



JAGAT GURU NANAK DEV
PUNJAB STATE OPEN UNIVERSITY PATIALA
(Established by Act No.19 of 2019 of Legislature of the State of Punjab)

Ref. No./PSOU/DAA/1875

Date: 13-05-2025

Respected Ma'am

A CIQA Committee meeting was held on 06-05-2025 at 11 AM in the blended mode at the University Campus. The minutes of the meeting are for your kind consideration and approval.

Thanks and regards


Prof. Baljit Singh Khehra
Registrar

For Confirmation:

Smt. Anindita Mitra, IAS
Vice Chancellor
Chairperson, CIQA



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MINUTES OF THE MEETING OF THE CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA) HELD ON 06-05-2025 AT 11.00 AM IN THE COMMITTEE ROOM OF THE UNIVERSITY

In the CIQA meeting held on 06-05-2025, the following members were present:

Sr. No	Name and Address	Designation in CIQA
1.	Prof. Baljit Singh Khehra Registrar Jagat Guru Nanak Dev Punjab State Open University, Patiala	Registrar & Member (Official from Administration and Finance)
2.	Prof. Kanwalvir Singh Dhindsa Controller of Examination Jagat Guru Nanak Dev Punjab State Open University, Patiala	Member (Official from Administration and Finance)
3.	Prof. Harsh Gandhar USOL Panjab University, Chandigarh	Member (External Expert of ODL)
4.	Dr. Amitoj Singh, Director JGND PSOU School of Science and Emerging Technology JGND PSOU Patiala	Member (Senior Teacher of HEI)
5.	Dr. Sulakshna School of Business Management and Commerce JGND PSOU Patiala	Member (Senior Teacher of HEI)
6.	Dr. Sukhpal Kaur School of Social Sciences and Liberal Arts JGND PSOU Patiala	Member (Senior Teacher of HEI)
7.	Dr. Navleen Multani School of Language JGND PSOU Patiala	Member (HOD School of Studies)
8.	Ms. Parampreet Kaur School of Social Sciences and Liberal Arts JGND PSOU Patiala	Member (HOD School of Studies)

Prof. Manjulika Srivastva (External Member) could not attend the meeting.

A CIQA Committee meeting was held on 06-05-2025 at 11 AM in the blended mode at the main University Campus.

Prof. Baljit Singh Khehra, Registrar welcomed all the members of the Committee. Thereafter, he gave his opening remarks and shared the activities of the University with the Committee members.

- (i) The Registrar Dr. Baljit Singh Khehra started the meeting by thanking Our Founder Vice Chancellor Prof. Karamjeet Singh for starting the university and



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- setting all the quality standards in the university. Dr. Khehra thanked the Hon'ble Vice Chancellor Smt. Anindita Mitra (IAS) for her contribution and support.
- (ii) The Registrar apprised the Committee members regarding the quality initiatives taken by various departments of the University. He informed the Committee members regarding the new academic initiatives and the different Programmes being offered by the Schools during Session 2024-25.
 - (iii) Institutional collaborations were strengthened through MoUs with IFM Fincoach Global Pvt Ltd and the Institution of Engineers (India). The establishment of a Research & Development Cell, digital content development centre, and dedicated Cells for academic and administrative functions has enhanced operational efficiency.
 - (iv) The Registrar lauded the faculty and the staff for organizing various workshops/webinars/ FDPs/Conferences during the academic session 2024-25.
 - (v) The Registrar apprised the committee members that under the 'Sikhya Daat' programme (as a CSR), this year a total number of 149 candidates were admitted in various programmes and a total number of 101 differently abled candidates were admitted in various programmes during 2024-25.
 - (vi) A total 80 course content videos of different courses have been prepared by the faculty for the teaching of different programs of study to the students.
 - (vii) Financially, the University secured grants amounting to Rs. 21 crore for infrastructure and quality enhancement.
 - (viii) Examination reforms such as DigiLocker integration and automated processes were implemented to uphold transparency and efficiency.

At the end Dr. Khehra reiterated that these accomplishments reflect the University's dedication to accessible, quality higher education and commended the collective efforts of our academic and administrative teams.

The multifarious activities of the University were much appreciated and lauded by the Committee members.

Dr. Sulakshna, Coordinator CIQA presented the Agenda of the meeting before the Committee Members. The following Agenda items were discussed and resolved in the meeting:

ITEM No. 1	Confirmation of minutes of last CIQA meeting held on 07-08-2024
Decision	The Committee members confirmed the minutes of last CIQA meeting held on 07-08-2024
ITEM No. 2	Action taken report of the CIQA meeting held on 07-08-2024
Decision	All the members of CIQA Committee were apprised about the action taken on previous CIQA committee meeting.
ITEM No. 3	To apprise the New Academic Initiatives and Quality Measures



The University has six schools of studies in various disciplines. Various PG, UG, Diploma and Certificate Programmes are being offered in these Schools. The following revisions/changes in the curriculum have been made to improve the academic standards of different programmes.

3.1 SCHOOL OF BUSINESS MANAGEMENT AND COMMERCE(SBMC):

i. Integration of Practical Learning through Internships

An internship component has been introduced in the approved Certificate Course in Banking & Financial Services under the Board of Studies (BoS) meeting held on 10/2/2025, aimed at bridging the gap between theory and practice. (Annexure - II)

ii. Curriculum Revision with Regulatory Compliance

- The revised syllabus for the Certificate/Diploma Programme in Soft Skills and Leadership Development for Armed Forces was reviewed and approved. The eligibility criteria revised from Class 10th to Class 12th, ensuring greater access while still adhering to the UGC ODL Regulations, 2020, thereby ensuring compliance with national education standards.
- Writing of SLM and revision of SLM of B.Com (Hons.) Accounting & Taxation of 3rd and 4th year is in process

iii. Implementation of Programmes at University Level

SBMC plans to implement its Certificate and Diploma programmes at the university level (previously restricted to Learner Support Centres) starting from the July 2025 session. The decision is backed by the readiness of Study Learning Material (SLM) and academic preparedness, enhancing reach and administrative flexibility.

iv. Adoption of NEP-Aligned Academic Framework

SBMC has aligned its programmes with the National Education Policy (NEP) 2020 by initiating:

- Multiple Entry and Exit Options across Diploma programmes.
- Exit option approved, allowing early certification for learners.
- Re-entry allowed within the programme's maximum duration, supporting lifelong learning.
- Specifically, for Diploma programmes, re-entry after completing the Certificate is allowed within 1.5 years.

v. Development and Distribution of Study Learning Material (SLM)

SBMC has developed and disseminated SLM for various certificate programmes to the LSCs, ensuring uniform delivery of quality content. These include:

- Certificate/ Diploma in Retail and Sales Management Skills
- Certificate in GST Filing and Practice
- Certificate in Income Tax Filing and Documentation
- Certificate in Computer-Aided Accounting
- Certificate in Entrepreneurship, Creativity, and Innovation in Business



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- Certificate/Diploma in Accounting and Taxation
- Certificate in Rural Management
- Certificate in Business Etiquette and Professionalism
- Certificate in Digital Marketing
- vi. **Book Publication**
SBMC has published a book titled "**Corporate Sustainability: Sustainable Business Practices in the Indian Corporate Sector**" Jan 2025, contributing to academic literature and research in sustainable business ISBN Number 978-81-98064-1-8 by D.P.S Publishing House New Delhi.
- vii. **New Programme Launched**
Introduction of B.Com (Hons) – Accounting and Taxation: A four-year honors program launched according to NEP guidelines from July 2024, catering to the demand for specialization in accounting and taxation. Presently students have enrolled in second semester of the programme in January 2025 cycle.
- viii. **Institutional Events and Department Engagement:**
International Women's Week was successfully organized by SBMC from March 3rd to March 9th, 2025 sponsored by the Sports Authority of India, promoting gender inclusivity and awareness.
- ix. **Details of Publications: (Annexure III & IV)**
 - Research Papers in conference Proceeding: 01
 - Book: 01
 - Book Chapters: 04
- x. **Orientation/ MDP/ Workshop/FDP attended by the faculty of SBMC:**
 - Gurudhakshta FIP Orientation programmes attended : 01 Faculty member
 - Three-day Management Development Program (MDP on UHV) held at NITTTR Chandigarh from April 10th to 12th 2025 : 01 Faculty Member
 - UGC sponsored One Week Short Term Programme on "Capacity Building & Academic Leadership" 16-21 DEC 2024 : 01 Faculty Member
 - One faculty member attended a 3-day workshop from March 1 to 3, 2025 on "Developing Graduate Employability Framework" organized by CEMCA at VMOU, Kota. The workshop focused on strategies for embedding employability skills into academic programmes through institutional planning, curriculum alignment, and industry collaboration.
- 3.2 **SCHOOL OF SCIENCES AND EMERGING TECHNOLOGIES**
Four Years BCA (Honors) Programme from Academic Year 2024-25 as per NEP guidelines approved and recognized by UGC-DEB as per NEP-2020 guidelines. Presently students have enrolled in second semester of the programme in January 2025 cycle.
Faculty members of SSET published the following research works: (Annexure III & V)
 - Patents (Published/Granted): 20
 - Research Papers (Published): 07
 - Books (Published): 02
 - Faculty members guiding Ph.D. students as Co-supervisor with collaboration of

Chitkara University : 02

- Conference Organised: Organised International Conference on Applications of AI and Machine Learning (ICAML 2025) on February 22-23, 2025 at IE(I) Punjab and Chandigarh State Centre, HD with collaboration of IEI, AOP (Associations of Professionals)
- Conference Proceedings Research Papers: 08

3.3 SCHOOL OF SOCIAL SCIENCES AND LIBERAL ARTS:

PG Programme:

Masters of Arts (M.A.) Economics programme started in the school from July 2024 onwards with UGC DEB approvals. Presently students have enrolled in second semester of the programme in January 2025 cycle.

- Board of Studies meeting was organised in which eligibility criteria for M.A. (Economics) i.e. Graduation in any stream with 50% marks from any recognised university decided and medium of examination be English or Punjabi on 8 November 2024. (Annexure VI)
- Writing of SLM of Masters of Arts (M.A.) Economics by the faculty of Economics.

Orientation and FDP attended by the faculty of SSLA

- Gurudhakshta FIP Orientation programmes attended : 01 Faculty member
- Two faculty members attended a 3-day workshop from March 1 to 3, 2025 on "Developing Graduate Employability Framework" organized by CEMCA at VMOU, Kota. The workshop focused on strategies for embedding employability skills into academic programmes through institutional planning, curriculum alignment, and industry collaboration.

Publications : (Annexure III)

- Edited Books: 03
- Book Chapters: 02
- Research Papers: 02

UG Programme:

Bachelor of Arts (B.A.) programme started in the school from July 2024 onwards with UGC DEB approvals in place of B.A. (Liberal Arts). Presently students have enrolled in second semester of the programme in January 2025 cycle.

- Writing of SLM and revision in SLM of Bachelor of Arts (B.A.) programme by faculty.

3.4 SCHOOL OF LANGUAGES : (Annexure VII)

The School of Languages undertook various researches, academic and extra-curricular activities for the holistic growth of learners and institutional development during the time period, August 2024 to April 2025. The faculty accomplished many academic and research goals. The School wrote and edited MA English content for Sem IV and drafted curriculum for Pre-PhD Coursework in English. The BoS conducted in March 2025 ratified proposal for Course in Journalism. The students of MA English published articles in various newspaper. For quality enhancement, expert talks and special lectures were conducted and the detail is attached in Annexure VII.



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	<p><u>Orientation and FDP attended by the faculty of SOL</u> Gurudhakshta FIP Orientation programmes attended: 03 Faculty members.</p>
Decision	The Committee noted the action regarding the New Academic Initiatives and Quality Measures taken by the university.
ITEM No. 4	To approve the Academic Calendar for the Session 2025-26.
	The University has prepared Academic Calendar for the Session 2025-26.
Decision	The Committee noted the Academic Calendar for the academic session 2025-26.
ITEM No. 5	<p>To apprise the functioning & performance of Learner Support Centres (LSCs).</p> <p>Learner Support Centres (LSCs) have been established all over Punjab State (the territorial jurisdiction of the University) in the Colleges of repute. The coordinators in each LSC are qualified as per UGC norms. The approval for the same has been given by the Board of Governors.</p> <p>Apart from coordinators from LSCs, the faculty at the University acts as mentors for students in their respective Courses and remain in constant touch with them on email/mobile to guide them and provide consultation on all academia related matters. The Orientation Program for the student is organised by the faculty of different programmes at the start of academic session/semester. Total No. of approved LSCs during 2024-2025 was 90.</p> <ol style="list-style-type: none"> 1. Feedback system is implemented in LSCs. In this feedback system, there is two types feedback: <ul style="list-style-type: none"> • Learners Feedback about LSC facilities (Feedback Form Attached) –Annexure IX • Feedback form about Teaching Learning Process from learners of LSC (Feedback Form Attached) Annexure IX 2. Duties and Responsibilities of LSC Coordinator and Academic Counsellors (ACs) are fixed. (Annexure X) <ul style="list-style-type: none"> • The key responsibility of the Coordinator is the supervision of LSC. • The Coordinator is the responsible from entry level of Learner to exit level of Learner. • The coordinator plays the major role in the entire superstructure of JGND PSOU's delivery mechanism. • For the success of LSC, the coordinator must understand the philosophy and model of ODL. 3. Regular meetings are conducted with Heads and Coordinators of LSCs to enhance working of LSCs for providing quality of education to learners. 4. It is mandatory to sign MoU with hospitals for those LSCs who run certificate/Diploma in Nanny Care and Care Giver for internship of learners in hospitals 5. Organised placement drives in LSCs 6. Involved LSCs in social activities.
Decision	The Committee noted the action regarding establishment & functioning of various Learner support centres.

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ITEM No. 6	To apprise Freeships and Scholarship opportunities to the students
	<ul style="list-style-type: none"> The University has initiated a noble cause of offering different programmes to deaf, mute and blind candidates free of cost with the approval of Academic Council and Board of Governors. A total number of 101 differently abled candidates were admitted in various programmes during 2024-25. A special programme 'Sikhya Daat' as a Social Responsibility effort in collaboration with the Prison Department of Punjab Government to impart higher education to jail inmates has been initiated. The programme mentoring & learning, admission process and exams of these students are being conducted through LSCs. A total number of 149 candidates were admitted in various Programmes under Sikhya Daat Scheme during the session 2024-25.
Decision	The Committee noted the action taken regarding Freeships and Scholarship opportunities to the students
ITEM No. 7	To apprise regarding Progress of Admissions during session 2024-25.
	<p>In the Academic session 2024-25 a total of 5602 candidates were admitted in various programmes.</p> <ul style="list-style-type: none"> The number of Students admitted in July 2024 cycle was 4330 and out of this no. of Sikhya Daat (Jail Inmates) students were 104. The number of students admitted in January 2025 cycle was 1272 and out of this no. of Sikhya Daat students were 45.
Decision	The Committee noted the progress regarding increase in admission/ enrolment in different Certificate/Diploma/Degree /Post Graduate Courses Programmes and in other segments.
ITEM No. 8	To apprise the committee members regarding different MOUs signed by JGND PSOU with various apex institutions.
	<p>The University has signed MoUs with the different bodies/organizations in order to uplift the academic standards of the University. (Annexure XII).</p> <ul style="list-style-type: none"> JGND PSOU signed an MOU with IFM Fincoach Global Pvt Ltd, Mohali on 27 February 2025 to offer 1-month internship under the Certificate Course in Banking & Financial Services, aimed at enhancing students' practical skills and employability in the financial sector. Jagat Guru Nanak Dev Punjab State Open University (JGND PSOU), Patiala, signed a Memorandum of Understanding with The Institutions of Engineers (India), Punjab and Chandigarh State Centre, Engineers Bhawan, Madhya Marg, Sector 19-A, Chandigarh agree to promote cooperation in the field of education and academic research.
Decision	The Committee noted the action regarding MoUs with the different bodies/organizations in order to uplift the academic standards of the University.
ITEM No. 9	To apprise Faculty Development Programmes (FDP), Workshop/Seminar/ Webinar during the Academic Session 2023-24.



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	The University has organized various Awareness Campaigns, Conferences, Seminars, Webinars, Competitions (International/ National) during the Session 2024-25. Detail is given in the Annexure XIII.
Decision	The Committee noted the action regarding organizing various FDP/Seminar/ organizing workshops/webinar for the faculty of university during the Academic Session 2024-25.
ITEM No. 10	To apprise about the activities of Research and Development Cell (R&D)
	Research and Development (R&D) Cell has been established by JGND PSOU which aims to nurture research culture and promote research in newly emerging and challenging areas. The details of the measures taken to strengthen the research of JGND PSOU is attached herewith in Annexure -III
Decision	The Committee noted the decision regarding establishment of R & D cell
ITEM No. 11	To apprise about the Grant awarded to JGND PSOU.
	<ul style="list-style-type: none"> JGND PSOU has been awarded the Grant-in-Aid of Rs one Cr for the development of IT infrastructure by The Ministry of Education, Department of Higher Education, Govt. of India A Grant of Rs 20 Cr has been granted to university by Govt. of India under PM-USHA scheme.
Decision	The Committee noted the grant awarded to JGND PSOU.
ITEM No. 12	To apprise regarding the Establishment of different Cells and Centres.
	The University has constituted the different cells and different Centres for the Effective functioning of the University and for the benefit of students, faculty and staff of the University.
Decision	The Committee noted the action taken regarding establishment of different Cells and Centres.
ITEM No. 13	To apprise about the working of Media Centre.
	<p>Multimedia facility as a part of Teaching Learning Process – The University has established a State of art multimedia studio to prepare e-content for the different programmes of the University. This multimedia studio includes audio visual recording, reaching out to students through online mode and access to digital content also. This studio also provides live streaming which facilitates the faculty to have online academic meetings. As per specifications concerned, this studio is equipped with 4K professional video camera, audio mixer, switcher, wireless lapel, microphones, touchpad screen with writing pad, reference screen and also have studio lights for visuals.</p> <p>Course Material in the form of videos prepared by the faculty August 2024 onwards:</p>

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	S. No	School Name	Count
	I.	School of Business Management and Commerce	19
	II.	School of Languages	42
	III.	School of Sciences and Emerging Technologies	11
	IV.	School of Social Sciences and Liberal Arts	8
	Total		80
	<p>The Academic Block of the University has separate sitting facility for the faculty with state-of-the-art IT infrastructure, and Wi-Fi facility for the effective teaching-learning process for the students of the University. The videos of different courses have been prepared by the faculty for the teaching of different programmes of study to the students</p>		
Decision	The Committee noted the working & performance of the Media Centre of university.		
ITEM No. 14	To apprise about the Quality Initiatives taken by Examination Department of JGND PSOU		
	<p>The Examination Branch at Jagat Guru Nanak Dev Punjab State Open University is focused on the reliable evaluation of the teaching and learning processes and ensuring the transparency in the examination system with well-qualified & dedicated exam branch staff through the usage of quality assessment and examination tools. The following are the quality initiative taken by Examination Department:</p> <ol style="list-style-type: none"> Examination portal is updated to provide session wise strength of the students in their respective exam centre logins. Detail Marks Sheet of Jagat Guru Nanak Dev Punjab State Open University are now fully available on DigiLocker portal for viewing and downloading of all degree programmes up to Jan-2024 examination cycle since inception of the University. To expedite the process of uploading and transfer credits earned by the students on the Digi Locker, new initiatives have been taken to provide auto filing of students' data in form of CSV files. To avoid clashing of exams of JGNDPSOU students' with other University exam schedule, the Datesheet of JGNDPSOU is prepared by discussion with the Principal of various LSCs. Resolving queries of Principals/Coordinators of LSCs regarding Suggestions/Feedbacks for improvement of exam process at JGNDPSOU. 		
Decision	The Committee noted the decision regarding the quality assurance for the examination process and examination reforms undertaken from time to time.		



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At the end the external expert member Prof. Harsh Gandhar congratulated the Registrar and the entire team for the University's accomplishments and especially placement drives conducted in the LSCs.

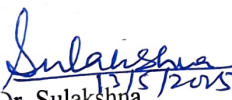
She congratulates and thanked Hon'ble Vice Chancellor Smt. Anindita Mitra (IAS) for leading the University successfully. She also commended Former Founder Vice Chancellor Prof. Karamjeet Singh for the quality initiatives he introduced during his tenure, which significantly contributed to the University's rise to prominence.

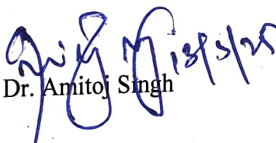
Dr. Navleen Multani, Dean Research proposed a vote of thanks at the end of CIQA Committee meeting. The meeting ended on a positive note with the Committee members congratulating the Hon'ble Vice Chancellor, Smt. Anindita Mitra and her entire team for the rapid strides made by the University during the year 2024-25.


Dr. Parampreet Kaur


Dr. Navleen Multani



Dr. Sukhpal Kaur


Dr. Sulakshna


Dr. Amitoj Singh


Prof. Kanwalvir Singh Dhindsa

(Attended online)
Prof. Harsh Gandhar


Dr. Baljit Singh Khehra
Registrar

For Confirmation:

Smt. Anindita Mitra, IAS
Vice Chancellor
Chairperson, CIQA