MANIPAL UNIVERSITY JAIPUR
University under Section 2(f) of the UGC Act

Part 1: General Information

MUJ_CDOE	**INTERNAL AUDIT - REPORT**				
Date	25 Feb 2026	**Time**	10:00 am to 11:00 am	**Audit No.**	2
Auditors Name	1. Dr. Abhishika Sharma		**Part / Area / Dept/ Section**	Part 1: General Information	

Sl #	**System Document References**	**Evidence**	**Remarks**
1.1	CIQAC Notification	Establishment of CIQAC Letter MUJ/REGR/29th ACM/2020/01 Attached	Documentation is complete and satisfactory
1.2	Director-IQAC Appointment	Appointments from 2021-2024, latest: Dr. Amit Soni	Leadership transitions well recorded
1.3	CIQA Committee Reconstitution	Letter MUJ/REGR/41751/45 ACM/2026/023	Supports restructuring as per AC meeting
1.4	CIQA Meeting Documents	Includes CIQAC MOMs	Adequate documentation of proceedings
1.5	Online Program Commission Orders	UGC approval letters attached	Regulatory compliance confirmed
1.6	Number of programmes started at Diploma level	Not applicable	Not applicable
1.7	Number of programmes started at Post Graduate Diploma level	Not applicable	Not applicable
1.8	Number of programmes started at Undergraduate Degree Programmes	Included in CIQA Report 25-26	Checked
1.9	Number of programmes started at Postgraduate Degree Programmes	Included in CIQA Report 25-26	Checked

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Part 2: Requirements as per CIQA Functioning

<table>
<tr><th colspan="5">INTERNAL AUDIT - REPORT</th></tr>
<tr><td>25 Feb 2026</td><td>11:00 am to 12:00 pm</td><td></td><td>Audit No.</td><td></td></tr>
<tr><td colspan="2">1.Dr. Avnish Vijay</td><td>Part / Area / Dept/ Section</td><td colspan="2">Part II: Requirements as per CIQA Functioning</td></tr>
</table>

Sl.no.	System Document References	Evidence	Remarks
2.1.1	Quality maintained in learner services	Student portal samples, LMS modules (e-tutorials, e-content, discussion boards, quizzes, assignments, session plans), live session schedules, end-semester feedback process maps, survey data	Consolidated evidence showing service quality
2.1.2	Self-evaluative and reflective exercises	LMS materials, TEE question paper samples, student portal screenshots	Verified evidence supporting continuous improvement
2.1.3	Identification of key quality areas	LMS features available	Evidence verified for effective quality focus
2.1.4	Ensuring online programme quality matches conventional mode	LMS features, student portal, internal assessment samples, TEE question papers	Verified compliance with quality standards
2.1.5	Stakeholder feedback mechanisms	LMS features, student portal samples, faculty feedback records	Comprehensive, well-organized evidence
2.1.6	Suggestions for qualitative improvement	Internal audit reports, Student portal interface avaialble	Evidence verified, showing ongoing improvement measures

2.1.7	Implementation of recommendations	Internal audit reports, portal data, student engagement suggestions were implemented and reports have been uploaded	Well-documented follow-up on recommendations
2.1.8	Workshops/seminars on quality themes	Details of webinars and FDPs conducted between April 2025–March 2026	Verified documentation of stakeholder participation
2.1.9	Best practices compilation	LMS materials, webinar details, Student portal	Evidence confirms effective best practice sharing
2.1.10	Programme quality statistics	Student feedback survey data	Document verified and reliable
2.1.11	PPR compliance with regulatory norms	Programme link documents	Verified alignment with UGC guidelines
2.1.12	PPR implementation mechanisms	Programme link documents	Implementation process verified
2.1.13	Annual plan and report maintenance	CIQA Report 2025-26	Updated versions in progress
2.1.14	Programme restructuring for job market relevance	Details of e-SLM for various programmes	Evidence verified
2.1.15	Research on learner-centric environment	LMS materials, webinar details	Evidence verified
2.1.16	Accreditation coordination (NAAC, etc.)	Not applicable	No action required
2.1.17	Internalisation of quality enhancement practices	Internal audit reports	Document verified
2.1.18	Coordination with UGC for quality initiatives	Faculty workshop/FDP participation records	Verified

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2.1.19	Benchmarking with other HEIs	Process navigation videos	Verified evidence

2.1.20	Annual CIQA report	CIQA report document 2025-26	Document exists;
2.1.21.a	Annual report to statutory bodies	CIQA report document 2025-26	Document exists
2.1.21.b	Annual report to UGC	CIQA report document 2025-26	Document exists
2.1.22	Oversight of CIQA functioning	CIQA report document 2025-26	Document exists
2.1.23	Adoption of instructional design requirements	ESLM details, LMS materials, live session samples	Verified evidence
2.1.24	Automation of learner support services	Student portal features	Verified evidence
2.1.25	External expert coordination for process review	CIQA report write-up	Document exists
2.1.26	Third-party audit coordination	In process to implement Third-Party audit	In process
2.1.27	Self-appraisal report preparation	Not applicable	No action required
2.1.28	Collaboration for online education quality	Workshop/FDP details (Apr 2025–Mar 2026)	Verified
2.1.29	Industry-institution linkage	Webinar details with industry experts	Evidence verified
Sl #	**System Document References**	**Evidence**	**Remarks**
2.2.1	Governance, Leadership C Management	Org. structure, LMS, CIQA report 2025-26	Verified and satisfactory
2.2.2	HEI Objectives	Vision and Mission Statement provided in CIQA Report 2025-26	Verified and satisfactory

2.2.3	Programme Dev. AC Approval	AC notification, LMS, FDP/workshop details, faculty feedback	Verified and satisfactory
2.2.4	Programme Monitoring C Review	Student analysis Provided	Verified and satisfactory
2.2.5	Infrastructure Resources	Write Up given in CIQA Report 2024-2025	Verified
2.2.6	Learning Environment Support	Student portal	Verified
2.2.7	Assessment Evaluation	IA and TEE samples	Verified
2.2.8	Teaching Quality Staff Development	FDP/workshop details	Verified

Sl #	System Document References	Evidence	Remarks
2.3.1	Academic Planning	Academic Calendar, Live Session Sample, DB session, Hardware Bills	Verified
2.3.2	Validation	AC Notification	Verified
2.3.3	Monitoring, Evaluation Enhancement Plans	Internal Audit Reports and Examination Reports included	Verified

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Part 3: Human Resources and Infrastructural Requirements

INTERNAL AUDIT - REPORT				
25 Feb 2026	1:00 pm to 2:00 pm		**Audit No.**	2
1. Dr. Avnish Vijay		**Part / Area / Dept/ Section**	Part III: Human Resources and Infrastructural Requirements	

Sl #	**System Document References**	**Evidence**	**Remarks**
3.1	Details of Director of Centre for Distance and Online Education (Dual Mode University)	Details given in CIQA Report 2025-26	Clear evidence and required documents available
3.2	Details of Deputy Director of Centre for Distance and Online Education (Dual Mode University)	Details given in CIQA Report 2025-26	Clear evidence and required documents available
3.3	Details of Assistant Director of Centre for Distance and Online Education (Dual Mode University)	Details given in CIQA Report 2025-26	Clear evidence and required documents available
3.4	Details of Program Coordinators, Course Coordinators and Course Mentors, Administrative and support staff of Centre for Distance and Online Education (Dual Mode University).	Details given in CIQA Report 2025-26	Clear evidence and required documents available

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Part 4: Examination

INTERNAL AUDIT - REPORT				
25 Feb 2026	**Time**	12:00 pm to 1:00 pm	**Audit No.**	2
1. Dr. Srinivasan Iyer		**Part / Area / Dept/ Section**	Part IV: Examination	

Sl #	**System Document References**	**Evidence**	**Remarks**
4.1.1	Formative and summative assessment information	Internal Assessment (IA) uploaded on LMS; End Term Examination (ETE) of 70 marks conducted	Clear evidence for both assessment types
4.1.2	Proctor details	Lists of proctors for TEE (Jul-Aug 25 and Feb-Mar 2026)	Well documented and shows systematic monitoring
4.1.3	Hardware and infrastructure	Remote proctoring guidelines, hardware/infra specs, internet requirements	Comprehensive documentation provided
4.1.4	Centrally located exam centres	Not applicable	No action required
4.1.5	Number of centres proportional to enrolment	Not applicable	No action required
4.2.1	Requirements at Test Centres	Not applicable	No action required

4.2.2	Remote proctoring	Proctor lists for Aug-Sep 2025, Feb-Mar 2026 sessions	Accurate data and documents provided
4.2.3	Security arrangements in the testing centre	Not applicable	No action required
4.2.4	Remote Proctoring	Proctor lists for Aug-Sep 2025, Feb-Mar 2026 sessions	Accurate data and documents provided
4.3.1	Guidelines issued by the Commission for the conduct of proctored examinations.	Detailed duties, malpractice handling, process flow	Comprehensive
4.3.2	Evaluation process flowchart	"Mechanism for Evaluation for Learners" document	Clear and sufficient
4.3.3	Evaluation and attendance	Evaluation mechanism for examiners present; attendance notification available on HEI website.	Complete and satisfactory evidence
4.3.4	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	"Mechanism for Evaluation for Learners" document	Clear and sufficient

	online mode shall be evolved		
4.3.5	Assessment criteria (30:70)	Criteria in PPR for all programmes (IA 30 marks, TEE 70 marks)	Well documented and clear
4.3.6	Notification of assessment tools	"Digital Evaluation Guidelines" with portal screenshots	Supports online evaluation verification
4.3.7	Grade card	Sample grade card provided	Format confirmed
4.3.8	Sample evaluation process	Question paper, solution, and evaluation portal evidence	Well documented
4.3.9	Examination of the programmes in Online mode shall be managed by the examination or evaluation Unit	Remote Proctoring Guidelines document	Relevant document
4.3.10	Sample biometric authentication	Not applicable	No action required
4.3.11	Closed- Circuit Television recordings in archives for a minimum period of five years	Not applicable	No action required
4.3.12	Appointment of observer for each exam centre submission of observer report	Observer Report and Proctor List uploaded	Well documented
4.3.13	Online/Proctored examinations with security arrangements as per norms	All Security Measure documents uploaded	Well documented

4.3.14	Restriction of territorial jurisdiction is not applicable for Online learning	CIQA Report 25-26	Conducting online examination through technology mediated proctoring
4.3.15	Degree template (both sides)	Template uploaded	Evidence complete
4.3.16	NAD details	Degree certificates uploaded on NAD portal	Document available

Part 5: Programme Project Report (PPR) and e-Learning Materials

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	25 Feb 2026	**Time**	2:30 pm- 3:00 pm	**Audit No.**	2
Auditors Name		1.Dr. Srinivasan Iyer	**Part / Area / Dept/ Section**		Part V: **PPRs and e-Learning Materials**

Sl #	**System Document References**	**Evidence**	**Remarks**
5.1	Compliance with PPR Guidelines	Annexure 5.1a – PPR process flow with detailed note on preparation, approval, and review	Comprehensive process documentation; meets regulatory norms
5.2	Quality assurance in learning materials	Four-quadrant delivery model covering e-tutorials, e-content, discussion forums, and assessments; plagiarism reports; innovative practices; reading duration; sample links	Strong, multi-dimensional content design; quality measures in place
5.3	E-learning material compliance	Sample e-learning content with plagiarism report	Verified and well-structured content

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Part 6: Programme Delivery through Learning Platform

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	25 Feb 2026	**Time**	10:00 am to 11:00 am	**Audit No.**	2
Auditors Name		1.Dr. Bharti	**Part / Area / Dept/ Section**	**Part VI:** Programme Delivery through Learning Platform	

Sl #	**System Document References**	**Evidence**	**Remarks**
6.1	LMS approval	Brightspace LMS approval notification from the 29th Academic Council (Ref: MUJ/REGR/1751/29th ACM/2020/260)	Official approval and adoption documented
6.2	Learner participation in programme delivery	Sample live session details and asynchronous discussion board activity records	Evidence shows regular learner engagement and compliance with participation requirements
6.3	Use of OER/MOOCs	Institution confirmed no sourcing of e-learning content from OER or MOOCS	Not applicable

Part 7: Self-Regulation through Disclosures, Declarations, and Reports

<table>
<tr><td>MUJ_CDOE</td><td colspan="5">INTERNAL AUDIT - REPORT</td></tr>
<tr><td>Date</td><td>25 Feb 2026</td><td>Time</td><td>2:00 to 3:00 Pm</td><td>Audit No.</td><td>2</td></tr>
<tr><td>Auditors Name</td><td colspan="2">1.Dr. Abhishika Sharma</td><td colspan="2">Part / Area / Dept/ Section</td><td>Part VII: Self-regulation through disclosures, declarations, and reports</td></tr>
</table>

Sl #	**System Document References**	**Evidence**	**Remarks**
7.1	Joint declaration of HEI	MUJ/REGR/1403 207/2023 confirming all mandatory documents uploaded on website	Uploads acknowledged and confirmed
7.2	Academic Council BOM records	University Act amendments, ordinances are provided	Records are complete and well-organised
7.3	EOA, AICTE, DEB, UGC approval letters	2025-26 approvals from UGC, AICTE, and DEB included	All regulatory approvals on record
7.4	Programme brochures and PPRs	Brochures and PPRs for Jul-Aug 2025 and Jan-Feb 2026 batches	Up-to-date and batch-specific
7.5	PPRs, faculty timing notices, helpdesk schedule, faculty lists, session lecture schedules	Email notifications for updated timings, academic calendar details, PPRs, schedules, and faculty lists included	All relevant data compiled
7.6	Academic calendars (all programmes)	Calendars for Jul-Aug 2025 and Jan-Feb 2026 sessions uploaded	Records are complete for specified periods
7.7	Academic calendars with MUJ campus and timetable details	Same as 7.6; Jul-Aug 2025 and Jan-Feb 2026	Evidence consistent across sections

7.8	Feedback process maps (admission, mid-sem, end-sem) with survey tools and reports	Process maps, questionnaires, and feedback reports attached	Evidence is complete and structured
7.9	Commission Order from DEB	UGC approval letters available	Evidence is complete and structured
7.10	Enrolment data	List of learners for Jul-Aug 2025 and Jan-Feb 2026 across all programmes	Verified and valid
7.11	E-learning material details	Names of faculty, creation and update dates for content provided	All required details present
7.12	Programme FAQs and admission FAQs	Links for all programmes provided and functional	All documents available
7.13	List of exam centres (online programmes)	Not applicable	No action required
7.14	Examination and proctoring guidelines with process maps	Guidelines covering malpractice, evaluation, and certification attached	Complete and regulation-compliant
7.15	Programme-wise academic calendar	Same calendar for all programmes; Jul-Aug 2025 and Jan-Feb 2026 sessions included	Matches other academic calendar records
7.16	Internal and third-party audit reports	Internal audit report uploaded; third-party audit under process	Complete for internal audit requirements

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Part 8: Admissions and Fees

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	25 Feb 2026	**Time**	12:00 to 1:00 pm	**Audit No.**	2
Auditors Name		1.Dr. Amit Verma	**Part / Area / Dept/ Section**	**Part VIII:** Admission and Fees	

Sl #	**System Document References**	**Evidence**	**Remarks**
8(a)	Complete admission process from notification to completion	Entire process conducted online through MUJ HQ; all records maintained	Transparent and fully compliant with guidelines
8(b)	Fee structure (including breakup, if any) and refund rules	Fee structure with breakup and refund rules published on MUJ website; applicable for 2025–26	Meets UGC and institutional norms
8(c)	Programme-wise learner enrolment (past 3 years)	Programme-wise enrolment data for July–Aug 2025 session provided	Data verified; historical data prior to 2025 not included
8(d)	Name, photograph, and designation of key functionaries	List with photographs and designations available on MUJ website	Complete and up to date
8(e)	Programme-wise e-learning material details	Details of content for all programmes created/updated by faculty members; includes creation date, updating date, and name of faculty	Properly documented and maintained
8(f)	List of examination centres	Not applicable (online proctored examinations only)	No action required

8(g)	Information regarding anti-ragging cell	MUJ anti-ragging cell details available on university website	Compliant with regulatory requirement
8(h)	Grievance redressal mechanism	Grievance Redressal Committee composition, process map, and online complaint link available on website	Functional and transparent system
8(i)	Social media links of the institution	MUJ_CDOE Facebook and LinkedIn links provided	Publicly accessible for stakeholders
8(j)	List of learners admitted in January/July sessions	Admission data for July-Aug 2025 session uploaded	Verified and correct
8(k)	Programme structure and syllabus	Programme structures and syllabi available on MUJ_CDOE website	Complete for current academic year

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Part 9: Grievance Redressal

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	25 Feb 2026	**Time**	3:00 to 4:00 pm	**Audit No.**	2
Auditors Name		1.Dr. Bharti	**Part / Area / Dept/ Section**		Part IX: **Grievance Redressal Mechanism**

Sl #	System Document References	Evidence	Remarks
9.1	Compliance status of 'Grievance Redressal Mechanism' – As per Annexure X of UGC (ODL Programmes and Online Programmes) Regulations, 2020	Process map developed for grievance handling; functional online grievance registration link provided.	Mechanism is clearly structured, and the link is operational.
9.2	Details of Grievances Received	Number of grievances mentioned in CIQA Report 2025-26.	Documentation is complete and properly maintained.
9.3	Complaint Handling Mechanism	Notification for constitution of CDOE Student Grievance Redressal Committee, Ombudsman appointment letter, and committee reconstitution order (January 2025) attached; online grievance registration link provided.	All required documents are available and in order.
9.4	Details of Complaints Received from UGC (DEB)	Number of grievances from UGC (DEB) mentioned in CIQA Report 2025-26.	Documentation is complete and up to date

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Part 10: Innovative and Best Practices

MUJ_CDOE	INTERNAL AUDIT - REPORT				
Date	25 Feb 2026	**Time**	4:00 to 5:00 pm	**Audit No.**	2
Auditors Name		1.Dr. Bharti	**Part / Area / Dept/ Section**		Part X: **Innovative and Best Practices**

Sl #	System Document References	Evidence	Remarks
10.1	Innovations introduced during the academic year	A comprehensive write-up outlines newly adopted learner-centric practices, alternative project pathways through Coursera-based learning Capstone Projects, short-term Campus Immersion Programmes, expert-led EdTalks under Online Manipal Plus, and Launchpad event for online learners.	These initiatives integrate research exposure, experiential and application-based learning, industry interaction, globally recognized certifications, specialized domain learning, and real-world perspectives into the academic framework, thereby strengthening analytical thinking, professional competencies, employability, innovation, and career readiness of online learners.
10.2	Best Practices of the HEI	Write-up detailing best practices provided in CIQA Report 2025-26 under pointer 10.2.	Including information on evaluation methods would help assess the effectiveness and institutional impact of these practices.

10.3	Details of Job Fairs conducted by the HEI	Write-up available in CIQA Report 2025-26.	Significant institutional achievement; participant feedback available.
10.4	Success Stories of Students of Online Mode	Accessible link to student testimonials provided.	Link is functional and relevant.
10.5	Initiatives for Conversion of e-LM into Regional Languages	NA	Not applicable.
10.6	Number of Students Placed Through Campus Placement	Write-up provides placement counts.	Well-documented evidence of placement outcomes.
10.7	Details of Alumni Cell and Activities	MUJ Alumni Connect cell shares success stories of distinguished alumni via portal and LinkedIn. CDOE plans to recognise alumni achievements in academic and extracurricular fields, with a dedicated link for connectivity. Alumni involvement in activities such as guest lectures is proposed. Alumni data will be recorded post first convocation.	Forward-looking initiative; could be strengthened by including examples of past alumni engagement (e.g., guest lectures, mentoring).
10.8	Any Other Information	New programmes, including MA (International Relations) and certificate/PG certifications in management and IT, proposed for launch in 2026-27 based on industry demand, to be reviewed by subject experts.	Reflects proactive expansion strategy; timelines, faculty responsibilities, and expert review processes should be specified.