIETE, PDF, FIETE, MOSA Vice-chancellor, Madhya Pradesh Bhoj (Open) University	Organic Optoelectronics, Computational Condensed Matter Physics	05-12-2022

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		Member 8	Professor Subodh Kesharwani, Director (i/c), Centre for Online Education,IGNOU	ERP System, Business Skills	05-12-2022
e.	Officials from Departments of HEI	Member 9 Administration	Dr. Pranjit Bora Registrar(i/c)		05-12-2022
		Member 10 Administration	Dr. Pranab Saikia Dean, Study Centres(i/c)		05-12-2022
		Member 11 Administration	Dr. Bipul Das Dean, Academic i/c		05-12-2022
		Member 12 Administration	Dr. Bhabaranjan Sarmah Controller of Examinations		05-12-2022
	• Administration • Finance	Member 13 Finance	Kamaleswar Kalita Finance Officer		05-12-2022
	• Member Secretary	Director CIQA	Dr. Pranab Saikia Associate Professor & Director i/c IMSE	Personnel and Marketing Management	05-12-2022

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

1.4 Number of meetings held and its approval:

a. No. of meetings held every year: 2

b. Meeting details:

HEIID: U-0054 Name of HEI: Krishna Kanta Handiqui State Open University
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Meetings	Date-Month-Year	No. of External Expert Present	Minutes	Approval of Minutes
Meeting 1	17-04-2023	2	Uploaded as Annexure	Uploaded as Annexure
Meeting 2	30-08-2023	2	Uploaded as Annexure	Uploaded as Annexure

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

Sr. No.	Name of the Department	Certificate Title	Duration (months)	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	Guruprsasad Das School of Interdisciplinary	Electrical House Wiring	6 Months	12	Class 10+2 passed	5000/-	Does not arise	1	1	0	0	1
2.	Guruprsasad Das School of	Nursery Management	6 Months	12	Class 10+2 passed	5000/-	Does not arise	6	1	1	0	2

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	Interdisciplinary and Vocational Studies	CNM										
3	Guruprsasad Das School of Interdisciplinary and Vocational Studies	Security Personnel CSP	6 Months	8	Class 10+2 passed	5000/-	Does not arise	1	-	-	-	-
4	Guruprsasad Das School of Interdisciplinary and Vocational Studies	Welding and Cutting (CWC)	6 months	12	Class 10+2 passed	5000/-	Does not arise	1	-	-	-	-
5.	Guruprsasad Das School of Interdisciplinary and Vocational Studies	Tea Cultivation and Plantation Managment CTCPM	6 Months	12	Class 10+2 passed	5000/-	Does not arise	9	26	1	0	27
6	Guruprsasad Das School of Interdisciplinary and Vocational Studies	Early Childhood Education	6 Months	12	Class 10+2 passed	5000/-	Does not arise	1	-	-	-	-
7	Guruprsasad Das School of	Post Graduate	6 months	16	Any graduate	10,000/-	Does not arise	5	3	10	0	13

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	Interdisciplinary and Vocational Studies	Certificate Programme in Geoinformatics PGCG			from KKHSOU or any other University recognised by UGC							
8	Guruprsasad Das School of Interdisciplinary and Vocational Studies	Certificate in Applied Data Analysis	6 months	12	6 months	5,000/-	Does not arise	1	5	3	0	8

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

Sl. No.	Name of the Department	Diploma Title	Duration (months)	No. of Credits	Admission Eligibility	Fee (Rs.)	Number of students admitted (Male/Female/Trans-gender)			
							M	F	TG	Total
1	Padma Nath Gohain Baruah School of Humanities	Creative Writing in English DCWE	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	2	4	0	6
2.	Bhupen Hazarika School of Mass	Journalism & Mass	1 year		10+2 or equivalent examination passed (in any stream including	5000/-	28	18	0	46

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	Communication & Journalism	Communication			Vocational Stream) from a Council/Board					
3.	Hiranya Chandra Bhuyan School of Science & Technology	Library and Information science DLIS	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	99	80	0	179
4.	Suryya Kumar Bhuyan School of Social Sciences	Parliamentary and Constitutional Studies DPCS	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	1	1	0	2
5.	Padma Nath Gohain Baruah School of Humanities	Sanskrit Learning DSL	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	2	2	0	4
6.	Padma Nath Gohain Baruah School of Humanities	Diploma in Yoga (Kayayogi) DYK	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	10,000/-	26	24	0	50

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

Sl. No.	Name of the Department	Diploma Title	Duration (months)	No. of	Admission Eligibility	Fee (Rs.)	Number of students admitted (Male/Female/Trans-gender)
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				Credits			M	F	TG	Total
1	Padma Nath Gohain Baruah School of Humanities	Creative Writing in English DCWE	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	2	4	0	6
2.	Bhupen Hazarika School of Mass Communication & Journalism	Journalism & Mass Communication	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	28	18	0	46
3.	Hiranya Chandra Bhuyan School of Science & Technology	Library and Information science DLIS	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	99	80	0	179
4.	Suryya Kumar Bhuyan School of Social Sciences	Parliamentary and Constitutional Studies DPCS	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	1	1	0	2
5.	Padma Nath Gohain Baruah School of Humanities	Sanskrit Learning DSL	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	5000/-	2	2	0	4
6.	Padma Nath Gohain Baruah School of Humanities	Diploma in Yoga (Kayayogi) DYK	1 year		10+2 or equivalent examination passed (in any stream including Vocational Stream) from a Council/Board	10,000/-	26	24	0	50

1.7 Number of programmes started at Under Graduate Degree Programmes as per Commission Order:

Sr. No.	Under-Graduate Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	Number of students admitted (Male/Female/Trans-gender)			
						M	F	TG	Total
1.	Bachelor of Arts (Hons) (Economics)	4 years	171	a. 10+2 or equivalent examination passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC. b. Three-year Diploma passed from Polytechnics in any branch.	3490x8 Semesters= Rs.27,920+1000 (Project fee in 8 th semester)	225	87	0	312
2.	Bachelor of Arts (Hons) Political Science	4 years	171	a. 10+2 or equivalent examination passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC. b. Three-year Diploma passed from Polytechnics in any branch.	3490x8 Semesters= Rs.27,920+1000 (Project fee in 8 th semester)	1844	677	0	2521
3.	Bachelor of Arts	4 years	171	a. 10+2 or equivalent examination	3490x8	813	432	0	1245

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	(Hons) Sociology			<p>passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC.</p> <p>b. Three-year Diploma passed from Polytechnics in any branch.</p>	<p>Semesters= Rs.27,920+1000 (Project fee in 8th semester)</p>				
4.	Bachelor of Arts (Hons) Education	4 years	171	<p>a. 10+2 or equivalent examination passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC.</p> <p>b. Three-year Diploma passed from Polytechnics in any branch.</p>	<p>3490x8 Semesters= Rs.27,920+1000 (Project fee in 8th semester)</p>	1444	970	0	2414
5.	Bachelor of Arts (Hons) Assamese	4 years	171	<p>a. 10+2 or equivalent examination passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC.</p> <p>b. Three-year Diploma passed from Polytechnics in any branch.</p>	<p>3490x8 Semesters= Rs.27,920+1000 (Project fee in 8th semester)</p>	1611	990	0	2601
6.	Bachelor of Arts (Hons) English	4 years	171	<p>a. 10+2 or equivalent examination passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC.</p> <p>b. Three-year Diploma passed from</p>	<p>3490x8 Semesters= Rs.27,920+1000 (Project fee in 8th semester)</p>	599	349	0	948

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				Polytechnics in any branch.					
7.	Bachelor of Arts (Hons) Philosophy	4 years	171	a. 10+2 or equivalent examination passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC. b. Three-year Diploma passed from Polytechnics in any branch.	3490x8 Semesters= Rs.27,920+1000 (Project fee in 8 th semester)	94	111	0	205
8.	Bachelor of Arts (Hons) History	4 years	171	a. 10+2 or equivalent examination passed (in any stream, including Vocational Stream) from a Council/University recognised by UGC. b. Three-year Diploma passed from Polytechnics in any branch.	3490x8 Semesters= Rs.27,920+1000 (Project fee in 8 th semester)	399	163	0	562
9.	Bachelor of Commerce B.Com	4 years	171	10+2 or equivalent examination passed (in any stream) from a Council/University recognised by UGC. b. Three-year Diploma passed from Polytechnics in any branch.	3490x8 Semesters= Rs.27,920+1000 (Project fee in 8 th semester)	339	66	0	405
10.	Bachelor in Business Administration BBA	4 years	171	10+2 or equivalent examination passed (in any stream) from a Council/University recognised by UGC.	3490x8 Semesters= Rs.27,920+1000 (Project fee in 8 th semester)	171	30	0	201

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				b. Three-year Diploma passed from Polytechnics in any branch.	semester)				
11.	Bachelor in Computer Application BCA	4 years	171	10+2 or equivalent	5000x8 semesters= Rs.40,000+1000 (Project fee in 8 th semester)	243	52	0	295

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

Sr. No.	Post-graduate Degree Title	Duration (years)	No. of Credits	Admission Eligibility	Fee (Rs.)	Number of students admitted (Male/Female/Trans-gender)			
						M	F	TG	Total
1.	Master of Business Administration MBA	2 years	80	Any Graduate with from KKHSOU or any other University	15,000x4 semesters= Rs.60,000	252	103	0	355

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	(UGC & AICTE Recognised)			recognised by UGC with 50% marks for General Category Or 40% marks with 5 years work experience *Unlimites seats, no entrance test, no experience					
32.	M.A. (Assamese)	2 years	88	Any Graduate from KKHSOU or any other University recognised by UGC.	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th semester)	2427	5769	0	8196
3.	M.A.(English)	2 years	88	Any Graduate from KKHSOU or any other University recognised by UGC.	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th semester)	994	923	0	1917
4.	M.A. (Political Science)	2 years	88	Any Graduate from KKHSOU or any other University recognised by UGC.	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th semester)	2001	2126	0	4127
5.	M.A. (Sociology)	2 years	88	Any Graduate from KKHSOU or any other University recognised by UGC.	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th semester)	534	821	0	1355
6.	M.A.(Education)	2 years	88	Any Graduate from KKHSOU or any other University recognised	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th	1857	3884	0	5741

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				by UGC.	semester)				
7.	M.A (Journalism & Mass Communication)	2 years	88	Any Graduate from KKHSOU or any other University recognised by UGC.	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th semester)	108	59	0	167
8	Master of Social Work (MSW)	2 years	88	Any Graduate from KKHSOU or any other University recognised by UGC.	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th semester)	346	327	0	673
9.	M.Com	2 years	80	Any Graduate from KKHSOU or any other University recognised by UGC.	5,590x4 semesters= Rs.22,360+ Rs 1000(Projct Fee in 4 th semester)	735	376	0	1111
10.	M.Sc.IT	2 years	88	Any gradutate with Mathematics at 10+2 level or Any graduate with Mathematics at the graduate level or BCA/B.Sc.IT/B.Sc. (Computer Science) graduates from any university recognized by UGC. *No Entrance Test	10,000x4 semesters= Rs.40,000+ Rs.1000 (Project Fee in 4 th semester)	107	20	0	127
11	M.A. (Economics)	2 Years	88	Any Graduate from KKHSOU or any other	5,590x4 semesters= Rs.22,360+ Rs	484	399	0	883

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				University recognised by UGC.	1000(Projct Fee in 4 th semester)				
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Part – II: Requirements as per Centre for Internal Quality Assurance (CIQA) Functioning

2.1 Action taken on the functions of CIQA:

Sl. No .	Provision in Regulations	Details of Action Taken by CIQA and Outcome thereof (Not more than 500 words)	Upload Relevant Document
1.	Quality maintained in the services provided to the learners	<p>The establishment of CIQA (Centre for Internal Quality Assurance) in line with UGC Guidelines demonstrates the University's commitment to enhancing and maintaining quality services for its learners. The University focuses on providing affordable, accessible, and socially relevant education, emphasizing equity and social justice.</p> <p>Various units, including academic departments, administrative sections, IT Cell, EMPC, and Gnan Taranga Community Radio, contribute to developing self-study materials, e-learning resources, learners' portals, video classes, and digital libraries. The Admission Committee, supported by the IT Cell, oversaw the admission processes for 2023-24 session. The distribution of study materials was managed by the Self Study Materials department and the Material Production and Distribution Cell.</p> <p>The Regional Centre of Jorhat and the Office of the Dean (Study Centre) oversaw academic services provided by Learner Support Centers (LSCs). The EMPC handled multimedia content production. To support rural learners with limited media access, the university provided counseling via platforms like Telegram, WhatsApp, Facebook, YouTube, Community Radio, email etc.</p> <p>The Examination Branch monitored both formative (30%) and summative (70%)</p>	

		<p>assessments, ensuring evaluation integrity. Learners' grievances were addressed in person and online, with resolutions typically within 24 hours, managed by the Grievance Redressal Cell.</p> <p>The University introduced innovative initiatives to enhance support services, integrate ICT, and improve governance. Feedback from stakeholders through CIQA led to continuous improvements, institutional reforms, and better service quality and learner outcomes.</p>	
2.	<p>Self-evaluative and reflective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution</p>	<p>Self-evaluative and reflective exercises are essential for quality improvement in higher education institutions. KKHSOU has undertaken several key steps:</p> <ol style="list-style-type: none"> 1. Perspective Plan and Vision Document 2030: The Vision Document outlines plans for empowering staff through professional training, increasing flexibility, enhancing inclusion, improving resource utilization, and fostering social responsibility. The document was created with input from various stakeholders and led to the approval of a Strategic Action Plan in December 2021, including MoUs, performance appraisals, examination monitoring, audits, and online transactions. 2. Engage Stakeholders: Awareness Camps, workshops, and induction programs were organized in 2021-22 to engage stakeholders. Regular meetings with LSC coordinators and staff, and regional workshops, were conducted. CIQA held stakeholder meetings in August 2022 to gather feedback and improve university functions. 3. Identify Strengths and Weaknesses: CIQA conducted an internal audit of learning materials and identified areas for improvement. An Action Plan for 2023-24 was prepared and approved, leading to various activities. 	<ul style="list-style-type: none"> • Report of A/V Audit • Reports of Expectation Survey and Job Satisfaction Surveys

		<p>4. Implementation: CIQA organized workshops, training programs, and lectures to execute action plans and enhance quality.</p> <p>5. Feedback Mechanisms: CIQA conducted surveys among new learners and study center coordinators to gather feedback. The data was analyzed, and reports were prepared to identify areas for future improvements.</p> <p>6. Documentation: CIQA maintains detailed records of the self-evaluation process, action plans, and outcomes, serving as a resource for future evaluations and improvements.</p> <p>CIQA aims to achieve comprehensive feedback from all stakeholders to continuously enhance quality.</p>	
3.	<p>Contribution in the identification of the key areas in which Higher Educational Institutions should maintain quality</p>	<p>In the academic year 2023-24, the Open University system took a significant step forward by submitting its Annual Quality Assurance Report (AQAR) on the NAAC Portal, underscoring the importance of maintaining high standards across all domains. This report identified key areas for improvement to enhance educational quality. Notably, the AQAR for the 2021-22 academic year was submitted on May 24, 2023, while the report for 2022-23 was submitted on February 29, 2024. During this period, the Center for Internal Quality Assurance (CIQA) played a crucial role in the implementation of the National Education Policy (NEP) 2020 within the University. The CIQA established the NEP Cell and the NEP Task Force, which were instrumental in driving the execution of NEP 2020. Building on the insights from these initiatives, the CIQA developed a comprehensive Action Plan for the academic year 2023-24, which was presented and refined during a CIQA Committee meeting.</p> <p>To foster robust discourse on the implementation of NEP 2020, the CIQA organized</p>	<ul style="list-style-type: none"> • CIQA Action Plan 2023-24 • Report of the activities

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		<p>a significant event on August 11, 2023, titled "Enrolment in ODL Institutions under NEP 2020: Issues and Challenges." This event featured a special talk by Prof. Santosh Panda and aimed to promote intellectual growth and knowledge dissemination. Held at the University's conference hall in Khanapara, the program explored the complexities of aligning Open and Distance Learning (ODL) institutions with the principles of NEP 2020.</p>	
4.	<p>Mechanism devised to ensure that the quality of Open and Distance Learning programmes matches with the quality of relevant programmes in conventional mode (For Dual Mode HEIs)</p>	<p>Not applicable for Open University.</p>	
5.	<p>Mechanism devised for interaction with and obtaining feedback from all stakeholders namely learners, teachers, staff, parents, society, employers and Government for quality improvement</p>	<p>The following feedback tools were administered on the stakeholders of the University during the year 2023-24:</p> <ul style="list-style-type: none">• New Learner's Expectation Survey• Feedback Survey for the Coordinators of Study Centres of KKHSOU• Feedback Survey for Alumni of KKHSOU <p>The stakeholders were requested to respond to the survey online (New Learner's Expectation Survey) and offline (Coordinator & Alumni Survey) within a stipulated time frame. The data collected was analyzed and reports were prepared and uploaded on the website.</p> <p>Findings are shared with the authority of the university and actions are also taken.</p>	<ul style="list-style-type: none">• Reports of Expectation Survey, Survey for the Coordinators of Study Centres of KKHSOU and Feedback Survey for Alumni of KKHSOU
6.	<p>Measures suggested to the authorities of Higher</p>	<p>At Krishna Kanta Handiqui State Open University (KKHSOU), the Center for Internal Quality Assurance (CIQA) ensures compliance with the UGC Regulations</p>	

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	Educational Institution for quality improvement	<p>of 2020, focusing on enhancing the quality of services for learners and stakeholders. Guided by the CIQA Committee, CIQA systematically monitors the University's adherence to these regulations to drive improvements in operations and educational experiences.</p> <p>CIQA promotes quality enhancement through discussions between the Honorable Vice Chancellor and key university functionaries, fostering a comprehensive understanding of quality measures and collaborative decision-making. These discussions help strategize, plan, and implement initiatives aligned with the University's goal of elevating education quality.</p> <p>CIQA also leads the submission process of the Annual Quality Assurance Report (AQAR) to the National Assessment and Accreditation Council (NAAC). This report reflects the University's dedication to quality improvement, incorporating CIQA's suggestions and recommendations. CIQA's involvement in AQAR submissions highlights its central role in KKHSOU's continuous efforts to enhance educational offerings and services, contributing significantly to sustained excellence in higher education.</p>	
7.	Implementation of its recommendations through periodic reviews	<p>During the 2023-24 academic year, Krishna Kanta Handiqui State Open University's Continuous Internal Quality Assessment (CIQA) Committee met regularly to create action plans supporting learners and ensuring effective quality assurance. CIQA established Sub-Committees for various tasks, including implementing the National Education Policy (NEP) 2020 and submitting data for the Annual Quality Assurance Report (AQAR) on the NAAC Portal.</p> <p>These Sub-Committees held consistent meetings, and their recommendations were integrated into the University's operations. For example, their input led to the enhancement and revision of Feedback Surveys. The ongoing efforts of the CIQA Committee and its Sub-Committees highlight the University's commitment to</p>	

		maintaining and improving educational and operational quality.	
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	<p>During the academic year 2023-24, the University organized multiple workshops across various study centers in different regions of Assam. These workshops served as platforms for addressing concerns, issues, and positive experiences. Necessary corrective actions were taken based on the discussions held.</p> <p>In the same period, CIQA (Center for Internal Quality Assurance) orchestrated a series of significant activities:</p> <p>i) One-day Orientation Programme for Newly Appointed Faculty Members on “Role of Distance Teachers in Open and Distance Learning” on 19th May, 2023</p> <p>The One-Day Orientation Programme on the Role of Distance Teachers in Open and Distance Learning was organized by CIQA (Centre for Internal Quality Assurance) at KKHSOU (Krishna Kanta Handiqui State Open University), Guwahati. The program aimed to provide a comprehensive understanding of the responsibilities and functions of distance teachers in Open and Distance Learning (ODL), emphasizing the learner-centred approach and the importance of professional development in this field. The orientation program consisted of multiple sessions, each focusing on different aspects of ODL and the role of distance teachers. The sessions conducted by esteemed resource persons covered various aspects, including the learner-centred approach, support services, material development, evaluation systems, and well-being. The program facilitated knowledge sharing, interactive discussions, and networking opportunities among the participants.</p> <p>ii) Special Lecture on “Emotional Intelligence and Organisational Success: Technique and Methodologies” on 17th June, 2023</p> <p>Professor Karunesh Saxena, Vice Chancellor of Sangam University, delivered a special lecture on "Emotional Intelligence and Organizational Success: Techniques and Methodologies", at Krishna Kanta Handiqui State Open University, organized</p>	<ul style="list-style-type: none"> • CIQA Annual Report

		<p>by CIQA. The lecture highlighted the significance of emotional intelligence (EI) in the workplace and explored various techniques for its development. Professor Saxena differentiated between Intelligence Quotient (IQ) and EI, emphasizing that while IQ focuses on academic intelligence, EI encompasses personal awareness and social skills. He used Abhimanyu's theory from the Mahabharata to illustrate the importance of emotional intelligence in navigating complex situations. Professor Saxena's lecture underscored the importance of emotional intelligence in professional settings. Developing EI skills allows individuals to manage emotions, build strong relationships, and make sound decisions. By nurturing emotional intelligence, individuals can enhance their personal and professional growth, ultimately contributing to the success of organizations.</p> <p>iii) Special Talk on “Intellectual Property Rights (IPR) on 17th June 2023 Professor Karunesh Saxena delivered a lecture on "Intellectual Property Rights" at Krishna Kanta Handiqui State Open University, organized by CIQA. The lecture focused on key aspects of intellectual property rights, including the differences between discovery and innovation, creativity and innovation, governing laws of intellectual property rights in India, challenges faced by intellectual property rights in the country, solutions proposed by the Indian government, the interplay between NAAC and intellectual property rights, and the multiple layers of IP protection. Overall, Professor Saxena's lecture provided valuable insights into the importance of intellectual property rights, the challenges faced, and the proposed solutions, highlighting the interconnection between innovation, education, and intellectual property protection.</p> <p>iv) Workshop on Open Educational Resources (OER) and Development of e-content on 21st June, 2023 CIQA organised a Workshop on Open Educational Resources (OERs) and Development of e-content on 21st June 2023 for all the newly appointed Faculty</p>	
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		<p>members of the University in the year 2023 at the 3rd Floor (B Block) of the University from 2.30 PM to 4.00 PM. All the newly appointed Faculty members of the University attended the workshop.</p> <p>v) One-day Workshop on “Technology-Enabled Learning and Learning Management System” on 26th June, 2023</p> <p>The workshop on “Technology-Enabled Learning and Learning Management System” was held on 26th June, 2023 at KKHSOU. The workshop was organised by the Centre for Internal Quality Assurance (CIQA), KKHSOU. It was attended by faculty members of KKHSOU. The Resource persons for the workshop included Dr. Ridip Dev Choudhury, Dr. Nabankur Pathak and Dr. Sanjib Borah.</p> <p>vi) Seven-day training programme on Development and Delivery of e-Content through LMS (Phase-1): Organised by Centre for Online Education in collaboration with CIQA of the University from 2nd August to 10th August 2023</p> <p>The workshop on "Development and Delivery of eContent through LMS (Phase 1)" was conducted by the Centre for Online Education at Krishna Kanta Handiqui State Open University (KKHSOU) from August 02 to August 09, 2023. The workshop aimed to provide participants with insights into structuring, organizing, and delivering content through Learning Management Systems (LMS) while integrating multimedia and interactive elements. The inauguration of the workshop was graced by the esteemed presence of Prof. Surya Gunjal from Yashwantrao Chavan Maharashtra Open University (YCMOU), Maharashtra. Prof. Gunjal inaugurated the workshop and set the tone for the days ahead, emphasizing the importance of effective e-Content development and delivery in modern education. His presence added a valuable dimension to the event, connecting participants with broader perspectives in the field of online education. Throughout the workshop, participants benefited from expert guidance and hands-on sessions to enhance their</p>	
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		<p>understanding of LMS-based content creation and delivery.</p> <p>vii) Special lectures on "Enrolment in ODL Institution under NEP 2020: Issues and Challenges" by Prof. Santosh Panda and "Relevance of Systemic Research in Developing Quality ODL System," by Dr. Pema E. Samdup</p> <p>On the 11th of August 2023, the Center for Innovation and Quality Assurance (CIQA) at Krishna Kanta Handiqui State Open University (KKHSOU) organized a thought-provoking event featuring two special talks aimed at fostering intellectual growth and knowledge dissemination. The event was graced by the presence of the honourable Vice Chancellor, Prof. Rajendra Prasad Das, who delivered the inaugural speech, outlining the significance of the talks in the context of the university's pursuit of excellence and innovation. Prof. Rajendra Prasad Das, the esteemed Vice Chancellor of KKHSOU, opened the event with an inspiring inaugural speech. He highlighted the importance of continuous learning and quality improvement in the realm of open and distance learning (ODL). Prof. Das underscored that the purpose of the talks was to engage in meaningful discussions, explore innovative ideas, and glean insights that could shape the future of education at KKHSOU.</p> <p>viii) Stakeholders' Meeting at Gurucharan College, Silchar, Cachar on 17th August, 2023</p> <p>The stakeholders meeting unfolded on the 17th of August 2023, commencing at 11:00 AM, hosted at G.C. College, Silchar, Assam. A total of 14 participating study centers were represented, with 75 attendees in total. The attendees comprised a diverse array of roles, including Center In-Charges, Coordinators, Office Assistants, members of the Study Center Management Committee, counselors, learners, parents, community leaders, students, and teachers from the host college. Distinguished personalities graced the event, notably including the Honorable Vice Chancellor of the University, Prof. N. N. Sarma, and Mr. Birinchi Borah, who represented the University. They were accompanied by the Director (in-charge) of CIQA, adding</p>	
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		<p>gravitas and expertise to the proceedings.</p> <p>ix) Stakeholders' Meeting at Barama College, Barama, Assam on 9th September, 2023</p> <p>As per the CIQA Action Plan 2023-24, a stakeholders meeting is organized by CIQA at Barama College, Barama. The purpose of this meeting was to bring together esteemed stakeholders of the University study centres, including representatives from academic counsellors, learners and community stakeholders, to collaborate and discuss various problems faced by the study centres, other different stakeholders, formulation of strategies for enhancing educational quality of ODL and fostering partnerships in the march of increasing GER in the state. The details of the stakeholders meeting are as follows: Date: 9th September 2023 Time: 11:00 AM onwards Venue: Barama College, Barama, Assam The total number of participants was 85, that includes Centre in-Charge, Coordinator, Office Assistant, Study Centre Management Committee Member, Counsellors, and learners, parents, community leaders, students and teachers of the host college. The Honourable Vice Chancellor of the University, Prof. N. N. Sarma, Prof. Joydeep Baruah and Mr. Birinchi Borah attended the meeting on behalf of the University along with the Director (i/c), CIQA.</p> <p>x) Three-Day Capacity Building Programmes on Creation of OER</p> <p>The Centre for Internal Quality Assurance (CIQA) at Krishna Kanta Handiqui State Open University, in collaboration with the Commonwealth Educational Media Centre for Asia (CEMCA) and the Indira Miri School of Education, conducted a three-day capacity building program from October 4th to 6th, 2023, with the goal of empowering faculty and academic counselors of KKHSOU in Open Educational Resource (OER) creation, emphasizing the 5R's (retain, reuse, revise, remix, redistribute). The program, attended by 40 participants from KKHSOU and other higher educational institutions, began with an inaugural session featuring esteemed guests. It included informative sessions on OER basics, licensing, attributing</p>	
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		<p>original authors, and tools for OER creation. The final day allowed participants to present their assigned tasks and encouraged them to create their OERs. Overall, the program successfully equipped participants with the knowledge and skills needed to harness OERs for educational purposes.</p> <p>xi) Two-Day Capacity Building Workshop on "E-Content Development and Delivery through LMS" from 6-7 DECEMBER, 2023 at ARYA VIDYAPEETH COLLEGE, GUWAHATI</p> <p>Arya Vidyapeeth College (Autonomous) organized a two-day Capacity Building Workshop on "E-Content Development and Delivery through LMS" in collaboration with Krishna Kanta Handiqui State Open University (KKHSOU). The workshop took place on the 6th and 7th of December, 2023, at Arya Vidyapeeth College, Guwahati. The objective of the workshop was to enhance the skills of faculty members in e-content development and the use of Learning Management Systems (LMS).</p> <p>xii) Capacity Building Workshop on "Using Artificial Intelligence for Productivity Enhancement among the Office Personnel of KKHSOU" on 13th December, 2023</p> <p>The Capacity Building Workshop (Phase-I) on "Using Artificial Intelligence for Productivity Enhancement among the Office Personnel of KKHSOU" was successfully organized by CIQA and HCBSST on December 13th, 2023. The workshop specifically targeted the non-teaching staff of KKHSOU and aimed at providing them with valuable insights and practical skills in leveraging Artificial Intelligence (AI) for enhanced productivity in their daily office tasks. Mode of the workshop was face-to-face with LMS integration.</p> <p>xiii) Talk on "Preparation for the National Institutional Ranking Framework (NIRF) On February 19, 2024</p> <p>A training session was conducted by Prof. Bhaben Tanti, Nodal Officer from</p>	
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		<p>Gauhati University, who served as the Resource Person. The program was organized by CIQA (Centre for Internal Quality Assurance), KKHSOU in collaboration with the Nodal Officer of NIRF (National Institutional CIQA Annual Report 2023-24 KKHSOU 26 Ranking Framework) from KKHSOU. The workshop saw the presence of faculty members and officers of KKHSOU. Additionally, CIQA disseminated information to stakeholders through the university website, circulars, group emails, and WhatsApp. Meetings were also conducted with faculty and officers to share updates about UGC ODL Regulations and NAAC Assessment and accreditation scheme for Open Universities.</p>	
9.	<p>Developed and collated best practices in all areas leading to the learners and disseminate the same all concerned in Higher Educational Institution</p>	<p>The university's core values are epitomized by its motto of "Education beyond Barriers." It is dedicated to extending high-quality learning opportunities to the marginalized, disadvantaged, and geographically isolated segments of society. The institution prioritizes gender sensitivity, ensuring the safety of female staff, offering socio-economic support to underprivileged communities through outreach initiatives, upholding universal values, standing in solidarity with national causes, and upholding a strong ethical code.</p> <p>Here are three notable initiatives undertaken by KKHSOU in the past year:</p> <p>i) Trial launch of University’s educational WebTV ‘Ekalavya Live’ EMPC offered technical and creative support for the trial launch of the educational Web TV of the University, ‘Ekalavya Live’. The broadcast started on October 2, 2023, with live transmission facilitated through the OBS platform and integrated seamlessly with YouTube. The broadcast streamed for two hours each day, from 11 am to 1 pm lasting for the following five days. It is accessible through the YouTube channel platform (KKHSOU WebTV), a part of which can be viewed in Trial Launching of Web TV- Ekalavya Live (youtube.com)</p> <p>ii) Portal for Online Application for Original Certificate:</p>	<ul style="list-style-type: none"> • Notification for the Mock Test • <i>Jnan Taranga</i> http://jnantaranga.kkhsou.in/

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		<p>Krishna Kanta Handiqui State Open University (KKHSOU) has taken a significant step towards enhancing administrative efficiency and improving the experience for its graduates by launching an online portal dedicated to the application for original certificates. This initiative aims to enhance the process of obtaining original certificates, addressing the challenges learners have encountered with traditional methods.</p> <p>Eligibility: The online certificate application is available to learners who have successfully completed their Bachelor Degree, Master Degree, or Postgraduate Diploma programs at KKHSOU. To be eligible, these learners must have passed their respective programs on or before December 31, 2023.</p> <p>Purpose: The main objective of this online portal is to streamline the application process, making it more efficient and less time-consuming for graduates. This digital approach aims to reduce administrative bottlenecks and ensure that learners can receive their original certificates in a timely manner.</p> <p>Portal Access: Graduates can access the online application portal through the following link: KKHSOU Online Certificate Application Portal. Implications: The launch of the online certificate application portal by KKHSOU marks a notable advancement in the university's administrative processes. By leveraging technology, KKHSOU not only addresses the issues of Original Certification but also significantly enhances the overall experience for its graduates. This initiative is expected to be highly beneficial for all eligible learners, ensuring they can seamlessly and swiftly obtain their original certificates, which are crucial for their academic and professional endeavours.</p> <p>iii) Examination Monitoring Portal: The Examination Branch of Krishna Kanta Handiqui State Open University (KKHSOU) has a comprehensive Standard Operating Procedure (SOP) for its Examination to ensure the integrity and smooth functioning of its examination centres. This SOP is designed to uphold the sanctity</p>	
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		<p>of the examination environment in the assigned Examination Centres across the State. However, the Examination Branch's delay in receiving exam-related information from the exam centre due to the manual process has caused significant inconvenience. Accordingly, Krishna Kanta Handiqui State Open University (KKHSOU) has recently launched a dedicated portal for Examination Centres to streamline the process of uploading examination details. This portal, known as the Exam Monitoring Portal, is essential for maintaining accurate and up-to-date examination records. The portal can be accessed at the following link: KKHSOU Exam Monitoring Portal. The portal developed by KKHSOU facilitates the monitoring of various parameters, including attendance, absentees, and CCTV surveillance, thereby enhancing transparency and accountability. Additionally, it oversees the activities of invigilators, ensuring that they adhere to the prescribed guidelines. By leveraging this portal, KKHSOU can effectively manage and supervise examination processes, ensuring a fair and efficient assessment system for all learners.</p>	
10.	<p>Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s)</p>	<p>Modern technology has revolutionized various processes at Krishna Kanta Handiqui State Open University (KKHSOU). The university uses software to improve efficiency in administration, examinations, and accounting, thereby enhancing services for learners and stakeholders.</p> <p>Software in Administration and Examination: KKHSOU employs software to manage admissions, generate admission lists, schedule, administer, and generate pre-exams documents. This streamlines operations, minimizes errors, and reduces the administrative burden on staff.</p> <p>Accounting Software: The university uses Enterprise Data Processing System (EDPS) and Tally for accurate financial management. These tools help track transactions, generate reports, and support data-driven decision-making.</p> <p>Quality Assessment through CIQA: The Centre for Internal Quality Assurance</p>	<ul style="list-style-type: none"> • Reports of Expectation Survey and Feedback Surveys for Coordinators

		<p>(CIQA) conducts surveys to assess the satisfaction of learners and stakeholders. The findings are analyzed, and reports are made publicly accessible, demonstrating transparency and accountability.</p> <p>Data Collection and Presentation: Survey results are meticulously analyzed and presented in reports available in the university's online repository. These reports highlight trends, areas for improvement, and best practices.</p> <p>Communication of Results: Insights from reviews on enrollment and pass-out ratios are shared through the Annual Report and the Horizon-University Newsletter, reaching a broad audience.</p> <p>In summary, KKHSOU's use of software solutions in administration, accounting, and quality assessment processes demonstrates its commitment to efficiency, accuracy, and continuous improvement, ensuring high-quality services for its community.</p>	
11	<p>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>	<p>In the Year 2023-24, the CIQA guided the Schools in the preparation of the Programme Project Reports (PPRs) of UG and PG Degree Programmes.</p> <p><i>36th Meeting of the Academic Council held on 9-3-2023 approved the following programmes for the application of New programme to UGC according to NEP 2020:</i></p> <ol style="list-style-type: none"> <i>1. Bachelor of Arts (Hons) in Assamese</i> <i>2. Bachelor of Arts (Hons) in English</i> <i>3. Bachelor of Arts (Hons) in Sanskrit</i> <i>4. Bachelor of Arts (Hons) in Economics</i> <i>5. Bachelor of Arts (Hons) in Education</i> <i>6. Bachelor of Arts (Hons) in History</i> <i>7. Bachelor of Arts (Hons) in Journalism and Mass Communication</i> <i>8. Bachelor of Arts (Hons) in Philosophy</i> 	

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		<ol style="list-style-type: none">9. <i>Bachelor of Arts (Hons) in Political Science</i>10. <i>Bachelor of Arts (Hons) in Sociology</i>11. <i>Bachelor of Commerce</i>12. <i>Bachelor of Business Administration</i>13. <i>Bachelor of Computer Application</i>14. <i>Bachelor of Social Work</i>15. <i>Two Year B.Ed ODL Programme</i>16. <i>Master of Arts in Assamese</i>17. <i>Master of Arts in English</i>18. <i>Master of Arts in Education</i>19. <i>Master of Arts in Political Science</i>20. <i>Master of Arts in Economics</i>21. <i>Master of Arts in Sociology</i>22. <i>Master of Science in Information Technology</i>23. <i>Master of Arts in Journalism and Mass Communication</i>24. <i>Master of Business Administration</i>25. <i>Master of Business Administration (Financial Management)</i>26. <i>Master of Business Administration (Human Resource Development)</i>27. <i>Master of Business Administration (Marketing)</i>28. <i>Master of Commerce</i>29. <i>Master of Commerce (Human Resource Development)</i>30. <i>Master of Commerce (Financial Analysis)</i>31. <i>Master of Commerce (Marketing Management)</i>32. <i>Master of Arts in Philosophy</i>33. <i>Master of Arts in Social Work</i>	
		The University submitted the PPR to UGC after approval by the Academic Council.	

		<p>While preparing the PPR, the University spelt out the programmes' missions and objectives, the relevance of the programme with the University's missions and goals, the nature of the target group of learners, instructional design, procedure for admission, curriculum transactions, evaluation etc. The University has conducted the admission, SLM preparation, and evaluation process as per the provisions of the PPR.</p> <p>The University has clearly stated Programme Outcomes and Course Outcomes. The CIQA facilitated the preparation of Programme Guides for the respective programmes concern disciplines. It was also ensured that the same was uploaded in the University Website.</p> <p>SLM Unit Specific learning objectives: Every unit of SLM of a Unit-Specific has a number of learning objectives. The reading materials provided in the unit are expected to help the learner in achieving the learning objectives which will ultimately help in meeting the requirement of course specific and programme specific outcomes. Programme Outcomes and Course Outcomes are integrated into the assessment process which depend on the aim, objective, target group, programme structure, career prospects, type and duration of the courses on offer.</p> <p>On July 19, 2022, CIQA (Centre for Internal Quality Assurance) organized a <i>Faculty Development Programme</i> focused on the theme of "Crafting Curriculum Frameworks in Alignment with the National Education Policy (NEP) 2020." This event delved into various significant subjects, including an in-depth exploration of the NEP 2020, the implementation of a multidisciplinary curriculum, the Learning Outcomes-based Curriculum Framework (LOCF), and the Credit-Based Choice System (CBCS).</p> <p>Esteemed experts in the field, namely Professor Manjulika Srivastava and Professor Swaraj Basu, graced the occasion as resource persons. They shared their profound insights and knowledge, shedding light on the intricate aspects of the discussed</p>	
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		topics.	
12	<p>Mechanism to ensure the proper implementation of Programme Project Reports:</p>	<p>CIQA and the Office of the Dean (Academic) at the University are consistently overseeing the preparation of SLM units according to the framework outlined in the PPR for respective programs. The course structure, as proposed to UGC in the PPR and subsequently approved, has been communicated through the University Prospectus and Information Brochure.</p> <p>Consequently, the Controller of Examinations office is conducting evaluations for approved program courses in adherence to formative and summative assessment criteria. KKHSOU is dedicated to crafting curriculum in line with its vision of offering advanced education and skill training using modern educational inputs and technology. The subsequent are the general assessment procedures for each course:</p> <p>Internal Assessment (20% - 30% evaluation)</p> <ul style="list-style-type: none"> • MCQ-based online examinations • Home Assignments • Ongoing assessment during regular counseling • Online/Offline vivas • Attendance at Personal Contact Programmes as per UGC guidelines <p>Term End Examinations (70% - 80% evaluation)</p> <ul style="list-style-type: none"> • Offline Proctored Examinations • MCQ-based Online Examinations • Blended Mode Examinations • Open Book Examinations <p>While considering global trends and UGC norms in curriculum planning, KKHSOU also gives significant weight to the specific needs of its regional community.</p>	

		<p>Through education, research, training, and outreach, KKHSOU aims to contribute positively to regional development, particularly for marginalized sections of society. All programs share certain common characteristics that span from Certificate to Master's degrees, emphasizing regional awareness alongside national and global perspectives. Some key points include:</p> <ol style="list-style-type: none"> 1. Incorporating aspects of Assam's economic, social, cultural, historical, educational, philosophical, and ethical landscape. 2. Regular syllabus updates to include current topics and learning areas. 3. Integration of community engagement opportunities like field and project work. 4. Aligning programs to meet educational and skill development needs. 5. Ensuring livelihood opportunities for learners. 6. Formal approval of academic programs by relevant bodies (DEB/UGC, Academic Council, BoM, KKHSOU). <p>The proceedings of the Board of Management and Academic Council can be found at the following links:</p> <ul style="list-style-type: none"> • Board of Management Proceedings • Academic Council Proceedings 	
13	<p>Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports.</p>	<p>The Centre for Internal Quality Assurance (CIQA) is essential in ensuring the quality and development of educational institutions. For 2023-24, CIQA has formulated a detailed Action Plan, approved during the CIQA Committee Meeting, outlining activities and initiatives to enhance the institution's overall quality and effectiveness.</p> <p>The Action Plan includes several key aspects contributing to quality enhancement:</p>	

		<ul style="list-style-type: none">• SLM Audit (Self-Learning Material Audit): This involves a thorough review of the institution's self-learning materials, crucial for distance education and independent learning. The audit ensures materials are current, accurate, and aligned with the curriculum.• Stakeholders' Meetings: Engaging with stakeholders such as learners, alumni, faculty, and staff is essential to understand their perspectives, needs, and expectations. These meetings provide valuable feedback to improve various institutional aspects.• Collection of Feedback Survey Reports: Regular feedback from stakeholders helps identify strengths, weaknesses, and areas needing attention. Analyzing this feedback guides informed decision-making for continuous improvement.• Faculty Development Workshops: Enhancing faculty skills and knowledge directly impacts education quality. These workshops offer opportunities for educators to learn new teaching methodologies, technologies, and pedagogical approaches, benefiting students' learning experiences.• Training Programmes for Grade III & IV Staff: Providing professional development opportunities to non-teaching staff enhances their efficiency, competence, and job satisfaction.• Interactive Sessions: These sessions promote communication and collaboration among stakeholders, fostering a culture of openness and continuous improvement. They can include seminars, webinars, panel discussions, and workshops. <p>Additionally, CIQA handles various reporting and record-keeping responsibilities:</p>	
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		<ul style="list-style-type: none">• Assisting in Annual Report Preparation: CIQA supports the preparation of the institution's annual report by providing accurate and relevant details, contributing to a comprehensive overview of the institution's achievements, activities, and challenges throughout the year.• Submission of Reports to Regulatory Bodies: CIQA helps the institution meet reporting obligations to regulatory bodies such as UGC, AISHE, NAAC, RUSA, and the Government of Assam. These reports are essential for compliance and demonstrating quality standards.• Maintaining University Records: CIQA maintains records, documents, and reports related to the institution's activities. These records serve as a historical repository of information and evidence of growth and quality enhancement efforts. <p>The CIQA Committee ensures regular progress reviews and the implementation of the Action Plan, making minor modifications based on evolving circumstances, feedback, and emerging needs. The emphasis on continuing quality development programs reinforces the institution's commitment to maintaining and enhancing educational standards.</p> <p>CIQA plays a multifaceted role in quality assurance and improvement. By strategically planning and executing activities outlined in the Action Plan, assisting in report preparation and submission, and maintaining crucial records, CIQA significantly contributes to the institution's overall growth, development, and adherence to regulatory standards.</p>	
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14	<p>Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.</p>	<p>The process of aligning educational programs with the needs of the job market is a crucial aspect of ensuring that graduates are well-prepared and competitive in their career pursuits. Universities often collaborate with committees and sub-committees, such as the CIQA (Curriculum and Instruction Quality Assurance) Committee, to gather input and insights from various stakeholders. These inputs are then used to design and modify educational programs to better match the demands of the job market. Let's take a closer look at how this process is implemented:</p> <ul style="list-style-type: none"> • Informed Decision-Making: The CIQA Committee and its sub-committees play a crucial role in collecting information and recommendations from experts, industry representatives, faculty members, and other stakeholders. By obtaining diverse perspectives, the university gains valuable insights into the evolving demands of the job market. • Customization of Curriculum: The major and minor, during the programme a learner needs to successfully complete 9 credits of interdisciplinary courses (IDC), 14 credits of ability enhancement courses (AEC), 10 credits of skill enhancement courses (SEC), 6 credits of value added courses (VAC) along with 4 credits of research methodology, 4 credits of seminar or presentation or internship or community engagement or any other value added activities, together with 12 credits of project or dissertation. • Integration of Practical Skills: Recognizing the importance of practical skills, the university integrates courses like "Spoken English," "Computer Application," "Environmental Studies," "Disaster Management," and "Office Management" into the BA (General) program. These courses not only impart subject-specific knowledge but also equip students with practical skills that are applicable across various job roles. 	
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		<ul style="list-style-type: none">• Professional Development: Programs such as BBA, B. Com, and BCA have been refined to offer "English for Professional Studies" instead of "General English." This shift reflects a focus on communication skills and terminology relevant to specific industries. This prepares students to communicate effectively in professional contexts, making them more job-ready.• Specialized Training: Professional programs like MBA and MCA are designed with a strategic focus on specialized skill development. Whether in fields such as business, computer science, or mass communication, these programs are meticulously curated to offer in-depth knowledge and practical experience. This not only makes graduates proficient in their domains but also enhances their potential for career advancement and job opportunities.• Holistic Approach: In the process of aligning programs with the job market, the university takes a holistic approach. This involves not only the inclusion of relevant courses but also an emphasis on critical thinking, problem-solving, adaptability, and other transferable skills that employers highly value.• Long-Term Benefits: The efforts made by the university to ensure its programs are in sync with the job market offer numerous benefits. Graduates are better positioned to secure employment and excel in their chosen fields. This, in turn, contributes to the overall economic growth and development of the region as skilled professionals enter the workforce. <p>In conclusion, the collaborative efforts between the CIQA Committee, sub-committees, faculty members, industry experts, and other stakeholders enable the university to continually adapt its programs to meet the evolving demands of the job market. By offering a combination of foundational knowledge, practical skills, and specialized training, the university ensures that its graduates are not only employable but also capable of making meaningful contributions to their respective</p>	
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		industries.	
15	Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system.		
16	Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.	<p>Krishna Kanta Handiqui State Open University (KKHSOU) attained a significant B+ grade accreditation from the National Assessment and Accreditation Council (NAAC), aligning with UGC guidelines for evaluating Open Universities. NAAC's 2017 review led to a tailored manual for Open Universities, shaped by inputs from Consultative Groups, Stakeholders, and Pilot Studies. The process included IIQA submission, SSR completion by March 9, 2021, DVV of Quantitative Metrics, and a Learner Satisfaction Survey. NAAC's Peer Team visited KKHSOU from December 16 to 18, 2021, resulting in B+ grade accreditation on December 21, 2021, reflecting KKHSOU's commitment to educational excellence.</p> <p>The Annual Quality Assurance Report (AQAR) is a crucial document that universities are required to submit to the National Assessment and Accreditation Council (NAAC) on an annual basis. This report reflects the institution's efforts, achievements, and initiatives in maintaining and enhancing the quality of education and related activities.</p> <p>AQAR Submission Committee Formation: In order to ensure a smooth and organized process for submitting the AQAR annually, the university took a proactive step by forming an AQAR Submission Committee. This committee was</p>	

		<p>established through a formal notification, specifically the Notification No. KKHSOU/NAAC Assessment/35/2017/PART/1255, dated 14-03-2022. The purpose of forming this committee is to oversee and coordinate all activities related to the preparation and submission of the AQAR.</p> <p>Responsibilities of AQAR Submission Committee: The AQAR Submission Committee plays a pivotal role in the entire process. Its responsibilities include:</p> <ul style="list-style-type: none">• Gathering Data: The committee is tasked with collecting relevant data, information, and statistics from various departments and administrative units of the university. This data would encompass a wide range of areas such as academic performance, research activities, student achievements, faculty development, infrastructure improvements, and community engagement, among others.• Compiling Information: The collected data is then organized and compiled in a structured manner. This process involves categorizing the information under appropriate sections to ensure that the AQAR provides a comprehensive overview of the institution's activities and progress during the academic year.• Analysis and Reflection: The committee is also responsible for analyzing the data and reflecting on the outcomes and achievements. This analysis is important as it helps the university identify its strengths, weaknesses, opportunities, and challenges. These reflections lay the foundation for setting future goals and improvement plans.• Drafting the AQAR: Based on the compiled information and analysis, the committee prepares the actual AQAR document. This involves writing narratives, creating charts and graphs to visualize data, and including qualitative information that showcases the institution's efforts to enhance quality in education and related domains.• Review and Approval: Once the initial draft is prepared, the AQAR	
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		<p>Submission Committee reviews and refines it. This step ensures accuracy, coherence, and adherence to the guidelines provided by NAAC. The final version of the AQAR is approved by the appropriate authorities within the university.</p> <p>Submission Process for 2022-23: During the academic year 2022-23, the AQAR Submission Committee carried out the above-mentioned tasks to prepare the AQAR for that year. The committee used the data collected and the analysis conducted to create a comprehensive report that highlights the university's accomplishments, improvements, and aspirations in the realm of education quality.</p> <p>Submission to NAAC Portal: Upon finalizing the AQAR document, the AQAR Submission Committee takes the next step by submitting the report to the NAAC portal. The portal is the designated platform through which universities provide their AQAR to NAAC for evaluation.</p> <p>In conclusion, the university's establishment of the AQAR Submission Committee, the meticulous data collection and analysis, the drafting and approval process, and the final submission to the NAAC portal collectively demonstrate the institution's commitment to quality assurance and enhancement in higher education. The AQAR is not only a requirement for NAAC accreditation but also a valuable tool for the university's self-evaluation and growth. Moreover, the AQAR also aids the university in its own self-assessment and continuous improvement efforts.</p>	
17	<p>Measures adopted to ensure internalization and institutionalization of quality enhancement practices through periodic accreditation</p>	<ul style="list-style-type: none"> • NAAC's Peer Team visited KKHSOU from December 16 to 18, 2021, resulting in B+ grade accreditation on December 21, 2021. • KKHSOU successfully submitted the AQAR for the academic year 2021-2022 on May 24, 2023 and 2022-23 on February 29, 2024. 	

	<p>and audit</p>	<ul style="list-style-type: none"> • The University underwent a major quality assurance exercise viz. COL-RIM in 2012-13. After the 2012-13 COL-RIM quality assessment, the University has maintained a fruitful relationship with COL and CEMCA, benefiting various Open and Distance Learning segments. This collaboration underscores the institution's commitment to quality and innovation in education, enhancing curriculum, technology, and instructional design for effective distance learning. • KKHSOU conducted the Academic and Administrative Audit for the year 2019-2020. • The KKHSOU also received Research projects from CoL-CEMCA, UGC-DEC, UGC-DEB, ICSSR, UNICEF 	
<p>18</p>	<p>Steps taken to coordinate between Higher Educational Institution and the Commission for various quality-related initiatives or guidelines</p>	<p>The Department of Higher Education, Government of Assam in collaboration with Krishna Kanta Handiqui State Open University and Assam Higher Secondary Education Council organised a one-day conclave entitled “Enhancing Gross Enrolment Ratio in Assam- One-day conclave on ODL” on 14th October, 2023 at the KBR Hall, Cotton University. Dr. Ranoj Pegu, Hon’ble Minister of Education, Government of Assam graced the occasion as the Chief Guest, while Dr. Nani Gopal Mahanta, Hon’ble Advisor, Education, Government of Assam acted as the Guest of Honour. Distinguished guest Professor Nageshwar Rao, Vice Chancellor, Indira Gandhi National Open University, New Delhi, Sri Biswaranjan Samal, Additional Chief Secretary, Government of Assam, Higher Education Department, Professor Rajendra Prasad Das, Vice Chancellor, Krishna Kanta Handiqui State Open University and Rukma Gohain Baruah, Chairman of Assam Higher Secondary Education Council graced the occasion with their presence.</p> <p>The Technical Session of the event included presentations by Lt. Cdr. Vinod Singh Yadav (Retd.), Deputy Secretary, UGC-DEB, New Delhi, followed by a question and</p>	

		answer session. Lt. Cdr. Vinod Singh Yadav delivered an informative and enlightening presentation during the program on Enhancing Gross Enrollment Ratio (GER) in Assam. His presentation primarily focused on the evolution of the ODL system, the stringent norms set by the UGC, and the vital aspects of operating an ODL institution. He highlighted that the UGC has taken a proactive role in ensuring that ODL programs adhere to high-quality standards.	
19	Information obtained from other Higher Educational Institutions on various quality benchmarks or parameters and best practices.		
20	Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance.	<p>i) Submission of CIQA Annual Report for 2023-2: In accordance with Annexure I, point No. III (xxi) of the UGC guidelines (No. F. 1-1/2020, DEB I dated 4th September 2020), it is mandatory for Higher Educational Institutions to furnish reports on the activities undertaken by their Centre for Internal Quality Assurance (CIQA) to their respective Statutory Authorities or Bodies. As per this requirement, the CIQA at Krishna Kanta Handiqui State Open University, Assam, has successfully submitted the Annual Report summarizing its endeavors during the fiscal year 2021-22. The Registrar of KKHSOU duly sent a hard copy of the report to the Joint Secretary at the Distance Education Bureau (DEB) Main Office, University Grants Commission (UGC), located at Bahadur Shah Zafar Marg, New Delhi.</p> <p>ii) Submission of UGC CIQA Annual Report on Designated Portal for 2020-21 & 2021-22: The task of compiling the CIQA Annual Report for submission to the UGC DEB via its online portal was assigned to the CIQA. This undertaking involved a collaborative effort with various branches of the University. The</p>	

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		<p>finalized report was successfully submitted on the UGC DEB portal on the 29th of April, 2023.</p> <p>The CIQA Annual Report serves as a comprehensive overview of the University's adherence to UGC (ODL) Regulations, 2020. It covers a wide array of aspects, including the University's commitment to self-regulation through disclosures, declarations, and reports; meticulous monitoring of examinations to ensure their integrity; meeting Academic and Infrastructural Requirements; adherence to Quality Assurance Guidelines for Learning Material in Multiple Media, Curriculum, and Pedagogy; strict adherence to Guidelines on Programme Project Reports; effective functioning of Learner Support Centres; well-structured Grievance Redressal Mechanisms; streamlined processes for Evaluation and Certification; and well-managed Admissions processes.</p>	
21	Submitted Annual Reports to the Statutory Authorities or Bodies of the Higher Educational Institution about its activities at the end of each academic session.	<p>The CIQA at Krishna Kanta Handiqui State Open University, Assam, has successfully submitted its Annual Report for the fiscal year 2021-22. The report, which highlights the University's commitment to UGC (ODL) Regulations, 2020, was sent to the Distance Education Bureau (DEB) and includes details on quality assurance in learning materials, examinations, academic and infrastructural requirements, learner support, grievance redressal, evaluation, and admissions. Additionally, the reports for 2020-21 and 2021-22 were successfully submitted on the UGC DEB portal on April 29, 2023.</p>	
	(a)Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the Higher Educational Institution Annually to the Commission.	<p>Submission of UGC CIQA Annual Report on Designated Portal for 2020-21 & 2021-22: The responsibility of compiling the CIQA Annual Report and submitting it to the UGC DEB through their online portal was entrusted to the CIQA department. This task necessitated close collaboration with various divisions within the University. The finalized report was successfully lodged on the UGC DEB portal on April 29, 2023.</p>	

		<p>The CIQA Annual Report functions as a comprehensive overview of the University's adherence to the UGC (ODL) Regulations of 2020. It encompasses a diverse range of facets, including the University's commitment to self-regulation through transparent disclosures, declarations, and comprehensive reports. This also involves rigorous oversight of examinations to ensure their credibility, meeting both Academic and Infrastructural Requirements, and aligning with Quality Assurance Guidelines for Learning Material presented through various mediums, as well as for Curriculum and Pedagogy.</p> <p>Moreover, the report emphasizes the meticulous adherence to Guidelines on Programme Project Reports, the effective operation of Learner Support Centres, the well-structured mechanisms for addressing grievances, streamlined procedures for Evaluation and Certification, and proficient management of the Admissions process. In addition to this, the report captures endeavors aligned with CIQA's Objectives and Functions, strategies to ensure the equivalence in quality between ODL programs and traditional courses, successful execution of in-person contact programs, as well as enrollment figures and details concerning fee collection for the Academic Sessions spanning 2020-21 and 2021-22. Notably, the report also showcases instances of Innovation and Best Practices, providing insight into the forward-thinking approach of the University. Lastly, the document outlines the Institution's prospective plans for the forthcoming year.</p>	
22	<p>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</p>	<p>The CIQA Committee at the University plays a crucial role in maintaining and enhancing quality across education, research, and administration. Comprising internal members and external experts, the committee ensures continuous improvement by regularly assessing the University's operations. External experts provide objective insights and access to CIQA reports, enhancing the credibility of the quality assurance process. All CIQA reports and resolutions are approved by the</p>	

	assurance systems and processes	CIQA Committee meetings and Board of Management as required.	
23	Facilitated adoption of instructional design requirements as per the philosophy of the Open and Distance Learning decided by the statutory bodies of the HEI for its different academic programmes	KKHSOU is committed to developing curricula that align with global standards and UGC regulations while addressing regional needs. The University focuses on education, research, training, and outreach to uplift marginalized communities. All programs, from Certificate to Master’s degrees, are designed to provide learners with knowledge on both national and global levels, with an emphasis on Assam's economic, social, cultural, and historical aspects. Programs include practical experiences like fieldwork and follow a standardized evaluation system, requiring participation in tests, assignments, and term-end exams. All academic programs have been approved by the relevant regulatory bodies, including the DEB/UGC, Academic Council, and BOM, KKHSOU.	
24	Promoted automation of learner support services of the Higher Educational Institution	<p>The University has implemented several major automation initiatives, enhancing various aspects of its operations and services. These initiatives include:</p> <ol style="list-style-type: none"> 1. Admission Alert System & Online Admission Portal: Prospective students can easily register for admission through an online portal by providing their contact details and preferred courses. (Web Link: Admission Portal) 2. Electronic Data Processing System (EDPS) for Examination Branch: The university employs an EDPS system to manage learner records, from generating enrollment numbers to printing final certificates after exam results are declared. 3. Home Assignment Portal Management System: Study centers can efficiently submit learners' home assignment marks through CSV files or an online form. These marks are then integrated into the EDPS for further processing. (Web Link: Home Assignment Portal) 4. Learning Management System (e-Bidya): The university employs an open-source software, Moodle, to facilitate its Learning Management 	

		<p>System, providing a platform for course delivery and management.</p> <ol style="list-style-type: none">5. Learner's Portal: A dedicated portal empowers learners with access to essential documents, such as forms, assignments, e-mark sheets, e-admit cards, and important updates. Learners can also update their contact information. (Web Link: Learner's Portal)6. E-Office Assignment Management System: Faculty members can upload, edit, and manage assignments for various programs directly through this system. The assignments are accessible on the university website.7. Circular Management System: University circulars for employees are uploaded through this portal. It tracks circular reading and prioritization by administrators.8. Complaint Management System/Online Ticket: Queries submitted through this system are automatically forwarded to the relevant departments for resolution.9. Management Information System (MIS): The system generates and uploads various reports required for university authorities and external bodies like UGC, NAAC, and MHRD. (Web Link: MIS)10. Online Leave Management System: The university has introduced an efficient leave management system for its employees.11. Customized Payment System: A custom payment service allows for secure online payments of fees such as certificates and re-scrutiny through the Bill Desk payment gateway. (Web Link: Payment System)12. Finance Management System (Customized Tally System): The university's finance department utilizes a customized Tally Software for effective financial management.13. Feedback Management System (Via Google Form): The Continuous Internal Quality Assurance (CIQA) cell gathers learner feedback using	
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		<p>Google Forms. (Web Link: Feedback System)</p> <p>14. Library Automation: The university's Central Library underwent automation using the SOUL 2.0 ILMS and later integrated RFID technology for efficient circulation and theft detection. (Web Link: Library Automation)</p> <p>These automation initiatives collectively contribute to streamlining university processes, enhancing services, and improving the overall learning experience for students and stakeholders.</p>	
25	Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes	<p>KKHSOU adopts a decentralized approach to academic activities through six Schools of Studies, which develop programs in collaboration with internal faculty and external experts. These Schools influence the Academic Council's decisions on academic matters. Curriculum and self-study materials (SLMs) are designed to align with the University's Vision and Mission, targeting specific groups. The Course Coordinator oversees SLM development, assembling a team of experts, content writers, editors, and translators. SLMs undergo three levels of editing—Content, Language, and Format—ensuring high-quality academic programs and materials.</p>	
26	Coordinated with third party auditing bodies for quality audit of programme(s)	<p>The University did not undertake any activity in this regard in 2023-24</p>	
27	Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution	<p>Kanta Handiqui State Open University, accredited with a B+ Grade by NAAC on December 21, 2021, is required to submit an Annual Quality Assurance Report (AQAR) each year. To facilitate this, the university established an AQAR Submission Committee on March 14, 2022, and later formed seven NAAC Criterion-wise Committees on June 22, 2022. These committees compile and finalize data for submission to the NAAC portal. KKHSOU successfully submitted its AQARs for 2021-2022 on May 24, 2023, and for 2022-2023 on February 29, 2024.</p>	

28	<p>Promoted collaboration and association for quality enhancement of Open and Distance Learning mode of education and research therein</p>	<p>India's "Look East" policy presents vast possibilities and openings for partnering with institutions and organizations across South and Southeast Asia. This collaboration aims to foster research, facilitate the exchange of knowledge between learners and faculty members, and create mutually beneficial opportunities.</p> <p>The university has successfully established Memorandums of Understanding (MoUs) with numerous domestic and international institutions, universities, and industries. These agreements are intended to cultivate academic and research partnerships, enhancing the overall scope and impact of collaborative efforts.</p>	
29	<p>Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability.</p>	<p>The Directorate of Employment & Craftsmen Training, Rehabari, under the Skill, Employment & Entrepreneurship Department, Government of Assam has organised a mega event entitle “Mega Counselling Programme cum Career Fair” at the NEDFi Convention Centre, Guwahati to disseminate information on Career opportunities to the aspiring youths of the State. On invitation of the organiser, the Career Counselling and Placement Cell, KKHSOU participated in the event besides other institutions of the State of Assam as well as institutions from outside the State. A large number of students studying in different college and institutions including ITIs participated in the event. The Career Counselling and Placement Cell, KKHSOU interacted with the students and sensitize them about the different academic programmes provided by KKHSOU in the categories of PG, UG, Diploma and Certificate. The details of these programmes were communicated to the student participants and motivated them to enhance their career prospects in coming future. The students were informed on how KKHSOU can contribute in their endeavour for a bright career. The advantages of pursuing dual degree as per the New Education Policy, 2020 have been informed to the students and encouraged them to enhance their skill in line with the future needs in terms of their Career, State and the Nation.</p>	

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

SL. No.	Provisions in Regulations	Action Taken in Respect of ODL	Upload Relevant Documents
1.	Academic Planning	The university maintain the UGC approved Programmes with guidance by the External Experts in School Board and Academic Council. The all-Academic Programmes were run by the Academic Planner of the university prepared for 2023-24.	<u>Academic Planner</u>
2.	Validation	The quality of academic planner is validated by the Academic Council of the university	
3.	Monitoring, Evaluation and Enhancement Plans Reports from Learner Support Centres (for Open and Distance Learning Programmes)		
	Reports from Examination Centres.	The University deputed EMOs (Examination Monitoring Officer) and also appointed Supervisory Officers (SO) for examination centres. The COE collects the reports of the examination centres based on which necessary action has been taken.	

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External Auditor or other External Agencies Report.	In addition to Financial Audit, the services of other Experts (Academic and Administrative Audit), and NAAC Peer Team visit were obtained feedbacks and the University took action based on their comments and suggestions.	
Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution Levels.	The University collected and maintained performance data of programme, of faculty, of learners, and the particular of which submitted to All India Higher Education Survey, NAAC and Govt of Assam	
Reporting and Analytics by the Higher Educational Institution	With the help of the EDPS Software, the necessary data were generated and analyzed the Reports of learners' admission, dropouts, retention and performance. Moreover, with the help of Tally Software, the University collected financial reports and analyzed the same for budgeting and executing the financial plan.	
Periodic Review	The University developed Academic Planner, Examination Plan, CIQA Action Plan and the Annual Budget for the year 2023-24 which were regularly reviewed in the meeting of Academic Council, Examination Committee, CIQA Committee and Finance Committee, respectively.	

2.3 Compliance of Quality Monitoring Mechanism- As per Annexure-I (Part V (2) of UGC (ODL Programmes and Online Programmes)**Regulation, 2020:**

Sl. No.	Provisions in Regulations	Action taken in respect of ODL	Upload relevant document
1.	Governance, Leadership and Management: Organisation Structure and Governance Management Strategic Planning Operational Plan, Goals and Policies	In view of the quality assurance toolkit developed by CEMCA, New Delhi, the ODL Manual of NAAC, and quality-related documents published by the Asian Association of Open Universities, the University has formulated its Strategic Action Plan (SAP) on the basis of revisiting the University's Vision Documents-2030. The SAP of the University includes different methods to be taken in terms of governance, leadership, management, goals and policies to serve the needs of learners and the other stakeholders.	SAP link Click here
2.	Articulation of Higher Educational Institution Objectives	Based on the ODL manual of NAAC and the other relevant documents, the University formulated the Strategic Action Plan (SAP) in 2021 – 22 which helps in developing the articulation of clear vision, mission and strategies.	SAP link and NAAC SSR Link
3.	Programme Development and Approval Procedures Curriculum Planning, Design and Development Curriculum Implementation Academic Flexibility Learning Resources Feedback System	The academic programs which were approved by the UGC in 2018 and 2021 have been maintained and implemented as per the approved plan and design. The curriculum was implemented with a lot of flexibility and innovative mediums with the help of ICT. Feedback was also taken from various stakeholders like learners and teachers etc.	e-Slm link , Learner Zone , Feedback Report link
4.	Programme Monitoring and Review	With the establishment of the school system, the programmes developed by the University were discussed in school board meetings in the presence of external experts and the subsequently in the Academic	Academic Council Minutes Link

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		Council on continuous basis.	
5.	Infrastructure Resources	The University procured new furniture, new equipment for multimedia facilities and invested in the development of computer Labs to make the City Campus of the University fully functional.	Photograph of Facilities link
6.	Learning Environment and Learner Support	The e-Mentoring system had been further activated in 2021-22. Based on the training on Learning Management Systems (LMS) in 2023-24, the University developed its own LMS and equipped it with learning resources. The grievance redressal mechanism was further strengthened in 2023-24.	LMS link Grievance Report links
7.	Assessment and Evaluation	With the improvement in the situation caused by Covid-19, the University conducted examinations both in physical and online moods. The examination monitoring officers (EMOs) were deputed while conducting offline examinations. The evaluation was also done both on a formative and summative basis.	Examination Scheduled link Notification of Results link
8.	Teaching Quality and Staff Development	The University encouraged the participation of faculty members in the UGC mandated orientation and reference courses conducted by different HRDCs. Further, the faculty members and administrative officers were participated different FDPs and training programmes conducted by the different HEIs and agencies. Moreover, in partial fulfillment of the CIQA Action Plan 2023-24, the CIQA of the University organised capacity building programmes and workshop on question paper settings, creativity and governance etc.	Link of CIQA Reports

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, fulltime, at least Associate Professor: Not Applicable

or

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

Mention details such as Regular Employee, Designation, Qualification, Salary
(Attach appointment letter and joining report)

School of Studies:

Sl No	Name of School of Studies	Name of Head of School of studies	Designation	Mobile No	Highest Education Qualification	Date of Joining	Appointment Letter & Joining Report
1	MANIRAM DEWAN SCHOOL OF MANAGEMENT	Prof. Nripendra Narayan Sarma	Professor & Director	9435119897	Ph.D	19-04-2016	Uploaded in Annexure
2	INDIRA MIRI SCHOOL OF EDUCATION	Dr. Pranab Saikia	Associate Professor & Director (i/c)	9436378669	Ph.D	17-02- 2017	Uploaded in Annexure
3	HIRANYA CHANDRA BHUYAN SCHOOL OF SCIENCE AND TECHNOLOGY	Dr. Ridip Dev Choudhury	Associate Professor & Director (i/c)	7002948108	Ph.D	04-11- 2020	Uploaded in Annexure

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4	PADMANATH GOHAINBARUAH SCHOOL OF HUMANITIES	Dr. Pranjit Bora	Professor & Director	9706037886	Ph.D	04-01- 2021	Uploaded in Annexure
5	BHUPEN HAZARIKA SCHOOL OF MASS COMMUNICATION	Dr. Jayanta Kumar Sarma	Professor & Director	9435011815	Ph.D	06-02- 2021	Uploaded in Annexure
6	SURYA KUMAR BHUYAN SCHOOL OF SOCIAL SCIENCES	Prof. Joydeep Baruah	Professor & Director	9435115889	Ph.D	21-01- 2021	Uploaded in Annexure

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

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

Programmes Name	No. of Faculty required	No. of Faculty appointed	Complied Yes/No	If no, reason there of
Assamese (UG & PG)	05	05	Yes	
English (UG & PG)	05	05	Yes	
Economics (UG & PG)	05	05	Yes	

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Political Science (UG & PG)	05	05	Yes	
Sociology (UG & PG)	05	05	Yes	
Education (UG & PG)	05	05	Yes	
Philosophy (UG)	03	03	Yes	
History (UG)	03	03	Yes	
Journalism & Mass Communication (PG)	03	03	Yes	
MSW (PG)	03	03	Yes	
B. Com & M.Com (UG & PG)	05	05	Yes	
BBA & MBA (UG & PG)	05	05	Yes	
BCA & M.Sc (IT)	05	05	Yes	

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Sr. No	Programme Name	No. of Full Time dedicated faculty for ODL	Names	Designation	Qualification	Experience	Type (Regular/Contractual) With Gross Salary/month			Date of Joining programme and Joining Report
							Type	Gross Salary/Month	Contract period	
01	BACHELOR OF ARTS (HONS) (ECONOMICS) MASTERS OF ARTS (ECONOMICS)	05	Prof. Joydeep Baruah	Professor	Ph.D.	19 years	Regular	As per UGC Rules		21/01/2021
			Parag Dutta	Associate Professor	Ph.D.	14 years	Regular	As per UGC Rules		31/12/2019
			Bhaskar Sarmah	Assistant Professor	Ph.D.	14 years	Regular	As per UGC Rules		01/05/2012
			Utpal Deka	Assistant Professor	Ph.D.	11 years	Regular	As per UGC Rules		15/02/2017
			Dr. Sarmistha Rani Baruah	Assistant Professor	Ph.D.	09 years	Regular	As per UGC Rules		8/01/2015
02	BACHELOR OF ARTS (HONS)	05	Bipul Das	Associate Professor	Ph.D.	20 years	Regular	As per UGC Rules		01/03/2014

	(POLITICAL SCIENCE) MASTERS OF ARTS (POLITICAL SCIENCE)		Abhijit Bhuyan	Assistant Professor	Ph.D.	13 years	Regular	As per UGC Rules		01/05/2012
			Jahnabi Devi	Assistant Professor	Ph.D.	08 years	Regular	As per UGC Rules		01/01/2015
			Krishangi Saikia	Assistant Professor	MA	02 years	Contractual	As per UGC Rules		06-05-2023
			Ankur Jyoti Borman	Assistant Professor	M.Phil	03 years	Contractual	As per UGC Rules		06-05-2023
03	BACHELOR OF ARTS (HONS) (SOCIOLOGY) MASTERS OF ARTS (SOCIOLOGY)	05	Dola Borkataki	Assistant Professor	Post Graduate	18 years	Regular	As per UGC rules		02/06/2014
			Gargi Gayan	Assistant Professor	M.Phill.	06 years	Regular	As per UGC rules		11/01/2016
			Moureen Kalita	Assistant Professor	MA	03 years	Contractual	58,000/-		06 -05 -2023
			Waism Rahman Saikia	Assistant Professor	MA	03 years	Contractual	58,000/-		06 -05 -2023
			Rajmee Mahanta	Assistant Professor	MA	03 years	Contractual	58,000/-		06 -05 -2023
04	BACHELOR OF ARTS (HONS) (EDUCATION) MASTERS OF ARTS (EDUCATION)	05	Pranab Saikia	Associate Professor	Ph.D.	16 years	Regular	As per UGC rules		16/02/2017
			Indrani Kalita	Assistant Professor	Ph.D.	09 years	Regular	As per UGC rules		01/01/2015
			Ritimoni Bordoloi	Assistant Professor	Ph.D.	14 years	Regular	As per UGC rules		01/05/2012

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			Archana Adhikary	Assistant Professor	Ph.D.	11 years	Regular	As per UGC rules		01/10/2019
			Arunima Borah	Assistant Professor	Ph.D.	08 Years	Regular	As per UGC rules		30/12/2019
05	BACHELOR OF COMPUTER APPLICATIONS (COMPUTER APPLICATION) MASTER OF SCIENCE (INFORMATION TECHNOLOGY)	05	Ridip Dev Choudhury	Associate Professor	Ph.D	15 years	Regular	As per UGC rules		04/01/2020
			Sruti Sruba Bharali	Assistant Professor	Ph.D.	10 years	Regular	As per UGC rules		30/01/2015
			Tapashi Kashyap Das	Assistant Professor	Ph.D.	14 years	Regular	As per UGC rules		15/05/2010
			Harekrishna Deka	Assistant Professor	MSc(GU)	12 years	Regular	As per UGC rules		08 -11 -2017
			Nabankur Pathak	Assistant Professor	Ph.D	08 years	Regular	As per UGC rules		23 -11 -2015
06	BACHELOR OF ARTS (HONS) (ASSAMESE) MASTERS OF ARTS (ASSAMESE)	05	Indrani Deka	Assistant Professor	Ph.D	12 years	Regular	As per UGC Rules		01 -05 -2012
			Neeva Rani Phukan	Associate Professor	Ph.D.	14 years	Regular	As per UGC rules		02/08/2010
			Mrinal Jyoti Goswami	Assistant Professor	Ph.D.	18 years	Regular	As per UGC rules		31/12/2013
			Sanjib Borah	Assistant Professor	Ph.D.	02 years	Regular	As per UGC rules		07/11/2020
			Appu Borah	Assistant Professor	M.Phil	02 years	Contractual	58,000/-		06 -05 -2023

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07	BACHELOR OF ARTS (HONS) (ENGLISH) MASTERS OF ARTS (ENGLISH)	05	Prasenjit Das	Associate Professor	Ph.D.	15 years	Regular	As per UGC rules		01/10/2010
			Pranjit Bora	Professor	Ph.D	20 Years	Regular	As per UGC rules		01 -01 -2021
			Dikshita Das	Assistant Professor	MA	02 years	Contractual	58,000/-		06 -05 -2023
			Pallavi Gogoi	Assistant Professor	Post Graduate	10 years	Regular	As per UGC rules		06/01/2015
			Chayanika Roy	Assistant Professor	M. Phill	10 years	Regular	As per UGC rules		01/04/2016
08	MASTER OF COMMERCE BACHELOR OF COMMERCE	05	Gobinda Deka	Associate Professor	Ph.D.	27 years	Regular	As per UGC rules		07/01/2020
			Devajeet Goswami	Assistant Professor	Ph.D.	18 years	Regular	As per UGC rules		01/05/2012
			Dipankar Malakar	Assistant Professor	Ph.D.	12 years	Regular	As per UGC rules		04/01/2015
			Bishal Patowary	Assistant Professor	MA	03 years	Contractual	58,000/-		06 -05 -2023
			Mumpi Das	Assistant Professor	MA	03 years	Contractual	58,000/-		06 -05 -2023
09	MASTER OF BUSINESS ADMINISTRATION BACHELOR OF	05	Prof. Nripendra Narayan Sarma	Professor	Ph.D.	31 years	Regular	As per UGC rules		19/04/2016
			Smritisikha Choudhury	Assistant Professor	Ph.D.	19 years	Regular	As per UGC rules		02/08/2010

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	BUSINESS ADMINISTRATIO N		Chayanika Senapati	Assistant Professor	Ph.D.	08 years	Regular	As per UGC rules		31/12/2013
			Apratim Baruah	Assistant Professor	MA	05 years	Contractual	58,000/-		06 -05 -2023
			Rishi Chakravarty	Assistant Professor	Ph.D	10 years	Contractual	58,000/-		06 -05 -2023
10	MASTER OF ARTS (JOURNALISM & MASS COMMUNICATI ON)	03	Trisha Dowerah Baruah	Assistant Professor	Ph.D.	08 years	Regular	As per UGC rules		31/12/2013
			Juri Hazarika	Assistant Professor	Ph.D.	13 years	Regular	As per UGC rules		22/09/2017
			Manaswainee Mahanta	Assistant Professor	MA	6 years	Contractual	58,000/-		06 -05 -2023
11	BACHELOR OF ARTS (HONS) (PHILOSOPHY)	03	Bhaskar Bhattacharyya	Assistant Professor	Ph.D.	17 years	Regular	As per UGC rules		01/05/2012
			Tejasha Kalita	Assistant Professor	Ph.D.	17 years	Regular	As per UGC rules		08/04/2016
			Sudeshna Choudhury	Assistant Professor	MA	05 years	Contractual	58,000/-		06 -05 -2023
12	BACHELOR OF ARTS (HONS) (HISTORY)	03	Priti Salila Rajkhowa	Assistant Professor	Ph.D.	11 years	Regular	As per UGC rules		07/02/2017

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			Sukmaya Lama	Assistant Professor	Ph.D.	07 years	Regular	As per UGC rules		11/01/2015
			Jintu Thakuria	Assistant Professor	MA	05 years	Contractual	58,000/-		06 -05 -2023
13	Master of Social Work (MSW)	03	Mridusmita Duarah	Assistant Professor	Ph.D.	07 years	Regular	As per UGC rules		22-01-2015
			Devajani Duarah	Assistant Professor	M.Phill.	11 years	Regular	As per UGC rules		25/05/2014
			Halim Hussain	Assistant Professor	MA	03 years	Contractual	58,000/-		06 -05 -2023

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3.3 Details of Administrative staff

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

Administrative Staff	Required (up to 5,000 students)	Available
Deputy Registrar	1	3
Assistant Registrar	1	4
Section Officer	1	2
Assistants	3 (2 for DM Universities)	20
Computer Operator	2	2
Multi-Tasking Staff	2	27

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

https://drive.google.com/drive/folders/1dvlzClny-M2VBRx09VoKHbHD0W0yY3Ft?usp=drive_link

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 there of
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 fulltime faculty of the Open and Distance Learning mode Higher Educational Institutions or qualified faculty from University Grants Commission recognized Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc	Yes	
3.	All Examinations for Open and Distance Learning mode programmes shall be conducted within the Institution where the Study Centres or Learner Support Centres is located under the direct control and responsibility of the Open and Distance Learning mode Institution. No Examination Centres shall be allotted to any Private organisations or unapproved Higher Educational Institutions.	Yes	
4.	The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the Convenience of the students.	Yes	

5.	The number of examination centres in a city or State must be proportionate to the student enrolment from the region	Yes	
6.	Building and grounds of the examination centre Must be clean and in good condition.	Yes	
7.	The examination centre must have an Examination hall with adequate seating capacity and basic amenities	Yes	
8.	Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and Clear of obstructions	Yes	
9.	The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and Clean drinking water facilities	Yes	
10.	Safety and security of the examination centre Must be ensured	Yes	
11.	Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in Working order	Yes	
12.	Provision of drinking water must be made for learners	Yes	
13.	Adequate parking must be available near the Examination centre	Yes	
14.	Facilities for Persons with Disabilities should be available	Yes	

4.2 Compliance 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 SOP of Examination uploaded Link	
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 SOP of Examination uploaded Link	

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> <ul style="list-style-type: none"> i) The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the semester or year has been actually conducted; ii) For 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 	No	Full records not maintained Induction Programme, Projects are conducted on LSCs, but detailed records are not available in the LSCs
4.	<p>The curricular aspects, assessment criteria and credit frame-work for the award of Degree programmes at undergraduate and post-graduate level and/or Post-Graduate Diploma programmes through Open and Distance Learning mode shall be evolved by adopting same standards as being followed in-conventional mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities</p>	Yes	
5.	<p>The weightage for different components of assessments for Open and Distance Learning mode shall be as under:</p> <ul style="list-style-type: none"> (i) continuous or formative assessment (in semester): Maximum 30 percent. (ii) Summative assessment(end semester examination or term end examination):Minimum70percent. 	Yes	
6.	<p>The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments</p>	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	
10.	(a)The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV)recording of the entire examinationprocedure.	Yes	
	(b)Availability of biometric system	No	All the LSCs not having the facility of biometric system in a consistent manner
	(c) The attendance of examinees shall be authenticated through biometric systemasper Aadhaar details or other Government identifiers of Indian learners	No	All the LSCs not having the facility of biometric system in a consistent manner
	(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 Uploaded sample CCTV footage	
12.	(a) There shall be an observer for each of the Examination Centres appointed by the Higher Educational Institution and	Yes Uploaded SO list	
	(It shall be mandatory to have observer report submitted to the Higher Educational Institution	Yes Uploaded SO Report	
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 Jurisdiction, in the examination centre as mentioned in These regulations.	Yes	
	(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 fulfil 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 under graduate and postgraduate level and postgraduate diploma for Open and Distance Learning shall be assigned a unique identification number and shall have i. Photograph ii. Aadhaar number or other government recognised identifier or Passport number, as applicable, iii. Other relevant details of the learner Along with the Programname.	Yes	
	(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 marksheets 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 Learner	Yes	

4.3 Whether any examination held through online mode.

No

4.4 Result and Student Progression for UG and PG Programmes for the session 2023-24

P.G. Results declared during the period 2023-24

Sl no	Subject	Numbers appeared	Pass	Percentage
1.	MA3	5007	3585	72%
2.	MBA3	2	1	50%

3.	MBA..3	68	35	51%
4.	MCA3	4	4	100%
5.	MCM3	108	53	49%
6.	MCOM3	1	0	0%
7.	MSIT3	36	8	22%
8.	MA1_AS (NEW)	1470	905	62%
9.	MA1_ECO (NEW)	134	81	60%
10.	MA1_EDU (NEW)	831	511	61%
11.	MA1_ENG (NEW)	339	118	35%
12.	MA1_JMC (NEW)	32	8	25%
13.	MA1_POL SC (NEW)	604	291	48%
14.	MA1_SOC (NEW)	310	132	43%
15.	MA2_AS (OLD)	47	36	77%
16.	MA2_ECO (OLD)	4	2	50%
17.	MA2_EDU (OLD)	5	5	100%
18.	MA2_ENG (OLD)	14	12	86%
19.	MA2_POS (OLD)	23	14	61%
20.	MA2_SOC (OLD)	9	8	89%
21.	MA2_AS (NEW)	7841	5625	72%
22.	MA2_ECO (NEW)	617	420	68%
23.	MA2_EDU (NEW)	3971	3080	78%
24.	MA2_ENG (NEW)	1435	894	62%
25.	MA2_JMC (NEW)	28	12	43%
26.	MA2_POS (NEW)	2875	1996	69%
27.	MA2_SOC (NEW)	834	610	73%
28.	MA4_AS (OLD)	74	51	69%
29.	MA4_ECO (OLD)	3	2	67%
30.	MA4_EDU (OLD)	8	7	88%
31.	MA4_ENG (OLD)	11	7	64%
32.	MA4_POS (OLD)	41	30	73%
33.	MA4_SOC (OLD)	26	16	62%
34.	MA4_AS (NEW)	2058	1516	74%
35.	MA4_ECO (NEW)	161	115	71%
36.	MA4_EDU (NEW)	991	842	85%
37.	MA4_ENG (NEW)	384	271	71%
38.	MA4_JMC (NEW)	3	2	67%
39.	MA4_POS (NEW)	1139	792	70%
40.	MA4_SOC (NEW)	362	252	70%
41.	MBA2 (17-19)	7	5	71%
42.	MBA4 (17-19)	8	5	63%
43.	MBA1 NEW	121	76	63%
44.	MBA2 NEW	115	78	68%

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45.	MBA4 NEW	53	39	74%
46.	MBA4 OLD	1	1	100%
47.	MCA2	3	3	100%
48.	MCA4	1	0	0%
49.	MCOM1 NEW	160	100	63%
50.	MCOM2 NEW	432	182	42%
51.	MCOM4 NEW	110	57	52%
52.	MCOM2 OLD	6	4	1067%
53.	MCOM4 OLD	10	4	40%
54.	MSIT1	9	2	22%
55.	MSIT2	84	46	55%
56.	MSIT4	29	9	31%
57.	MSW2	2	2	100%
58.	MSW4	5	3	60%

Degree Results declared during the period 2023-24

Sl no	Name of the courses	Number appeared	Number Passed	Percentage
1.	BA1 NEW	1433	560	39%
2.	BA2 NEW	6852	4130	60%
3.	BA4 NEW	3101	1751	56%
4.	BA2 OLD	28	20	71%
5.	BA2 (17-19)	273	225	82%
6.	BA2(2020)	345	239	69%
7.	BA4 OLD	35	27	77%
8.	BA4 (17-19)	290	191	66%
9.	BA4 (2020)	766	451	59%
10	BA6 OLD	73	69	95%
11	BA6 (17-19)	1199	1078	90%
12	BA6 (2020)	2274	1854	82%
13	BBA1 NEW	20	6	30%
14	BBA2 NEW	64	14	22%
15	BBA4 NEW	35	23	66%
16	BBA6 NEW	32	23	72%
17	BBA2 OLD	1	1	100%
18	BBA2 (17-19)	3	1	33%
19	BBA4 OLD	1	1	100%
20	BBA4 (17-19)	1	1	100%
21.	B.A.1	8473	4661	55%
22.	B.A.3	3462	1451	42%

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23.	BA1	41	36	88%
24.	BA1.	369	321	87%
25.	BA1..	163	134	82%
26.	BA3	84	28	33%
27.	BA3.	686	507	74%
28.	BA3..	552	313	57%
29.	BBA..1	84	20	24%
30.	BBA..3	37	19	51%
31.	BBA1	1	1	100%
32.	BBA.1	4	3	75%
33.	BBA3	1	1	100%
34.	BBA.3	1	0	0%
35.	BCA..1	131	34	26%
36.	BCA..3	66	51	77%
37.	BCA3	2	2	100%
38.	BCA3.	20	14	70%
39.	BCM..1	241	64	27%
40.	BCM..3	118	60	51%
41.	BCM1	16	7	44%
42.	BCM3	16	9	56%
43.	BCOM1	5	4	80%
44.	BCOM3	6	2	33%
45.	BSW..1	14	2	14%
46.	BSW..3	8	4	50%
47.	BBA6 (17-19)	7	5	71%
48.	BCA1 NEW	19	9	47%
49.	BCA2 NEW	105	31	30%
50.	BCA4 NEW	68	40	59%
51.	BCA6 NEW	32	17	53%
52.	BCA2(17-19)	5	4	80%
53.	BCA4 (17-19)	8	6	75%
54.	BCA6 OLD	3	2	67%
55.	BCA6 (17-19)	10	8	80%
56.	BCOM1 NEW	50	10	20%
57.	BCOM2 NEW	171	50	29%
58.	BCOM4 NEW	103	76	74%
59.	BCOM6 NEW	58	47	81%
60..	BCOM 2 (17-19)	11	10	91%
61.	BCOM4 (17-19)	11	4	36%
62.	BCOM6 (17-19)	24	22	92%
63.	BCOM2 OLD	1	1	100%
64.	BCOM4 OLD	2	2	100%

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65.	BMC6	1	1	100%
66.	BSW1 NEW	21	4	19%
67.	BSW2 NEW	11	6	55%
68.	BSW4 NEW	7	4	57%
69.	BSW6 NEW	3	1	33%

Diploma and Certificate Results declared during the period 2023-24

Sl. No	Name of the courses	Number appeared	Number Passed	Percentage
	PGDBM2 (2020)	2	1	50%
	PGDCA2 (2020)	1	1	100%
	PGDHRM2 (2020)	1	1	100%
	PGCG	7	7	100%
	PGDBM2 (17-19)	1	1	100%
	PGDY2 (2020)	1	1	100%
	PGDY2 (17-19)	2	2	100%
	CSTCPM	16	13	81%
	DBM2	4	4	100%
	DCHN2	1	0	0%
	DCS2	4	1	25%
	DCWE	4	3	75%
	DHR2	13	9	69%
	DJMC OLD	2	0	0%
	DJMC NEW	18	12	67%
	DLIS OLD	1	0	0%
	DLIS NEW	77	30	39%
	DMC2	6	5	83%
	DSM2	3	3	100%
	DY2	76	52	68%
	DYK	17	8	47%

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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.

Krishna Kanta Handiqui State Open University (KKHSOU) has implemented a robust and comprehensive process to ensure the quality and effectiveness of its academic programs, aligning with both global standards and the regional needs of Assam.

Program Development and Approval: KKHSOU's systematic approach includes securing Academic Council approval and compiling detailed Program Proposal Reports (PPRs). These reports outline the mission, objectives, target audience, instructional methods, and evaluation strategies, aligning with the university's goals. For the 2023-24 academic session, 32 PPRs were approved by the Academic Council and submitted to the UGC for approval, adhering to UGC (ODL & OL Programmes) Regulations 2020.

Outcome-Centric Learning: The university has integrated well-defined program-specific and course-specific outcomes, ensuring learners achieve the intended objectives. These outcomes are transparent and accessible through the Programme Guides and the University website.

Learning Material and Assessment: Study Learning Material (SLM) is carefully aligned with learning objectives, guiding students through their academic journey. The assessment process is multifaceted, combining formative and summative evaluations, including online exams, assignments, and term-end examinations, ensuring a holistic evaluation of student progress.

Regional Relevance and Inclusivity: KKHSOU's curriculum reflects Assam's unique cultural, social, and economic context while adhering to global educational standards. The university also emphasizes inclusivity and skill development, offering practical experiences such as community engagement, fieldwork, and project work.

Transparency and Regulatory Compliance: KKHSOU maintains transparency in its operations, with proceedings of key bodies accessible online, and ensures all

programs are approved by relevant regulatory authorities.

KKHSOU's approach to education fosters informed, skilled, and regionally conscious individuals, preparing them for success in an evolving world.

During 2023-24 academic session, PPRs were prepared for all 32 programme. All the PPRs were duly approved by the statutory body i.e. Academic Council. All the components as laid down in the provisions of UGC (ODL & OL Programmes) Regulations 2020 were included in the PPRs. The PPRs were submitted to the UGC for their approval.

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.

KKHSOU has made significant advancements in creating high-quality Self Learning Materials (SLMs) by utilizing the best national resources and offering them in both print and digital formats, supplemented with audio-visual aids. These SLMs are available in local languages like Assamese, Bangla, and Bodo, and are also provided in Braille and audio formats, ensuring accessibility for all learners.

Diverse Learning Platforms: KKHSOU provides printed and digital SLMs accessible through the Learners' Portal, which operates on Moodle's Learning Management System. This platform offers a variety of resources, including discussion forums, online chat, and video classes, enhancing collaborative and interactive learning.

Innovative Audio-Visual Approach: The university integrates audio-visual elements into e-SLMs, with faculty-produced video classes available on the official website and YouTube. These videos are carefully crafted using graphics, animations, and visual textures to enhance content comprehension.

Pedagogical Principles: The development of SLMs is guided by the Program Proposal Report (PPR) and credit structures, ensuring alignment with educational goals. KKHSOU's commitment to innovation and inclusivity in education transforms learning into a dynamic, accessible, and interactive experience for diverse learners.

The Choice Based Credit System (CBCS) was introduced at KKHSOU, prompting the development of new Self Learning Materials (SLMs) following the 2020 Regulations. By 2023-24, the schools had completed the CBCS SLMs, including audio-video

materials created by subject matter experts and reviewed by academic and technical experts. These digital resources are easily navigable on the university's Learning Management System (LMS), enhancing the learning experience.

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.

Krishna Kanta Handiqui State Open University (KKHSOU) has developed a dynamic and comprehensive approach to creating Self Learning Materials (SLMs) in both English and Assamese. The SLMs cater to both theory and practical components and are available in print and digital formats. The syllabi are regularly updated according to recommendations from statutory bodies like the University Grants Commission (UGC) and Madhava Menon Committee.

SLM Development Process: The Schools of Studies at KKHSOU initiate and develop academic programs following established norms. The development process involves in-house faculty collaborating with subject experts. Program details, including duration, learning outcomes, structure, and eligibility, are approved by the Academic Council (AC). The course coordinator oversees the preparation, involving content writers, editors, and translators, and ensures adherence to timelines.

Instructional Design: Each course is divided into blocks and units, following KKHSOU's Institutional House Style. Units typically consist of 3,500-5,000 words and include sections like Introduction, Learning Objectives, Check Your Progress, and Model Questions. The SLMs undergo three types of editing—Language, Content, and Format—ensuring high-quality materials.

Credit System: KKHSOU follows the UGC (ODL) Regulations 2017 for credit allocation. One credit equals 30 study hours. Programs are assigned credits as follows: Master's (64-72), Degree (96-100), Diploma (36-40), and Certificate (16-18). Feedback forms are included at the end of the SLMs to gather learner input.

Capacity Building and Institutional Structure: KKHSOU

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regularly conducts workshops and training sessions for content writers, editors, and translators, involving experts from IGNOU, CEMCA, and in-house faculty. The SLM Production and Distribution Cell manages the production and distribution process, ensuring timely delivery of materials to enrolled learners.

Roles of Key Personnel: The Dean (Academic) assists in planning new programs, while the School of Studies and Disciplines handle program development. Course Coordinators manage the SLM preparation process, ensuring timely completion and adherence to the university's standards.

For more details, refer to KKHSOU's [SLM Policy Document](#).

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					
	PG					
	PGD					

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.

KKHSOU has established clear guidelines in the Study Center Handbook, outlining the proper procedures for conducting counseling sessions and specifying the qualifications required for counselors. You can find the Handbook at this link: [Handbook for the Study Centres](#).

The University has taken special measures to extend its reach to underserved areas through a network of study and examination centers. These centers cater to learners in various disadvantaged regions, including hills (2%), tea gardens (11%), border areas (7%), and riverine (char) areas (27%). The University has equipped these centers with resources like computers and audio-visual aids to enhance the learning experience. Notably, the University has successfully enrolled learners from marginalized groups like ST/SC/OBC/Tea Tribe, constituting 56% of the total enrolment. Additionally, women comprise 40% of the total

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Type of HEI: Open University

enrolment, a significant achievement in a region where KKHSOU stands as the first and only state open university.

The management of study centers is overseen by the office of the Dean (Study Centre), with a focus on decentralization. Regional Centers have been established to streamline the management process. To ensure effective learning environments, the University provides essential services such as counseling, audio-visual facilities, and personal contact programs at these centers. The University encourages a participatory management approach that involves host institutions, coordinators, and learners.

HEID: U-0054 Name of HEI: Krishna Kanta Handiqui State Open University
Type of HEI: Open University

6.3 LSC wise enrollment details (Not for Private University)

N.B: LSC wise enrolment details are provided in the link

[https://drive.google.com/file/d/1PBbeZtv5K9Eyt7-EderLeb3k0S1xMaYU/view?usp=drive link](https://drive.google.com/file/d/1PBbeZtv5K9Eyt7-EderLeb3k0S1xMaYU/view?usp=drive_link)

6.4 Off campus details (For Deemed to be University): Not applicable

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 Session)	Date of delivery of SLM	Whether SLM delivered to learners within a fortnight from the date of admission
Printing Material	03/07/2023	12/08/2023	Yes
	01/01/2024	31/01/2024	Yes
Audio-Video Material	03/07/2023	03/07/2023	Yes
	01/01/2024	01/01/2024	Yes
Online Material	03/07/2023	03/07/2023	Yes
	01/01/2024	01/01/2024	Yes
Compute based Material	03/07/2023	03/07/2023	Yes
	01/01/2024	01/01/2024	Yes

6.6 Whether any course in a particular programme was allowed through OER/ Massive Open Online Courses: Y/N: No

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)

Upload approval of statutory authorities of the Higher Educational Institution:

Upload

Upload approval of statutory authorities of the Higher Educational Institution:

Upload

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 https://kkhsou.ac.in/web/viewDocumentPdf.php?pdf=pdf/disclosure/KKHSOU%20SELF%20REGULATIONS.pdf&q=SELF%20DISCLOSURES	
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 Open and Distance Learning mode	Act: https://kkhsou.ac.in/web/viewDocumentPdf.php?pdf=pdf/kkhsou-act.pdf&q=Acts Statutes: https://kkhsou.ac.in/web/viewDocumentPdf.php?pdf=pdf/statutes.pdf&q=Statutes	
3.	Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities	Yes https://kkhsou.ac.in/web/recognition.php	

4.	Programme details including brochures or programme guides interalia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure	Yes http://dlkkhsou.inflibnet.ac.in/handle/123456789/990	
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	
6.	Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.	Yes https://kkhsou.ac.in/web/learner_corner.php	
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 https://kkhsou.ac.in/web/learner_feedback_all.php	
8.	Information regarding all the programmes recognised by the Commission	Yes	
9.	Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded	Yes https://kkhsou.ac.in/web/index_page_details.php?page=YkkwdTE2c3p6SEFiRVh6V2YwamtnUT09&title=learner-s-data	
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://lmskkhsou.in/ese_rvices/e-Resources/#Resources%2Fe-SLM	

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://kkhsou.ac.in/web/index_page_details.php?page=WHNoTDFuSzVTQVJWZFFWc1BwOURJQT09&title=faqs	
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://kkhsou.ac.in/web/sc_class_schedule.php	
13.	List of the 'Examination Centres' along with the number of learners in each centre, for Open and Distance Learning programmes	Yes https://kkhsou.ac.in/web/viewDocumentPdf.php?pdf=pdf/exam_center/TotalCandidatesCentrewiseDEG6.pdf&q=Exam%20Centre%20Details	
14.	Details of proctored examination in case of end semester examination or term end examination of Open and Distance Learning programmes	No	
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://kkhsou.ac.in/web/index_page_details.php?page=NGcyZmdSd0ZoaG1HNIV5ekpoUDFhZz09&title=academic-celendar	
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		

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 intake in conventional mode and in case of Open University, it shall be commensurate with the capacity of the Learner Support Centres (for Open and Distance Learning only) to provide lab facilities to the admitted learners:	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	
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- as may be fixed by it and declared by it in the prospectus for admission, and on the website of the Higher Educational Institutions; with a proper receipt in writing issued for such payment to the concerned learner admitted in such Higher Educational Institutions; only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution.	Yes
4.	It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.	Yes

5.	<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> <ul style="list-style-type: none"> a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner; b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years; c) exhibit such records as permissible under law on its website; and d) 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

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-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, such refund shall be made to the learner	Yes
8.(c)	The number of seats approved in respect to each Programme of Open and Distance Learning mode, Which shall be in consonance with the resources	Yes

8.(d)	the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution	Yes
8.(e)	The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority	Yes
8.(f)	The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test	Yes

8.(g)	Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other	Yes
8.(h)	Pay and other emoluments payable for each category of teachers and other employees	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 Open and Distance Learning mode offered by a Higher Education Institution	Yes
12.	No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or Other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution	Yes
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	NO

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	No
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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 established effective mechanisms to address a range of concerns related to examinations, result withholding, re-evaluation, and more. These mechanisms ensure that the academic journey of learners remains smooth and transparent:

1. **Examination Committee:** To oversee matters pertaining to examinations, an Examination Committee led by the esteemed Vice Chancellor is constituted. This committee convenes regularly to address the diverse issues students may encounter during the examination process.
2. **Grievance Redressal Cell:** A Single Window Student Grievance Redressal Cell is being re-constituted for a term of 2 years for Three Tier Complaints/ Grievances/ Queries handing of the University as per UGC Guideline with the following members vide ref. no KKHSOU/Reg/Gen/11/2009/243/1848 dated 29/11/2022:

- | | | |
|-------|---|------------|
| i) | Dr. Joydeep Baruah, Professor | : Chairman |
| ii) | Dr. Gobinda Deka, Associate Professor | : Member |
| iii) | Dr. Neeva Rani Phukan, Associate Professor | : Member |
| iv) | Dr. Bhaskar Bhattacharya, Assistant Professor | : Member |
| v) | Dr. Samar Bhattacharyya, Asst. Registrar, SLM | : Member |
| vi) | Sri Binod Deka, System Analyst | : Member |
| vii) | Sri Baban sarma, Student | : Member |
| viii) | Dr. Kashyap Mahanta, Asst. Registrar (Exam) | : Convenor |

This specialized Single Window Student grievance Redressal Cell is entrusted with the task of resolving grievances and complaints from students. Grievances are received through various channels such as emails, phone calls, SMS, and social media, allowing for convenient communication. The cell commits to resolving grievances within five working days. In case of any delay, the Vice Chancellor is informed with valid reasons. After resolving a grievance, students are promptly informed through different communication channels within 24 hours.

3. **Direct Communication with Controller of Examinations:** Learners can communicate their examination-related concerns directly to the Controller of Examinations through applications and emails. These concerns include requesting re-evaluation of answer scripts, addressing withheld results, rectifying errors in mark sheets/certificates, and obtaining these documents. Once these issues are resolved, the outcome is swiftly conveyed to learners through their study centers.
4. **Transparent Processes:** To promote transparency, students are empowered to apply for photocopies of their answer scripts, request re-scrutiny, and seek re-evaluation of theory papers. This involves submitting a prescribed form and paying the appropriate fee within a month from the date of receiving mark sheets. Any results initially withheld are cleared within 30 days from the mark sheet issuance.
5. **Online Grievance Redressal Portal:** The university maintains an online Grievance Redressal webpage on its official website. This platform serves as an additional means for students to raise concerns and have them addressed promptly. The webpage can be accessed at <https://kkhsou.ac.in/web/grievanance-redress.php>.
6. **Departmental Involvement:** All grievances, including those related to examinations, are funneled to the respective departments. The departments take proactive measures to swiftly resolve genuine issues. Faculty members review question papers to assess their complexity, question repetition, and general feedback. This valuable insight is then shared with the Controller of Examinations for improvement.

In conclusion, the university's comprehensive approach to addressing examination-related concerns not only involves high-level committees and cells but also promotes accessibility and transparency for students. This ensures a responsive and efficient system that enhances the overall academic experience.

9.2 Details of Grievance received:

Numbers of Grievance Received	Numbers of Grievance Resolved
139	139

9.3 Complaint Handling Mechanism

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

Single Window Student Grievance Redressal Cell/Online Complaint Handling System: The University has established a Single Window Student Grievance Redressal Cell that receives feedback, grievances, complaints, suggestions and requests from the learners and general public through e-mail, telephone call, sms,

personal visit or through various social media platforms, about the functioning of the University, anomalies in results, admission, supply of learning materials, counselling and tutorial sessions or regarding University policies. A notification has been issued to this effect fixing the maximum admissible time (five working days) for resolving the grievances and taking appropriate actions by the University.

Grievance Redressal for sexual harassment: The University has also put in place both off-line and online grievance redressal mechanisms for effective handling of internal complaints including those related to sexual harassments. The university has Internal Complaint Committee on Sexual harassment at work place since 2015. And the committee organises different awareness programmes to sensitise its employees in gender issues.

Nodal Officer of Grievance Redressal Cell:

Dr Kashyap Mahanta,
Nodal Officer, Student Grievance Redressal Portal
Mobile: 8811016566
Email: grc@kkhsou.in / km@kkhsou.in

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. 60days? (yes/No)
0	0	NA

Part–X: Innovative and Best Practices 2023-24

10.1 Innovations introduced during academic year:

- a) **ICT-based Admission Promotion:** The university has implemented a comprehensive ICT-based admission promotion strategy to streamline and enhance the enrollment process for prospective learners. This initiative includes the following components:
- The entire admission process is conducted online, starting from the initial registration to the final payment of fees, ensuring a seamless and efficient experience for applicants.
 - Learners are provided with a UGC ID and an ABC ID, integrated into the system to facilitate easy access to academic resources and streamline the admission process.
 - The university actively uses social media platforms like Facebook to reach out to potential students, providing updates, information, and engaging content to attract and inform prospective learners.
 - An automated WhatsApp booth is set up to respond instantly to common queries and assist applicants with admission.
 - A comprehensive FAQ section is available online, addressing common concerns and questions related to the admission process, helping to clarify any doubts.
 - Bulk SMS messages are sent to potential learners, providing them with important information and reminders about admission dates, deadlines, and procedures.
 - Personalized push messages are sent via WhatsApp to keep prospective students informed and engaged throughout the admission process.
 - Prospective learners have access to online pre-admission counseling sessions, where they can seek guidance and information about various courses and the admission process.
 - Dedicated support is available to clarify any admission-related doubts that prospective learners may have, ensuring they have all the necessary information to make informed decisions.
 - Bulk emails are sent to prospective learners, containing detailed information about the university, courses offered, admission procedures, and key dates.

- A toll-free number is provided for prospective learners to call and get assistance with any queries or issues related to the admission process.
- An IVRS is in place to provide automated information and responses to common queries, ensuring that prospective learners can get the information they need at any time.

These ICT-based initiatives aim to create a user-friendly, efficient, and supportive admission process, making it easier for prospective learners to apply and enroll in the university's programs.

- b) **NCEVT collaboration for Vocational Courses:** Krishna Kanta Handiqui State Open University (KKHSOU) has entered into a collaboration with the National Council for Educational and Vocational Training (NCEVT) to enhance vocational education opportunities. As part of this collaboration, KKHSOU will function as the assessment and awarding body for NCEVT-recognized vocational courses.

To facilitate this initiative, a streamlined registration process is currently underway. Learners interested in acquiring vocational skills in various sectors will soon have the opportunity to enrol in these NCEVT-recognized courses. These courses are designed to provide practical and industry-relevant skills, thereby enhancing the employability of the learners.

This collaboration aims to address the growing demand for skilled professionals in different sectors and to provide learners with the necessary training and certification to succeed in their chosen fields. The university is committed to supporting learners in gaining valuable vocational skills that align with industry standards and requirements.

By offering these vocational courses, KKHSOU continues to fulfil its mission of providing accessible and quality education, empowering learners with the skills and knowledge needed to thrive in a competitive job market.'

10.2 Best Practices of the HEI:

a. Portal for Online Application for Original Certificate:

Krishna Kanta Handiqui State Open University (KKHSOU) has taken a significant step towards enhancing administrative efficiency and improving the experience for its graduates by launching an online portal dedicated to the application for original certificates. This initiative aims to enhance the process of obtaining original certificates, addressing the challenges learners have encountered with traditional methods.

Eligibility: The online certificate application is available to learners who have successfully completed their Bachelor Degree, Master Degree, or Postgraduate Diploma programs at KKHSOU. To be eligible, these learners must have passed their respective programs on or before December 31, 2023.

Purpose: The main objective of this online portal is to streamline the application process, making it more efficient and less time-consuming for graduates. This digital approach aims to reduce administrative bottlenecks and ensure that learners can receive their original certificates in a timely manner.

Portal Access: Graduates can access the online application portal through the following link: [KKHSOU Online Certificate Application Portal](#).

Implications: The launch of the online certificate application portal by KKHSOU marks a notable advancement in the university's administrative processes. By leveraging technology, KKHSOU not only addresses the issues of Original Certification but also significantly enhances the overall experience for its graduates. This initiative is expected to be highly beneficial for all eligible learners, ensuring they can seamlessly and swiftly obtain their original certificates, which are crucial for their academic and professional endeavours.

b. Timely Delivery of SLM through own Delivery Van: In November 2020, Krishna Kanta Handiqui State Open University (KKHSOU) took a significant step towards ensuring the timely delivery of Study Learning Materials (SLM) by purchasing a dedicated delivery van. This strategic investment was made to enhance the distribution process, ensuring that all study centers receive the necessary materials promptly.

The primary objective of acquiring the delivery van is to streamline the logistics of SLM distribution, minimizing delays and ensuring that learners have access to their educational resources without unnecessary waiting periods. By managing its own delivery system, KKHSOU can better control the timing and efficiency of deliveries, directly addressing any logistical challenges that may arise.

This initiative reflects the university's commitment to providing a high-quality educational experience for its learners. Timely access to SLM is crucial for students

to effectively plan and manage their studies, and KKHSOU's proactive approach in purchasing the delivery van demonstrates its dedication to meeting this need. Overall, the introduction of the dedicated delivery van has significantly improved the efficiency of SLM distribution, ensuring that learners across all study centers receive their materials in a timely manner, thereby supporting their academic success.

c.Examination Monitoring Portal: The Examination Branch of Krishna Kanta Handiqui State Open University (KKHSOU) has a comprehensive Standard Operating Procedure (SOP) for its Examination to ensure the integrity and smooth functioning of its examination centres. This SOP is designed to uphold the sanctity of the examination environment in the assigned Examination Centres across the State. But the Examination Branch delay in receiving exam-related information from the exam centre due to the manual process has caused significant inconvenience.

Accordingly, Krishna Kanta Handiqui State Open University (KKHSOU) has recently launched a dedicated portal for Examination Centres to streamline the process of uploading examination details. This portal, known as the Exam Monitoring Portal, is essential for maintaining accurate and up-to-date examination records. The portal can be accessed at the following link: [KKHSOU Exam Monitoring Portal](#).

The portal developed by KKHSOU facilitates the monitoring of various parameters, including attendance, absentees, and CCTV surveillance, thereby enhancing transparency and accountability. Additionally, it oversees the activities of invigilators, ensuring that they adhere to the prescribed guidelines. By leveraging this portal, KKHSOU can effectively manage and supervise examination processes, ensuring a fair and efficient assessment system for all learners.

10.3 Details of Job Fairs conducted by the HEI:

Mega Counselling Programme cum Career Fair

The Directorate of Employment & Craftsmen Training, Rehabari, under the Skill, Employment & Entrepreneurship Department, Government of Assam has organised a mega event entitle "Mega Counselling Programme cum Career Fair" at the NEDFi Convention Centre, Guwahati to disseminate information on Career opportunities to the aspiring youths of the State.

On invitation of the organiser, the Career Counselling and Placement Cell, KKHSOU participated in the event besides other institutions of the State of Assam as well as institutions from outside the State. A large number of students studying in different college and institutions including ITIs participated in the event. The Career Counselling

and Placement Cell, KKHSOU interacted with the students and sensitize them about the different academic programmes provided by KKHSOU in the categories of PG, UG, Diploma and Certificate. The details of these programmes were communicated to the student participants and motivated them to enhance their career prospects in coming future. The students were informed on how KKHSOU can contribute in their endeavour for a bright career. The advantages of pursuing dual degree as per the New Education Policy, 2020 have been informed to the students and encouraged them to enhance their skill in line with the future needs in terms of their Career, State and the Nation.

The University was represented by Dr. Devajeet Goswami, Faculty, Discipline of Commerce and Mr. Harekrishna Deka, Faculty, Discipline of Mathematics.

10.4 Success Stories of students of ODL mode of the HEI

The successes are inscribed as

- Qualified for the National/State-level exams like NET/SET/GATE
- Learners from skill-based/vocational courses are self-employed i.e., earning while learning.
- Creating room for start-up small-scale engagements/businesses.
- Job promotion of respective pass-outs.
- Qualified and secured teaching position in colleges under state-aided HEIs, while some are pursuing research in regular universities.
- Got recognition in the Literary and cultural field
- Involved in society development and environmental preservation activities

Through their dedication and the support of our programs, our learners have achieved remarkable milestones, from launching successful businesses to advancing in their professional careers and making impactful contributions to society.

- i)** Neeraj Kumar Das, BA 6th Sem, Enrollment no 20003009 has selected as a Laboratory Technician and posted at Dhubri Medical College & Hospital on 25/05/2023 under Directorate of Medical Education, Govt. of Assam and also qualified NEET-UG 2023 Exam with a score of 196 marks under OBC(NCL) category.
- ii)** Kamala Ujir, M A Assamese- 71 years old learner Kamala Ujir is Working President of Kamrup Mahanagar Zila Lekhika Samaroh. She is also Secretary of the North West Ananda Nagar Development and Preservation Society, Six Mile area, Guwahati(M)
- iii)** 56 years old learner Bornali Adhikari(Goswami) has been actively associated with Purvajyoti Mahila Samiti of Bhetapara Maidan Borhojai area, Guwahati (M) as its General Secretary. Under her able leadership the

organisation has organized health camps for senior citizens as well as children of primary schools. They have also organized competitions for children keeping their mental health as well as creative abilities in mind

- iv)** Mausumi Sarmah Bordoloi is an Assamese entrepreneur who has been selected to attend SAITEX in South Africa. She has attended 10 Days Skill Development Training Programme on Decorative Candles organized by District Industries & Commerce Centre, Kamrup (M)
- v)** Nirmali Devi Talukdar is the owner of a private News Portal Inews North East. This news portal telecasts a programme titled Antorik which serves as a platform to address numerous social as well as ethical issues.
- vi)** Rekha Borgohain writes extensively in Assamese. She has been awarded Veerangana Joymoti Award by the Tai Ahom Youth Forum on 27th March, 2024 in recognition to her numerous literary works which highlights the Ahom era, the Ahom society, culture and beliefs.
- vii)** Dharitri Goswami is a life member of the Apex Literary Body Axom Sahitya Sabha. She is holding the post of Secretary, Jonaki Swarna Sakha (Asub committee) of Sahitya Sabha for the session 2022-2024
- viii)** A doctor by profession learner Nitul Baishya has cleared the APSC Combined Competitive Examination, which results got declared in October, 2023
- ix)** Learner Anamika Rajbongshi has cleared the SLET Examination of Commission, Assamese held on 19 March, 2023. She has also cleared the UGC NET Examination, June, 2023 and has qualified for Assistant Professor.
- x)** Nirmali Kakati has cleared the SLET Examination, SLET Commission, Assamese, held on 19 March, 2023
- xi)** Learner Maitreyee Acharyya attended a 4 Days Translation Workshop on the theme Translating NBT Publications for Children into Assamese held at Jorhat from 25 to 28 MARCH, 2024
- xii)** Learner Arundhati Bezbaruah is a Graded artist (Modern song) of AIR. She has been awarded the KANTHA Xilpi Xanman and Sangeet Sadhana Xanman by Saptak Sangeet Kala Vidyalaya.
- xiii)** Learner Nipon Barpatra Gohain is an accomplished Classical dancer. He has given a classical dance performance on occasion of the 76th Independence Day Celebration at Shilpagram, Panjabari, Guwahati. It was organized by the North East Zone Cultural Centre, Ministry of Culture, Govt. of India, 15 AUGUST, 2023. He has attended the 3 Days Kathak Dance Workshop organized by Sur Sangam from 6th to 8 July, 2023. He participated at All India Classical dance Competition on 9 July, 2023.

10.5 Initiatives taken towards conversion of SLM into Regional Languages:

The university is consisting of six Schools of Studies, each tasked with the creation and development of Self-Learning Materials (SLMs) for all its programs. The formulation of SLMs follows a systematic approach to course material development.

These SLMs are made available in multiple local languages, including Assamese, Bangla, and Bodo. Furthermore, for learners with visual or auditory impairments, the university provides SLMs in Braille and audio formats.

A distinctive feature of KKHSOU's SLMs in printed form is their availability in both English and Assamese mediums. These comprehensive materials cover both theoretical and practical components, ensuring a well-rounded learning experience for students. The syllabi for various programs are regularly updated based on recommendations from authoritative bodies such as the University Grants Commission and the Madhava Menon Committee.

The SLM Production and Distribution Cell consists of key members, including the Finance Officer (Chairperson), the Deputy Registrar (Academic) as a member, and the Assistant Registrar (SLM) serving as the Convener. This cell is responsible for overseeing the production and distribution of SLMs. The university has also partnered with approved printing presses for the production of SLMs in black and white.

10.6 Number of students placed through Campus Placements:

No

10.7 Details of Alumni Cell and its activity

The first meeting of the Alumni Association of Krishna Kanta Handiqui State Open University was held on 30th December, 2018 at the erstwhile KKHSOU City Office at Housefed Complex, Dispur, Guwahati. The general body of the Alumni Association was formed. The Association was registered under the Societies Registration Act XXI of 1860 on 09/02/2023. The process of getting the Association registered under Income Tax Act is underway. Further, the association is in the process of completing the required formalities for opening the Bank account in its name. With the completion of these formalities, the Association will be all set to contribute to the betterment of the University.

An Alumni Meet was held on March 5, 2024 in the Auditorium of the University. The occasion was graced by the presence of the Vice Chancellor of the university Prof. (Dr.) Rajendra Parasad Das, Member of Teacher Selection Committee Dr. Uma Shankar Sarma, Member of the Board of Management, Dr. B.L. Choudhury, Registrar (i/c) Prof. Pranjit Bora, Prof (Dr.) Pranab Saikia, Controller of Examination Dr. B.R Sarma, Prof. N.N. Sarma, outgoing President Dr. Ajanta Das

on the dais, they emphasized the importance of the Alumni Association. The newly elected office bearers were introduced, and the new President, Sashadhar Deka, outlined future plans focused on alumni engagement, institutional growth, and community building.

10.8 Any other Information

- Series of workshop and seminars were organized on Technology enabled learning Sensitization on LMS for the faculty members.
- Workshop on NEP Implimentation
- Seminar on IPR etc.
- Programmes on human values, national integration etc.
- Special Lecture on “Emotional Intelligence and Organisational Success: Technique and Methodologies”
- Workshop on Open Educational Resources (OER) and Development of e-content



কৃষ্ণকান্ত সন্দিকৈ ৰাজ্যিক মুক্ত বিশ্ববিদ্যালয়
KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY
Head Office : Patgaon, Rani, Guwahati-781017, Assam, India
City Office : NH-37, Resham Nagar, Khanapara, Guwahati-781022, Assam, India

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.

hms
14/08/24

Signature of the Director:
Name: Prof. N. N. Sarma

Director (CIQA)
Krishna Kanta Handiqui
State Open University

Pranjit Bora

Signature of the Registrar i/c:
Name: Prof. Pranjit Bora

Registrar(i/c)
K.K.H.S.O.U.