

Minutes of the Meeting of the Centre for Internal Quality Assurance (CIQA)

The Second Meeting of the Centre for Internal Quality Assurance (CIQA) was held on 12th May 2018 at 03.00 P.M. in the chamber of the Director, CIQA to deliberate on the agenda items as enlisted below. The following members were present in the meeting:

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| 1. Prof. A.P. Tripathi, Director, CIQA | - | AP |
| 2. Dr. Bijendr Pradhan, Member | - | Bijendra |
| 3. Dr. Yogesh Jain, Member | - | Yogesh |
| 4. Samani (Dr.) Vinay Prajna, Member | - | Vinay |
| 5. Dr. Yuvraj Khangarot, Member | - | Yuvraj |
| 6. Mr. Somveer Sangwan, Member | - | Somveer |
| 7. Dr. Bhabagrahi Pradhan, Member Secretary | - | Bhabagrahi |

The decisions taken and action to be done is presented underneath each agenda item which is as follows:

Item No-2018/02/01: To discuss on the Academic Calendar of the DDE and suggest for quality improvements if any.

Decision: The members of CIQA deliberated upon the Academic Calendar submitted by the DDE and made the following suggestions:

- (i) Uploading of the Academic Calendar in the website of the university under the DDE section.
- (ii) Academic Calendar should be followed & implemented in letter and spirit both, as per the scheduled dates and tasks/milestones indicated.

Item No-2018/02/02: Preparation of Annual Plan for making Quality Improvements in DDE.

Decision: The members discussed and identified various parameters that needed immediate attention of the DDE & JVBI administration for implementation and improvement which are as follows:

- (a) Updation of Frequently Asked Questions (FAQs)
- (b) Updation of Admission Form
- (c) Strengthening of Learner Support Centre (LSC)
- (d) Development of Online Grievance Redressal Portal (GRP)

Item No-2018/02/03: Maintenance of Records of queries of Learners and students enrolled under DDE.

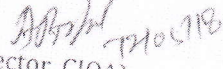
Decision: The members felt that all queries of learners and potential students seeking admission into various programmes and problems faced by them needs to be properly recorded for future reference and as evidence of support provided by the DDE. Accordingly, a Register for the purpose needs

to be maintained by a dedicated person for this task. The following heads should be incorporated for recording queries & solution suggested or offered - (a) Sl. No. (b) Name (c) Student/Guest (d) Enrolment No. (e) Nature of Query (f) Solution Provided

Moreover, as per the requirements of the UGC (ODL) Regulation 2017 a dedicated Help Desk needs to be established for the above mentioned purpose so that it can offer single-window solutions to queries of the learners.

The meeting ended with a vote of thanks to the Chair.


19/5/2018
(Member Secretary)


(Director, CIQA)



Approved

14/05/18