

# CIQA ANNUAL REPORT 2024

**CENTRE FOR INTERNAL QUALITY ASSURANCE  
INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
NEW DELHI: 110068**

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The CIQA (Centre for Internal Quality Assurance) has been established with the primary focus of generating and promoting awareness for quality assurance, as well as undertaking self-evaluative and reflective exercises for the continuous improvement of the University. The NEP (National Education Policy) Cell of the University is located within the CIQA, to promote the implementation of NEP 2020 in the University.

The following activities were undertaken by CIQA and the NEP Cell during the period from January to December 2024:

## 1. PREPARATION OF IGNOU AQAR 2022-2023 & SUBMISSION TO NAAC

The NAAC requires the University to submit the Annual Quality Assurance Report (AQAR) every year. Accordingly, the University prepared IGNOU AQAR for the academic year 2022-2023 as required by NAAC. The information and data from the constituent units of the University were compiled by CIQA working group and wherever necessary modified/reworked. The compiled data and information was finalized and uploaded on the NAAC portal during November and December 2023. Subsequently, the Vice Chancellor constituted a Review Committee to review the data and information before its final submission. The completed AQAR was submitted on 14th February 2024. The same was approved in the 4th Meeting of the CIQA Committee held on 22nd February, 2024.

### DATA FOR FILLING UP AQAR

#### 86 QUANTITATIVE METRICS (QnM)

With Documentary proof : Uploads of scanned documents / Weblinks/ Geotagged photos/ etc

#### 42 QUALITATIVE METRICS (QIM)

For QIM descriptions are required as per word limits indicated.

### ASSESSMENT PROCESS



## 2. Conduct of 4th CIQA Committee Meeting

The fourth meeting of the CIQA Committee was held on 22nd February 2024. Both the external members namely Prof. Manimala Das, Former VC of NSOU and Prof. Ashok Sharma, Former VC of VMOU attended the meeting and lauded the quality enhancement measures undertaken by CIQA in the previous year.



### 3. Feedback from Stakeholders: Preparation of Tools; Compilation of Reports; & ATR

The CIQA developed new tools for obtaining the feedback from all stakeholders namely: teachers, academic counsellors, subject experts, learners, alumni, and employers with a focus on Vikhsit Bharat. The feedback analysis tools were administered to the stakeholders during May 2024. The stakeholders were requested to respond to the survey online within a stipulated time frame. The data collected was analyzed and reports were prepared on Feedback from Teachers and Feedback from Academics.



## 4.Preparation of CIQA Action Plan-2024-2025

The CIQA Action Plan for 2024-25 was prepared for the activities to be undertaken in the next academic year commencing from July 2024 till June 2025. The major broad areas have been listed In the Action Plan as given below.

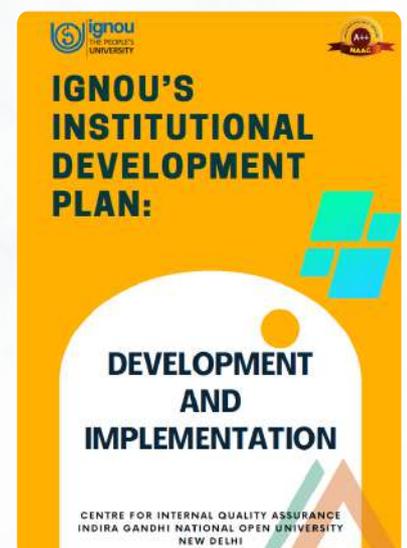
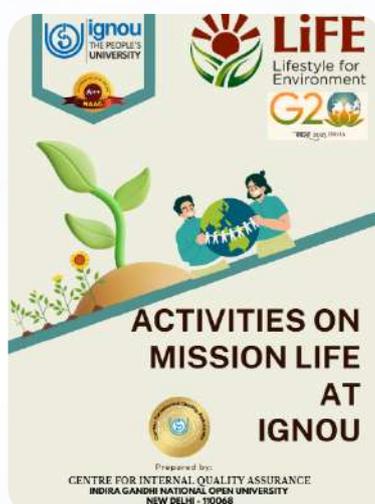
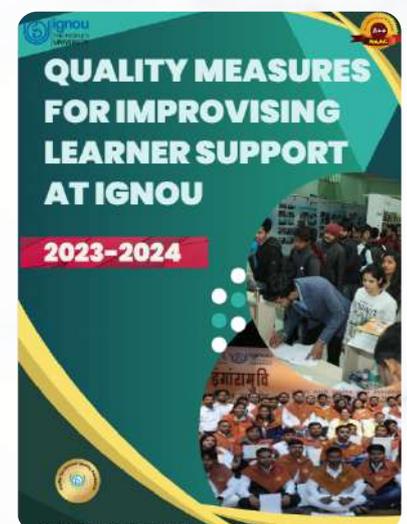
<b>CIQA PLAN OF ACTION FOR THE ACADEMIC YEAR 2024-2025</b>	
<b>Sl.No.</b>	<b>PLAN OF ACTION</b>
1.	Development of Feedback Tools of Stakeholders and Preparation of Feedback Analysis Reports of all Stakeholders.
2.	Preparation of Action taken Report on Feedback Analysis.
3.	Quality enhancement measures.
4.	Guiding Schools of Studies in preparation of PPRs.
5.	Initiative for System-based Research.
6.	Documentation of Best Practices & Quality Enhancement Measures
7.	Uploading the revised and updated Dossiers on the IGNOU website.
8.	Implementation of NEP 2020 at IGNOU: Drafting of Policies & SOPs.
9.	Review of content on IGNOU websites and updating of websites.
10.	Organization and conduct of Workshops.
11.	Preparation and Submission of AQAR.
12.	Preparation of QIMs and QnMs as per revised manual for open university.
13	Participation in NIRF Ranking for Open University
14	Uploading Data on UTSAH Portal of UGC

## 5. Documentation of Best Practices

As per the decision taken in the 4th meeting of the Centre for Internal Quality Assurance Committee held on 22nd February 2024 *vide* CIQAC 4.4.2, that 'CIQA should compile comprehensive reports of all the quality enchantment measures undertaken by it post-accreditation'.

Till date six documents have been prepared by CIQA documenting the best practices which display the entire process of the activity undertaken from the inception to the final outcome:

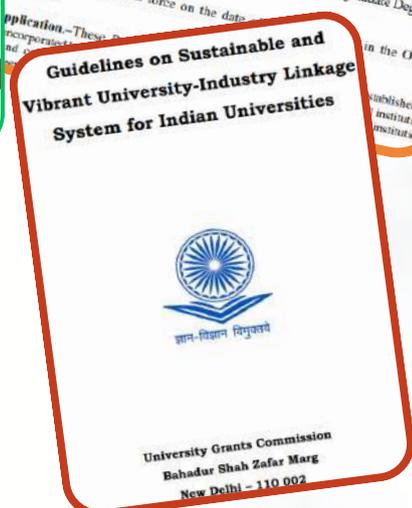
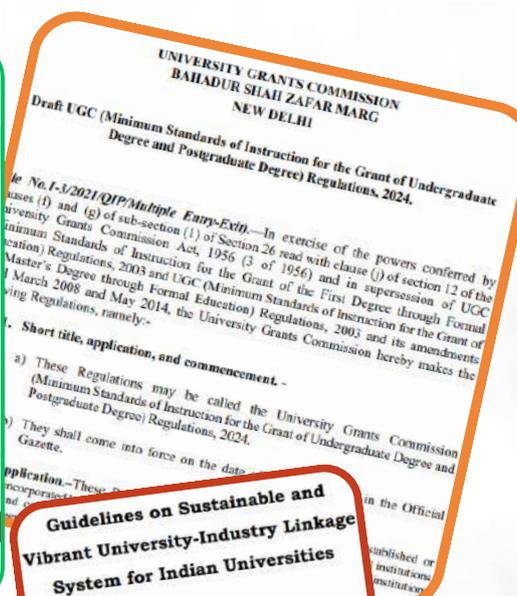
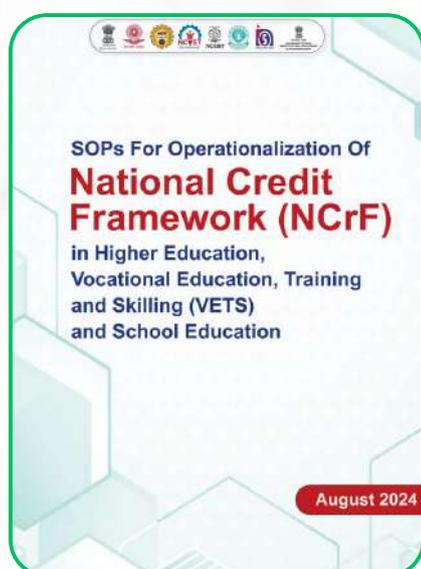
- Best Practices successfully implemented by the University (2023-24)
- Activities on Mission Life at IGNOU
- IGNOU's Institutional Development Plan 2030: Development and Implementation
- Transparency Audit: Enhancing Compliance with Section 4 of the Right to Information Act at IGNOU (2022-2023)
- Quality Measures for Improvising Learner Support at IGNOU
- Inspiring Stories of IGNOU Learners



## 6. NEP 2020 Implementation

Since the NEP Cell of the University is housed in CIQA, CIQA circulates the latest policy documents/ guidelines issued by the UGC from time to time towards the implementation of NEP 2020 by all HEIs. The details of the UGC documents circulated in 2024 are as follows:

Date of Notification	Notification/Guidelines	Circulation/forward
22 <sup>nd</sup> March 2024	Accessibility Guides and Standards for HEIs	<ul style="list-style-type: none"> <li>Forwarded to NCDS for perusal and implementation</li> </ul>
22 <sup>nd</sup> March 2024	<ol style="list-style-type: none"> <li>1. Eligibility of Students pursuing CBCS for FYUP</li> <li>2. Vibrant University-Industry Linkage</li> <li>3. Internship &amp; Research for UG students</li> </ol>	<ul style="list-style-type: none"> <li>Circulated to all Schools of Studies for implementation</li> </ul>
22 <sup>nd</sup> March 2024	Guidelines on SEDGs	<ul style="list-style-type: none"> <li>Forwarded to SRD and RSD for perusal and implementation.</li> </ul>
14 <sup>th</sup> August 2024	SOPs for operationalization of National Credit Framework (NCrF) in Higher Education, Vocational Education, Training and Skilling (VETS) and School Education.	<ul style="list-style-type: none"> <li>Circulated to all Schools of Studies for implementation</li> </ul>
17 <sup>th</sup> December 2024	Draft UGC (Minimum Standards of Instruction for the Grant of Undergraduate Degree and Postgraduate Degree) Regulations, 2024.	<ul style="list-style-type: none"> <li>Circulated to all Schools of Studies for information for submitting their comments and feedback to UGC and CIQA</li> </ul>
17 <sup>th</sup> December 2024	Draft Guidelines for Implementation of Recognition of Prior Learning (RPL) in Higher Education	<ul style="list-style-type: none"> <li>Circulated to all Schools of Studies for information for submitting their comments and feedback to UGC and CIQA</li> </ul>



## 7. Participation in NIRF Ranking for Open University

CIQA registered IGNOU on the NBA portal under the category Open University in January 2024. The NIRF portal opened for capturing the data of Open Universities in February 2024. The information and data from the constituent units of the University has been compiled and wherever necessary being modified/reworked. The University was required to submit the data for the years 2020-2023 (3 academic years). A review Committee comprising PVCs was constituted to check the data being uploaded on the portal. With the approval of competent authority, the final submission has been made on 8th March 2024.

The University has received 1st rank under the category of Open University on 12th August 2024.



## 8. Uploading Data on UTSAH Portal of UGC

The UGC vide its email dated 19th February 2024 of Joint Secretary forwarded by Governance Section of IGNOU has requested all HEIs to register on the UGC UTSAH at the earliest and upload the information on UTSAH Portal about the various activities initiated/undertaken under various Themes/Thrust Areas for the implementation of NEP 2020. The detailed information on the following themes has been submitted by the university for the AY2020- 2021, AY2021-2022, and AY 2022-2023:

1. Multidisciplinary and Holistic Education
2. Digital Empowerment and Online Education
3. Skill Development and Employability
4. Research, Innovation and Entrepreneurship
5. Capacity Building of Teachers for Quality Education
6. Governance and Autonomy
7. Accreditation and Excellence
8. Equitable and Inclusive Education
9. Promotion of Indian Languages and Indian Knowledge System
10. Internationalization of Education

A committee was constituted to collect and compile data and furnish information on the UTSAH Portal. Only point 10 is pending as data was not received from International Division till date.

Once the data will be collected for AQAR 2023-24, the same will be uploaded on the UTSAH portal for the AY 2023-2024.



## 9. Preparation of IGNOU AQAR 2023-2024

The NAAC portal requires the University to submit the AQAR for 2023-2024. The process of filling up of AQAR 2023-24 by CIQA has commenced in July 2024. It requires information and data from the constituent departments of the University for 128 metrics. Therefore, the CIQA working group has been re-constituted and notified. 42 qualitative metrics were prepared by the working group members in a workshop mode and 86 quantitative metrics along with the data templates were shared with the concerned Schools, Divisions, Centres, Units and Cells. The compiled data and information was finalized and uploaded on the NAAC portal during November and December 2024.



### Prepare AQAR for INDIRA GANDHI NATIONAL OPEN UNIVERSITY

**Type of Institution \***

Open Distance Learning (ODL) Universities ▼

**Academic Year to which AQAR has to be submitted \***

2023-2024 ▼

[Prepare](#)

**Show**

10 ▼

entries

Search:

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1	2023-2024	20-12-2024 13:34:39	<a href="#">Proceed</a>

Showing 1 to 1 of 1 entries

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## 10. Workshop with Schools of Studies

The workshop was conducted in a structured format, bringing together faculty members from various Schools of Studies. The Centre for Internal Quality Assurance (CIQA) led the session, presenting a detailed analysis of the university's current performance in key areas. Through presentations, interactive discussions, and Q&A sessions, the workshop facilitated the identification of gaps in data management and performance measures that influence NAAC accreditation and NIRF rankings. Specific areas requiring improvement were highlighted, and collaborative discussions were encouraged to propose solutions. The workshop concluded with a focused action plan for addressing these issues.

The primary objectives of the workshop were:

- To discuss the suggestions of the NAAC peer team and the gaps identified by the CIQA based on University's NAAC accreditation and NIRF ranking;
- To sensitize the faculty about the requirements for the upcoming NAAC (Second Cycle) and NIRF 2025 evaluations;
- To strategize the necessary actions to ensure improved performance in both accreditation and ranking processes; and
- To encourage collective efforts towards maintaining and enhancing IGNOU's prestigious status in national rankings and accreditation.

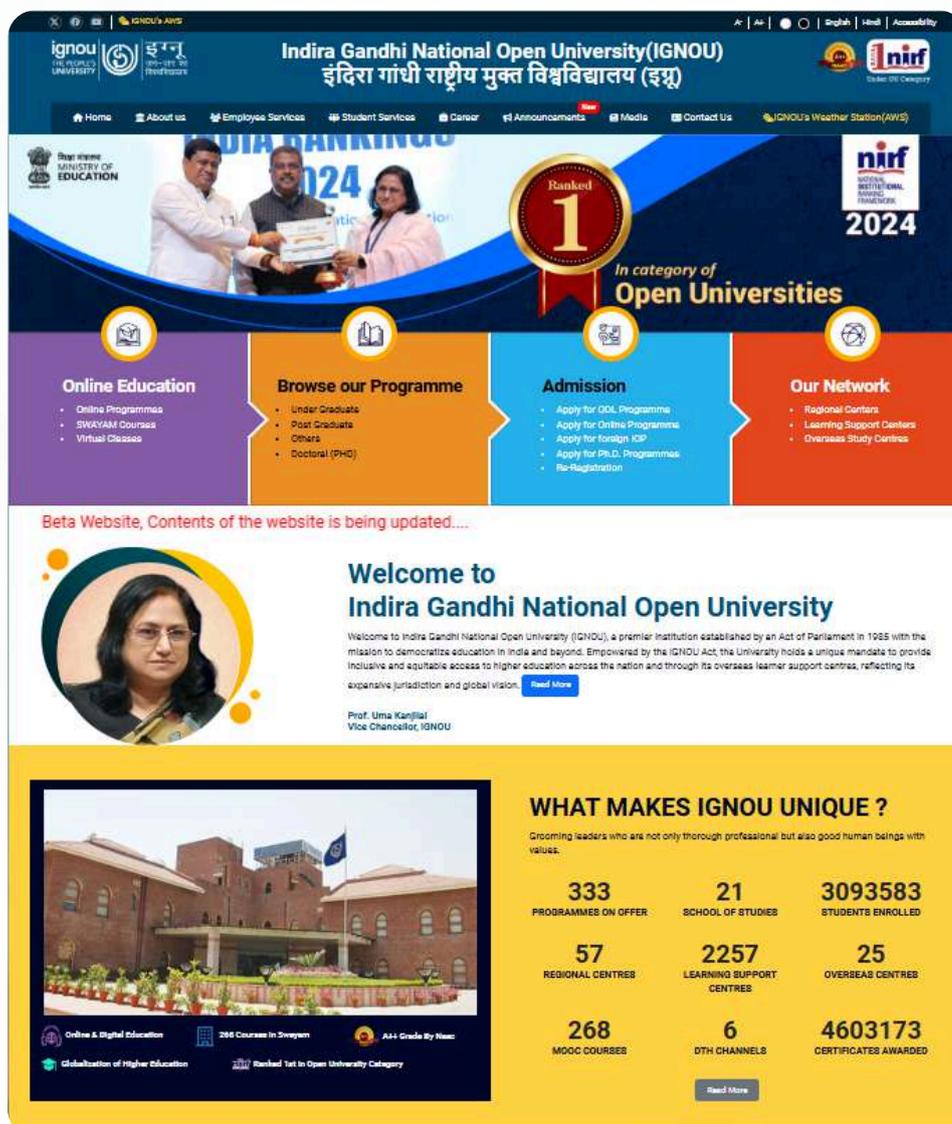
The workshop was attended by faculty members from 21 Schools of Studies and STRIDE at IGNOU, along with key officials from the CIQA and its Working Group, sharing insights on their respective roles in maintaining the university's standards.



# 11. Redesigning of IGNOU Website

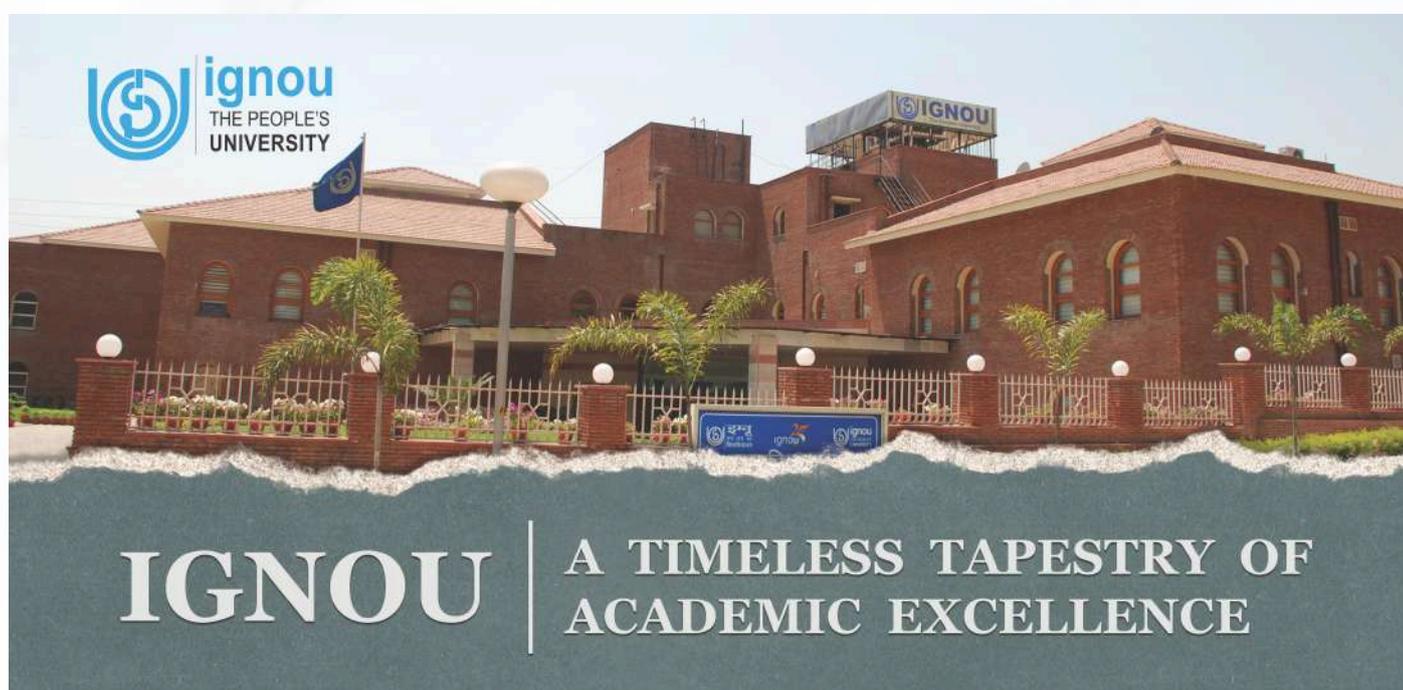
As part of its continuous efforts to enhance the digital presence and accessibility of Indira Gandhi National Open University (IGNOU), the Vice Chancellor constituted a committee under the chairpersonship of the Director, CIQA, to oversee the redesigning of the university’s official website. The committee was tasked with ensuring that the redesigned website aligns with the strategic objectives of the university and caters to the diverse needs of its stakeholders, both domestic and international.

The redesigned IGNOU website is currently in its beta version, incorporating all necessary information and enhancements for improved accessibility and user experience. This version ensures seamless interaction among learners, faculty, and stakeholders while aligning with global educational standards. Continuous refinements will be made based on feedback, reinforcing IGNOU’s commitment to quality education and institutional excellence in the digital era.



## 12. Documentation of IGNOU's Growth & Development (1985-2024)

In recognition of IGNOU's illustrious journey as a premier institution of open and distance learning, it was proposed to compile a book that chronicles the history, achievements, and milestones of the University. The purpose of the book was to document IGNOU's commitment to excellence in higher education and its pivotal role in shaping the educational landscape of India and beyond. A chronological presentation of significant milestones from 1985 to 2024, supplemented by photographs was the design adopted by the CIQA team. Efforts were made to compile the data from the university's annual reports, records, and archives available in the university library. This documentation was released as a book titled "IGNOU: A Timeless Tapestry of Academic Excellence" , on the IGNOU's 39th Foundation Day held on 19th November 2024, by the Hon'ble Union Minister of Education, Dr. Sukanta Majumdar, and AICTE Chairperson, Prof. T.G. Sitharam. This publication celebrates the enduring legacy of IGNOU and its significant contributions to the advancement of accessible and inclusive education, embodying the values and vision of the University.



# 13. Reconstitution of CIQA Committee

The Centre for Internal Quality Assurance (CIQA) plays a pivotal role in ensuring quality standards and adherence to the principles of excellence in open and distance learning at IGNOU. In view of the completion of the term of the previous CIQA Committee, the committee has been reconstituted as per the guidelines and requirements of the University.

The newly constituted committee comprises distinguished members with expertise in quality assurance, open and distance learning, and academic administration. The reconstituted committee will continue to focus on strengthening quality processes and enhancing IGNOU's alignment with national and international benchmarks, including the guidelines under the National Education Policy (NEP). Detailed information on the composition and responsibilities of the reconstituted CIQA Committee were circulated and is available through the official website of IGNOU.





F. No. AD/2/NA/460  
Date: 03 December, 2024

### NOTIFICATION

As per the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020 and mandatory requirement of NAAC a Centre for Internal Quality Assurance Committee of CIQA has been constituted within the University by the Vice-Chancellor.

Committee shall have the following compositions, namely :-

(a)	Vice Chancellor of the University	Chairperson (Ex-Officio)	Prof. Uma Kanjilal
(b)	Three senior teachers of Higher Educational Institution	Members	1. Prof. Rekha Sen Sharma Director, School of Continuing Education 2. Prof. Kaustuva Barik School of Social Sciences 3. Prof. D. Venkateshwarlu School of Education
(c)	Head of three Departments or School of Studies offering recognized programmes in Open and Distance Learning and Online mode	Members	1. Prof. Sandeep Singh Rawat Director, School of Computer and Information Sciences 2. Prof. Suhas Shetgovekar Director, School of Social Sciences 3. Dr. Saumya Director, School of Social Work
(d)	Two external experts of Open and Distance Learning and/or Online education	Members	1. Prof. Om Prakash Singh Negi Vice Chancellor, Uttarakhand Open University, Haldwani 2. Prof. Shyam Sunder Pattnaik Vice Chancellor Odisha State Open University, Sambalpur
(e)	Officials from the Administration and Finance departments of the Higher Educational Institution	Members (Ex-Officio)	1. Dr. Alok Chaube, Registrar (Admn), Administration Division, IGNOU 2. Dr. Jitendra Dev Gangwar, Finance Officer, IGNOU
(f)	Director, Centre for Internal Quality Assurance	Member Secretary (Ex-Officio)	Prof. Manjulika Srivastava Director, CIQA

**The membership of members at clauses (b) to (e) shall be for a period of two years.**

The Committee of Centre for Internal Quality Assurance shall meet at least once in a semester. The quorum for the meeting shall be two-third of the total number of members with mandatory presence of one external expert. The agenda, minutes and Action Taken Reports will be presented before the Board of Management meetings and are to be documented with official signatures and maintained electronically in a retrievable format.

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## 14. Preparation for NIRF Ranking for the year 2025

CIQA has registered on the portal of NBA for NIRF India Ranking 2025 on 6th December 2024. The data required for NIRF was provided by the Schools, Divisions, Centres, Units and Cells of the University. The information and data from the constituent units of the University was reviewed, compiled and wherever necessary modified/reworked. The University was required to submit the data for the years 2023-2024. The last date to submit the data in the portal was 3rd January 2025.

The screenshot displays the NIRF Data Capturing System interface for OPEN UNIVERSITY. The header includes the National Institutional Ranking Framework logo, Ministry of Education, Government of India, and the NIRF logo. The navigation menu contains links for HOME, ABOUT NIRF, PARAMETERS, DOCUMENTS, RANKING, FAQs, NOTIFICATION/ADVT, and CONTACT. The main content area is titled "Welcome to Data Capturing System: OPEN UNIVERSITY" and shows the Institute Name as Indira Gandhi National Open University (IGNOU) (IR-V-U-0104). The interface is organized into several sections with buttons for data entry:

- Student Details** (Warning icon): Sanctioned (Approved) Intake, Student Strength, Ph.D. Student Details, Placement & Higher Studies, Online Education.
- Units/Modules Developed & Revised** (Success icon): New Programs Developed, Programs Revised.
- Faculty and Learning Center Details** (Warning icon): Select Faculty From (NIRF-2024), Faculty Details (NIRF-2025), Learning Center Details.
- Institution Details** (Success icon): Financial Resources, PCS Facilities, Accreditation, Multiple Entry/Exit and Indian Knowledge System.
- Research Funding** (Warning icon): IPR, Sponsored Research Details, Consultancy Project Details.
- Declaration** (Warning icon): Declaration.

# CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)

## STAFF MEMBERS

**Prof. Manjulika Srivastava**  
*Director*

**Dr. Navita Abrol**  
*Dy. Director*

**Dr. Shekhar Suman**  
*Assistant Director*

**Mr. Arun Verma**  
*Personal Secretary*

**Mr. Alok Ranjan**  
*Asstt Executive (Data Processing)*

**Mr. Shegal Dhaka**  
*Multi Tasking Staff*



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