

**HEI ID: DEB-U- 0460**

**Name of HEI: Karunya Institute of Technology and Sciences (KITS)**

**Type of HEI: Deemed to be University (DU)**

# **Annual Report**

**OF**

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

**PROGRAMMES UNDER**

**ONLINE MODE**

**2025-26**

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

<https://kcode.karunya.edu/ugc-aicte>

**1.2 Details of Director, CIQA**

- Name: Dr. D. Tensing
- Qualification: Ph.D.
- Appointment Letter and Joining Report: Upload (PDF)

<https://drive.google.com/file/d/1089QXD1OlyLTAIxYBxtDjfnORXwJoM3P/view?usp=sharing>

**1.2 Details of CIQA Committee:**

a. Composition as per Regulations

| S. No. | Designation                                                                                                 | Nomination as | Name                                  | Qualification | Specialization                                                    | Date of Nomination in CIQA Committee |
|--------|-------------------------------------------------------------------------------------------------------------|---------------|---------------------------------------|---------------|-------------------------------------------------------------------|--------------------------------------|
| a      | Vice Chancellor of the University                                                                           | Chairperson   | Dr. R. Elijah Blessing                | M.E. Ph.D.    | Computer Science Engineering                                      | 05.08.2026                           |
| b      | Three Senior teachers of HEI                                                                                | Member 1      | Dr. S.J. Vijay Registrar              | M.E. Ph.D.    | Mechanical Engineering                                            | 05.08.2026                           |
|        |                                                                                                             | Member 2      | Dr. C. Joseph Kennady Director, CDOE  | M.Sc., Ph.D.  | Chemistry                                                         | 05.08.2026                           |
| c      | Head of three Departments or School of Studies from which programme is being offered in ODL and Online Mode | Member 3      | Dr. D. Nirmal Dean – Academic Affairs | M.Tech. Ph.D. | Electronics and Communication Engineering                         | 05.08.2026                           |
|        |                                                                                                             | Member 4      | Dr. P. Ranjit Jeba Thangaiah          | MCA. Ph.D.    | Computer Applications                                             | 05.08.2026                           |
|        |                                                                                                             | Member 5      | Dr. Mahila Jeba Thangaiah,            | M.Com. Ph.D   | Commerce                                                          | 05.08.2026                           |
|        |                                                                                                             | Member 6      | Dr. G. Vikram                         | MBA. Ph.D.    | Management                                                        | 05.08.2026                           |
| d      | Two External Experts of ODL and/or Online Education                                                         | Member 7      | Dr. K. Malar Mathi                    | MBA. Ph.D.    | Professor, Management, BSMED, Bharathiar University, Coimbatore   | 05.08.2026                           |
|        |                                                                                                             | Member 8      | Dr. P. Vikkraman                      | MBA. Ph.D.    | Associate Professor Management Studies Anna University Coimbatore | 05.08.2026                           |
| e      | Officials from departments of                                                                               | Member 9      | Dr. B. Jefferson Raja Bose            | M.E. Ph.D.    | Mechanical Engineering                                            | 05.08.2026                           |

|   |                                  |                             |                          |            |                      |            |
|---|----------------------------------|-----------------------------|--------------------------|------------|----------------------|------------|
|   | HEI<br>Administration<br>Finance | Member 10<br>Administration | CA. A. Joseph<br>Amulraj | C.A.,      | Finance Officer      | 05.08.2026 |
| f | Director, CIQA                   | Member<br>Secretary         | Dr. D. Tensing           | M.E. Ph.D. | Civil<br>Engineering | 05.08.2026 |

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: 1

b. Meeting details:

| Meetings  | Date-Month-Year | No. of External Expert Present | Minutes                                                                                     | Approval of Minutes                                                                         |
|-----------|-----------------|--------------------------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Meeting 1 | 18.08.2026      | 1                              | <a href="https://kcode.karunya.edu/ciqa/meeting">https://kcode.karunya.edu/ciqa/meeting</a> | <a href="https://kcode.karunya.edu/ciqa/meeting">https://kcode.karunya.edu/ciqa/meeting</a> |

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

From <Month, Year> academic session:

| Sr. No. | Name of the Department | Certificate Title | Duration (months) | No. of Credits | Admission Eligibility | Fee (Rs.) | Approval of statutory Authority (s) (DD- MM- YYYY) of HEI/ Regulatory authority (if required) | Number of students admitted (Male/Female/Trans-gender) |   |     |       |
|---------|------------------------|-------------------|-------------------|----------------|-----------------------|-----------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------|---|-----|-------|
|         |                        |                   |                   |                |                       |           |                                                                                               | M                                                      | F | T G | Total |
| NA      |                        |                   |                   |                |                       |           |                                                                                               |                                                        |   |     |       |

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

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

From <Month, Year> academic session:

| Sr. No. | Name of the Department | Diploma Title | Duration (months) | No. of Credits | Admission Eligibility | Fee (Rs.) | Approval of statutory Authority (s) (DD- MM- YYYY) of HEI/ Regulatory authority(if required) | Number of students admitted (Male/Female/Trans-gender) |   |    |       |
|---------|------------------------|---------------|-------------------|----------------|-----------------------|-----------|----------------------------------------------------------------------------------------------|--------------------------------------------------------|---|----|-------|
|         |                        |               |                   |                |                       |           |                                                                                              | M                                                      | F | TG | Total |

|    |
|----|
| NA |
|----|

Note: Mention details separately for <Month, Year> academic session, as applicable, as above.

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

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

| Sr. No. | Post Graduate Diploma Title | Duration (years) | No. of Credits | Admission Eligibility | Fee (Rs.) | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) |   |    |       |
|---------|-----------------------------|------------------|----------------|-----------------------|-----------|-------------------------------------|--------------------------------------------------------|---|----|-------|
|         |                             |                  |                |                       |           |                                     | M                                                      | F | TG | Total |
| NA      |                             |                  |                |                       |           |                                     |                                                        |   |    |       |

Note: Mention details separately for <Month, Year>academic session, as applicable, as above.

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

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

| Sr. No. | Under - Graduate Degree Title | Duration (years) | No. of Credits | Admission Eligibility | Fee (Rs.) | UGC Recognition Letter No. and date | Number of students admitted (Male/Female/Trans-gender) |   |    |       |
|---------|-------------------------------|------------------|----------------|-----------------------|-----------|-------------------------------------|--------------------------------------------------------|---|----|-------|
|         |                               |                  |                |                       |           |                                     | M                                                      | F | TG | Total |
| NA      |                               |                  |                |                       |           |                                     |                                                        |   |    |       |

Note: Mention details separately for <Month, Year> academic session, as applicable, as above.

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

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

| Sr. No. | Post-graduate Degree Title | Duration (years) | No. of Credits | Admission Eligibility           | Fee (Rs.) | UGC Recognition Letter No. and date                   | Number of students admitted (Male/Female/Trans-gender) |   |    |       |
|---------|----------------------------|------------------|----------------|---------------------------------|-----------|-------------------------------------------------------|--------------------------------------------------------|---|----|-------|
|         |                            |                  |                |                                 |           |                                                       | M                                                      | F | TG | Total |
| 1       | MBA (August 2025)          | 2                | 102            | Bachelor's Degree or Equivalent | 70000 pa  | F.No. 1-10/2025 (DEB-SR) 3 <sup>rd</sup> October 2025 | 9                                                      | 5 | -  | 14    |
| 2       | MBA (February 2026)        | 2                | 102            | Bachelor's Degree or Equivalent | 70000 pa  | F.No. 1-10/2025 (DEB-SR) 10 <sup>th</sup> April 2026  | 4                                                      | 3 | -  | 7     |

Note: Mention details separately for <Month, Year> academic session, as applicable, as above.

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

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

| S. No. | Provisions in Regulations                                                                                                                                   | Details of Action taken by CIQA and Outcome thereof (Not more than 500 words)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Upload Relevant Document                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Quality maintained in the services provided to the learners                                                                                                 | <p>To ensure quality content delivery to learners through online education, the Higher Education Institution (HEI) has implemented a series of measures, all of which are integrated into the Learning Management System (LMS) of KITS.</p> <p>The LMS is continuously upgraded based on learners' perspectives, needs, and feedback. These upgrades encompass both technical and academic content enhancements. The Centre for Distance and Online Education (CDOE) regularly reviews and updates the learning content in alignment with current industry requirements, thereby supporting learners in acquiring relevant skills and enhancing their employability.</p> <p>The academic content uploaded to the LMS is scrutinised by subject experts in the respective domains. Based on their recommendations, the content is periodically reviewed, revised, and upgraded to provide learners with relevant and comprehensive learning resources. Learners are familiarised with the LMS and other online resources through structured orientation programmes. In addition, demonstration videos are provided to guide learners on the effective use of the LMS and the procedures for appearing in internal and end-semester examinations.</p> | <p><a href="https://karunya.edu/ctc/technologyenablement/courses">https://karunya.edu/ctc/technologyenablement/courses</a></p> <p><a href="https://onlearn.karunya.edu/login/index.php">https://onlearn.karunya.edu/login/index.php</a></p> <p><a href="https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5IjoPzd8UQV62Kn/view?usp=sharing">https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5IjoPzd8UQV62Kn/view?usp=sharing</a></p> |
| 2      | Self-evaluative and effective exercises undertaken for continual quality improvement in all the systems and processes of the Higher Educational Institution | Self-learning materials (SLM) are provided by the Centre for Distance and Online Education (CDOE), KITS, to learners in accordance with the norms stipulated in the UGC (ODL and Online Education) Regulations, 2020. Newly introduced courses are developed and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <a href="https://onlearn.karunya.edu/login/index.php">https://onlearn.karunya.edu/login/index.php</a>                                                                                                                                                                                                                                                                                                                                  |

|   |                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                     |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                              | <p>implemented in compliance with the regulations and academic requirements of the HEI. CDOE regularly reviews and updates the learning materials based on feedback received from learners and other stakeholders through the respective Boards of Studies.</p> <p>Online live interactive sessions are conducted by the course faculty for each course, enabling learners to actively participate in a continuous learning process. Interactive questions are incorporated into video lectures at appropriate intervals to assess learner engagement and understanding. In addition, regular doubt-clearing sessions are conducted for all courses to provide timely academic support and address learners' queries.</p> | <a href="https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5IjoPzd8UQV62Kn/view?usp=sharing">https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5IjoPzd8UQV62Kn/view?usp=sharing</a> |
| 3 | Contribution in the identification of the key areas in which Higher Educational Institution should maintain quality                                          | <p>The HEI follows the four-quadrant approach stipulated by the UGC. Video resources, e-learning materials, and other digital learning resources are provided to learners through the KITS online platform. Course audits are conducted regularly to assess and ensure the quality, relevance, and effectiveness of the learning resources. The CIQA of CDOE ensures that the learning content is presented in a clear, accessible, and learner-friendly manner, enabling students to receive effective and comprehensible learning inputs.</p>                                                                                                                                                                           | <a href="https://onlearn.karunya.edu/login/index.php">https://onlearn.karunya.edu/login/index.php</a>                                                                               |
| 4 | Mechanism devised to ensure that the quality of Online programmes matches with the quality of relevant programmes in conventional mode. (For Dual Mode HEIs) | <p>A clear and structured mechanism is in place to ensure that the quality of Online programmes is comparable to that of the corresponding programmes offered through the conventional mode. All programmes follow a well-defined curriculum with a clear structure of credits, learning objectives, learning outcomes, and systematic unitization of the syllabus, supported by prescribed textbooks and reference materials. These parameters are aligned with the UGC regulations and are developed in accordance with the Learning Outcomes-based Curriculum Framework (LOCF) and Outcome-Based Education (OBE) principles prescribed by AICTE.</p> <p>The courses are initially formulated by</p>                    | <a href="https://onlearn.karunya.edu/login/index.php">https://onlearn.karunya.edu/login/index.php</a>                                                                               |

|   |                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                       |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                     | <p>the respective course faculty and reviewed by the Curriculum Development Cell (CDC) of the department, comprising all faculty members. The CDC considers inputs and feedback from key stakeholders, including students, parents, industry representatives, employers, and alumni. Based on these inputs, the CDC reviews and recommends the courses to the Board of Studies (BoS). The BoS and Academic Council critically examine and approve the curriculum, and the proceedings are subsequently placed before the Executive Council (EC) of the HEI for final approval.</p>                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                       |
| 5 | <p>Mechanisms devised for interaction with and obtaining feedback from all stakeholders namely, learners, teachers, staff, parents, society, employers, and Government for quality improvement.</p> | <p>Feedback from stakeholders is an important component of the academic environment, as it helps identify gaps, address lacunae, and continuously enhance the quality of academic resources. KITS has established a robust feedback mechanism through both online and offline modes. Recognizing the importance of feedback for online learners, who may not be physically present on the HEI campus.</p> <p>KITS provides multiple channels for submitting feedback, suggestions, and recommendations at any time. Learners can communicate their feedback directly to the course teacher, Programme Coordinator, or Course Mentor. The CIQA consolidates and analyses the feedback received and provides appropriate directions to the concerned departments and the CDOE for necessary revision, updation, and enhancement of learning resources.</p> | <p><a href="https://drive.google.com/file/d/12-POqR4uNtTZRNpxnBbnmyfz_WQkMj1s/view?usp=sharing">https://drive.google.com/file/d/12-POqR4uNtTZRNpxnBbnmyfz_WQkMj1s/view?usp=sharing</a></p> <p><a href="https://drive.google.com/file/d/1yY2G1TEqs8reEkF3QPjvZhA5DkOV-y0a/view?usp=sharing">https://drive.google.com/file/d/1yY2G1TEqs8reEkF3QPjvZhA5DkOV-y0a/view?usp=sharing</a></p> |
| 6 | <p>Measures suggested to the authorities of Higher Educational Institution for qualitative improvement</p>                                                                                          | <p>The Centre for Internal Quality Assurance (CIQA), under the chairmanship of the Vice-Chancellor, meets once every semester exclusively to review and deliberate on various parameters critical to the quality and effectiveness of online programmes. External experts serving on the committee critically evaluate these parameters and provide valuable suggestions during the meetings. The recommendations are implemented promptly after the minutes of the meeting</p>                                                                                                                                                                                                                                                                                                                                                                          | <p><a href="https://kcode.karunya.edu/ciqa/meeting">https://kcode.karunya.edu/ciqa/meeting</a></p>                                                                                                                                                                                                                                                                                    |

|   |                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                   |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                                       | <p>are approved.</p> <p>The Programme Coordinator plays a pivotal role in monitoring the delivery of academic content and learner support services to ensure that the prescribed standards of the courses are consistently maintained. Regular updates and notifications issued by the UGC-DEB regarding online programmes are discussed with the higher authorities and implemented in accordance with their directions and applicable regulations.</p>                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                   |
| 7 | Implementation of its recommendations through periodic reviews                                                                                                                                                        | <p>Following the approval of the CIQA meeting minutes, periodic reviews will be conducted by the Programme Coordinator to monitor the implementation of the points approved in the minutes.</p> <p>Concerns or challenges encountered in implementing the approved points will be reported to the Director, CDOE, or the Registrar for appropriate action</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <a href="https://kcode.karunya.edu/ciqa/meeting">https://kcode.karunya.edu/ciqa/meeting</a>                                                                                       |
| 8 | Workshops/seminars/symposium organized quality related themes, ensure participation of all stake holders, and disseminate the reports of such activities among all the stakeholders in Higher Educational Institution | <p>Workshops and seminars are organised for new learners to familiarise them with the Learning Management System (LMS) and its various features. These activities enable learners to effectively utilise online platforms for their academic activities and enhance their overall learning experience. The CDOE takes proactive measures to organise short-term training programmes for both learners and faculty members to ensure the smooth and effective delivery of online programmes without any hindrance.</p> <p>Course teachers also disseminate information about seminars, workshops, and other academic programmes organised by reputed institutions through both online and offline channels, enabling learners to participate in such programmes and benefit from the additional learning opportunities.</p> | <a href="https://drive.google.com/file/d/1-Q4-EmofIgTYjjnWIFFCFzLA8kVtwCv/view?usp=sharing">https://drive.google.com/file/d/1-Q4-EmofIgTYjjnWIFFCFzLA8kVtwCv/view?usp=sharing</a> |
| 9 | Developed and collated best practices in all areas leading to quality enhancement in services to the learners and disseminate the same all concerned in Higher                                                        | Existing practices that require improvement are identified, and the CDOE initially evaluates the feasibility of enhancing such practices. The CDOE and the Programme Coordinator interact with other departments within the HEI as well as with other HEIs to identify and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                   |

|    |                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                     |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Educational Institution                                                                                                                                                                                                                          | <p>benchmark best practices that can be adopted and implemented at CDOE, KITS, subject to approval.</p> <p>Following implementation, the effectiveness of these practices is systematically reviewed from the learners' perspective. Continuous feedback is obtained from stakeholders, and necessary modifications are made to ensure that the practices remain effective and meet the expectations of all stakeholders.</p>                                                                                                                                                                                                           |                                                                                                                                                                                     |
| 10 | Collected, collated and disseminated accurate, complete and reliable statistics about the quality of the programme(s).                                                                                                                           | <p>The Core Committee, headed by the Director–CDOE, carefully reviews the program based on the Programme Project Report (PPR) submitted in accordance with the applicable UGC regulations. The CIQA reviews the PPR to assess whether the prescribed deliverables and objectives have been achieved.</p> <p>Based on this assessment, appropriate suggestions and recommendations are provided to enhance the quality and effectiveness of the program. CDOE shall systematically collect and maintain relevant data from the commencement of the program to facilitate continuous monitoring, evaluation, and quality improvement.</p> | <a href="https://drive.google.com/file/d/1eDx-2IescOYEs4VlDqI3Yn4lPhgyrhDb/view?usp=sharing">https://drive.google.com/file/d/1eDx-2IescOYEs4VlDqI3Yn4lPhgyrhDb/view?usp=sharing</a> |
| 11 | Measures taken to ensure that Programme Project Report for each programme is according to the norms and guidelines prescribed by the Commission and wherever necessary by the appropriate regulatory authority having control over the programme | <p>The Program Project Report (PPR) prepared by the department for the launch of the programme is first reviewed by the Centre for Internal Quality Assurance (CIQA) and subsequently placed before the appropriate statutory academic bodies of the HEI, such as the Board of Studies and the Academic Council, for consideration and approval.</p> <p>For the existing programme, the suggestions and recommendations provided by the statutory bodies have been duly incorporated and implemented to ensure continuous improvement and quality enhancement.</p>                                                                      | <a href="https://drive.google.com/file/d/1eDx-2IescOYEs4VlDqI3Yn4lPhgyrhDb/view?usp=sharing">https://drive.google.com/file/d/1eDx-2IescOYEs4VlDqI3Yn4lPhgyrhDb/view?usp=sharing</a> |
| 12 | Mechanism to ensure the proper implementation of Programme Project Reports                                                                                                                                                                       | A mechanism is in place to ensure the effective and successful implementation of the Program Project Reports (PPRs). A Program Coordinator is appointed for each program and is responsible for meticulously monitoring and ensuring the                                                                                                                                                                                                                                                                                                                                                                                                | <a href="https://drive.google.com/file/d/1eDx-2IescOYEs4VlDqI3Yn4lPhgyrhDb/view?usp=sharing">https://drive.google.com/file/d/1eDx-2IescOYEs4VlDqI3Yn4lPhgyrhDb/view?usp=sharing</a> |

|    |                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                         |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                       | <p>implementation of the PPR in accordance with the guidelines prescribed by the UGC.</p> <p>The PPR is maintained as a comprehensive guiding document for each program and is aligned with the prescribed UGC standards. Periodic meetings are conducted with the respective Program Coordinators to review progress, monitor implementation, identify any gaps, and take appropriate corrective measures to ensure the effective delivery and continuous improvement of the program.</p>                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                         |
| 13 | Maintenance of record of Annual Plans and Annual Reports of Higher Educational Institution, review them periodically and generate actionable reports. | <p>The proceedings of all meetings are recorded in the form of minutes and maintained in both soft and hard copies for information, reference, and compliance by all concerned. The academic schedule is published through the Academic Calendar, which clearly specifies the dates of internal and end-semester assessments, working days, holidays, and other important academic activities for the benefit of learners. The Academic Calendar for the online programmes is reviewed by the Registrar and approved by the Director, CDOE.</p>                                                                                                                                                                                                                                                                                                                                         | <p><a href="https://drive.google.com/file/d/1Vd1uil6ibfdl4yR7SCsO7hJvEliyn8CT/view?usp=sharing">https://drive.google.com/file/d/1Vd1uil6ibfdl4yR7SCsO7hJvEliyn8CT/view?usp=sharing</a></p> <p><a href="https://drive.google.com/file/d/1L-pgzOizNyCewOEItgdgZD_tvNPKyLpSP/view?usp=sharing">https://drive.google.com/file/d/1L-pgzOizNyCewOEItgdgZD_tvNPKyLpSP/view?usp=sharing</a></p> |
| 14 | Inputs provided to the Higher Educational Institution for restructuring of programmes in order to make them relevant to the job market.               | <p>Course faculty and programme coordinators continuously update their knowledge of emerging trends in their respective disciplines by engaging in case studies, keeping abreast of developments in the relevant industrial sectors and government policies, and participating in consultancy activities.</p> <p>KITS has a well-defined policy on summer internships for faculty members, enabling them to identify industries relevant to their areas of specialisation and undergo a 30-day industry internship, during which they actively participate in ongoing projects. Such industry exposure enhances the practical knowledge and professional competence of faculty members and, in turn, enables them to enrich and restructure course content, incorporate emerging industry practices, and introduce new programmes in alignment with changing industry requirements.</p> | <p><a href="https://kcode.karunya.edu/ciqa/meeting">https://kcode.karunya.edu/ciqa/meeting</a></p>                                                                                                                                                                                                                                                                                      |

|    |                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                     |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15 | Facilitated system based research on ways of creating learner centric environment and to bring about qualitative change in the entire system. | The Online MBA programme curriculum incorporates a project component that provides learners with an opportunity to undertake research on a specific topic and develop innovative solutions to real-world industrial problems. This component enables learners to apply their theoretical knowledge and analytical skills to practical situations, thereby enhancing their research capabilities, problem-solving skills, and industry readiness.                                                                     | <a href="https://kcode.karunya.edu/courses/master-of-business-administration">https://kcode.karunya.edu/courses/master-of-business-administration</a>                               |
| 16 | Steps taken as a nodal coordinating unit for seeking assessment and accreditation from a designated body for accreditation such as NAAC etc.  | Guidelines will be provided by CIQA to CDOE, department and to the respective program coordinators in order to achieve the standards set by the Assessment and Accreditation bodies from India and abroad. Assessment and accreditation council based criterion wise grade points can be calculated based on the direction given by the CIQA and program coordinator will take remedial action.                                                                                                                      | <a href="https://drive.google.com/file/d/1vHt_owGHuNILwBfsx6lRd-VKBXBoS5Ck/view?usp=sharing">https://drive.google.com/file/d/1vHt_owGHuNILwBfsx6lRd-VKBXBoS5Ck/view?usp=sharing</a> |
| 17 | Measures adopted to ensure internalization and Institutionalization of quality enhancement practices through periodic accreditation and audit | Semester-wise internal and external audits will be conducted by the CIQA to assess and monitor the quality of academic and administrative processes. The outcomes of these audits will be communicated to the relevant stakeholders and authorities for review and necessary action. This systematic audit process will foster a strong culture of quality consciousness among faculty members and stakeholders, thereby facilitating the internalization and institutionalization of quality enhancement practices. | <a href="https://drive.google.com/file/d/1vHt_owGHuNILwBfsx6lRd-VKBXBoS5Ck/view?usp=sharing">https://drive.google.com/file/d/1vHt_owGHuNILwBfsx6lRd-VKBXBoS5Ck/view?usp=sharing</a> |
| 18 | Steps taken to coordinate between Higher Educational Institution and the Commission for various quality related initiatives or guidelines     | The Registrar will circulate all quality-related initiatives and guidelines issued by the Commission to all stakeholders for their information and necessary action. The Registrar's Office will regularly monitor and follow up on the actions taken in response to the initiatives and guidelines issued by the UGC. Feedback from stakeholders will also be sought after implementation to assess the effectiveness of the initiatives and identify areas for further improvement.                                | <a href="https://drive.google.com/file/d/1MhJcurCyFepVVUo9ywBO2UniAurFkyvG/view?usp=sharing">https://drive.google.com/file/d/1MhJcurCyFepVVUo9ywBO2UniAurFkyvG/view?usp=sharing</a> |
| 19 | Information obtained from other Higher Educational Institutions on various quality                                                            | Quality benchmarks and best practices adopted by other Higher Education Institutions (HEIs) will be identified through their official websites and                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                     |

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|    | benchmarks or Parameters and best practices.                                                                                                                                                                 | relevant studies. The CDOE and CIQA will critically examine these practices and assess their relevance and applicability for incorporation into the institution's quality enhancement processes.                                                                                                                                                                                                                 |                                                                                             |
| 20 | Recorded activities undertaken on quality assurance in the form of an annual report of Centre for Internal Quality Assurance                                                                                 | All activities undertaken by the CDOE and its programmes are systematically documented and consolidated in the CIQA Annual Report.                                                                                                                                                                                                                                                                               | <a href="https://kcode.karunya.edu/ciqa/report">https://kcode.karunya.edu/ciqa/report</a>   |
| 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                                               | The Annual Report serves as an operational record for ensuring the quality delivery of content in the online programmes. The relevant data were carefully collated, verified, and presented by the CIQA to the higher authorities of KITS. The finalized report will subsequently be published on the KITS website and uploaded to the UGC-DEB portal, as mandated by the UGC.                                   | <a href="https://kcode.karunya.edu/ciqa/report">https://kcode.karunya.edu/ciqa/report</a>   |
| 22 | Submitted a copy of report in the format as specified by the Commission, duly approved by the statutory authorities of the higher educational Institution annually to the Commission.                        | The copy of the CIQA report is uploaded in the UGC-DEB portal of HEI.                                                                                                                                                                                                                                                                                                                                            | <a href="https://kcode.karunya.edu/ciqa/report">https://kcode.karunya.edu/ciqa/report</a>   |
| 23 | Overseen the functioning of Centre for Internal Quality Assurance and approve the reports generated by Centre for Internal Quality Assurance on the effectiveness of quality assurance systems and processes | Meetings of the CIQA are conducted under the chairmanship of the Vice-Chancellor. The meetings are attended by all committee members in accordance with the composition prescribed by the UGC, including two external experts. The committee carefully reviews the quality of academic programmes and their delivery mechanisms and provides recommendations and suggestions for continuous quality improvement. | <a href="https://kcode.karunya.edu/ciqa/meeting">https://kcode.karunya.edu/ciqa/meeting</a> |
| 24 | Facilitated adoption of instructional design requirements as per the philosophy of the Online learning decided by the statutory bodies of the HEI for its different academic programmes                      | Online programs have adopted instructional design requirements in accordance with the philosophy and principles of online learning established by the statutory bodies of the HEI. The instructional designs are reviewed and approved by the Academic Council, chaired by the Vice Chancellor.<br><br>Following approval, the instructional designs are implemented across the                                  | <a href="https://www.karunya.edu/academics">https://www.karunya.edu/academics</a>           |

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|    |                                                                                                                                                             | online programs. The CIQA and the respective Program Coordinators regularly monitor the implementation to ensure compliance with the approved standards and to facilitate continuous quality improvement.                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                 |
| 25 | Promoted automation of learner support services of the Higher Educational Institution                                                                       | All processes, including application, fee payment, admission, academic content delivery, and assessment, are conducted fully online, supported by robust technical services provided by the Computer Technology Centre (CTC) of KITS. Learners are provided with the contact details of the CTC and the respective Programme Coordinator, whom they can approach for technical, academic, or other assistance throughout their learning journey.                                                                                                                                                         | <a href="https://kcode.karunya.edu/admission/procedure">https://kcode.karunya.edu/admission/procedure</a>                                                                                                                                                                       |
| 26 | Coordinated with external subject experts or agencies or organisations, the activities pertaining to validation and annual review of its in-house processes | This activity is entrusted to the CIQA and the respective Program Coordinator. They maintain regular communication with external experts to periodically review the delivery mechanisms and assess the quality of the content delivered. Expert feedback and opinions from industry professionals and representatives of other institutions are presented and discussed during the CIQA meetings, which are conducted twice a year. All recommendations and suggestions made by the CIQA are duly considered and implemented to ensure continuous quality improvement in the delivery of the programmes. | <a href="https://kcode.karunya.edu/ciqa/meeting">https://kcode.karunya.edu/ciqa/meeting</a>                                                                                                                                                                                     |
| 27 | Coordinated with third party auditing bodies for quality audit of programme(s)                                                                              | It is planned to conduct a third-party academic audit once every three years and an internal academic audit annually. In addition, upon completion of each batch, an internal course audit will be conducted by a team constituted by the CIQA to assess the quality and effectiveness of course delivery and to identify areas for continuous improvement.                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                 |
| 28 | Overseen the preparation of Self-Appraisal Report to be submitted to the Assessment and Accreditation agencies on behalf of Higher Educational Institution  | The Self-Appraisal Report (SAR) will be submitted to the concerned department responsible for assessment and accreditation within the stipulated time for review. As one batch of online learners just completed the programme, the required information and supporting data for assessment and accreditation are being carefully collected and compiled in                                                                                                                                                                                                                                              | <a href="https://www.karunya.edu/iqac#:~:text=The%20IQAC%20of%20Karunya%20Institute,National%20Assessment%20and%20Accreditation%20Council">https://www.karunya.edu/iqac#:~:text=The%20IQAC%20of%20Karunya%20Institute,National%20Assessment%20and%20Accreditation%20Council</a> |

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|    |                                                                                                                    | accordance with the requirements and guidelines prescribed by the respective assessment and accreditation agencies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                     |
| 29 | Promoted collaboration and association for quality enhancement of Online mode of education and research therein    | Activities are planned to enhance the quality and effectiveness of online education and research through active collaboration with industries and government agencies. Learners will be encouraged to undertake case study analyses, mini and major projects, industry immersion programmes, and other experiential learning activities. These initiatives will enable learners to apply the knowledge and skills acquired through online classes to real-world situations, thereby enhancing the quality of learning, developing practical competencies, and fostering research interest and innovation. | <a href="https://kcode.karunya.edu/">https://kcode.karunya.edu/</a>                 |
| 30 | Facilitated industry-institution linkage for providing exposure to the learners and enhancing their employability. | The HEI is committed to strengthening industry engagement through its Centre for Industrial Collaboration. Information regarding industry collaborations and opportunities will be shared with online learners to encourage them to establish contact with industries in their respective locations and engage with industry professionals. The HEI has also established partnerships with several industries through Memoranda of Understanding (MoUs), providing opportunities for meaningful industry interaction and collaboration.                                                                   | <a href="https://www.karunya.edu/placements">https://www.karunya.edu/placements</a> |

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

| Sr. No. | Provisions in Regulations                                                                                                                                               | Action taken in respect of online programmes                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Upload relevant document                                                                |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 1       | Governance, Leadership and Management:<br>a) Organization Structure and Governance<br>b) Management<br>c) Strategic Planning Operational Plan,<br>d) Goals and Policies | (a) KITS is committed to filling all sanctioned positions in the Centre for Distance and Online Education (CDOE) in accordance with the requirements stipulated by the UGC for online education. The Centre is headed by a full-time Director who is a senior Professor of KITS. The HEI ensures that all necessary human resources are provided to the Centre to effectively discharge its academic, administrative, and support functions and to establish a robust and credible governance system. | <a href="https://kcode.karunya.edu/leadership">https://kcode.karunya.edu/leadership</a> |

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|  |  | <p><b>(b)</b> KITS has a well-defined organizational structure, with the Vice Chancellor serving as the head of the institution. The Management regularly reviews the progress and performance of the online programmes through the Centre for Internal Quality Assurance (CIQA) and provides necessary guidance and support to the CDOE in all its endeavours. The Management is committed to achieving the vision, mission, and goals of the institution through effective governance and continuous quality enhancement.</p> <p><b>(c)</b> To maintain and continuously enhance the quality of online education, KITS undertakes a series of systematic measures covering strategic planning, implementation, monitoring, and review. These measures are aligned with the academic and administrative processes of the HEI and are implemented through clearly defined policies, procedures, and institutional mechanisms.</p> <p><b>(d)</b> The goals of the CDOE are derived from the vision and mission of the HEI and are realistic, measurable, and achievable. Appropriate rubrics and performance indicators are established to assess the achievement of each goal related to online education. These goals are aligned with the institutional strategic plan and are implemented with the active involvement and commitment of the Management and all relevant stakeholders.</p> <p>To facilitate effective implementation, KITS has established clear Standard Operating Procedures (SOPs) that define the processes, responsibilities, and levels of authority for approvals and decision-making. All relevant policies, procedures, and guidelines are communicated effectively to stakeholders through appropriate institutional communication channels. This systematic approach ensures transparency, accountability, consistency, and continuous improvement in the delivery and governance of online education.</p> |  |
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| 2 | Articulation of Higher Educational Institution Objectives                                                                                                                                 | <p>KITS aims to establish the Centre for Distance and Online Education (CDOE) as an internationally renowned centre of excellence in online education. To achieve this vision, KITS has developed clear goals, strategies, and a strong commitment to their effective implementation.</p> <p>The CDOE focuses on increasing access to quality higher education, particularly for learners from underprivileged and economically weaker sections of society, thereby contributing to nation-building through the development of a skilled and competent workforce. The Centre also actively supports and contributes to the academic, research, and developmental endeavours of the University.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <a href="https://kcode.karunya.edu/">https://kcode.karunya.edu/</a>               |
| 3 | Programme Development and Approval Processes<br>Curriculum Planning, Design and Development<br>Curriculum Implementation<br>Academic Flexibility<br>Learning Resource<br>Feedback System. | <p><b>(a)</b> Quality academic content and effective teaching pedagogy are the two primary areas of focus of the HEI. To achieve these objectives, KITS gives priority to the systematic planning, design, and development of curricula for all its academic programmes, including online programmes. Clearly defined processes, methodologies, structures, and Standard Operating Procedures (SOPs) have been established to ensure the effective and consistent implementation of these activities.</p> <p><b>(b)</b> KITS has established a well-defined academic procedure for curriculum development, which is implemented under the guidance of the Dean of Academic Affairs. The same procedure is followed for online programmes. The academic handbook of the University clearly specifies the courses to be offered in each semester, the credits to be earned by learners, assessment methodologies, course objectives, learning outcomes, and other academic requirements. Learners are also provided with flexibility to choose elective and skill-based courses from different disciplines, thereby broadening their knowledge and enhancing their industry readiness.</p> <p><b>(c)</b> In consultation with the Programme Coordinator, learners are permitted to choose selected courses from different</p> | <a href="https://www.karunya.edu/academics">https://www.karunya.edu/academics</a> |

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|  |  | <p>disciplines according to their interests and career aspirations. To facilitate this flexibility, details of open courses offered by various departments are provided in the Academic Handbook. For online learners, opportunities are also provided for project-based learning and participation in Massive Open Online Courses (MOOCs) offered through platforms such as SWAYAM and NPTEL. Since online learners may be geographically dispersed and unable to access campus-based information directly, the Programme Coordinator ensures that such opportunities are communicated to them in a timely manner.</p> <p><b>(d)</b> CDOE provides e-Learning Materials (ELMs) to all registered learners through its online Learning Management System (LMS), in accordance with the guidelines prescribed by the Commission. To enhance the effectiveness and quality of the learning materials, CDOE regularly obtains feedback from learners regarding their experience in accessing and using the ELMs, and such feedback is duly considered for further improvement. Recognizing the importance of appropriate media and technological support in online education, CDOE utilizes the facilities and expertise of the Computer Technology Centre (CTC) of KITS to develop high-quality course content that meets the diverse learning requirements of students. The online learning system is designed to be user-friendly, accessible, and convenient for all learners.</p> <p><b>(e)</b> KITS has established a systematic mechanism for obtaining feedback from its key stakeholders, including students, parents, teachers, industry representatives, and employees. The feedback received is categorized according to its nature and is referred to the appropriate authorities for necessary action. Academic feedback relating to online programmes is reviewed by the Director, CDOE, in consultation with the respective Programme Coordinator. Relevant feedback is placed before the Curriculum Development Cell of the</p> |  |
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|   |                                          | <p>concerned department for detailed review and appropriate incorporation into the curriculum.</p> <p>The proposed modifications are subsequently placed before the Board of Studies for consideration and recommendation, and the recommendations are forwarded to the Academic Council for final approval. This systematic feedback mechanism ensures continuous curriculum improvement and strengthens the quality and relevance of the online programmes.</p>                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                         |
| 4 | Programme Monitoring and Review          | A robust program monitoring and review system is in place to conduct periodic reviews and ensure the quality of academic programs. Faculty members and the Program Coordinator regularly review the learners' performance in internal assessments and, based on the findings, implement appropriate mid-course corrective measures. These interventions help improve the quality of content delivery, teaching methodologies, and learners' overall understanding and academic performance.                                                                                                                                                                                                                                                                                                                                 | <a href="https://www.karunya.edu/academics">https://www.karunya.edu/academics</a>                                       |
| 5 | Infrastructure Resources                 | KITS has excellent infrastructure and facilities to meet the requirements of online education. The Karunya Media Centre is equipped with a lecture-capturing system, video recording studio, editing facilities, and other necessary resources, which are readily available to the faculty of the online programmes for the development and delivery of high-quality digital content. The Computer Technology Centre (CTC) of KITS provides high-speed internet connectivity with a bandwidth of 10 Gbps, along with an AI-enabled proctored remote monitoring system to support secure and effective online assessments. The Central Library of KITS provides access to a wide range of digital and online resources, enabling online learners to access relevant academic materials and scholarly resources conveniently. | <a href="https://karunya.edu/index.php/ctc">https://karunya.edu/index.php/ctc</a>                                       |
| 6 | Learning Environment and Learner Support | KITS has excellent infrastructure and facilities to meet the requirements of online education. The Karunya Media Centre is equipped with a lecture-capturing system, video recording studio, editing facilities, and other necessary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <a href="https://karunya.edu/ctc/technologyenablement/courses">https://karunya.edu/ctc/technologyenablement/courses</a> |

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|   |                           | resources, which are readily available to the faculty of the online programmes for the development and delivery of high-quality digital content. The Computer Technology Centre (CTC) of KITS provides high-speed internet connectivity with a bandwidth of 10 Gbps, along with an AI-enabled proctored remote monitoring system to support secure and effective online assessments. The Central Library of KITS provides access to a wide range of digital and online resources, enabling online learners to access relevant academic materials and scholarly resources conveniently.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <a href="https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5ljoPzd8UQV62Kn/view?usp=sharing">https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5ljoPzd8UQV62Kn/view?usp=sharing</a> |
| 7 | Assessment and Evaluation | <p>Online examinations, now an integral component of digital education, are facilitated through the Karunya Examination Portal (KEP). The portal offers comprehensive functionalities for creating and managing question banks, scheduling and conducting online examinations, and monitoring examination processes. It incorporates Artificial Intelligence (AI)-based and live proctoring mechanisms to ensure the integrity and security of examinations. In addition, quality analytics, expert review, and auditing of questions are integrated into the system to enhance the quality and reliability of assessments.</p> <p>A continuous assessment model with a formative approach is implemented throughout the curriculum through the following components:</p> <p>Multiple-choice questions embedded within each topic of the syllabus.</p> <p>Case-study-based problems designed to develop analytical and problem-solving skills, particularly for management learners.</p> <p>Comprehensive feedback on lectures and assessment questions to support continuous improvement in learning. Attendance tracking for online classes to monitor learner participation and engagement.</p> <p>Group discussions and interactive chat-room activities to promote collaboration</p> | <a href="https://www.karunya.edu/ctc/technologyenablement/kep">https://www.karunya.edu/ctc/technologyenablement/kep</a>                                                             |

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|   |                                        | <p>and active learning.</p> <p>The performance of learners across these activities is consolidated to generate a cumulative assessment score. In addition, a full-fledged online End-Semester Examination system is available through KEP, incorporating AI-based proctoring to ensure secure, transparent, and credible conduct of examinations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                     |
| 8 | Teaching Quality and Staff Development | <p>Faculty members are provided with training to effectively utilize Interactive Communication Tools (ICT) for delivering high-quality lectures. ICT-enabled teaching methodologies are systematically implemented in the online education programmes of KITS. The Centre for Distance and Online Education (CDOE), in collaboration with the Computer Technology Centre, regularly organizes training programmes to familiarize faculty members with emerging technologies and innovative teaching tools. These initiatives enhance their knowledge, skills, and ability to effectively integrate technology into their day-to-day teaching and learning practices.</p> <p>Faculty members are also encouraged to participate in seminars, conferences, workshops, and other professional development programmes organized by reputed institutions to broaden their knowledge and stay updated with emerging trends in online education. In addition, support staff undergo regular skill-enhancement training to ensure effective technical and operational support to faculty members in the implementation and use of ICT-enabled teaching and learning tools.</p> | <a href="https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5IjoPzd8UQV62Kn/view?usp=sharing">https://drive.google.com/file/d/15aFzSeNpSywqD6nMM5IjoPzd8UQV62Kn/view?usp=sharing</a> |

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

| Sr. No | Provisions in Regulations | Action taken in respect of online programmes                                                                                              | Upload relevant document                                                          |
|--------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 1      | Academic Planning         | KITS has a well-established and supportive academic planning mechanism that ensures learners receive quality academic inputs aligned with | <a href="https://www.karunya.edu/academics">https://www.karunya.edu/academics</a> |

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|   |                                                                                                                                                                                                                                                                                                            | national and international perspectives. The academic planning process is aligned with the national mission, industry standards, and the Institution's strategic directions, thereby providing meaningful value addition to online learners. The Centre for Distance and Online Education (CDOE) is supported by the requisite manpower, including qualified faculty and supporting staff, in accordance with the prescribed norms of the Commission, to effectively address the academic and administrative needs of learners. The curriculum and syllabi are reviewed and updated regularly to remain responsive to evolving industry trends, market requirements, and emerging developments in the relevant fields.                             |                                                                                                                                                                                     |
| 2 | Validation                                                                                                                                                                                                                                                                                                 | To maintain quality and ensure that academic programmes are implemented in accordance with the approved strategic plan and intended outcomes, a well-defined validation procedure is in place. This procedure ensures that the academic programmes achieve their intended learning outcomes while providing a conducive learning environment that enables learners to enhance and upskill their knowledge and competencies. The programmes offered by CDOE will undergo systematic validation at the end of each semester and a comprehensive final validation upon completion of the programme. These validation processes will facilitate continuous quality improvement and ensure the effective achievement of the intended academic outcomes. | <a href="https://drive.google.com/file/d/1vHt_owGHuNlLwBfsx6lRd-VKBXBoS5Ck/view?usp=sharing">https://drive.google.com/file/d/1vHt_owGHuNlLwBfsx6lRd-VKBXBoS5Ck/view?usp=sharing</a> |
| 3 | Monitoring Evaluation and Enhancement Plans Reports from Examination Centres External Auditor or other External Agencies report Systematic Consideration of Performance Data at Programme, Faculty and Higher Educational Institution levels Reporting and Analytics by the Higher Educational Institution | <p><b>(a)</b> The effectiveness of the online programmes is monitored through regular reports received from the Controller of Examinations on various examination-related aspects, including learner attendance, examination schedules, conduct, and results, generated through the Online Examination Portal of the CoE. Based on the findings of these reports, appropriate corrective and improvement measures are initiated as required.</p> <p><b>(b)</b> All courses are subjected to internal and external academic audits in</p>                                                                                                                                                                                                           | <a href="https://karunya.edu/coe">https://karunya.edu/coe</a>                                                                                                                       |

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|  | Periodic Review | <p>accordance with the academic regulations of the University. The audit findings and reports are shared with the concerned faculty members and programme coordinators, and appropriate corrective measures are implemented to address the identified areas for improvement.</p> <p><b>(c)</b> CDOE ensures that relevant learner performance data, including pass percentage, grading patterns, academic progression, and other performance indicators, are shared with the concerned learners and course teachers. These data-driven insights facilitate timely interventions and contribute to the continuous enhancement of teaching-learning processes and academic quality.</p> <p><b>(d)</b> The web-based ERP system of KITS provides comprehensive reports and analytical insights based on academic and learner-related data. These analytics support informed decision-making regarding necessary updation, modification, and improvement of course content, teaching methodologies, and other academic processes to facilitate effective knowledge transfer and enhance learner outcomes.</p> <p><b>(e)</b> KITS has a well-established review and feedback mechanism to obtain inputs from various stakeholders and to assess the effectiveness of courses and teaching-learning processes. This includes stakeholder feedback, 360-degree evaluation of course teachers, evaluation of content quality and delivery, and periodic self-evaluation. The findings are systematically reviewed and used to identify areas for improvement and implement appropriate measures for the continuous enhancement of academic quality and overall performance.</p> |  |
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### Part – III: Human Resources and Infrastructural Requirements

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

Or

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

Dr. C. Joseph Kennady, M.Sc., Ph.D., Full time regular employee of the University.  
<https://drive.google.com/file/d/1wqUijDwj1W4FuWfxyE-W7Xk6VsUa3z93/view?usp=sharing>

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

Or

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

Dr. P. Ranjit Jeba Thangaiah, MCA. M.Phil., Ph.D. Full time regular employee of the University  
[https://drive.google.com/file/d/19RVlx47tqzNqGDPAjy5KqRZmg2\\_LlmSr/view?usp=sharing](https://drive.google.com/file/d/19RVlx47tqzNqGDPAjy5KqRZmg2_LlmSr/view?usp=sharing)

**3.3 Name and details of Assistant Director of Centre for Distance and Online Education (Dual Mode University) - Full time or contractual basis, not below the rank of an Assistant Professor**

Or

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

Dr. B. Vidhya, M.Sc., Ph.D. Full time regular employee of the University  
[https://drive.google.com/file/d/19RVlx47tqzNqGDPAjy5KqRZmg2\\_LlmSr/view?usp=sharing](https://drive.google.com/file/d/19RVlx47tqzNqGDPAjy5KqRZmg2_LlmSr/view?usp=sharing)

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

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

The Centre for Distance and Online Education (CDOE) of KITS is fully complied with the requirements in terms of the staffing norms as mentioned in the Annexure-IV of the regulation.

**i. Programme name: Master of Business Administration (MBA)**

**a. Programme Coordinator**

| S. No. | Names with Designation | Qualification | Experiences | Type (Regular/ Contract) with gross salary/Month | Date of joining programme |
|--------|------------------------|---------------|-------------|--------------------------------------------------|---------------------------|
|--------|------------------------|---------------|-------------|--------------------------------------------------|---------------------------|

|   |                                         |             |          |                      |            |
|---|-----------------------------------------|-------------|----------|----------------------|------------|
| 1 | Dr. G. Vikram<br>Associate<br>Professor | MBA., Ph.D. | 16 years | Regular<br>₹1,19,771 | 05.01.2024 |
|---|-----------------------------------------|-------------|----------|----------------------|------------|

**b. Course Coordinator**

| S. No. | Course name                             | Names with Designation                                   | Qualification          | Experiences        | Type (Regular/Contract) with gross salary/month | Date of joining programme |
|--------|-----------------------------------------|----------------------------------------------------------|------------------------|--------------------|-------------------------------------------------|---------------------------|
| 1      | Accounting for Managers                 | Dr. Samkutty Samueal, Professor of Practice              | M.Com. MBA. Ph.D.      | 41 years 8 months  | Regular ₹75,000                                 | 05.01.2024                |
| 2      | Marketing for Business                  | Dr. Sheetal. T. Assistant Professor (Grade I)            | MTA, MBA, Ph.D.        | 19 years           | Regular ₹71,820                                 | 05.01.2024                |
| 3      | Organizational Behaviour and Management | Dr. S. Anniepriyadarshini, Assistant Professor (Grade I) | MBA., Ph.D.            | 9 years 02 months  | Regular ₹62,726                                 | 05.01.2024                |
| 4      | Business Communication                  | Dr. B. Anita Virgin, Assistant Professor (AGP 8000)      | M.A., M.Phil., Ph.D.   | 15 years 10 months | Regular ₹57,976                                 | 05.01.2024                |
| 5      | Managerial Economics                    | Dr. J. Jerlin Rajan, Assistant Professor (Grade I)       | MBA. M.Phil., Ph.D.    | 17 years 2 months  | Regular ₹68,697                                 | 05.01.2024                |
| 6      | Business Research Methods               | Dr. N.L. Praising Linijah, Assistant Professor (Grade I) | MBA., Ph.D.            | 19 years 2 months  | Regular ₹75,049                                 | 05.01.2024                |
| 7      | Quantitative Techniques for Management  | Dr. Selvarathi M Assistant Professor (AGP 8000)          | MSc, MBA, MPhil, Ph.D. | 21 years           | Regular ₹98,917                                 | 05.01.2024                |
| 8      | Management Information System           | Dr. A. Leo Assistant Professor (Grade I)                 | M.Com, MPhil, PhD      | 16 years 2 months  | Regular ₹41,163                                 | 05.01.2024                |
| 9      | Financial Management                    | Dr. Bootukuri Giri Babu, Assistant Professor (Grade I)   | MBA., Ph.D.            | 12 years 9 months  | Regular ₹76,152                                 | 05.01.2024                |
| 10     | Human Resource Management               | Dr. Saji Abraham, Professor of Practice                  | MBA., Ph.D.            | 41 years 10 months | Regular ₹100,871                                | 05.01.2025                |
| 11     | Operations Management                   | Dr. G. Vikram, Associate Professor                       | MBA., Ph.D.            | 16 years           | Regular ₹1,19,771                               | 05.01.2024                |

**c. Course mentor**

| Sl.No | Name with Designation | Qualification  | Experiences | Type (Regular/Contract) with gross salary/month | Date of Joining Programme |
|-------|-----------------------|----------------|-------------|-------------------------------------------------|---------------------------|
| 1     | Dr. B. Anita          | M.A., M.Phil., | 15 years    | Regular                                         | 05.01.2024                |

|  |                                                       |       |           |         |  |
|--|-------------------------------------------------------|-------|-----------|---------|--|
|  | <b>Virgin</b><br>Assistant<br>Professor<br>(AGP 8000) | Ph.D. | 10 months | ₹57,976 |  |
|--|-------------------------------------------------------|-------|-----------|---------|--|

**3.5 Details of Administrative staff**

a. Number of Administrative staff available exclusively for Online programmes.

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

<https://drive.google.com/file/d/101oJHkNHHnBks-5ApUo2-qqtImHMipuD/view?usp=sharing>

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

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

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

**ii. For Delivery of Online Programmes:**

| Post                                          | Required          | Available |
|-----------------------------------------------|-------------------|-----------|
| Technical Manager (LMS and Data Management)   | 1<br>(per Centre) | 1         |
| Technical Assistant (LMS and Data Management) | 2                 | 2         |

**iii. For Admission and Examination for Online mode:**

| Post                                                    | Required          | Available |
|---------------------------------------------------------|-------------------|-----------|
| Technical Manager (Admission, Examination and Result)   | 1<br>(per Centre) | 1         |
| Technical Assistant (Admission, Examination and Result) | 2                 | 2         |

<https://drive.google.com/file/d/1HeMFJOHGISBgGOgcF3bwnhMPool5ECaK/view?usp=sharing>

### Part – IV: Examinations

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

| S.No. | Provisions in Regulations                                                                                                                                                                                                                                                                                                                                                                   | Whether complied Yes/No | If No, Reason thereof |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------|
| 1     | All processes of assessment of learners in different components of Examination shall be directly handled by the concerned Institution and no part of the assessment shall be outsourced                                                                                                                                                                                                     | Yes                     |                       |
| 2     | For ensuring transparency and credibility, the full time faculty of the Online mode Higher Educational Institutions or qualified faculty from University Grants Commission recognised Higher Educational Institutions only should be associated to function as invigilators, examination superintendents, as observers etc                                                                  | Yes                     |                       |
| 3     | A Higher Educational Institution offering programme through Online mode shall conduct examinations either using Computer based test or pen and paper test in a proctored environment in designated test centre with all the security arrangements ensuring transparency and credibility of the examinations. It can also conduct online examination through technology mediated Proctoring. | Yes                     |                       |
| 4     | The examination centre must be centrally located in the city, with good connectivity from railway station or bus stand, for the convenience of the students.                                                                                                                                                                                                                                | Yes                     |                       |
| 5     | The number of examination centres in a city or State must be proportionate to the student enrolment from the region                                                                                                                                                                                                                                                                         | Yes                     |                       |
| 6     | Building and grounds of the examination centre must be clean and in good condition.                                                                                                                                                                                                                                                                                                         | Yes                     |                       |
| 7     | The examination centre must have an examination hall with adequate seating capacity and basic amenities                                                                                                                                                                                                                                                                                     | Yes                     |                       |
| 8     | Fire extinguishers must be in working order, locations well marked and easily accessible. Emergency exits must be clearly identified and clear of obstructions                                                                                                                                                                                                                              | Yes                     |                       |
| 9     | The Examination Centre shall have adequate and comfortable seating capacity and amenities including adequate lighting, ventilation and clean drinking water facilities                                                                                                                                                                                                                      | Yes                     |                       |
| 10    | Safety and security of the examination centre must be ensured                                                                                                                                                                                                                                                                                                                               | Yes                     |                       |
| 11    | Restrooms must be located in the same building as the examination centre, and restrooms must be clean, supplied with necessary items, and in working order                                                                                                                                                                                                                                  | Yes                     |                       |
| 12    | Provision of drinking water must be made for learners                                                                                                                                                                                                                                                                                                                                       | Yes                     |                       |
| 13    | Adequate parking must be available near the examination centre                                                                                                                                                                                                                                                                                                                              | Yes                     |                       |

|    |                                                              |     |  |
|----|--------------------------------------------------------------|-----|--|
| 14 | Facilities for Persons with Disabilities should be available | Yes |  |
|----|--------------------------------------------------------------|-----|--|

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

| S.No. | Provisions in Regulations                                                                              | Whether being complied Yes/No<br>If yes, please provide details and upload relevant documents | Whether being complied Yes/No<br>If yes, please provide details and upload relevant documents                           |
|-------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| 1     | Requirements at Test Centres (as mentioned in provision II (B)(13)(i) of Annexure II)                  | NA                                                                                            | <a href="https://www.karunya.edu/ctc/technologyenablement/kep">https://www.karunya.edu/ctc/technologyenablement/kep</a> |
| 2     | Requirement of proctors (as mentioned in provision II (B)(13)(ii) of Annexure II)                      | Yes                                                                                           |                                                                                                                         |
| 3     | Security arrangements in the testing centre (as mentioned in provision II (B)(13)(iii) of Annexure II) | NA                                                                                            |                                                                                                                         |
| 4     | Remote Proctoring (as mentioned in provision II (B)(13)(iii) of Annexure II)                           | Yes                                                                                           |                                                                                                                         |

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

| S.No. | Provisions in Regulations                                                                                                                                                                                                                                                                                                                                                                        | Whether complied Yes/No If Yes, Upload relevant document                                                                                                                                                                                                                                                                                      | If No, Reason thereof |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| 1     | The Higher Educational Institution shall adopt the guidelines issued by the Commission for the conduct of proctored examinations.                                                                                                                                                                                                                                                                | Yes<br><a href="https://www.karunya.edu/ctc/technologyenablement/kep">https://www.karunya.edu/ctc/technologyenablement/kep</a>                                                                                                                                                                                                                |                       |
| 2     | A Higher Educational Institution offering Online programmes shall have mechanism well in place for evaluation of learners enrolled through Online mode and their certification.                                                                                                                                                                                                                  | Yes<br><a href="https://karunya.edu/ctc/technologyenablement/courses">https://karunya.edu/ctc/technologyenablement/courses</a>                                                                                                                                                                                                                |                       |
| 3     | The evaluation shall include two types of assessments continuous or formative assessment and summative assessment in the form of end semester examination or term end examination:<br><br>Provided that no semester or year-end examination shall be held unless:<br><br>The Higher Educational Institution is satisfied that at least 75 per cent. of the programme of study stipulated for the | Assessments are designed pedagogically and strategically to align with the intended learning outcomes of the program. These assessments are delivered online through the Learning Management System (LMS) and are distributed throughout the syllabus to facilitate continuous monitoring of learners' progress, engagement, and achievement. |                       |

|   |                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|   | <p>semester or year has been actually conducted;</p> <p>For Online mode: the learner has minimum participation of 75 per cent. in all the activities of Online programme prior to end semester examination or term end examination.</p>                                         | <p>The Continuous Assessment Model comprises the following components:</p> <p>Objective-Type Questions: Embedded within each learning module to assess learners' understanding and retention of key concepts.</p> <p>Assignments and Case Study-Based Discussions: Conducted at the end of each module to evaluate the application of concepts, analytical skills, and problem-solving abilities.</p> <p>Self and Anonymous Feedback: Provides opportunities for learners to reflect on their learning experience and offer constructive feedback on the learning process.</p> <p>1. Live Interactive Sessions: Conducted to promote real-time engagement and interaction, with attendance records maintained as evidence of learner participation.</p> <p>1. Graded Discussion Forums: Encourage active participation, peer learning, critical thinking, and the exchange of ideas on subject-specific topics.</p> <p>The outcomes of these continuous assessment activities contribute to the internal assessment marks of the learners. Collectively, they enable systematic evaluation and measurement of learning progress, learner engagement, and the attainment of the intended learning outcomes of the program.</p> |  |
| 4 | <p>The curricular aspects, assessment criteria and credit framework for the award of Degree programmes at undergraduate and postgraduate level and/or Post Graduate Diploma programmes through online mode shall be evolved by adopting same standards as being followed in</p> | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                       |                                                                                                                                                       |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | conventional mode/ODL mode by the dual mode Higher Educational Institutions and in Open Distance Learning mode by the Open Universities                                                                                                                                                                                                                                                                          |                                                                                                                                                                                       |                                                                                                                                                       |
| 5  | The weightage for different components of assessments for Online mode shall be as under: Continuous or formative assessment (in semester): Maximum 30 per cent. Summative assessment (end semester examination or term end examination): Minimum 70 per cent.                                                                                                                                                    | <a href="https://drive.google.com/file/d/1LFpLCvwbztzjuYTwnUXHn9j0haMs_vlN7/view?usp=sharing">https://drive.google.com/file/d/1LFpLCvwbztzjuYTwnUXHn9j0haMs_vlN7/view?usp=sharing</a> | <a href="https://kcode.karunya.edu/courses/master-of-business-administration">https://kcode.karunya.edu/courses/master-of-business-administration</a> |
| 6  | The Higher Educational Institution shall notify all assessment tools to be used for formative and summative assessments                                                                                                                                                                                                                                                                                          | Yes                                                                                                                                                                                   |                                                                                                                                                       |
| 7  | Marks or grades obtained in continuous assessment and end semester examinations or term end examinations shall be shown separately in the grade card                                                                                                                                                                                                                                                             | <a href="https://drive.google.com/file/d/1sqE9pOkD2yFtT6V5Nba0w8TWxD7Jj06F/view?usp=sharing">https://drive.google.com/file/d/1sqE9pOkD2yFtT6V5Nba0w8TWxD7Jj06F/view?usp=sharing</a>   |                                                                                                                                                       |
| 8  | A Higher Educational Institution offering a Programme in Online mode shall adopt a rigorous process in development of question papers, question banks, assignments and their moderation, conduct of examination, evaluation of answer scripts by qualified teachers, and result declaration, and shall so frame the question papers as to ensure that no part of the syllabus is left out of study by a learner. | Yes<br><a href="https://karunya.edu/ctc/technologyenablement/kep">https://karunya.edu/ctc/technologyenablement/kep</a>                                                                |                                                                                                                                                       |
| 9  | The examination of the programmes in Online mode shall be managed by the examination or evaluation Unit of the Higher Educational Institution and shall be conducted in the examination centre as given under these regulations.                                                                                                                                                                                 | Controller of Examination (CoE) will conduct examinations as per regulations. The team consists of CoE, Dy.CoE and Technical Officers, Proctors.                                      |                                                                                                                                                       |
| 10 | (a) The Examination Centre shall have proper monitoring mechanisms for Closed-Circuit Television (CCTV) recording of the entire examination procedure                                                                                                                                                                                                                                                            | Yes                                                                                                                                                                                   |                                                                                                                                                       |
|    | (b) Availability of biometric system                                                                                                                                                                                                                                                                                                                                                                             | Yes. All learners are allowed to write exams after verifying their Government identity proof                                                                                          |                                                                                                                                                       |
|    | (c) The attendance of examinees shall be authenticated through biometric system as per Aadhaar details or other Government identifiers of Indian learners and Passports for International learners                                                                                                                                                                                                               | Attendance of the examination is authenticated by due verification of their Government ID proof and Passport as applicable.                                                           |                                                                                                                                                       |
|    | (d) In case of non-availability of the Closed- Circuit Television facilities, the Higher Educational Institution shall ensure that proper videography be conducted and video recordings are submitted by particular incharge of examination centre to the Higher Educational Institution                                                                                                                         | Yes                                                                                                                                                                                   |                                                                                                                                                       |

|    |                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                     |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | The Higher Educational Institution shall retain all such Closed- Circuit Television recordings in archives for a minimum period of five years                                                                                                                                                                                                                                                                | Yes                                                                                                                                                                                                                                                                       |                                                                                                                                                                                     |
| 12 | (a) There shall be an observer for each of the Examination Centre appointed by the Higher Educational Institution and                                                                                                                                                                                                                                                                                        | NA                                                                                                                                                                                                                                                                        |                                                                                                                                                                                     |
|    | (b) It shall be mandatory to have observer report submitted to the Higher Educational Institution                                                                                                                                                                                                                                                                                                            | NA                                                                                                                                                                                                                                                                        |                                                                                                                                                                                     |
| 13 | An Higher Educational Institution offering programme through Online mode shall conduct examinations either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination as may be laid down by the Commission                         | All examinations are conducted using technology enabled online test with the security arrangements ensuring transparency and credibility of the examinations.<br><br>Controller of Examinations office has sufficient infrastructure to conduct such online examinations. |                                                                                                                                                                                     |
| 14 | As restriction of territorial jurisdiction is not applicable for Online learning, such Higher Educational Institutions which are recognized to enroll international learners shall endeavor to conduct Proctored examinations for such learners.                                                                                                                                                             | Yes                                                                                                                                                                                                                                                                       |                                                                                                                                                                                     |
| 15 | (a) Each award of Degree at undergraduate and postgraduate level and post graduate diploma for Online mode shall be assigned a unique identification number and shall have<br>i. Photograph<br>ii Aadhaar number or other government recognised identifier or Passport number, as applicable,<br>iii. Other relevant details of the learner along with the Programme name.                                   | Yes                                                                                                                                                                                                                                                                       | <a href="https://drive.google.com/file/d/10o04dj1tJvOvgAR0CvdH3Bum6DuPjk0X/view?usp=sharing">https://drive.google.com/file/d/10o04dj1tJvOvgAR0CvdH3Bum6DuPjk0X/view?usp=sharing</a> |
|    | (b) Each award shall also be uploaded on the National Academic Depository                                                                                                                                                                                                                                                                                                                                    | Yes                                                                                                                                                                                                                                                                       |                                                                                                                                                                                     |
| 16 | It shall be mandatory for Higher Educational Institution to mention the following on the backside of each of the degrees/certificates and mark sheets issued by the Higher Educational Institution to the learners (for each semester certificate and at the end of the programme): (i) Mode of delivery; (ii) Date of admission; (iii) Date of completion; (iv) Name and address of all Examination Centres | Yes<br>It is followed                                                                                                                                                                                                                                                     | <a href="https://drive.google.com/file/d/1EZq4aQ5y4yUC2k0rZiH7v8kNhBLA4NG9/view?usp=sharing">https://drive.google.com/file/d/1EZq4aQ5y4yUC2k0rZiH7v8kNhBLA4NG9/view?usp=sharing</a> |

**4.4 Result and Student Progression For UG, PG and PGD programmes**

| Semester beginning | Programme name | No. of students admitted | No. of students appeared in exams | No. of Students progressed to next year | % of students passed | % of students passed in first class |
|--------------------|----------------|--------------------------|-----------------------------------|-----------------------------------------|----------------------|-------------------------------------|
| 2024               | MBA            | 21                       | 14                                | 14                                      | 100%                 | 66.6%                               |

**Part – V: Programme Project Report (PPR) and e-Learning Material (e-LM)****5.1 Compliance status of ‘Guidelines on Programme Project Report’ – As per Annexure - V of UGC (ODL Programmes and Online Programmes) Regulations, 2020**

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

Each program offered by CDOE-KITS is supported by a comprehensive Program Project Report (PPR) detailing the program profile, objectives and intended learning outcomes, target learners, curriculum design and development, admission requirements, and assessment and evaluation norms. The PPRs of all programs offered by CDOE-KITS are reviewed and approved by the appropriate statutory bodies of KITS, ensuring academic quality, regulatory compliance, and alignment with institutional objectives.

<https://drive.google.com/file/d/1eDx-2IescOYEs4VIDqI3Yn4lPhgyrhDb/view?usp=sharing>

**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

KITS online education strictly adheres to the quality standards for audio-video materials prescribed by the Commission’s regulations.

The audio-video materials are developed as supplementary resources to the online learning materials and are aligned with the prescribed curriculum structure. They are designed to facilitate effective learning through clear presentation, appropriate pacing, and learner-friendly content.

The aim, objectives, and target audience of each audio-video resource are clearly defined in the Audio-Video Content Guidelines. The content is developed to support the intended learning outcomes and enhance learners’ understanding of the subject.

The learning outcomes are appropriately incorporated into the audio-video content. The materials are designed to be easily accessible to learners and are compatible with the designated learning platform, thereby ensuring a seamless and effective online learning experience.

<https://drive.google.com/file/d/1rR4bVcve3GchGS6tQ8w31yAQQV-7euBE/view?usp=sharing>

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

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

KITS Online Program provides e-learning materials (ELMs) developed in accordance with the Four Quadrant Approach stipulated in the UGC (Open and Distance Learning and Online Education) Regulations, 2020. These materials are delivered to learners through the KITS Learning Management System (LMS) platform.

The ELMs encompass all four components of the Four Quadrant Approach, namely e-Tutorials, e-Content, Discussion Forums, and Self-Assessment, thereby facilitating structured, interactive, and learner-centred online learning.

<https://karunya.edu/ctc/technologyenablement/courses>

## Part – VI: Programme Delivery through Learning Platform

### 6.1 Details of Learning Platform

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

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

NA

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

<https://karunya.edu/ctc/technologyenablement/courses>  
<https://onlearn.karunya.edu/>

### 6.2 Compliance status in respect of the Programme delivery

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

The live class sessions are made available to learners through the LMS. Learner activities and participation are systematically tracked through the LMS, which also provides activity completion reports in percentage format for effective monitoring of learner engagement and progress.

**6.3 whether e-learning material of any course in a particular programme was sourced through OER/ Massive Open Online Courses: No**

**a. Provide details as under:**

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

**b. 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                                                                                          |                         |
| <a href="https://kcode.karunya.edu/ciqa/declaration">https://kcode.karunya.edu/ciqa/declaration</a> |                                                                                                                                                                                                                                                  |                                                                                              |                         |
| 2                                                                                                   | The establishing Act and Statutes there under or the Memorandum of Association, as the case may be or both, of the Higher Educational Institution, empowering it to offer programmes in Online mode                                              | Yes<br><a href="https://kcode.karunya.edu/ugc-aicte">https://kcode.karunya.edu/ugc-aicte</a> |                         |

|    |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                            |  |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 3  | Copies of the letters of recognition from Commission and other relevant statutory or regulatory authorities                                                                                                                                                                                       | Yes<br><a href="https://kcode.karunya.edu/ugc-aicte">https://kcode.karunya.edu/ugc-aicte</a>                                                                                               |  |
| 4  | Programme details including brochures or programme guides inter alia information such as name of the programme, duration, eligibility for enrolment, programme fee, programme structure                                                                                                           | Yes<br><a href="https://kcode.karunya.edu/admission/procedure">https://kcode.karunya.edu/admission/procedure</a>                                                                           |  |
| 5  | Programme-wise information on syllabus, suggested readings, contact points for counselling/mentoring, programme structure with credit points, programme-wise faculty details, list of supporting staff, their working hours and mentoring (for Online mode) Schedule                              | Yes<br><a href="https://kcode.karunya.edu/courses/master-of-business-administration">https://kcode.karunya.edu/courses/master-of-business-administration</a>                               |  |
| 6  | Important schedules or date-sheets for admissions, registration, re-registration, counselling/mentoring, assignments and feedback thereon, examinations, result declarations etc.                                                                                                                 | Yes<br><a href="https://kcode.karunya.edu/">https://kcode.karunya.edu/</a>                                                                                                                 |  |
| 7  | Detailed strategy plan related to Online programme delivery, if any including learning materials offered through Online and learner assessment system and quality assurance practices of Online learning programmes                                                                               | Yes<br><a href="https://kcode.karunya.edu/">https://kcode.karunya.edu/</a>                                                                                                                 |  |
| 8  | The feedback mechanism on design, development, delivery and continuous evaluation of learner-performance which shall form an integral part of the transactional design of the Online programmes and shall be an input for maintaining the quality of the programmes and bridging the gaps, if any | Yes<br><a href="https://kcode.karunya.edu/">https://kcode.karunya.edu/</a>                                                                                                                 |  |
| 9  | Information regarding all the programmes recognised by the Commission                                                                                                                                                                                                                             | Yes<br><a href="https://kcode.karunya.edu/">https://kcode.karunya.edu/</a>                                                                                                                 |  |
| 10 | Data of year-wise and programme-wise learner enrolment details in respect of degrees and/or post graduate diplomas awarded                                                                                                                                                                        | NA<br><a href="https://drive.google.com/file/d/1N9P69qAbnzNjThQ5R8tKLf80K31xCOqI/view?usp=sharing">https://drive.google.com/file/d/1N9P69qAbnzNjThQ5R8tKLf80K31xCOqI/view?usp=sharing</a>  |  |
| 11 | Complete information about 'e-Learning Material' including name of the faculty who prepared it, when was it prepared and last updated for Online Programmes;                                                                                                                                      | Yes<br><a href="https://drive.google.com/file/d/1rR4bVcve3GchGS6tQ8w31yAQQV-7euBE/view?usp=sharing">https://drive.google.com/file/d/1rR4bVcve3GchGS6tQ8w31yAQQV-7euBE/view?usp=sharing</a> |  |
| 12 | A compilation of questions and answers under the head 'Frequently Asked Questions' with the facility of online interaction with learners providing hyperlink support for Online Programmes                                                                                                        | Yes                                                                                                                                                                                        |  |
| 13 | List of the 'Examination Centres' along with the number of learners in each centre, for Online programmes                                                                                                                                                                                         | NA                                                                                                                                                                                         |  |

|    |                                                                                                                                                                               |                                                                                                                                                                                          |  |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 14 | Details of proctored examination in case of end semester examination or term end examination of Online programmes                                                             | Yes<br><a href="https://karunya.edu/ctc/technologyenablement/kep">https://karunya.edu/ctc/technologyenablement/kep</a>                                                                   |  |
| 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<br><a href="https://drive.google.com/file/d/1062fxrEDGlbC2gt3gfdeRI4eDFVP3uJ/view?usp=sharing">https://drive.google.com/file/d/1062fxrEDGlbC2gt3gfdeRI4eDFVP3uJ/view?usp=sharing</a> |  |
| 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                   | Third party academic audit will be undertaken                                                                                                                                            |  |

### Part – VIII: Admission and Fees

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

| S. No. | Provision                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Whether being complied Yes/No |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| 1      | Enrolment of learners to the Higher Educational Institution, for any reason whatsoever, in anticipation of grant of recognition for offering a programme in online mode, shall render the enrolment invalid                                                                                                                                                                                                                                                                                                                                                          | Yes                           |
| 2      | A Higher Educational Institution shall, for admission in respect of any programme in online mode, accept payment towards admission fee and other fees and charges- 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;<br><br>only by way of online transfer, bank draft or pay order directly in favour of the Higher Educational Institution. | Yes                           |
| 3      | It shall be mandatory for the Higher Educational Institution to upload the details of all kind of payment or fee paid by the learners on the website of the Higher Educational Institution.                                                                                                                                                                                                                                                                                                                                                                          | Yes                           |
| 4      | The fee waiver and/or scholarship schemes for Scheduled Caste, Scheduled Tribe, Persons with Disabilities category of learners and students from deprived section of society shall be in accordance with the instructions or orders issued by Central Government or State Government: Provided that a Higher Educational Institution shall not engage in commercialization of education in any manner whatsoever, and shall provide for equity and access to all deserving learners                                                                                  | Yes                           |
| 5      | Admission of learners to a Higher Educational Institution for a programme in Online mode shall be offered in a transparent manner and made directly by the Head Quarters of the Higher Educational Institution which shall be solely responsible for final approval relating to admissions or registration of learners                                                                                                                                                                                                                                               | Yes                           |
| 6      | Every Higher Educational Institution shall–<br><br>(a) record Aadhaar details or other Government identifier(s) of Indian learner and Passport for an International Learner;<br>(b) maintain the records of the entire process of selection of candidates, and preserve such records for a minimum period of five years;                                                                                                                                                                                                                                             | Yes                           |

|       |                                                                                                                                                                                                                                                                                                                                                                                                       |     |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|       | (c) exhibit such records as permissible under law on its website; and<br>(d) be liable to produce such record, whenever called upon to do so by any statutory authority of the Government under any law for the time being in force.                                                                                                                                                                  |     |
| 7     | Every Higher Educational Institution shall publish, prior to the date of commencement of admission to any of its programme in Online mode, a prospectus (print and in e-form) containing the following for the purposes of informing those persons intending to seek admission to such Higher Educational Institutions and the general public, namely, as mentioned at sr. no. '8(a)' to '8(k)' below | Yes |
| 8 (a) | Each component of the fee, deposits and other charges payable by the learners admitted to such Higher Educational Institutions for pursuing a programme in online mode, and the other terms and conditions of such payment                                                                                                                                                                            | Yes |
| 8 (b) | The percentage of tuition fee and other charges refundable to a learner admitted in such Higher Educational Institutions in case such learner withdraws from such Higher Educational Institutions before or after completion of programme of study and the time within, and the manner in, which such refund shall be made to the learner.                                                            | Yes |
| 8 (c) | The number of seats approved in respect of each programme of online mode, which shall be in consonance with the resources.                                                                                                                                                                                                                                                                            | Yes |
| 8 (d) | the conditions of eligibility including the minimum age of a learner in a particular programme of study, where so specified by the Higher Educational Institution.                                                                                                                                                                                                                                    | Yes |
| 8 (e) | The minimum educational qualifications required for admission in programme(s) specified by the Commission or relevant statutory authority or councils, or by the Higher Educational Institution, where no such qualifying standards have been specified by any statutory authority.                                                                                                                   | Yes |
| 8 (f) | The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each programme of study and the amount of fee to be paid for the admission test.                                                                                         | Yes |
| 8 (g) | Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such member is employed on regular or contractual basis or any other.                                                                                                                                           | Yes |
| 8 (h) | Pay and other emoluments payable for each category of teachers and other employees.                                                                                                                                                                                                                                                                                                                   | Yes |
| 8 (i) | Information in regard to physical and academic infrastructure and other facilities, including that of each of the learner support centres (for ODL programmes) and in particular the facilities accessible by learners on being admitted to the Higher Educational Institution.                                                                                                                       | Yes |
| 8 (j) | Broad outline of the syllabus specified by the appropriate statutory body or by higher educational institution, as the case may be, for every programme of study.                                                                                                                                                                                                                                     | Yes |
| 8 (k) | Activity planner including all the academic activities to be carried out by the higher educational institution during the academic sessions.                                                                                                                                                                                                                                                          | Yes |
| 9     | Higher Educational Institution shall publish information at sr. no. '8' above on its website, and the attention of the prospective learners and the general public shall be drawn to such publication on its website and Higher Educational Institution admission prospectus and the admission process shall necessarily be over within the time period mentioned in the Commission Order.            | Yes |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 10 | No Higher Educational Institution shall, directly or indirectly, demand or charge or accept, capitation fee or demand any donation, by way of consideration for admission to any seat or seats in a programme of study conducted by it.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Yes |
| 11 | No person shall, directly or indirectly, offer or pay capitation fee or give any donation, by way of consideration either in cash or kind or otherwise, for obtaining admission to any seat or seats in a programme in Online mode offered by a Higher Education Institution.                                                                                                                                                                                                                                                                                                                                                                                                                | Yes |
| 12 | No Higher Educational Institution, who has in its possession or custody, any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such Higher Educational Institution, shall refuse to return such degree, certificate award or other document with a view to induce or compel such person to pay any fee or fees in respect of any programme of study which such person does not intend to pursue or avail any facility in such Higher Educational Institution.                                                                                                               | Yes |
| 13 | In case a learner, after having admitted to a Higher Educational Institution, for pursuing any programme in online mode subsequently withdraws from such Higher Educational Institution, no Higher Educational Institution in that case shall refuse to refund such percentage of fee deposited by such learner and within such time as notified by the Commission and mentioned in the prospectus of such Higher Educational Institution.                                                                                                                                                                                                                                                   | Yes |
| 14 | No Higher Educational Institution shall, issue or publish 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; 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 authorized to issue such advertisement on behalf of the Higher Educational Institution knows to be false or not based on facts or to be misleading. | Yes |

**8.2 Whether Higher Educational Institution provided the details of all International learners enrolled immediately after the beginning of the academic session to the Ministry of External Affairs, Ministry of Education and University Grants Commission:**

**Not Applicable**

**If No, reason thereof:**

|                                    |
|------------------------------------|
| No International Students admitted |
|------------------------------------|

**Part – IX: Grievance Redressal Mechanism**

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

HEI shall mention the mechanism put into place along with brief details of grievances received and actions taken thereof. Also mention that how the learners have been made aware about this mechanism.

|                                                                                           |
|-------------------------------------------------------------------------------------------|
| Grievance Redressal Provisions are made to provide opportunities for redressal of certain |
|-------------------------------------------------------------------------------------------|

grievances of enrolled students or prospective applicants.

Various Modes through which students may raise their query/ grievances to student support as follows:

1. Email: [tellus@karunya.edu](mailto:tellus@karunya.edu) students can send an email with their Queries
2. Phone: Call on the dedicated support numbers to reach directly to the student support team

### Grievance Redressal Process at a Glance



## 9.2 Details of Grievance received

| Numbers of Grievance Received | Numbers of Grievance Resolved |
|-------------------------------|-------------------------------|
| NIL                           | NIL                           |

## 9.3 Complaint Handling Mechanism

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

KITS has a Grievance Redressal Committee headed by the Pro-Vice-Chancellor to address and resolve grievances effectively. In addition, an exclusive Ombudsman has been appointed to ensure an independent and transparent mechanism for grievance redressal.

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

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

## Part – X: Innovative and Best Practices

### 10.1 Innovations introduced during academic year

Prepared academic calendar of activities to make learners to attend live classes, counseling sessions, end semester examinations, continuous assessments and practical examinations. The learner's satisfaction is collected in the LMS. Orientation programs on regulations of OL reduced the grievances of learners. The LMS enables the learners to attend the assignments on time.

### 10.2 Best Practices of the HEI

#### Clear Learning Objectives

Establish specific, measurable, achievable, relevant, and clearly defined learning outcomes for each course and module. These objectives should guide the teaching-learning process and enable learners to understand the expected competencies and outcomes.

#### Modular and Diverse Content

Develop flexible, current, and well-structured learning content using diverse formats such as video lectures, reading materials, presentations, interactive activities, quizzes, and other digital resources to address varied learning preferences and enhance learner engagement.

#### Promote Active Learning and Interaction

Incorporate learner-centred activities such as case studies, problem-solving exercises, discussions, projects, and group activities. Encourage regular and meaningful interaction among learners and between learners and instructors to foster collaborative and active learning.

#### Ensure User-Friendly Technology

Utilize an intuitive, secure, reliable, and accessible Learning Management System (LMS) that enables learners to access course content, participate in learning activities, submit assignments, and receive feedback conveniently.

#### Implement Frequent Assessments

Provide regular and diverse formative and summative assessments to monitor learner progress. Ensure timely, constructive, and meaningful feedback to help learners identify areas for improvement and achieve the intended learning outcomes.

#### **Offer Comprehensive Student Support**

Provide effective academic, technical, administrative, and learner support services throughout the program. Regularly collect learner feedback and implement appropriate measures based on the feedback received to enhance the learning experience.

#### **Extend Learning Beyond the Curriculum**

Facilitate learning beyond the prescribed curriculum by providing access to current developments, emerging trends, additional reading materials, case studies, practical exercises, and other relevant resources that encourage continuous learning and professional development.

#### **Implement Frequent Assessments**

Provide regular and diverse formative and summative assessments to monitor learner progress. Ensure timely, constructive, and meaningful feedback to help learners identify areas for improvement and achieve the intended learning outcomes.

#### **Offer Comprehensive Student Support**

Provide effective academic, technical, administrative, and learner support services throughout the program. Regularly collect learner feedback and implement appropriate measures based on the feedback received to enhance the learning experience.

#### **Extend Learning Beyond the Curriculum**

Facilitate learning beyond the prescribed curriculum by providing access to current developments, emerging trends, additional reading materials, case studies, practical exercises, and other relevant resources that encourage continuous learning and professional development

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

All placement drives conducted for conventional mode MBA students are opened for Online MBA students also.

### **10.4 Success Stories of students of Online mode of the HEI**

<https://drive.google.com/file/d/16OpHWqLohYD02Cc5MW1MEgXnAHujGVmD/view?usp=sharing>

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

Based on the need of the students in the upcoming batches, the conversion process will be considered

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

Many online learners are already employed

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

The Alumni cell of the University conducts regular meetings at major cities in India.

Objectives:

- To bring the graduated learners of all the schools of study under one umbrella.
- To provide placement opportunities, exchange of expertise.
- To collect funds by subscriptions, contributions, donations and gifts from members.
- To conduct alumni day every year.

#### **10.8 Any other Information**

## DECLARATION

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



Signature of the Director:

Name: **Dr. D. Tensing, M.E., Ph.D.,**  
Director - Quality Assurance and Accreditations  
Karunya Institute of Technology and Sciences  
Seal: Karunya Nagar, Coimbatore - 641114  
Tamil Nadu, India.

Date:



Signature of the Registrar:

Name: **Dr. S.J. VIJAY**  
Registrar  
Karunya Institute of Technology and Sciences  
(Deemed to be University)  
Seal: Karunya Nagar  
Coimbatore - 641 114

Date:

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