



YEARLY STATUS REPORT - 2022-2023

Part A

Data of the Institution

1.Name of the Institution		NETAJI SUBHAS OPEN UNIVERSITY
• Name of the Head of the institution	Professor (Dr.) Indrajit Lahiri	
• Designation	Vice-Chancellor	
• Does the institution function from its own campus?	Yes	
• Phone no./Alternate phone no	03340663201	
• Mobile No:	9433466170	
• Registered e-mail ID (Principal)	vc_nsou@wbnsou.ac.in	
• Alternate Email ID	ciqa@wbnsou.ac.in	
• Address	DD-26, Salt Lake, Sector-1, Kolkata-700064	
• City/Town	Bidhannagar	
• State/UT	West Bengal	
• Pin Code	700064	
2.Institutional status		
• University:	State	
• Type of Institution	Co-education	
• Location	Urban	

• Financial Status	Grants-in aid				
• Name of the IQAC Co-ordinator/Director	Professor (Dr.) Anirban Ghosh				
• Phone no. (IQAC)	03346038422				
• Mobile (IQAC)	7980366313				
• Alternate e-mail address (IQAC)	anirban1972@gmail.com				
• IQAC e-mail ID	ciqa@wbnsou.ac.in				
3.Website address	http://www.wbnsou.ac.in/				
4.Website address (Web link of the AQAR (Previous Academic Year))	http://www.wbnsou.ac.in/naac/aqar/20231218_AQAR_2021-22_Report.pdf				
5.Whether Academic Calendar prepared during the year?	Yes				
• if yes, whether it is uploaded in the Institutional website Web link:	http://www.wbnsou.ac.in/student_zone/academic_calendar/Academic_Calendar_22-23.pdf				
6.Accreditation Details					
Cycle	Grade	CGPA	Year of Accreditation	Validity from	Validity to
Cycle 1	A	3.05	2021	08/04/2021	07/04/2026
7.Date of Establishment of IQAC			21/08/2017		
8.Provide the list of Special Status conferred by Central and/or State Government on the Institution/Department/Faculty/School (UGC/CSIR/DST/DBT/ICMR/TEQIP/World Bank/CPE of UGC, etc.)?					
Institution/ Department/Faculty/School	Scheme	Funding Agency	Year of Award with Duration	Amount	
NA	NA	NA	Nil	NA	
9.Whether composition of IQAC as per latest NAAC guidelines			Yes		
• Upload latest notification of formation of IQAC			View File		

10.No. of IQAC meetings held during the year	4	
<ul style="list-style-type: none"> Were the minutes of IQAC meeting(s) and compliance to the decisions have been uploaded on the institutional website? 	Yes	
<ul style="list-style-type: none"> (Please upload, minutes of meetings and action taken report) 	View File	
11.Whether IQAC received funding from any of the funding agency to support its activities during the year?	No	
<ul style="list-style-type: none"> If yes, mention the amount 	NA	
12.Significant contributions made by IQAC during the current year (maximum five bullets)		
<ul style="list-style-type: none"> Development of an Action Plan for Blended Learning Practices In Higher Education. Organizing Induction Meeting & Sensitization on LMS. Awareness on Face-to-Face, Online and Blended Learning for Higher Education Teachers in West Bengal Workshop on Blended Learning for HE Teachers Intellectual Property Rights Awareness Programme 		
13.Plan of action chalked out by the IQAC in the beginning of the Academic year towards Quality Enhancement and the outcome achieved by the end of the Academic year (web link may be provided).		
Plan of Action	Achievements/Outcomes	
Introduction of new programmes and preparation of PPR	The PPR of 33 (UG & PG) programmes approved by the UGC-DEB	
Awareness on the provisions of NEP 2020 for HE	Around 163 teachers/ students attended the programme	
Opening of new LSC for degree programme	Eleven LSCs opened for PG programme under different regional centres	
Opening of new LSC for vocational programme	Three new vocational centres were opened during the year	
Community Outreach programme	Four such programmes were conducted at rural LSCs.	

Innovation and Incubation Centre (IIC)	The IIC promotes Start-ups to foster Skill and Entrepreneurship development among learners
Credit transfer Policy	The policy will enable the students to transfer their credit from SWAYAM to NSOU programmes
Job fair at Kalyani RC	Learners (around 50) of vocational courses attended
Career Counselling (virtual)	Online career counselling organized jointly by SVS & Kalyani RC during the Students' Week
Introducing Exit provision	The students of MSW get DSW certificate after one year with the exit provision.
Sensitization on Automation of Admission Process for Study Centres (LSCs)	Vocational centres were oriented with the system of online admission system.
Workshop on E-content Development & Delivery	55 faculties attended the workshop
Monitoring the LSCs	The RCs conducted the inspection of 8 LSCs under their jurisdiction
Online system of Assignments	The University successfully conducted the online submission of assignments.
Orientation programme for Academic Counsellors (UG/PG)	The School of Professional Studies conducted the OP for the academic counsellors / dissertation guides for the discipline/ subjects under the schools.
Introduction of Web Radio-Muktak	It facilitates the streaming of educational content where bandwidth is low.
14. Whether the AQAR was placed before	Yes

statutory body?	
<ul style="list-style-type: none"> Name of the statutory body 	
Name of the statutory body	Date of meeting(s)
Academic Council	13/03/2023
15. Whether NAAC/or any other accredited body(s) visited IQAC or interacted with it to Assess the functioning?	No
16. Whether institutional data submitted to AISHE	
Year	Date of Submission
2020-2021	20/02/2022
17. Multidisciplinary / interdisciplinary	
<p>To enhance the GER, the university provides quality education in a flexible manner to those who are beyond the arena of the higher education institutions &/or in need of flexible learning schedules. The relevance of all programs offered by various Schools are envisaged. There are 33 self-developed programmes (BDP=15, PG=16, 2nd Degree program=02). With the aim to be an integrated higher education system, promoting holistic and multidisciplinary education and instilling more in-depth learning and mastery of curricula across fields, the University has adopted the following measures: In CBCS based UG Programmes, existing courses from across the Schools of Studies are included in the Generic Electives (GE) basket for Honours in BA, B. Com and B. Sc. programmes to further enhance the multidisciplinary nature of these programmes. The skill based and ability enhancement courses also contributes to a far-reaching interdisciplinary chorus of knowledge and understanding. As per the National Curriculum and Credit Framework (NEP2020), the university has already initiated to restructure its undergraduate degree programmes. Accordingly, the multidisciplinary (MDC), ability enhancement (AEC), value-added (VAC) courses are being identified by the schools for their respective major and minor subjects. Centre for Lifelong Learning (CLL) under the aegis of School of Vocational Studies is established with the objective to impart skills training to rural youth in a collaborative way. A good no. of MOOCs is offered on multidisciplinary domains, such as child rights and protection, GST, Cyber security, Heutagogy, Reading and Reflecting text Communicative English, etc. to broaden the knowledge and bridge</p>	

the interdisciplinary essence among the learners/partakers. Centre for Language, Translation and Cultural Studies (CLTCS) under School of Humanities have been set up with the objective to undertake research activities in related fields of translation and cultural studies. Centre for Disability Studies & Educational Research (CDSER), under the aegis of School of Education aims to develop human resources in various fields and areas of disability and research in Education, teacher education and Special Education towards creating a sustainable and inclusive society. Through variety of programmes/activities, the Centre rivets in drawing out skills and aptitude through multidisciplinary approaches; achieved through extension activities and offering courses on Inclusive Education and Understanding Neurodiversity. NSOU Centre for Social Studies under the aegis of School of Social Sciences (CSS). The aims of the centre are to pursue research on various social issues (Caste, Gender, Social formation, Political mobilization, etc.) and establish collaborative academic links. It has organized a number of multidisciplinary/interdisciplinary students' seminar to culminate the views and thoughts of national leaders, eminent educationists, social reformers on education, society and sustainability of knowledge across the disciplines. The Innovation and Incubation Centre (IIC) under the aegis of the School of Professional Studies has been set up to train the young students in the domain of entrepreneurship. Future plans: Inducing learning outcomes-based approach to curriculum planning and development. Development of new academic programmes (UG/PG) with multidisciplinary and holistic approach Introduction of new skill development programmes with industry and social linkage Provision for multiple entry and exit Integrate OER in online learning materials Development and delivery of self-financed value-added courses (MOOCs) and courses on cross-cutting domains Creating multiple entry and exit provisions in the degree programmes Blending Multi-disciplinary and Inter-disciplinary courses in curriculum of integrated Bachelor of Education degree programme

18.Academic bank of credits (ABC):

In a bid to promote and herald student-centred learning, UGC introduced the concept of ABC. This would allow the students to design their own degree. The felt need to integrate SWAYAM-MOOCs at NSOU was construed in the light of ABC to address and implement the provisions of the University Grants Commission (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020 along with NEP 2020 Guidelines in letter and spirit. The university concedes that- SWAYAM-MOOCs Courses/Credits should be accepted for GE across all the Schools, subject to mapping of Course Content and

Engagement Hours. SWAYAM-MOOCs Courses/Credits should be accepted for AECC-1 [Bengali/English] across all the schools. SWAYAM-MOOCs Courses/Credits should be accepted for AECC-2 [ENVS] across all the schools. Acceptance of SWAYAM-MOOCs Courses/Credits for SEC, DSE & CC should depend upon the respective Schools. SOP for Credit Transfer mechanism has been chalked out for in-bound credit transfer across the UG programmes. During the year 2022-23, the university organized both online and offline sensitization programme on ABC for the benefit of the students. University has already introduced the provision of ABC ID w.e.f July 2022 academic session. Future plans: CIQA is taking initiatives to augment the implementation of ABC in the University degree courses through workshop and seminar to raise understanding on ABC ABC committee has been formed to look after the progress of the creation of ABC IDs. The credit awarded to the students will be uploaded in NAD Student Mobility by reducing time commitment, which lowers the risk of student dropout and improves social mobility for economically disadvantaged students. Collaborative Processes as ABC can promote and facilitate inter-institutional partnerships, thereby elevating quality in education. NSOU encourages a Blended Teaching-Learning Model for the implementation of ABC through this EdTech Empowerment. As per guidelines issued by the UGC, the university has created ABC ID for each of its registered students.

19.Skill development:

The curricular framework of UG degree programmes have skill enhancement courses which is aimed at gaining access to dexterity, knowledge and ability, and good working attitude by skill training, establishing skill standards etc. These courses offer a wide range of skill development through learning/hands-on transactions which enables learners and the working age people to adept to the demands of the job market in their particular domain/discipline/subject. The teacher preparation courses (SoE), library and information programmes (SoPS), and a couple of Advanced Diploma programmes (SoH) offered by some of the schools of studies specifically instil skills and core competencies necessary to disseminate cross-sectional knowledge. The six innovative centres under the schools of studies infuses extended skills through various short-term training programmes, online courses on contemporary areas. Such courses are supplement to the academic degree courses. Extension activities like community outreach programmes, capacity building programmes, and other professional development brings about skill enhancement among aspiring learners. The learning outcomes and programme outcomes contribute to the graduate attributes like knowledge acquisition skills, societal skills, scientific and technical skills and

communication skills. NSOU is not only imparting education as an alternative to the formal system of education but also in areas such as vocational and non-conventional courses. School of Vocational Studies is entrusted to offer skill-based courses to provide education that can prepare skilled workforce for the society. The University is providing vocational and non-conventional courses so that the learners can engage themselves in income-generating livelihood. CLL, under the aegis of SVS provide hands-on training to the candidates having no formal educational qualification but having prior learning experience which will lead to their life skill development. NSOU-MOOCs have taken a stride in providing soft-skills through value-added courses. Village Knowledge Centre and Academic-Industry Interface Cell are the initiatives of SVS that render support services and empowerment to the unreached learners and explore possibilities of linkage with various industries for skill-based courses. Future plans: Capacity building of learners and faculty for Innovation, start-ups and entrepreneurship Capacity building/ orientation programme for faculties/ academic counsellors considering learner diversity Encouraging national and international collaborative research projects focusing on innovation, values and ethics in education Providing opportunities for collaboration with renowned national and international institutions Extending Industry-linkage for facilitating Placement drives Introducing the concept of "Earn while you learn" in the professional and vocational programmes Focusing on professional education through collaboration with industry and organizations both public and private to develop specific skill-oriented programmes Ensuring that the learners actively engage with the practical side of their learning by making lab-based practical/hand-on training/internships/fieldwork/project work/training and skill development. The University must create favourable environment that enables youth to change their outlook from job seekers to becoming job creators/entrepreneurs.

20.Appropriate integration of Indian Knowledge system (teaching in Indian Language, culture, using online course)

As a state open university, NSOU harps on imparting education through regional language. All courses under different programmes of the six School of Studies, promote the development of abilities and skills: cognitive, affective and psychomotor domain in its course outcomes. As a repertoire, it persuades civic behaviour, nation building and social cohesion, transmission of democratic values and cultural norms. The University espouses institutions, relationships and norms that emerge from such education. These are instrumental in influencing the quality of society's interactions, which underpin economic, political, social, science and technological development.

Out of the 33-degree programmes (UG, PG, 2nd Degree), of which Indian Knowledge system is inculcated in the curricula of History, Political Science, English, Bengali, Education, Special Education, Public administration, Commerce to a large extent. The following measures are adopted by NSOU for imparting education in regional language (as one of its best practices): It is a policy decision of NSOU to mandatorily provide SLMs in the regional language of the State for all Bachelor Degree Programmes. In the Post Graduate programme, the SLMs are provided both in Bengali and English version. The learner may opt the medium of SLMs at the time of admission. All the SLMs in have been digitized. A number of A/V lectures are also presented in Bengali for better understanding among the learners. The lectures on web radio-Muktak are also available in the regional language. The NSOU Website can also be accessed in regional languages like Bengali, Hindi and Nepali apart from English language. The learners are free to write their answers either in Bengali or in English as per their convenience. The learners feel comfortable to internalise their new knowledge when studied through their mother tongue. Question papers of the assignment and term-end examination are set in Bengali and English version. The information brochure/ prospectus is prepared in Bengali version targeting the rural learners. The prospectuses describe the code / rules applicable for academic and non-academic staff. NSOU has introduced a no. of online courses to nurture and cultivate Indian Knowledge system. The details of the online courses are: <http://www.wbnsou.ac.in/NSOU-MOOC/nsou-mooc.shtml#nsou-mooc> http://www.wbnsou.ac.in/NSOU-MOOC/nsou-mooc_soss_css.shtml#active_nsou-mooc_soss_css http://www.wbnsou.ac.in/NSOU-MOOC/nsou-mooc_svs_cll.shtml#active_nsou-mooc_svs_cll http://www.wbnsou.ac.in/student_zone/courses/humanities/CLTCS.shtml#active_CLTCS The University conducts a glut of events for promotion of national values, national integration at Headquarters /Regional Centres/ LSCs through digital Platform /offline/blended mode: Independence Day Republic Day Teachers Day Birth Anniversary of eminent personalities International Mother Language Day National Education Day National Science Day Memorial Lectures Foundation Day Lecture Future Plans: Launching more programmes that are rich in Indian knowledge, different art forms and culture; Offering courses on Indian Culture, Arts and heritage Translating programmes/courses into regional languages Incorporating multilingualism in the curriculum design of the degree programmes to understand the different cultures and value systems and develop a global outlook Inculcating professional ethics through appropriate content in all the degree programmes. Faculty induction programme/sensitization/Orientation of academic counsellors for ODL teaching-learning pedagogy with a focus on bilingual curricular transaction.

21.Focus on Outcome based education (OBE):Focus on Outcome based education (OBE):

NSOU lay the foundation to the premise of the learning outcome-based approach to curriculum planning and development in all its degree programmes. The courses/programmes cusp the demonstrated achievement of outcomes (expressed in terms of knowledge, understanding, skills, attitudes and values) and academic standards expected of learners of a programme of study. The UG and PG curriculum specifies the programme objectives, course objectives, expected learning outcomes and overall programme outcomes. Learning outcomes are framed in such a manner that it specifies what graduates are expected to know understand and be able to do at the end of their programme of study. In line with the learning outcomes-based curriculum framework the university ensures that a graduate is unique. Each student or graduate has his/her own characteristics in terms of previous learning levels and experiences, life experiences, learning styles and approaches to future career-related actions. Hence the learner's profile/graduate attributes are ascertained. The quality, depth and breadth of the learning experiences made available to the students while at the higher education institutions help develop their characteristic attributes. The graduate attributes reflect both disciplinary knowledge and understanding, generic skills, including global competitiveness. Best practices: NSOU in its various conventional degree programmes and vocational courses fosters-

Disciplinary knowledge
Critical thinking
Research-related skills
Analytical reasoning
Lifelong learning
Leadership
readiness/qualities
Communication skills
Moral and ethical awareness/reasoning
Scientific reasoning
Reflective thinking
Information/digital literacy
Self-directed learning

Future plans: NSOU is concentrating more on the priority areas of action for fostering holistic, multidisciplinary and quality higher education through translation of academic research into innovations for practical use in society and economy. The centres of innovation under schools of studies are promoting and enhancing the capacity of the higher education system through various extension /community outreach activities. These include online courses, blended courses on skill-based, value-based and other multidisciplinary aspects with special emphasis on targeted and effective equity-related initiatives. As one of the strategic plans, the university intends to allow for flexibility and innovation in programme design and syllabi development within the institution, redefining teaching-learning process with ICT-based pedagogy, assessment of student learning levels, and periodic programme review within a broad framework of agreed expected graduate attributes, qualification descriptors, programme learning outcomes and course learning outcomes. More specifically- Development of new academic programmes

(UG/PG) with a multidisciplinary and holistic approach Introduction of new skill development programmes with the industry and social linkage. Regrouping of existing disciplines and introducing new disciplines in emerging areas. Strengthening the existing programmes by introducing courses in the areas of waste management, environmental education, climate change, conflict management and peace studies, sustainable development, women empowerment, digital pedagogy, open pedagogy, etc. Launching more programmes enriched with Indian knowledge, arts and culture Offering programmes/courses in regional languages Strengthening the UG degree programmes by integrating the vocational component

22.Distance education/online education:

The ODL system has three important dimensions viz. accessibility, affordability and flexibility on the basis of which the academic programmes are designed, developed and delivered. The ultimate objective of the ODL institutions is to reach the unreached and to include the excluded and specially the disadvantaged groups. NSOU was established to offer the academic programmed in ODL mode integrating all the dimensions of ODL system. Teaching-Learning-Evaluation system at NSOU has undergone a paradigm shift. The stakeholders take full advantages from the following services as provided by the University towards the success of all academic programme and vocational courses for their enrichment and sustainability. The following measures are adopted and executed by the university- Online support services: The university has developed a mechanism for SMS alert to communicate the registered students with all information/ notices etc. CIQA has introduced E-mentoring for the enrolled learners through dedicated Telegram group across the various programmes. Learning Management System (LMS): NSOU have dedicated a web portal to host LMS. Presently the PG and UG (CBCS) learners can access academic content with their user ID and pass word through this dedicated LMS. NSOU OER Repository: NSOU is the only state-aided university in West Bengal having the OER repository. The course materials and audio-visual lectures with appropriate open license (Open Educational Recourses, OER) will be made available through this repository free of cost. Online Examinations: Assignments and Term-end examinations were held online through a dedicated portal. Final TEE results are available National Academic Depository (NAD). E-content & A/V lectures: To supplement face-to-face counselling, the university has taken initiatives to develop audio visual lectures delivered by eminent teachers/experts. The A/V lectures are made available through LMS and OER Repository. The academic resources are also provided through SD card to facilitate offline learning for some specific courses. Mobile

App/ M-learning: The LMS is made compatible with the android application so that the students can get all the academic content through their mobile devices. NSOU Web TV & NSOU Web Radio 'Muktak' SWAYAM courses, NSOU MOOCs, online learning module Placement Facilitation Service: The University is providing online "placement facilitation service" for its vocational students free of cost. Enhancing the Website accessibility for differently-abled persons: The site is now equipped with assistive technology for customized experiences. SMS alert: University has started SMS alert facility for the students regarding renewal, payment of fees, examination etc. NSOU on social media: University has introduced social media plugin e.g., Twitter for sharing and interacting with the students. The official twitter account being @NetajiOpen. Learners' Facilitation Centre: Learners' Facilitation Centres at all the three Regional Centres have been set up to provide free internet facility to the students for the purpose of admission, renewal, downloading the course content etc. Village Knowledge Centre (VKC): Village Knowledge Centres have been set up at rural Vocational Learner Support Centres to provide free academic support to the enrolled learners. Online Library services Future plans: The University needs to rethink and remodel its operations to provide an enriched learning experience for the contemporary generation of learners by introducing more MOOCs and online programmes/courses. These should be contextualized to local and regional requirements by developing them in regional languages. Need to address the digital divide. Key technological interventions like generative Artificial Intelligence (GenAI) need to be integrated for the skill enhancement of the learners through outcome-based approach. To foster inclusive, multidisciplinary and holistic approach towards degree programmes.

Extended Profile	
1.Programme	
1.1 Number of programmes offered during the year:	35
1.2 Number of programmes offered during the year, Please provide consolidated number of Programs offered during the year without repeat count, including the programmes that are dropped)	35
1.3 Number of learners admitted afresh in first-year during the year	70930
1.4 Number of learners enrolled during the year	70930
1.5 Number of courses offered by the institution across all programs during the year	560
1.6 Total Number of Courses offered by the institution in all programs (without repeat count and include courses that are dropped)	516
2.Student	
2.1 Number of graduating students during the year	294405
2.2 Number of enrolled learners in the preceding academic year registered for term end examination	133454
2.3 Number of registered learners in the preceding academic year appeared for term end examination	133722
2.4 Number of learners in the preceding academic year passed in the term end examination	199098

3.Institution	
4.1 Total expenditure, excluding salary, during the year (INR in Lakhs):	3026.94
4.Teacher	
5.1 Number of sanctioned posts for the year:	163
5.2 Number of full-time teachers during the year:	95
5.3 Number of other academics in position against the sanctioned posts	2
5.4 Number of Full time Academic consultants employed	2
5.5 Total number of full time teachers worked in the institution during the year (Please include the teachers who left / joined the institution during the assessment period without repeat counts:	95
5.6 Total number of other academics worked in the institution during the year (Please include the other academics who left / joined the institution during the assessment period without repeat counts	2
Part B	
CURRICULAR ASPECTS	
1.1 - Curriculum Planning Design and Development	
1.1.1 - Relevance of curricula planned, designed and developed/adopted	
NSOU harnesses 33 self-developed programmes (UG=15, PG=16, Professional Degree program=02). These degree programmes attempt to offer updated knowledge in the respective disciplines, cultivate an alignment of applying textual knowledge, build capacity in the discourses/Discipline, following the standing regulations of all the	

statutory bodies. Programs are generally conducted in vernacular medium. The learners have the choice of writing in vernacular/English in the examinations. The curricula of the degree programmes acclimatise to the contemporary and changing local needs of the state to which its learners belong. This ensures increasing access to higher education and capacity building of locals. The contents are so designed that the programme outcomes focus on generating cognizant and heedful citizens of India. Programs are designed and conducted for capacity building of heterogeneous learner categories. As the mission of the University is reaching the unreached and meeting the unmet, this supports the formation and strengthening of social capital. It is generally understood as the benefits of membership in a social network. It can provide access to resources, guarantee accountability, and serve as a safety net. The University corroborates foundations, relationships and norms that emerge from such outcome-based education. The University has a clear consideration of what is been sought to achieve through the curricular offerings across the disciplines.

File Description	Documents
Curricula implemented by the University	https://www.wbnsou.ac.in/student_zone/courses/humanities/syllabus/20211007_CBCS_Syllabus_Bengali.pdf
Mapping of curricula to Programme Outcomes	https://www.wbnsou.ac.in/student_zone/courses/science/syllabus/20221118_HZO_CBCS_Syllabus_Final.pdf
Outcome analysis of Programme Specific Learning Outcomes and Course Learning Outcomes	https://www.wbnsou.ac.in/student_zone/courses/social_science/syllabus/20231121_HHI_Syllabus_CBCS_Updated.pdf
Minutes of the relevant BoS/ School Board / Academic Council	https://www.wbnsou.ac.in/naac/agar/2022-23/1.1.1_BOS_UG-2022-23.pdf
Any other relevant information	Nil

1.1.2 - New Programmes introduced - Percentage of programmes newly introduced by the institution during the year

NA

1.1.2.1 - Number of new programmes introduced during the year

0

File Description	Documents
Minutes of relevant Academic Council/ School Board /BoS meetings	No File Uploaded
Details of the Curricula/Syllabi of the new programmes during the year	No File Uploaded
As per Data Template	No File Uploaded
Any other relevant information	No File Uploaded

1.1.3 - Revision of Programmes - Percentage of Programmes revised during the year

31.42

1.1.3.1 - Total number of Programmes revised during the year

11

File Description	Documents
Minutes of relevant Academic Council/BoS meetings	View File
Details of the revised Curricula/Syllabi of the programmes during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.1.4 - Courses being offered as MOOCs or using OERs. - Percentage of courses being offered as MOOCs or using OERs to supplement the existing courses (data for the preceding academic year)

17.85

1.1.4.1 - Number of courses being offered as MOOCs or using OERs to supplement the existing courses (data for the preceding academic year)

100

File Description	Documents
Web-link to the list of MOOCs approved	http://www.wbnsou.ac.in/NSOU-MOOC/nsou-mooc.shtml#nsou-mooc
Curriculum/ Syllabus of the courses being offered as MOOCs or using OERs	View File
Minutes of the Boards of Studies/ School Boards/ Academic Council meetings for approvals of these courses	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

1.1.5 - Electronic media and other digital components in the curriculum - Percentage of the Courses on offer that have incorporated electronic/digital media and other digital components in their curriculum delivery during the year

92.67

1.1.5.1 - Total number of the Courses on offer have incorporated electronic/ digital media and other digital components in their curriculum during the year

519

File Description	Documents
Details of Programmes incorporating electronic media and other digital components offered during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.2 - Academic Flexibility

1.2.1 - Programmes being adopted/adapted by other HEIs - Percentage of programmes adopted/adapted by other HEIs through formal MOU during the year

0

1.2.1.1 - Number of programmes adopted/adapted by other HEIs during the year

0

File Description	Documents
MOU for programmes adopted/adapted by other HEIs	No File Uploaded
Details of Programme	No File Uploaded
As per Data Template	No File Uploaded
Any other relevant information	No File Uploaded

1.2.2 - Implementation of CBCS / ECS - Percentage of Programmes (UG/PG) in which Choice Based Credit System CBCS/ Elective Course System (ECS) has been implemented (Data of the latest completed academic year)

57.14

1.2.2.1 - Number of Programmes (UG/PG) in which Choice Based Credit System CBCS/ Elective Course System (ECS) has been implemented (Data of the latest completed academic year)

20

File Description	Documents
Minutes of relevant Academic Council/BoS/ School Board meetings for implementation of CBCS	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

1.2.3 - Enabling provision for lateral entry for learners - Percentage of learners admitted in the Institution through lateral entry during the year

0

1.2.3.1 - Number of admitted strength in programs where lateral entry is provisioned

0

File Description	Documents
Credit transfer policy	View File
List of programmes having provision for lateral entry	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

1.2.4 - Enabling provision for modular approach Provision for modular approach for flexible exit to the learners

All the SLMs prepared for these courses/programmes are keeping in conformity with the modular approach. Each syllabus of a subject of study is divided into appropriate modules/blocks which are further arranged sequentially into units. The categorization of syllabi thus enables the learners to grasp the concepts and understand the curriculum in a better way. The programme outcomes stated find successful completion with learner-centric approach. The pedagogies are based on the needs and scope of the syllabus-module/units modules prescribed for them. These are radiated by competent and experienced teachers. The evaluation system has two components: Term end and assignment in addition to Practical, Practicum, Dissertation, Projects etc. Extension of validity of registration or re-entry is another significant aspect of flexibility provided by NSOU. For instance, 6 years for UG and 5 years for PG programmes are provided to complete the respective programmes.

The University has leapt for more flexibility in credit transfer with the introduction of the Choice Based Credit System in all its UG degree programmes. All the SLMs of the programmes in UG are being developed and composed in accordance with UGC regulations on CBCS. NSOU thus intends to provide greater flexibility in entry, exit and mobility to learners through credit transfer policy which is also to be introduced shortly. NSOU has already introduced flexible exit in MSW programme.

File Description	Documents
The list of Programmes having modular approach with flexible exit options for the learners	https://www.wbnsou.ac.in/naac/aqar/2022-23/List_of_Programmes_22-23.pdf
Any other relevant information	Nil

1.3 - Curriculum Enrichment

1.3.1 - Institution integrates crosscutting issues Institution integrates crosscutting issues relevant to Gender, Environment and Sustainability Human Values, Emerging Demographic changes and Professional Ethics in the curricula

Institution integrates crosscutting issues relevant to Gender, Environment and Sustainability Human Values, Emerging Demographic changes and Professional Ethics in the curricula

The university strives to groom each learner recognize his/her

identity, understand the purpose of life through their connections/contributions to the society/ environment/fellow human beings. All the Programmes upholds a holistic education. NSOU offers diverse curricula for enabling the learner to imbibe intrinsic meaning of life and passionate love of learning.

For addressing the cross-cutting issues, the NSOU offers, sensitizes, and equips the learners with an understanding of self and society. It prepares them with deeper insights into life. It inculcates a sense of social responsibility through the relevant courses as furnished below under the different programs and enriches the learning experience:

The university strives and thrives through its various degree programs, provides support and imparts comprehensive trans-disciplinary knowledge and cross-disciplinary discourses for improving quality, relevance and effectiveness of the curricula, teaching-learning, assessment processes and outcomes. This ensures a holistic and multidisciplinary approach towards higher education and the tenets of NEP 2020. All the courses reverberate and integrate with Indian Knowledge System across various disciplines and corroborates to the holistic and multidisciplinary nature of higher education. It also tenders the volume and spirit of SDGs, especially Goal-4 echoing the sustainability of the degree programmes.

File Description	Documents
List of courses that integrate crosscutting issues mentioned above	https://www.wbnsou.ac.in/naac/agar/2022-23/List_of_Programmes_22-23.pdf
Description of the courses which address Gender, Environment and Sustainability, Human Values, Emerging Demographic changes and Professional Ethics in the Curricula	Nil
Any other relevant information	Nil

1.3.2 - Awareness/ soft skills / life skills/value-added courses etc., on offer

1.3.2.1 - Number of Value-added courses imparting life skills and soft skills being offered by the Institution during the year

82

File Description	Documents
Brochure relating to the listed courses	View File
Course content of the Value-added courses	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.3.3 - Learners undertaking fieldwork / projects / internships etc. - Percentage of learners undertaking field work / projects / internships leading to submission of dissertation / Reports

77.65

1.3.3.1 - Number of learners undertaking field work / projects / internships leading to submission of dissertation / Reports (data for the latest completed academic year)

5289

File Description	Documents
Link to Programme structure(s)	Nil
Handbook/Manual for field work/ projects / internships.	No File Uploaded
List of learners enrolled in Programme involving field work/ projects / internships etc.	View File
As per Data Template	View File
Any other relevant information	View File

1.3.4 - Courses on employability/ entrepreneurship/ skill development - Percentage of courses on offer has focus on employability/ entrepreneurship/ skill development during the year

15.17

1.3.4.1 - Number of courses having focus on employability/ entrepreneurship/ skill development during the year

85

File Description	Documents
Link to programme structure and syllabus of such courses having focus on Employability/ Entrepreneurship/ Skill development	Nil
As per Data Template	View File
Any other relevant information	No File Uploaded

1.4 - Feedback System

<p>1.4.1 - Feedback for design and review of curriculum Mechanism is in place for obtaining structured feedback on curricula/syllabi from various stakeholders Structured feedback has been designed for review of curriculum/syllabus for the preceding academic year</p> <p>1) Learners 2) Teachers and other Academics 3) Academic Counsellors 4) External Subject Experts 5) Employers 6) Alumni</p>	A. Any 4 or more of the above
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File Description	Documents
20 sample filled in Feedback forms in each category opted for the metrics	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

<p>1.4.2 - Action on feedback (feedback collection, analysis and action taken) Mechanism is in place for analyzing the Feedback obtained from stake holders on curriculum/syllabus for the preceding academic year</p>	A. Feedback collected, analyzed and action taken on feedback and such documents are made available on the institutional website
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File Description	Documents
Stakeholder feedback report	No File Uploaded
Action taken report of the Institution on feedback report as stated in the minutes of the Governing Council/ Syndicate/ Board of Management	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

TEACHING-LEARNING AND EVALUATION

2.1 - Learner Enrollment

2.1.1 - Average variation in enrolment of learners in the Institution during the year

21558

File Description	Documents
Total enrollment data during the year authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.1.2 - Efforts for reaching the unreached Efforts undertaken by the Institution for reaching out to the persons who do not have access to higher education

The university has a plethora of means and access to rural/ tribal and/disadvantaged is the prime objective of the university. Development is possible only through education in the rural areas, particularly to the disadvantaged groups. With its mission of "Reaching the Unreached", the NSOU goes by the vision of building a qualitative human resource base in the state. The objective of setting up of an open university is to bring all eligible individuals into the arena of the higher education system. To make it possible, a major expansion programme has been undertaken by the University to meet the huge apparent and latent demands for higher education in a meaningful manner. Attuned with the Mission and Vision of the University, to contribute towards the social development, the University is always keen to expand its reach to cater to the needs of the thousands of rural and other disadvantaged people like SC/ ST/OBC/ Transgender through its quality academic content.

File Description	Documents
Documents on efforts taken for reaching the unreached	https://www.wbnsou.ac.in/naac/aqar/2022-23/2.1.2_22-23.pdf
Any other relevant information	Nil

2.2 - Catering to Learner Diversity

2.2.1 - Catering to rural population - Percentage of learners enrolled from rural areas during the year

73.67

2.2.1.1 - Total number of learners enrolled from rural areas during the year

52260

File Description	Documents
Number of rural learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.2 - Reaching out to learners from socially backward categories - Percentage of learners enrolled across different socially backward categories during the year

50.47

2.2.2.1 - Number of learners admitted against SC/ST/OBC and other reserved categories as per GOI norms

35802

File Description	Documents
Number of SC, ST and OBC learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.3 - Reaching out to Persons with Disabilities (PwD) - Percentage of PwD learners enrolled during the year

0.76

2.2.3.1 - Number of learners enrolled from Divyangjans categories during the year

544

File Description	Documents
Number of PwD learners authenticated by Registrar of the University	View File
As per Data Template	View File
Document submitted by the Institution to a Government agency giving this information	No File Uploaded
Any other relevant information	No File Uploaded

2.2.4 - Reaching out to women / Transgender learners -Percentage of Women learners enrolled during the year

45.23

2.2.4.1 - Total number of Women / Transgender learners enrolled from during the year

32087

File Description	Documents
Number of Women / transgender learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.5 - Reaching out to employed persons - Percentage of the employed learners who are enrolled during the year

17.16

2.2.5.1 - Number of employed learners (including self employed) enrolled during the year

12178

File Description	Documents
Number of employed learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.6 - Learners from Special Target Group: prison inmates - Average number of prison inmates enrolled as learners during the year

0

2.2.6.1 - Number of prison inmates enrolled as learners during the year

0

File Description	Documents
As per Data Template	View File
Any other relevant information	No File Uploaded
Number of prisoners enrolled authenticated by Registrar of the University	No File Uploaded

2.2.7 - Learners from Defense and Security Forces - Average number of persons from Defense and Security Forces background namely: Defense / Security Personnel, Ex Service men/ War widows enrolled as learners during the year

1.35

2.2.7.1 - Number of persons from Defense and Security Forces background namely: Defense / Security Personnel, Ex Service men/ War widows enrolled as learners during the year

964

File Description	Documents
Number of learners from defense/security background authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.3 - Teaching- Learning Process

2.3.1 - Development of Self-Learning Material (SLM) in Print

The NSOU follows the multi-media approach as an instructional mechanism. It comprises printed self-learning materials, audio-video lessons, face to face personal contact programs, intensive practical sessions, digitized self-learning materials, and assignments to provide instructions to the learners. The printed course materials are the principal media and other non-print media act as supplementary media of instruction. Ideally, the printed SLMs substitute the teachers in the conventional system. As the SLMs substitute the teachers, those are made to have self-instructional, self-explanatory, self-contained, self-directed, self-motivating and self-learning characteristics. The SLMs not only help the learners in their study but also enhance the image and academic credibility of the University. The printed course materials play a major role in the teaching-learning process of the ODL system.

All the activities relating to the courses are covered by certain guidance, the main purpose of which is to ensure quality and academic standards. The University has laid down the following criteria for the development of courses Training Programs/ Orientation Programs are organized for the course writers, editors, and format editors from time to time for the course development and developing the self-instructional materials. The revision of SLM from time to time is also equally important. Efforts are taken to incorporate the developments in the field of study and to make the content more relevant and academically rich.

File Description	Documents
Policy document on SLM	https://www.wbnsou.ac.in/academics/policy_document_slm.shtml#active_policydocumentslm
Any other relevant information	Nil

2.3.2 - Use of Radio for providing instruction - Percentage of programmes where radio has been used for providing instruction in the latest completed academic year

48.57

2.3.2.1 - Number of programmes where radio has been used for providing instruction in the latest completed academic year

17

File Description	Documents
Proof of radio broadcasting with schedules of the programs	View File
Schedules of the above activities	View File
As per Data template	View File
Any other relevant information	No File Uploaded

2.3.3 - Use of telecast / webcast for providing instruction - Percentage of programmes where telecast / webcast (TV broadcast, teleconferencing, web conferencing / webinars, etc) for providing instructions in the latest completed academic year

57.14

2.3.3.1 - Number of programmes where telecast / webcast (TV broadcast, teleconferencing, web conferencing / webinars, etc) for providing instructions in the latest completed academic year

20

File Description	Documents
Proof of tele- broadcasting with schedules of the programs	No File Uploaded
Schedules of the above activities	View File
As per the data template	View File
Any other relevant information	No File Uploaded

2.3.4 - Availability of digitized SLMs for the learners - Percentage of programs having access to online SLMs

97.5

2.3.4.1 - Number of learning material of the Institution digitized and the SLMs uploaded on the website / Online Repository/ e-content app / LMS for their availability to the learners during the year

546

File Description	Documents
Links to Digital repository of SLMs	http://nsouoer.krc.net.in/
Any other relevant information	No File Uploaded
Data template in Section B	View File

2.3.5 - Institutional Mechanism to provide academic counseling support An Institutional mechanism is in place to provide academic counselling support to learners enrolled in different programs including strategies for learner participation and engagement as well as development of required competencies and skills

An Institutional mechanism is in place to provide academic counselling support to learners enrolled in different programs including strategies for learner participation and engagement as well as development of required competencies and skills

The Academic Counsellors appointed by NSOU play a significant role to motivate the learners and ensure that the course outcomes are delivered successfully. The University has made a provision for holding counselling support at all the LSCs for the courses offered by it. The counselling sessions/ face to face contact classes depend on the nature of the program, viz., B.A/B.Sc./B.Com and M.A./M.Sc./M.Com courses.

In order to facilitate qualitative counselling, orientation of academic counsellors are held at the University by different departments. In these orientation programmes various functions related to the counselling sessions like syllabus, SLMs, question papers, evaluation is discussed.

All the University teachers are generally involved in the counselling process as Academic Counsellors in Masters courses. Subject experts outside the University are selected by the concerned department based on academic qualifications and experience and only approved counsellors are engaged.

For the post graduate learners, the University also organizes special lectures Programs (SLPs)/ extended counselling sessions (ECSS) in addition to the normal lectures. These lectures are need-based and arranged on the request of the learners and as decided by the faculty members concerned specially at RCs.

File Description	Documents
Schedules of different counseling activities	https://www.wbnsou.ac.in/student_zone/interactions/pcp_schedule/pg/counselling_schedule_pg.shtml#counselling_schedule_pg
Report of academic Counseling sessions	Nil
Any other relevant information	Nil

2.4 - Teachers and other Academics- Profile and Quality

2.4.1 - Full-time teachers and other academics in positions – Percentage of the sanctioned posts occupied by full-time teachers and other academics respectively during the year

59.5

2.4.2 - Full-time teachers and other academics with Ph.D. - Percentage of full-time teachers and other academics with Ph.D. degree

68.04

2.4.2.1 - Number of full-time teachers and other academics with Ph.D. degree

66

File Description	Documents
Number of teachers and other academics with PhD	View File
As per the Data Template	View File
Any other relevant information	No File Uploaded

2.4.3 - Programmes on offer through Collaboration - Programmes offered which are developed through collaboration with Government / other agencies

48

2.4.3.1 - Number of Programmes offered which are developed through collaboration with Government / other agencies during the year

48

File Description	Documents
Copies of MoUs with other agencies	View File
Minutes of relevant Academic Council/BoS/ School Board meetings	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

2.4.4 - Percentage of in-house faculty involved in design and development of SLMs during the year

97.93

2.4.4.1 - Number of in-house faculty involved in design and development of SLMs during the year

95

File Description	Documents
Minutes of relevant Academic Council/BoS/ School Board meetings	No File Uploaded
Credit page of Blocks/ Courses	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.4.5 - Recognition earned by full time teachers and other academics

2.4.5.1 - Number of full time teachers who received awards, fellowships, recognition etc. from state /national /international level, Government recognized bodies during the year

4

File Description	Documents
Scanned copies of award/ appointment letters	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.4.6 - Learner : Academic Counselor ratio

2.4.6.1 - Number of empanelled Academic Counselors for the latest completed academic year:

3704

File Description	Documents
Number of Academic Counsellors with details of total teaching experience for the preceding academic year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.5 - Evaluation Process and Reforms

2.5.1 - Process of conduct of Term-end examination Process of conduct of Term End Examination and efforts done for fair and smooth conduct of the examination

The university conducts semester-wise term-end exams for all its undergraduate programmes and annual term-end exams for all postgraduate programmes. NSOU has vividly laid down all the important components of examination procedures in the Examination Regulations. The ICT has been integrated at various stages in the process of term-end examination like examination form fill up, payment of fees, generation of results, publication of results etc. A dedicated portal is maintained to process these functions with due care and security. A helpline is also exercised to meet the issues and difficulties faced by the learners while processing the same.

The examination process involves pre-examination, during examination and post examination activities. Each activity is notified well ahead of time and also uploaded on the university website for wide circulation. Term-end examinations are held at dedicated exam centres and follows sanctity and integrity. Observers are designated to oversee the examinations at different examination centres of NSOU.

The question papers on different subjects are set, moderated and final proof are checked by the faculty members recommended by the respective Boards of Studies (BOS) and approved by appropriate authority of the University.

The exam department take all required and deemed measures to ensure sanctity, transparency and viability of all the steps right from appearing and successfully submitting the exam papers

2.5.2 - Examination related Grievances Mechanism of the Institution to deal with examination related grievances in a transparent manner

The university maintains an effective grievance redressal mechanism in place as such a system is essential for all the HEIs which follow a learner-centric approach. The Student Grievance Redressal Cell (SGRC) has been constituted as per provision of the UGC (ODL and OL) Regulations 2020 which is dedicated to handle the grievances of the learners. These grievances include challenges and issues faced by the learners like non-receipt of enrolment no., non-receipt of SLMs, non-inclusion of assignment marks etc. NSOU has established an accountable Grievance Redressal Cell where the learners can vent their grievances in several ways either by filling up a Grievance Redressal form online or contacting the LSCs, RCs or Headquarters directly. The details are made available on the website. For examination related problems they can report the same to Dy. Registrar Examination. The university takes all possible precautions at every stage of examination/evaluation/publication of results so that no candidate may feel aggrieved. At the time of submission of online Examination Form also, the learners are allowed to rectify inadvertent errors made by them. Even the learners who have been 'Reported Against' have the chance to present their statement before the Malpractice Enquiry Committee. Recently Student Grievance Redressal Committee has been formed according to UGC Regulations, 2023.

File Description	Documents
Any other relevant information	Nil
Standard Operating Procedures related to Term End Examination related Grievances	https://www.wbnsou.ac.in/important_links/students_grievance_redressal_cell.shtml

2.5.3 - Formative Assessment Standard Operating Procedures employed for continuous (internal) assessment followed by the Institution

In the an Open & Distance Learning system, like NSOU, the students do not have the opportunity to interact regularly with their teachers. Moreover, their attendance in the counselling sessions is not compulsory except laboratory counselling. For this reason, two-way communication through assignment seems to have high significance in the ODL system. Because, the Home Assignment (Formative Assessment) is the only compulsory component through which the learner may contact with the teachers.

At NSOU, the Home Assignments carry twenty (for PG) to thirty (for UG) percent weightage with respect to the total marks. Assignment question papers are prepared in every academic year. Before setting the assignment papers, proper care is taken to ensure that more emphasis is given to the usefulness of the assignments from effective teaching point of view. The Examination Department takes due care for preparation of the question papers, starting from the setting of the question paper to the printing the same.

As the submission of assignment is the pre-condition to appear at the Term-End examination of a particular paper/course, the learner must follow the dates exam schedule for accessing the portal.

File Description	Documents
Policy documents on Evaluation Methodology	https://www.wbnsou.ac.in/student_zone/examinations/regulations/20191119_EXAMINATION_REGULATION_final.pdf
Any other relevant information	Nil

2.5.4 - Status of automation of Examination/ Evaluation processes Status of automation of examination / evaluation processes is represented by:

A. 100% automation of entire Division & implementation of Examination Management System (EMS)

File Description	Documents
Current Manual of examination automation system	View File
Annual reports of examination including the present status of automation	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.5.5 - Involvement of external subject experts in evaluation process Extent of involvement of external subject experts and other academics in the evaluation related activities in the preceding academic year: 1. Evaluation of Assignments 2. Evaluation of Projects 3. Preparation of Term End question papers 4. Moderation of Term End question papers 5.

A. Any 4 or more of the above

Evaluation of answer scripts 6. Examination related duties as invigilator, observer etc.

File Description	Documents
Link to list of evaluators	Nil
As per Data Template	View File
Any other relevant information	View File

2.6 - Learner Performance and Learning Outcomes

2.6.1 - Programme Outcomes The Institution has stated Graduate Attributes / Programme Outcomes, Programme Specific Outcomes and Course Outcomes which are integrated into the assessment process

The UG, PG and other professional degree programmes have stated Graduate Attributes / Programme Outcomes, Programme Specific Outcomes and Course Outcomes in the syllabi. These corresponds and are integrated into the assessment process as well.

In compliance with the objectives of Outcome Based Education (OBE), the Program Outcomes (POs), Program Specific Outcomes (PSOs) and Course Outcomes (COs) are framed by the respective academic disciplines of the departments offering the concerned program after due discussion and collective consultation with all faculty and the experts through Board of Studies. These are widely propagated and populated through various means such as display and/or communication specified hereunder.

- Website
- Curriculum
- Student Induction Programs
- Meetings/ Interactions with employers
- Faculty meetings
- Alumni meetings
- Professional Body meetings
- Library

Program specific outcomes (PSOs) are stated in the curricula of the degree programmes as the specific skill requirements and accomplishments to be fulfilled by the students at micro level and by the end of the program. The programme co-ordinators prepare the PSOs, in consultation with the faculty members of respective faculty members. The BOS, including Head of the Department and subject experts, of the individual departments discusses the same and

approve it after endorsement by the competent authorities of the NSOU.

File Description	Documents
Graduate Attributes / Programme Outcomes, Programme Specific Outcomes and Course Outcomes	https://www.wbnsou.ac.in/naac/programme_outcome.shtml#active_programme_outcome
Any other relevant information	Nil

2.6.2 - Percentage of completion status of UG and PG degree programmes with in specified period

Nil

2.6.2.1 - Number of UG learners enrolled in first year of the present assessment period.

243486

File Description	Documents
Link to declaration of results	http://www.wbnsou.ac.in/student_zone/examinations/results/bdp/2022/results_bdp_2022.shtml#results_bdp
As per Data Template	View File
Any other relevant information	No File Uploaded

2.7 - Learner Satisfaction Survey

2.7.1 - Online Learner Satisfaction Survey regarding teaching-learning process

Nil

File Description	Documents
Database of all currently enrolled learners	No File Uploaded
As per Data Template	No File Uploaded
Any other relevant information	No File Uploaded

RESEARCH, INNOVATIONS AND EXTENSION

3.1 - Promotion of Research and Facilities

3.1.1 - Policy for promotion of research The Institution has a well defined policy for promotion of

systemic and discipline based research. Also, explain the assigned budget for research and its utilization, methods for implementation and monitoring.

The University has a well-articulated policy for promotion of systemic and discipline-based research. Budget for research and its utilization, methods for implementation and monitoring are also included in the research policy.

As research is the backbone of every sphere of developmental activity for furthering progress, NSOU promotes quality research and motivates and supports its faculty members to indulge into it. The Research Policy has been enunciated to guide the future of research in the University. It intends to provide guidelines for better promotion of research. A principal objective of the NSOU's research projects has been to maintain a strong focus on the flow of theoretical ideas and to connect it with the empirical works of subject-oriented researches in social sciences, humanities, commerce & management, sciences and other disciplines offered by the University as areas of probe/ investigation from time to time.

File Description	Documents
Minutes of the Governing Council/ Syndicate/Board of Management / Academic Council/ Research Council related to research promotion policy adoption	https://www.wbnsou.ac.in/about_us/CIQA/minutes_of_the_meeting/20211108_10th_CIQA_meeting.pdf
Policy document on promotion of research	https://www.wbnsou.ac.in/academics/research_policy.shtml#active_research_policy
Any other relevant information	Nil

3.1.2 - Research facilities for teachers, other academics and learners Research facilities available to the teachers, other academics and learners of the Institution for pursuing research

1. Reference Library
2. Online subscription to research journals
3. Research/Statistical Databases
4. Media Laboratory / studios
5. Science laboratories
6. Computing Laboratory and support for both qualitative and quantitative data analysis including softwares
7. Data curation and sharing facility
8. Language laboratory
- 9.

A. Any 6 or more of the above

Central Instrumentation Centre

File Description	Documents
URLs of the available facilities	http://www.wbnsou.ac.in/naac/20200131_3.1.2_Reserach%20Facililities.pdf
As per Data Template	View File
Any other relevant information	View File

3.2 - Resource Mobilization for Research**3.2.1 - Government and Non-government grants for research**

3.2.1.1 - Grants for research projects and Chairs sponsored by the government and non-government sources such as Industry, Corporate Houses, International bodies, endowments, professional associations etchas been received by the Institution during the year (INR in Lakhs)

139.64310

File Description	Documents
Award letters for research projects sponsored by government and non-government	View File
As per Data Template	View File
Any other relevant information	View File

3.2.2 - Research projects funded to teachers – Number of research projects funded by the institution / government and non-government agencies per teacher

42

File Description	Documents
List of research projects	View File
Document from Funding Agency	View File
Link of the funding agency website	http://www.wbnsou.ac.in/about_us/CIQA_research_collaborative_project.shtml#active_ciga_research_collaborative_project
As per Data Template	View File

3.3 - Innovation Ecosystem

3.3.1 - Innovative initiatives of the Institution Institution has taken initiatives for creating an ecosystem for Innovation by establishing Innovation Centre/Cell. The institution has also taken innovative initiatives by providing access to diversified learner groups

NSOU has already taken initiatives for creating an ecosystem for Innovation by establishing Innovation Centre/Cell. It has striven efforts towards innovative initiatives by providing access to diversified learner groups and their aspirations in the ever-growing changing society and demands of the job market.

With the emerging changes, a face-lift of the knowledge delivery system, employability and the learning opportunities must be attuned from teacher-centred education to anywhere at any time education. In the recent times, lot of changes are witnessed in the society, viz., i) increase in demand of higher education & ii) the surge in development of information and communication technology. The present society also needs the opportunities for lifelong learning to update knowledge and skills in the ever-changing characteristics of work environment.

The ever-increasing enrolment in the open universities is beyond expectation. The learners from varied backgrounds join the open university courses for different purposes, e.g., some may join to gain knowledge, some may join to get certificate for vertical and horizontal mobility at their workplaces or some may join for life-long learning. To address the learners' diverse aspirations, NSOU has established various innovative centres under different Schools of Studies

File Description	Documents
The Innovation Centre/ Cell	https://www.wbnsou.ac.in/naac/agar/2022-23/Innovative_Centre_2022-23.pdf
Initiatives taken by the institution	To organize difference types of workshop, training programmes, out reach programmes etc.
Any other relevant information	Nil

3.3.2 - Workshops / seminars conducted on innovative practices

3.3.2.1 - Total number of workshops/seminars conducted during the year on: ? Intellectual Property Rights (IPR); ? Open Educational Resources (OERs); ? Massive Open Online Courses (MOOCs); ? Technology-Enabled Learning; ? Learning Management System; ? Development

of e-content and**101**

File Description	Documents
Report of the event/ link to the material developed	View File
List of workshops/seminars during the year	View File
As per Data Template	View File
Any other relevant information	View File

3.3.3 - Innovative content developed in the form of e-modules / e-SLMs / MOOCs for : A. NMEICT B. NPTEL C. SWAYAM D. e-PG Pathshala E. e-SLMs F. other MOOCs platform G. Institutional LMS**3.3.3.1 - Total number of e-content modules developed for any of the platforms listed above.****488**

File Description	Documents
List of the innovative contents developed during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.3.4 - Awards for innovation**3.3.4.1 - Number of Awards for innovation received by the Institution, its teachers/other academics/ research scholars/Learners during the year****4**

File Description	Documents
Scanned copies of award letters	View File
Award details	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.4 - Research Publications and Awards**3.4.1 - Mechanisms to check malpractices and****B. Any 3 of the above**

plagiarism in research The institution has a stated code of ethics for research, the implementation of which is ensured by the following: (during the year) 1) Research methodology with course on research ethics 2) Ethics Committee 3) Plagiarism Check 4) Committee on publication guidelines

File Description	Documents
Institutional code of ethics document	No File Uploaded
Notification for Research Ethics Committee	No File Uploaded
Minutes of the committee	No File Uploaded
As per Data Template	View File
Any other relevant information	View File

3.4.2 - Ph.D. degrees awarded per recognised research guide of the University.

3.4.2.1 - Number of Full time teachers recognized as guides by the University as per UGC regulation during the year:

25

File Description	Documents
Web-link of the Research page	http://www.wbnsou.ac.in/academics/research.shtml#active_research
List of Ph.D. scholars and their details like name of the guide , title of thesis, year of award etc	No File Uploaded
As per Data Template	View File
Any other relevant information	View File

3.4.3 - Research publications – Number of research papers published per teacher of the institution in the Journals notified by UGC care list during the year

88

File Description	Documents
Web-link of research papers published	https://www.wbnsou.ac.in/naac/agar_2022-23_Research_Purbications_in_Journals_3.4.3_2022-23.shtml#active_agar
As per Data Template	View File
Any other relevant information	No File Uploaded

3.4.4 - Books and Chapters in edited volumes published per teacher etc.

3.4.4.1 - Number of books and chapters/ units in books/ SLMs published of the institution during the year

127

File Description	Documents
Web-link of publications	https://www.wbnsou.ac.in/naac/agar_2022-23_Book_and_Chapters_3.4.3_2022-23.shtml#active_agar
Any other relevant information	No File Uploaded
As per Data Template	View File

3.4.5 - Citations of the publications Impact Factor of the research publications from the Institution Citations of the publications by teachers and academics during the year based on average Citation index in Scopus/ Web of Science.

The Citations and the Citation index of the publications by teachers and academics will be determined by Scopus/Web of Science

File Description	Documents
as per data templates	View File

3.4.6 - h-index of the Institution Details of the publications of the teachers and other academics of the Institution during the year to calculate h-index of the Institution based on the Citations of the publications in Scopus / Web of Science

The faculty members regularly publish their reserach papers in reputed peer reviewed journals. The h-Index of the publications of the teachers and other academics will be determined by Scopus/Web of Science.

File Description	Documents
Citations of publications based on Scopus / Web of Science – h-index of the institution	No File Uploaded
Any other relevant information	No File Uploaded
As per Data Template	View File

3.5 - Consultancy

3.5.1 - Consultancy Policy The Institution has a policy on consultancy including revenue sharing between the institution and the individual/ agency

The Institution has a policy on consultancy including revenue sharing between the institution and the individual/ agency

The university acknowledges the current environment of knowledge societies, reasonable rise of the commercial value of technical expertise and all kinds of domain knowledge have grown both within the academia and the society at large. Keeping in view the importance of higher education in effecting societal changes and transforming the economic fortunes of a country by emphasizing upon innovations, the university has evolved a policy on consultancy to be applied as and when the opportunity arises.

File Description	Documents
Minutes of the Governing Council/ Syndicate/Board of Management related to consultancy policy	Nil
Policy document on consultancy	http://www.wbnsou.ac.in/academics/consultancy_policy.shtml#active_consultancypolicy
Any other relevant information	Nil

3.5.2 - Revenue from consultancy – Revenue generated by the Institution from consultancy

3.5.2.1 - Revenue generated from consultancy provided by teachers and other academics of the Institution during the year (INR in Lakhs)

0

File Description	Documents
Audited statements of accounts indicating the revenue generated through consultancy	No File Uploaded
List of teachers and other academics providing consultancy	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

3.5.3 - Revenue from training/ seminars/ conferences/ etc. –Revenue generated by the Institution from training / seminars/ conferences/ etc. through sponsorship during the year (INR in lakhs)

66.15087

File Description	Documents
Audited statements of account indicating the revenue generated through training	View File
Schedule of the training programmes	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.6 - Extension Activities

3.6.1 - Extension activities The impact of the extension activities of the Institution in sensitizing the learners and other stakeholders to social and sustainable development issues leading to inclusive society during the year

The impact of the extension activities of the Institution in sensitizing the learners and other stakeholders to social and sustainable development issues leading to inclusive society during the year

NSOU in its vision and mission emphasize social values to groom the stakeholders especially students as socially responsible members of the society. To achieve the same, NSOU keeping with their disposition to any one of these service units. The NSOU has been organizing extension programmes on various social issues from time to time. The University organizes such programs with a view to sensitizing the community about various social issues and becomes an agent to bring about sustainable development in our society and make our society 'Right-based' and help the people to live with self-

respect and dignity.

The extension activities are carried out through the Govt organizations, registered NGOs and rural LSCs at different parts of the state to reach the real stakeholders for improvement of the lives of the disadvantaged groups and empowering them.

File Description	Documents
Brochures of the activities	https://www.wbnsou.ac.in/naac/aqar/2022-23/3.6.1_22-23.pdf
Activity Reports	https://www.wbnsou.ac.in/naac/aqar/2022-23/3.6.1_22-23.pdf
Any other relevant information	http://www.wbnsou.ac.in/student_zone/courses/education/extension_activities.shtml#active_extension_activities

3.6.2 - Recognition of extension activities

3.6.2.1 - Number of awards and recognition received for extension activities from Government /recognized bodies during the year:

0

File Description	Documents
Awards for extension activities	No File Uploaded
Scanned copy of the award letters	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

3.6.3 - Collaborative extension and outreach Programmes

3.6.3.1 - Number of extension and outreach Programmes conducted in collaboration with Community Based Organizations, Government and non-government Organizations during the year

41

File Description	Documents
Reports of the event organized	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.6.4 - Participation in extension activities

3.6.4.1 - Number of employees and learners participating in extension activities conducted by the Institution with Government Organizations, Non-Government Organizations and Programmes such as Swachh Bharat, AIDS Awareness, Gender issues, Rights of PwD during the year

1640

File Description	Documents
As per Data Template	View File
Any other relevant information	No File Uploaded
Report of the event	View File

3.7 - Collaboration

3.7.1 - Collaborative activities with Institutions

3.7.1.1 - Number of Collaborative activities for research, programme development and faculty exchange with institutions during the year

10

File Description	Documents
Scanned copies of collaboration document	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.7.2 - Collaborations with industries

3.7.2.1 - Number of collaborations with industries for learner exchange, internship, establishing Chairs during the year

37

INFRASTRUCTURE AND LEARNING RESOURCES

4.1 - Physical Facilities

4.1.1 - Facilities available at Institution Headquarters and Regional Centres Infrastructural facilities viz., academic units, administrative units, storage and dispatch units, library, Laboratories, Multimedia Laboratories, Seminar Rooms, Auditorium, warehouses, Media Production, Print Production, etc.

The Headquarters of the University is in a prime location at DD-26, Sector-I, Salt Lake City, Kolkata has land measuring 1019.36 sq.m. The building is (G+6-storied) accommodates the Office of Vice-Chancellor's Secretariat, Office of the Registrar, Office of the Finance officer, IT Section and Study Centre Department, Chambers of the Directors of the Schools of Studies, Store Section, AV Studios, Seminar Room, Board Room, Dining Room, Guest Room, Wash rooms, Student Support Service Centre, Security Personnels' Room, etc. The internet connectivity is available at all the department with wi-fi facility. Sufficient number of computer and photo copy machine have been provided for smooth functions of the institutions.

NSOU has three RCs, namely, Kalyani, Durgapur and Jalpaiguri RCs. The Kalyani RC Green Campus in Nadia District has two campuses with a number of facilities like Administrative Building, Second building, Warehouse and Library Building, Academic building, second Academic Building, Learner Facilitation Centre and Students Amenity Centre is being built. In Durgapur and Jalpaiguri each RC has three sets of buildings, namely, Administrative, Academic and Guest House Buildings.

A composite campus at Rajarhat, New Town is coming up. NSOU has its Examination Department in South Kolkata. School of Science, Publication Department and School of Education are also in separate campuses.

File Description	Documents
Annual report of the Institution	https://www.wbnsou.ac.in/about_us/CIQA/annual_report/20231218_Annual_Report_2022-23.pdf
Geo-tagged photographs of campus and all other infrastructural facilities	https://www.wbnsou.ac.in/about_us/CIQA_12B_photo_gallery_AdminOffices.shtml#active_ciqa_12B
Any other relevant information	Nil

4.1.2 - Expenditure incurred for infrastructure augmentation –Percentage of expenditure incurred for infrastructure augmentation**12.89****4.1.2.1 - Expenditure incurred for infrastructure augmentation excluding salary during the year (INR in lakhs)****837.84**

File Description	Documents
Audited utilization statements	View File
Budget allocation for infrastructure	No File Uploaded
As per Data Template	View File
Any other relevant information	View File

4.1.3 - Percentage of the expenditure incurred on maintenance of physical facilities and academic support facilities**3.88****4.1.3.1 - Expenditure incurred on maintenance of physical facilities and academic support facilities excluding salary during the year (INR in lakhs)****252.20**

File Description	Documents
Audited statements of accounts.	View File
Budget and Statements of Expenditure	No File Uploaded
As per Data Template	View File
Any other relevant information	View File

4.2 - IT Infrastructure**4.2.1 - ICT enabled facilities at HQs – Percentage of IT enabled rooms and seminar halls of the Institution for academic support at Headquarters.****100****4.2.1.1 - Number of rooms and seminar halls for academic support with ICT facilities/Wi-Fi/LAN at the Institution HQs (Data for the latest completed academic year) :****38**

File Description	Documents
Geo- tagged Photographs of IT infrastructure facilities at HQs	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.2 - ICT enabled facilities at RCs – Percentage of IT enabled rooms and seminar halls of the Institution for academic support in Regional Centres (RCs)

100

4.2.2.1 - Number of rooms and seminar halls for academic support with ICT facilities/Wi-Fi/LAN at Regional Centres (RCs). (Data for the latest completed academic year)

70

File Description	Documents
Photographs of infrastructure facilities at a few RCs	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.3 - ICT enabled facilities at LSCs – Percentage of IT enabled rooms and seminar Halls of the Institution for academic support in learner support centres (LSCs)

15.72

4.2.3.1 - Number of rooms and seminar halls for academic support with ICT facilities/Wi-Fi/LAN at Learner Support Centres (LSCs) (Data for the latest completed academic year)

821

File Description	Documents
Geo – tagged Photographs of infrastructure facilities at a few LSCs	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.4 - Frequency of updating of IT facilities – Frequency of IT facilities updated at the Headquarters and the Regional Centres of the Institution including website, online system, etc

As updates are necessary for running of IT systems, the university

always take initiatives to modify and update the existing IT infrastructure after performing accurate requirement analysis of each system individually.

The feedback from the users and other stakeholders of the system is taken into account and the technical feasibility study with cost-benefit analysis is also carried out.

In case of the university website, the information in different sections of the website is carried out after approval of the appropriate authority. The updated information is displayed in the recent updates and in other visible manner so that the modified information could be communicated to the concerned at earliest.

The Self Learning Materials (SLMs) and AVL lectures are made available in appropriate platform through the web portal frequently.

In online admission, renewal and counselling systems, each year additional modules are introduced as online services and required modifications as per the different guidelines received from different apex bodies like UGC, MHRD and Govt. of West Bengal.

File Description	Documents
Scanned copy of agreement	https://www.wbnsou.ac.in/naac/aqar/2022-23/20240229_Scan_copy_of_Agreement.pdf
Any other relevant information	Nil

4.2.5 - Internet Bandwidth at the HQs and RCs – Available bandwidth of the internet facility at the Headquarters and Regional Centres of the Institution

16-300 Mbps

File Description	Documents
Relevant documents on available bandwidth of internet connection at the Institution's Head Quarters and Regional Centres	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.6 - Facilities for media production - Facilities for audio, video and e-content

A. More than 10 of the above

development are available and are in use at the Institution Audio- video and e-Content production facilities: 1. Audio / video studios 2. Outdoor shooting equipment /Outdoor audio recording 3. Post production unit / Editing unit 4. Duplication unit 5. Graphics workstation 6. Direct Reception Sets (DRS) 7. Set Scenic unit 8. Make-up unit 9. E-Platform 10. Workstations with broadband connectivity 11. Cloud space 12. Licensed software 13. Uninterrupted web connectivity 14. IT security system

File Description	Documents
As per Data Template	View File
Geo-tagged photographs of the facilities for audio, video e-content production	View File
Any other relevant information	No File Uploaded

4.2.7 - Percentage of viewers (learners) to Transmission facilities of the Institution

Nil

4.2.7.1 - Number of viewers (learners) of transmission facilities (Radio and Television Channels) for the latest completed academic year

167357

File Description	Documents
Geo-tagged photographs of the facilities available	No File Uploaded
As per Data Template	View File
Any other relevant information	View File

4.2.8 - Automation systems The level of automation of different aspects of Institution including the features of Office Automation System/ERP/MIS (Online Support to Learners, Staff, RCs and LSCs)

During the life cycle of a learner, from enrolment in NSOU to publishing of the results, each process is enabled by technology to make the journey of the learner convenient, transparent and hassle free.

An online admission and renewal system is used for admission and

renewals along with online payment system for submission of course fees. An information management system is used to send printed SLMs to each study centres. Digitized forms of SLMs are also published in the website. Audio visual lectures are also available in the University web portal. Learners are informed about their classes (Personal Contact Programmes) through websites and SMS and Tele service. Online Feedbacks from the learners, academic counsellors and alumni are taken and the data are analysed for improvement in the respective area.

In some courses, digitised SLMs are also available in memory cards. This becomes useful in case of low bandwidth of internet in far flung areas. Five A/V studios are established in university Headquarters and Regional Centres for development of A/V lectures which are hosted in a dedicated web platform (www.nsouict.ac.in) .

Web-TV and Web-Radio (Muktak) have been launched in 2021-22 for streaming of Audio-Visual lectures and audio lectures(recorded) through university website.

Filling up forms for term-end examinations are done online in a dedicated web platform and marks are processed in a robust and secured ICT environment along with final publishing of results in online mode.

File Description	Documents
Any other relevant information	Nil
Automation system	https://www.wbnsou.ac.in/naac/document/O1M_4_2.8.pdf

4.3 - Learning Resources

4.3.1 - Provision of Learner Support Services Learner Support Services established at the different levels by the Institution (Three tier/ Two tier)

Learner Support Services established at the different levels by the Institution (Three tier/ Two tier)

Learners support services are vital for attracting and retaining learners in the open and distance learning program. Since, most of the learners are likely to be employees and housewives, scattered over a wide area including the interior remote and tribal villages, they may not find it convenient to be physically present in a

classroom for face-to-face instruction at the stipulated time and place. It is essential for removing isolation, overcoming hindrances, promoting independent learning, motivating learners, improving study skills and providing feedback on progress to a great extent in the ODL system. In the ODL system, learners are free to learn at their own pace and convenience, while being away from the institutions. Modern technology has been playing a significant role towards the promotion of learner support services. The success of the University has come through the effective implementation of the learner support services which are framed to meet the needs/expectations of learners coming from diverse backgrounds - educational, social, economic and occupational. The services include i) Pre-admission Services and ii) Post-admission Services.

The NSOU, being a unique one in the field of distance education, has adopted and integrated the multi-media approaches in the form of print materials, broadcasting interactive counselling, e-mail and web technologies, etc.

File Description	Documents
List of support services provided at Headquarters, Regional Centres, Learner Support Centres	View File
Organizational chart of support services available	View File
Any other relevant information	No File Uploaded

4.3.2 - Average number of Learners attached to LSCs

408

4.3.2.1 - Number of LSCs in the preceding academic year:

174

File Description	Documents
Enrolment details of the preceding year	No File Uploaded
Distribution of learners LSC wise	View File
As per Data Template	View File
Any additional information	No File Uploaded

4.3.3 - Academic counselling sessions held Regular conduct of academic counselling sessions (for theory and practical courses) at Learner Support Centres under each Regional Centre during the

preceding academic year

Regular conduct of academic counselling sessions (for theory and practical courses) at Learner Support Centres under each Regional Centre during the preceding academic year

Academic Counselling sessions are the backbone to our Open and Distance Learning system. It is often referred to as Personal Contact programs (PCPs). NSOU conducts counselling sessions for UG and PG programs under five School of Studies. Academic Counselling helps the learners to acquire more effective and efficient study skills. The details of Academic Counselling sessions are conducted by the University in the following manner:

Counselling Classes vis a vis Credit: A program consists of a number of courses and each course has a number of courses with corresponding credit values. A credit means the study input required by the course. One credit is equivalent to 30 study hours. These study hours may be distributed among different study activities required, viz., going through the SLMs, working on the assignments and the exercises given in SLMs, referring to the books in the library, attending counselling sessions, etc.

Counselling Schedules: The Coordinators of the LSCs prepare and publish counselling schedules which are held on Saturday and Sunday for UG. They also send the copies of the schedules of the counselling sessions to the headquarters for record.

File Description	Documents
Monitoring reports of LSCs	https://www.wbnsou.ac.in/naac/aqar/2022-23/Monitoring_reports_of_LSCs_22-23.pdf
Reports on counselling sessions	https://www.wbnsou.ac.in/naac/aqar/2022-23/Reports_on_counselling_sessions_22-23.pdf
Any other relevant information	Nil

4.3.4 - Expenditure on Library – Percentage of annual expenditure on library during the year

0.06

4.3.4.1 - Annual expenditure on library during the year (INR in lakhs)

3.89576

File Description	Documents
Web-link to Library catalogues	https://nsou-opac.l2c2.co.in/
Web-link to relevant resources available in the library	http://www.wbnsou.ac.in/library_services/ebooks.shtml#active_ebooks
As per Data Template	View File
Any other relevant information	No File Uploaded

4.3.5 - Library Automation Library is automated in using Integrated Library Management System (ILMS) A. Name and features of the ILMS software B. Nature and extent of automation (full or partial) C. Year of commencement and completion of automation

Library is automated and using Integrated Library Management System (ILMS)

A. Name and features of the ILMS software- Koha version (19.05.06) released on 23 rd December 2019(epoch 1577132096) which is free and Open Source management System

B. Nature and extent of automation (full or partial)-Library is partially automated. Accessioning, cataloguing, membership creation, periodical entry etc. are ongoing process.

C. Year of commencement and completion of automation-2017

Contextual facts:

- Library Department, NSOU began its journey after getting space allocation order from the Registrar Department dated 23rd December 2015.
- After setting up of initial infrastructure, procurement of books, journals etc. from various Schools of NSOU began. Books of erstwhile central library of NSOU were acquired in the Library Department. Various resources such as printed books, journals, reports, dissertations etc. are procured eventually.
- Library Management Software Koha (19.05.06) is used in the library and the data is uploaded in cloud server. In the Koha LMS there are modules for acquisition, circulation, cataloguing, serial management, authorities, flexible reporting, label printing, multi-format notices, offline circulation for when Internet access is not available, and much more. Koha will work for consortia of all sizes, multi-

branch, and single-branch libraries.

File Description	Documents
Any other relevant information	Nil
Geo-tagged photographs	https://www.wbnsou.ac.in/about_us/CIOA_12B_photo_gallery_Library.shtml#active_ciga_12B

LEARNER SUPPORT AND PROGRESSION

5.1 - Learner Support

5.1.1 - Promotional Activities for Prospective Learners The Institution promotes its programmes for the prospective learners through various activities

The prime and prudent intent of the University is to provide a plethora of educational opportunities to the unreached segment of the population and particularly to cater to the deprived and diverse sections of the society, i.e., those belonging to the disadvantaged fragments, viz., SC/ST/OBC, rural people, women, people living in the remote areas and people engaged in various professions. The strategy for promotion of different programs of the University plays a crucial role to reach the thousands of prospective learners who stay away from the University headquarters. It is also challenging to reach out the rural population of the State. The University has a network of 174 LSCs (2022-2023) and three RCs distributed over different districts of the State.

Since the LSC is the important vehicle to reach the mass, special attention is given to open the LSCs. Considering the Education Map of the State, the location of LSCs is identified. The presence of +2level Schools are also taken into consideration so that the pass out students can take admission at their nearest LSC to pursue higher education. To open the LSC at such location is one of the strategies of the university to promote higher education and bring the aspirants in higher education arena. Eleven Learner Support Centres have been opened with PG Programme of the University during this period.

File Description	Documents
Activities undertaken	Advertisement in Newspaper, Website and Social media like Facebook and Twitter
Any other relevant information	https://www.wbnsou.ac.in/naac/aqar/2022-23/20240229_5.1.1_2022-23.pdf

5.1.2 - Pre-admission Counseling Services Activities undertaken by the Institution for providing pre-admission counseling services to prospective learners and induction of newly enrolled learners at Institution Headquarters, Regional Centers and Learner Support Centers

Activities undertaken by the Institution for providing pre-admission counseling services to prospective learners and induction of newly enrolled learners at Institution Headquarters, Regional Centers and Learner Support Centers

When faced with a choice, every individual has the ability to make a decision. How much freedom he/she can exercise in making these choices is partly dependent upon the social, economic and cultural contexts of the individual. The decision one takes would make the balance that he/ she would like to have with his/her work, financial condition, health and relationship with family, friends and colleagues. A person needs to plan his/ her career well in advance. Any decision regarding career should be based on numerous factors. The first step in the process is that of discovering oneself. What excites one? What are his/ her interests? What are his/ her strengths and weaknesses? If a person has the answers to these questions, he/ she will be able to make an intelligent, informed decision regarding his/ her career.

Pre-admission counselling makes the people know and increases public awareness regarding the ODL system with its variety of programs. It is also called "open day". It is often found that there is a communication gap between the LSCs and the University. Even the staff of the LSCs (both located in the rural areas and the urban areas usually do not have adequate knowledge about the course, course structure, objectives of the course, etc.

File Description	Documents
Activities undertaken	https://www.wbnsou.ac.in/student_zone/pre-admission_counselling/20220822_Pre_Admission_Counseling_Report_18082022.pdf
Any other relevant information	https://www.wbnsou.ac.in/student_zone/pre-admission_counselling/20220827_Report_on_Pre-Admission_Counselling_for_UG_CBCS_2022-23.pdf

5.1.3 - Online Admission and Related Activities

The status and process of online admission including payment of fees

The NSOU offers courses for different levels of programs with prior approval of the UGC-DEB. In every academic year, the NSOU conducts online admission for the UG/PG and 2nd degree programs.

For the new academic session, the University releases the admission notification which includes eligibility, details of fees, list of the LSCs with the names of the courses and admission process.

The admission is done through a dedicated web portal. Many LSCs are located at the rural and remote places. In the online admission system, during the admission period, the learners face various problems. Thus, there is a provision of pre-admission counselling at the LSCs/RCs/ Headquarters. A dedicated Learners' Helpdesk is maintained for this purpose. The learners also get help through the dedicated helpline and e-mails.

The dedicated web portal with GUI-based interface for admission to all programs is there where from the respective departments, the Registrar & RCs/LSCs/School of Studies can get the necessary information based on intake, the admission procedure is divided in two categories- merit-based admission and open-ended admission.

Open-ended Admission: Applicants submit their application online for a desired degree course, after getting all information from the University's sources. Then they visit the respective LSCs to verify their candidature. After such verification, the applicants pay the requisite fees through dedicated payment gateway service available in the admission portal.

File Description	Documents
Online Admission and related activities	https://www.wbnsou.ac.in/student_zone/admissions/admission_information/2022/UG_AY_2022-23/20220718_UG_STEPS_for_admission_2022_EnglishVersion.pdf
Any other relevant information	https://www.wbnsou.ac.in/student_zone/admissions/admission_information/2022/20221214_STEPS_for_PGZO_PGGR_2022-23_January2023.pdf

5.1.4 - Dispatch of Study Material and related grievance handling mechanisms Strategy followed by the Institution for dispatch of study material to learners and mechanisms to resolve grievances related to Dispatch of Study Material

The LSCs, also called the SCs, are all located at the Govt./Govt-sponsored Colleges which are affiliated to the conventional Universities of the State. The LSCs are the most important components of an Open University because those connect the University with its stakeholders, namely, the learners. The University provides all possible support to its learners through the LSCs and the learners routinely visit the LSCs for their needs such as the SLMs, counselling, assignments, examination and also grievances, if any.

The University has developed an effective strategy for despatch of self-SLMs, also called 'teacher-in-print', through the LSCs. The mandate is to send the SLMs to each of the learners, covering the entire syllabus of his/her chosen subjects. At the BDP level, the contents are written in Bengali, while at the PG level, most of the SLMs are in English. Unlike some Open Universities, the SLMs are not directly sent to the learners. The learners do collect their SLMs from their respective LSCs showing their enrolment cards and the SMSs received from the admission portal.

The important point is the timely dispatch of the SLMs to help the learners attend their counselling sessions effectively. To make the despatch of SLMs more effective and operationally simple, the SLMs are sent to the RC. The RC sends these materials to the LSCs for distribution among the learners.

File Description	Documents
Material dispatch related activities	http://www.wbnsou.ac.in/naac/document/5.1.4_doc.pdf
Any other relevant information	Nil

<p>5.1.5 - Attending to learners' queries Modes/approaches employed by the University to attend to learners' queries include: 1. Automated interactive voice response system 2. Call centre 3. Online Help Desk 4. Social media 5. App based support 6. Chat Box 7. E-mail Support 8. Interactive radio counselling 9. Teleconferencing 10. Web-conferencing 11. Learner Services Centre/ Inquiry Counter 12. Postal communication</p>	<p>A. Any 8 or more of the above</p>
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File Description	Documents
Web-link to Online Help Desk, App based support, Chat Box, Interactive radio counselling, Web-conferencing, Learner Services Centre, any other	https://www.wbnsou.ac.in/online_services/ICT.shtml#active_ict
As per Data Template	View File
Any other relevant information	No File Uploaded

<p>5.1.6 - Academic counselling services Modes employed by the Institution to provide academic counseling services to its learners include: 1. Face to face counselling sessions 2. Interactive radio counselling 3. Online LMS based counselling 4. Teleconferencing 5. Web-conferencing 6. Laboratory based counselling 7. Internship 8. Workshops 9. Field study 10. Seminar 11. Extended Contact Programme (ECP) 12. Enhancement of Professional Competency (EPC)</p>	<p>B. Any 6-7 of the above</p>
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File Description	Documents
Web-link to counselling schedules for current year	http://www.wbnsou.ac.in/student_zone/interactions/pcp_schedule/bdp/counselling_schedule_bdp.shtml#counselling_schedule_bdp
As per Data Template	View File
Any other relevant information	No File Uploaded

5.1.7 - Addressing learners' grievances – The Institution has a transparent mechanism for timely redressal of learner grievances. Percentage of grievances received at HQ and redressed during the year

61

5.1.7.1 - Number of grievances received at HQ during the year

18

File Description	Documents
Web link to Grievance Redressal Mechanism Committee for learners	http://www.wbnsou.ac.in/important_links/students_grievance_redressal_cell.shtml#students_grievancecell
As per Data Template	View File
Any other relevant information	No File Uploaded

5.1.8 - Special Learner Support Centres Reaching out to special learners like persons with disabilities, prison inmates, employees of defense or security forces, transgenders, SC / ST, minorities, women; learners from rural and remote areas etc

Reaching out to special learners like persons with disabilities, prison inmates, employees of defense or security forces, transgenders, SC / ST, minorities, women; learners from rural and remote areas etc

The LSCs are primary interface of the students with the Schools of Study and the University, in general. First, responses to the queries raised by learners are made or the help/ support needed by them are provided. There are various Special LSCs in NSOU, with the following attributes of the institution/organization, viz.,

- Located at minority area, border, and remote areas
- Dedicated to the cause of a given disadvantaged group like dominance of SC/ST learners, prison inmates

- Possesses the necessary infrastructural facilities and expertise to serve the given group
- Special Educator/Special teacher preparation programs to the disadvantaged who are differently abled.

File Description	Documents
List of Special Learner Support Centres	http://www.wbnsou.ac.in/study_centres/rc_wise_lsc.shtml#active_rc_wise_lsc
Any other relevant information	Nil

5.1.9 - Financial Support to learners of disadvantaged groups - Percentage of learners of disadvantaged groups benefited by financial support provided by the Government / University / or any other during the year

100

5.1.9.1 - Number of learners of disadvantaged groups benefited by financial support provided by the Government / University / or any other during the year

4

File Description	Documents
Web-link to notifications issued by the Institution	Nil
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2 - Learner Progression

5.2.1 - Submission of assignments - Percentage of learners submitting assignments

83.88

5.2.1.1 - Number of learners enrolled in the preceding academic year (only newly enrolled) have submitted assignments as per the academic calendar

156307

File Description	Documents
Web-link to academic calendar of the Institution	https://www.wbnsou.ac.in/student_zone/academic_calendar/Academic_Calender_22-23.pdf
List of programmes on offer	View File
Web-link of assignments of programmes on offer	https://assessmentonline.naac.gov.in/public/index.php/admin/get_file?file_path=eyJpdiI6IjlrV2VPNjJXMUhmSFVuY1pldlU4cnc9PSIsInZhbHVlIjoizkh5ODAxRkY3M2EyNUZobzlubklxZTd6Q2JmTVovOFgwWHlCZVRsMjk2SXhLL0JzVEZnMVg5ZTNkb1RuK2FZOClSImlhYyI6ImI0NzY4NTVlZDIyZjBkMDQ5N2Y2YWI2ODY5NzFjNTkyM2ExNzAzNjOxMj01MmU5MzVmYTY4OTBlY2MzMWRlOWIiLCJ0YWciOiIifQ==
As per Data Template	View File
Any other relevant information	View File

5.2.2 - Percentage of Newly enrolled learners registered for term end examination

78.20

File Description	Documents
List of programmes on offer	View File
Web-link of examination schedule	https://www.wbnsou.ac.in/student_zone/examinations/examination_notices/bdp/2022/examination_notices_bdp_2022.shtml#examination_notices_bdp
Number of learners (only newlyenrolled)registered for term end examinations	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2.3 - Percentage of learners appeared for term end exam

91.76

File Description	Documents
List of programmes on offer	View File
Web-link of examination schedule	https://www.wbnsou.ac.in/student_zone/examinations/examination_notices/bdp/2022/20220907_BDP_Online_TEE.pdf
Number of learners (only freshly enrolled)who have passed term end examination	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2.4 - Percentage of learners passed out term end examination

91.18

File Description	Documents
List of programmes on offer	View File
Web-link of examination schedule	https://www.wbnsou.ac.in/student_zone/examinations/examination_notices/bdp/2022/examination_notices_bdp_2022.shtml#examination_notices_bdp
Number of learners (only freshly enrolled)who have passed term end examination	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2.5 - Placement services provided to the learners

5.2.5.1 - Number of placement drives conducted by the institution for the learners during the year

0

File Description	Documents
Reports of the campus placement drives	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

5.3 - Alumni Engagement

5.3.1 - The Alumni Association The Alumni Association/ Chapters (registered and functional) has contributed significantly to the development of the Institution through financial and other support services during the year

The Alumni Association/ Chapters (registered and functional) has contributed significantly to the development of the Institution through financial and other support services during the year

The University has a strong database of alumni. The university maintains records of the pass out learners who get job in various government and other organization. Many of the alumni have been recruited by the university at various levels.

The University is planning to form an Alumni Association to get the support from its alumni. The major objectives of such Association would be to extend their support to the current students and to get their help in securing internships recruitments in prestigious/reputed firms/organizations. The University needs to utilize the rich experiences of its former students and to assist the present students in securing suitable jobs. Such an association may also help the University in organizing the seminars / conferences/workshops, etc. They may also contribute by donating books to the University Library.

Though the University does not have a registered Alumni Association currently a networking portal of ALUMNI has been developed. A website link has been provided to build a strong network between the University, its present students, parents and management.

File Description	Documents
Details of Alumni Association Activities	Nil
Frequency of meetings of Alumni Association with minutes	Nil
Quantum of financial contribution	Nil
Audited Statement of Accounts of the Alumni Association	Nil
Any other relevant information	Nil

5.3.2 - Alumni Association Involvement -Percentage of graduated learners enrolled in Alumni Association

0

5.3.2.1 - Number of graduated learners enrolled in Alumni Association (in latest completed academic year)

0

File Description	Documents
Web-link to Alumni Association	http://alumni.nsouict.ac.in/
As per Data Template	No File Uploaded
Any other relevant information	No File Uploaded

5.3.3 - Facilities for Alumni Engagement The Alumni Association facilitates its members by the following 1. online enrolment for its membership 2. online networking amongst its Alumni members 3. online payment of fees 4. donation by Alumni

C. Any 2 of the above

File Description	Documents
Web-link to Alumni Registration Portal	http://alumni.nsouict.ac.in/
Web-link to online networks	Nil
Scan copy of statement of receipts	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.1 - Institutional Vision and Leadership

6.1.1 - Governance in accordance with Mission and Vision The institution has clearly stated Vision and Mission which are reflected in its academic and administrative governance, perspective plans and stakeholder's participation in the decision making bodies leading to institutional excellence

The institution has clearly stated Vision and Mission which are reflected in its academic and administrative governance, perspective plans and stakeholder's participation in the decision-making bodies leading to institutional excellence

The Vice-Chancellor is the chief executive officer of the University and has the power and authority to recommend to the Executive Council all matters - administrative, academic as well as financial-may deem fit for the betterment of the University. All officers /faculty members/staff are accountable for their work to the Vice-Chancellor who controls the functions of the University in accordance with the provisions of the Act, Statutes, Ordinance and Regulations. All the statutory committees i.e. the decision-making bodies of the University are properly constituted with internal and external nominated members. Following are the most important authorities/bodies of the University:

- Executive Council
- Academic Council
- Schools of Studies
- Finance Committee
- Building Committee
- Purchase & Tender Committee
- Standing Committees

File Description	Documents
Vision and Mission documents approved by the statutory bodies	https://www.wbnsou.ac.in/about_us/vision_mission.shtml#active_vision
Report of achievements which led to institutional excellence	https://www.wbnsou.ac.in/naac/naac_certificate.shtml#active_naac_certificate
Any other relevant information	Nil

6.1.2 - Decentralization and participative management Effective leadership is reflected in various institutional practices such as decentralization and participative management, etc.

Effective leadership is reflected in various institutional practices such as decentralization and participative management, etc.

The present system of management of the University may aptly be described as a bottom-up approach. The most important decentralization in matters of academic administration is the creation of six different School of Studies.

1. School of Science
2. School of Humanities
3. School of Social Sciences
4. School of Education
5. School of Professional Studies and
6. School of Vocational Studies

The University encourages participatory management by involving the stakeholders at all levels.

File Description	Documents
Information / documents pertaining to leadership	https://www.wbnsou.ac.in/about_us/organisation_structure.shtml#active_organisation_structure
Any other relevant information	https://www.wbnsou.ac.in/about_us/authorities/academic_council.shtml#active_ac ; http://www.wbnsou.ac.in/about_us/authorities/executive_council.shtml#active_ec ; http://www.wbnsou.ac.in/about_us/authorities/administrative_staff.shtml#active_as ; http://www.wbnsou.ac.in/about_us/authorities/academic_staff.shtml#active_acs ;

6.2 - Strategy Development and Deployment

6.2.1 - Perspective / Strategic plan and deployment The methodology adopted for developing strategic plan; the mechanism for its deployment, monitoring and assessment of the deliverables

Established in 1997 by West Bengal State Legislature Act XIX (1997) as the State Open University, the NSOU has made a sustained mark in the education scenario with avowed mission of 'Reaching the Unreached'. The essence of an Open University lies in upholding the academic standards at par with the best in the education sector, both in curricular patterns and research endeavours, however, effectively avoiding the rigors of fixed hours. At the NSOU, over the years, we have been catering to heterogeneous learners both in terms of age groups and socio-economic backgrounds. Given all these factors, the matrix of our operations includes both conventional academic areas as also vocational courses aiming at the skill development of the human resources. Along with the infrastructural and physical development of the assets, the University is keen to fill up all existing vacancies in both the academic and non-academic posts as soon as feasible and such recruitment is done in a robust manner from time to time. This is indeed one of the major components of the university's perspective plan

The university has already formed form Institutional Strategy and Development Plan to formulate the policy and mechanism to implement the strategic plan in next five years.

File Description	Documents
Minutes of the Governing Council / other relevant bodies for deployment / monitoring the deliverables	https://www.wbnsou.ac.in/naac/executive_council/20211005_Minutes_of_the_Special_Executive_Meeting.pdf
Any other relevant information	https://www.wbnsou.ac.in/about_us/CIOA_minutes_of_meeting.shtml#active_ciga_minutes_of_the_meeting
Perspective / Plan and deployment documents	Nil

6.2.2 - Organizational structure of the Institution Effectiveness and efficiency of functioning of the institutional bodies as evidenced by the policies, administrative setup, appointments, service rules, procedures etc

Effectiveness and efficiency of functioning of the institutional bodies as evidenced by the policies, administrative setup, appointments, service rules, procedures etc

The major objectives of setting up this University was to spread the education among the mass. It operates through a network of 132 LSCs and three RCs scattered all over the State. Being the State University, it functions under the State Acts. Since the NSOU is a state University, the administrative structure and the decision-making mechanism are same as that of the conventional/ regular State Universities of West Bengal. The day-to-day academic and administrative activities are guided by the First Statutes (Revised), 2014 of the University.

The University has the following statutory authorities :

- Executive Council
- Academic Council
- Schools of Studies
- Finance Committee
- Building Committee
- Purchase & Tender Committee
- Research Advisory Committee
- Admission Committee
- Library Committee
- Selection Committee for the Teaching Posts
- Standing Committee for the Selection of Officers & Non-teaching Employees

The features of self-governing institutions are reflected in the structure of management of the university. A significant nature of the self-governing structure is that all the decisions are taken on democratic principles after considerable discussions and debates in the various statutory committees of the university.

File Description	Documents
Organogram of the Institution	http://www.wbnsou.ac.in/about_us/organisation_structure.shtml#active_organisation_structure
Annual Report of the preceding academic year	https://www.wbnsou.ac.in/about_us/CIQA/annual_report/20231218_Annual_Report_2022-23.pdf
Minutes of the meetings of various bodies / relevant committees	https://www.wbnsou.ac.in/naac/executive_council.shtml#active_ec;%20http://www.wbnsou.ac.in/naac/academic_council.shtml#active_ac%20;
Any other relevant information	Nil

6.2.3 - Implementation of e-governance in different areas of operation Areas of operation of Institution which has e-governance implementation
1. Planning and Development
2. Administration
3. Finance and Accounts
4. Learner Admission and Support
5. Examination

A. Any 4 or more of the above

File Description	Documents
ERP Document	No File Uploaded
Screen shots of user interfaces	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3 - Faculty Development or Empowerment Strategies

6.3.1 - Welfare measures for teachers, other academics and non-academic staff The institution has effective welfare measures for teachers, other academics and non-academic staff

The University is committed towards the welfare of its employees which entails various facilities, services and amenities offered by

the University to all of its employees for improving their health, efficiency, economic betterment etc. The benefits are available to all employees of the University both teaching and non-teaching staff.

The University gives due importance to the welfare of its employees and help them as far as possible with the approval of the competent authority.

- The University provides hygienic working environment with well-maintained work stations for its academic and non-academic staff. At the time of retirement, the employees are provided with the Leave Travel Concession facilities, as per the service conditions.
- All the serving teachers and officers against the full-time substantive posts of the University are entitled to avail of the benefits of the "West Bengal Health Scheme for the Beneficiaries of Grant-in-Aid Colleges and Universities 2017" subject to their exercise of option for the said scheme. The benefits of the aforesaid scheme are mentioned in the G.O. No. 1020-Edn (CS)/IM-01/2017 dt.29.08.2018.
- Being an HEI, the University encourages its employees to continue their studies for their development as well as for vertical/ horizontal movement at their workplace. The employees who pursue higher education in the NSOU are allowed 50% concession in the course fees.
- Academic Staff are allowed to attend OP/ RC/ short term courses for their career advancement.

File Description	Documents
Policy document on welfare measures	https://www.wbnsou.ac.in/naac/document/6.3.1_Welfare_policy.pdf
List of beneficiaries of welfare measures	https://www.wbnsou.ac.in/naac/aqar/2022-23/20240229_list_of_Beneficiaries.pdf
Any other relevant information	Nil

6.3.2 - Percentage of Financial support for faculty developmen

2.06

6.3.2.1 - Number of teachers and other academics provided with financial support to attend conferences / workshops and towards membership fee of professional bodies during the year

2

File Description	Documents
Letters to teachers and other academics provided with financial support to attend conferences, workshops etc.	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3.3 - Average number of programmes organised for professional development

13

6.3.3.1 - Number of professional development / administrative training Programmes organized by the University for teachers, other academics and non-academic staff during the year

13

File Description	Documents
Schedules of programmes organized for teachers, other academics and non-academic staff	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3.4 - Percentage of Teachers and other academics attended Professional Development Programmes (PDPs)

4.12

6.3.4.1 - Number of teachers and other academics attended Professional Development Programmes, viz.: Orientation Programme, Refresher Programme, Faculty Development Programme (FDP), during the year

4

File Description	Documents
CIQA report summary	No File Uploaded
Reports of the Human Resource Development Centres (UGC ASC or other relevant centers).	No File Uploaded
Letters to teachers and other academics attending PDPs during the year (Data Template)	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3.5 - Non- academic staff attending administrative training Programmes - Percentage of full time non-academic staff attended training Programmes, during the year

77.10

6.3.5.1 - Number of full time non-academic staff attended training Programmes during the year

64

File Description	Documents
CIQA report summary	View File
Letters to non-academic staff attending administrative training programmes	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3.6 - Mechanism of performance appraisal system, promotion for teachers, other academics and non-academic staff Institution has performance appraisal system for teaching, promotion for teachers, other academics and non-academic staff

NSOU strictly follows the UGC Regulations on Minimum Qualifications for Appointment of Teachers and other Academic Staff in Universities and Colleges and Measures for the Maintenance of Standards in Higher Education-2010" (Regulation No. F.3-1/2009 dated June 30, 2010), together with all amendments made therein from time to time, for its teaching and non-teaching staff. The objective is not only to objectively evaluate the performance as per established norms, but also to identify potential aspects for improvement that can eventually lead to further progress and growth of the employee.

Teachers primarily shoulder the responsibility of fostering quality

education among the students. The teaching community in the University comprises Professors, Associate Professors and Assistant Professors. To monitor the performance of the teachers, all HEIs need to adhere to the UGC mandate, i.e., the standardized Academic Performance Indicators or the API which is the Performance-based Appraisal System (PBAS) followed for the Career Advancement Scheme (CAS) as framed by the UGC as an objective appraisal tool. The NSOU too follows the same mechanism for teacher appraisal as applicable through the Government Order (GO).

File Description	Documents
Performance appraisal policy of the Institution	Nil
Document on promotion/CAS for teachers, other academic and non-academic staff	https://www.wbnsou.ac.in/naac/document/6.3.6_Promotional_policy.PDF
Any other relevant information	Nil

6.4 - Financial Management and Resource Mobilization

6.4.1 - Regular internal and external financial audits Institution conducts internal and external financial audits during the year

All the activities, including the financial activities, of the University are carried out as per the Guidelines laid down in the NSOU Act, Statues and Government Orders/ Circulars issued from time to time. The financial activities are also carried out in terms of the Finance Rules, 2012 drafted in the spirit of the Statute and Rules of the Government.

The Finance Department is a Service Department in the University to provide financial services to the different Schools of Studies, Examination Department, Registrar's Department, Vice-Chancellor's Office, Library Department, Study Centre, Publication department & RCs (Kalyani, Durgapur & Jalpaiguri).

The financial proposals, bills/tax invoices and payment vouchers are primarily checked by the concerned staff and then scrutinised by the concerned officer and finally passed by the Finance Officer according to the Finance Rules and Guideline of Purchase and Tender Committee. This process of checking and scrutiny has been introduced to monitor the financial activities through a mechanism of Internal Checking. Most of the payments are being disbursed through NEFT /

RTGS& the residues are being made through Account Payee cheques, i.e., there is no cash payment to the outsiders. Crossed cheques are signed by, at least, two authorized signatories.

File Description	Documents
Policy on internal and external audit mechanisms	https://www.wbnsou.ac.in/naac/agar/20230517_Financial_ruls_6.4.1.pdf
Financial audit reports during the year	https://www.wbnsou.ac.in/about_us/CIOA/12B/Audited_Report_2022-23.pdf
Any other relevant information	Nil

6.4.2 - Mobilization and utilization of resources Institutional strategies for mobilization of funds and optimum utilization of resources

Being the State Open University, the NSOU receives funds from different government/non-government funds for different purposes. The University funds are being mobilized from:

External Sources:

Department of Higher Education, Government of West Bengal: Salary, Contingency and Infrastructure Development Grants are partially received every year. Claim for Grants are submitted on the basis of actual expenditure incurred.

Department of Science and Technology, Government of West Bengal: Mainly Research Project Grants in favour of teachers / scholars are received.

Rehabilitation Council of India (RCI): Grants are sanctioned in favour of School of Education for holding various programs designed by RCI.

Commonwealth Education Media Centre for Asia (CEMCA): Workshops / Curriculum-related Grants are received as and when they desire.

Council of Scientific and Industrial Research (CSIR): Mostly Fellowship / Research Grants in favour of teachers are received.

Department of Science and Technology (DST), Cognitive Science

Research Initiative (CSRI): Mainly Research Project Grants in favour of teachers / schoolers are received.

Ministry of Human Resource Development: As directed, we have submitted a claim in the current FY.

File Description	Documents
Resource Mobilization policy document duly approved by the Board of Management / Syndicate / Governing Council	Nil
Procedures for optimal resource utilization	Nil
Any other relevant information	Nil

6.4.3 - Percentage of Expenditure on Learner Support Services

46.56

6.4.3.1 - Expenditure by the Institution on learner support services (excluding salary and capital expenditure) during the year (INR in Lakhs)

3026.94

File Description	Documents
Statement of expenditure during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.5 - Internal Quality Assurance System

6.5.1 - Institutionalizing the quality assurance through CIQA Details of the activities of CIQA listed below: 1. Programme Project Reports (PPRs) prepared 2. Workshops/ seminars organized on quality related themes 3. Innovative practices implemented for quality enhancement 4. Initiatives undertaken for system based research 5. Feedback mechanisms developed for different stakeholders

A. Any 4 or All of the above

File Description	Documents
Scan copies of programme schedules	View File
Reports of the activities	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.5.2 - Reforming institutional processes Impact Analysis of various initiatives carried out and used for quality improvement with reference to learner performance, teaching-learning, assessment process and learning outcomes, research, learner and other stakeholders feedback, administrative reforms, financial management, etc

The University has undertaken a number of initiatives in various directions starting from the days of its inception. These initiatives involve all the Departments and Schools of Studies. New initiatives in the academic matters were mainly guided and monitored by the different Schools of Studies. In these initiatives, the main concern had been the quality improvement of the SLMs, including upgrading the contents. Revision, editing as well as new content writing had been the main focus here. The different Board of Studies had been mobilized in this regard in the best possible manner. The Boards of studies are reconstituted in every three years and their functions and responsibilities are fixed by the Academic Council.

Faculty members of the University are also engaged in research activities in addition to their regular academic duties such as writing of SLMs, editing and revising those, and conducting PCPs. The faculty members also visit LSCs/SCs from time to time and submit reports to the authority for the improvement of the system. The University has re-introduced its Ph.D. programme in a new format as per the direction of the UGC which has allowed the Open Universities to conduct the Ph.D. program in the contact mode only.

File Description	Documents
Documents / information on the process and results of Impact Analysis	https://www.wbnsou.ac.in/naac/aqar/2022-23/20240229_Impact_Analysis_22-23.pdf
Relevant Reports/ Minutes approved by concerned Authorities	Nil
Any other relevant information	Nil

INSTITUTIONAL VALUES AND BEST PRACTICES**7.1 - Institutional Values and Social Responsibilities**

7.1.1 - Measures initiated by the Institution for the promotion of gender equity during the year. Describe gender equity & sensitization in curricular and co-curricular activities, facilities for women on campus within 100 - 200 words

The University takes all possible measures for safety and security of both the women employees and learners within the campus. As one of the primary safety mechanism for women students, faculties and employees, CCTV are installed at the administrative building and Examination Department of the University. Efforts for installation of the CCTV at other campuses of the university are in process and likely to be implemented at the earliest. Apart from the CCTV, female security personnel are also deployed at different campuses.

The university organizes gender sensitization programme at regular intervals through which the participants are sensitized not only of the privileges offered by the legal apparatus but also gained the knowledge to access them when required. The experts are further invited to share their ideas and experiences with the participants over different issues of sexual harassment at workplace and offered valuable suggestions as preventive measures to combat such situation. It has further been proposed to invite Counsellors in near future so that women members of the University can acquire the psychological skill which they can translate to their learners when faced with such unhealthy situations within the campus. The university also runs three short term women empowerment programme-"amrapari" and "women Studies" and human rights which specially deal with the capacity building of the women employees and learners.

File Description	Documents
Annual gender sensitization action plan	https://www.wbnsou.ac.in/important_links/ICC_.shtml#active_icc
Specific facilities provided for women in terms of: a. Safety and security at the work place b. Committees to address Prevention of Sexual Harassment c. Common Rooms d. Day care centre for children of the staff e. Any other relevant information	https://www.wbnsou.ac.in/important_links/ICC/2022-23/20230221_Awareness_and_Sensitisation_Program_on_Identifying_and_Preventing_Harassment_in_the_Workplace_Report.pdf

7.1.2 - The Institution has facilities for alternate sources of energy and energy conservation measures Solar energy Biogas plant Wheeling to the Grid Sensor-based energy conservation Use of LED bulbs/ power efficient equipment	D. Any 1 of the above								
<table border="1"> <thead> <tr> <th data-bbox="86 439 550 506">File Description</th> <th data-bbox="550 439 1471 506">Documents</th> </tr> </thead> <tbody> <tr> <td data-bbox="86 506 550 573">Geo-tagged Photographs</td> <td data-bbox="550 506 1471 573" style="text-align: center;">View File</td> </tr> <tr> <td data-bbox="86 573 550 640">Any other relevant information</td> <td data-bbox="550 573 1471 640" style="text-align: center;">No File Uploaded</td> </tr> <tr> <td data-bbox="86 640 550 707">as per data template</td> <td data-bbox="550 640 1471 707" style="text-align: center;">View File</td> </tr> </tbody> </table>	File Description	Documents	Geo-tagged Photographs	View File	Any other relevant information	No File Uploaded	as per data template	View File	
File Description	Documents								
Geo-tagged Photographs	View File								
Any other relevant information	No File Uploaded								
as per data template	View File								
<p>7.1.3 - Describe the facilities in the Institution for the management of the following types of degradable and non-degradable waste (within 200 words) A. Solid waste management B., Liquid waste management C. Biomedical waste management D. E-waste management E.Waste recycling system F. Hazardous chemicals and radioactive waste management</p>									
<p>The university has a e-waste management system by which the e-waste are disposed off. The discipline specific laboratories like chemistry etc. has proper system to handle hazardous chemicals.</p>									
<table border="1"> <thead> <tr> <th data-bbox="86 1077 550 1144">File Description</th> <th data-bbox="550 1077 1471 1144">Documents</th> </tr> </thead> <tbody> <tr> <td data-bbox="86 1144 550 1335">Relevant documents like agreements/MoUs with Government and other approved agencies</td> <td data-bbox="550 1144 1471 1335" style="text-align: center;">https://www.wbnsou.ac.in/about_us/it_policy_nkn.shtml#active_nkn</td> </tr> <tr> <td data-bbox="86 1335 550 1435">Geo-tagged photographs of the facilities</td> <td data-bbox="550 1335 1471 1435" style="text-align: center;">Nil</td> </tr> <tr> <td data-bbox="86 1435 550 1547">Any other relevant information</td> <td data-bbox="550 1435 1471 1547" style="text-align: center;">Nil</td> </tr> </tbody> </table>	File Description	Documents	Relevant documents like agreements/MoUs with Government and other approved agencies	https://www.wbnsou.ac.in/about_us/it_policy_nkn.shtml#active_nkn	Geo-tagged photographs of the facilities	Nil	Any other relevant information	Nil	
File Description	Documents								
Relevant documents like agreements/MoUs with Government and other approved agencies	https://www.wbnsou.ac.in/about_us/it_policy_nkn.shtml#active_nkn								
Geo-tagged photographs of the facilities	Nil								
Any other relevant information	Nil								
7.1.4 - Water conservation facilities available in the Institution: Rain water harvesting Bore well /Open well recharge Construction of tanks and bunds Waste water recycling Maintenance of water bodies and distribution system in the campus	E. None of the Above								

File Description	Documents
Geo-tagged photographs / videos of the facilities	No File Uploaded
Any other relevant information	No File Uploaded
as per data templates	No File Uploaded

7.1.5 - Green campus initiatives include

7.1.5.1 - The institutional initiatives for greening the campus are as follows: <ol style="list-style-type: none"> 1. Restricted entry of automobiles 2. Use of bicycles/ Battery-powered vehicles 3. Pedestrian-friendly pathways 4. Ban on use of plastic 5. Landscaping 	A. Any 4 or All of the above
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File Description	Documents
Geo-tagged photos / videos of the facilities	View File
Various policy documents / decisions circulated for implementation	No File Uploaded
Any other relevant documents	No File Uploaded
as per data templates	View File

7.1.6 - Quality audits on environment and energy are regularly undertaken by the institution

7.1.6.1 - The institutional environment and energy initiatives are confirmed through the following <ol style="list-style-type: none"> 1.Green audit 2. Energy audit 3.Environment audit 4.Clean and green campus recognitions/awards 5. Beyond the campus environmental promotional activities 	E. None of the above
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File Description	Documents
Reports on environment and energy audits submitted by the auditing agency	No File Uploaded
Certification by the auditing agency	No File Uploaded
Certificates of any awards received	No File Uploaded
Any other relevant information	No File Uploaded
as per data templates	No File Uploaded

<p>7.1.7 - The Institution has disabled-friendly, barrier free environment Built environment with ramps/lifts for easy access to classrooms. Disabled-friendly washrooms Signage including tactile path, lights, display boards and signposts Assistive technology and facilities for persons with disabilities (Divyangjan) accessible website, screen-reading software, mechanized equipment</p> <p>5. Provision for enquiry and information : Human assistance, reader, scribe, soft copies of reading material, screen reading</p>	<p>A. Any 4 or all of the above</p>
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File Description	Documents
Geotagged photographs / videos of the facilities	View File
Policy documents and information brochures on the support to be provided	No File Uploaded
Details of the Software procured for providing the assistance	View File
Any other relevant information	No File Uploaded
as per data templates	View File

<p>7.1.8 - Describe the Institutional efforts/initiatives in providing an inclusive environment i.e., tolerance and harmony towards cultural, regional, linguistic, communal socioeconomic and other diversities (within 200 words).</p> <p>Creating an inclusive environment that promotes tolerance and harmony towards cultural, regional, linguistic, communal,</p>
--

socioeconomic, and such diversities is extremely important for NSOU and it strives to ensure that every student feels safe and welcome on campus. Some institutional efforts and initiatives undertaken include, but are not limited to:

- **Social Inclusion Policy:** NSOU's policy on inclusion is reflected in its mission of "Reaching the Unreached" and that reflects their commitment to providing an inclusive environment for all. This is inclusive of the institution's goals and strategies for promoting diversity, equity, and inclusion in all aspects of the academic ecosystem.
- **Diversity and Inclusion Training:** NSOU provided diversity and inclusion training for students, faculty, and staff to raise awareness of cultural values and help equip individuals with the necessary tools to identify and address discrimination and prejudice.
- **University promotes Inclusive Curriculum:** NSOU aims to create an inclusive curriculum that reflects the diversity of the cross section of learners across West Bengal. This includes teaching materials that are culturally relevant and acknowledging the contributions of marginalized groups.
- **Support Services:** NSOU is an institution which provides multiple support services to students who may experience discrimination or exclusion based on their cultural, regional, linguistic, communal, or socioeconomic background. These services include counseling, mentorship, technological and other assistance.

File Description	Documents
Supporting documents on the information provided (as reflected in the administrative and academic activities of the Institution)	https://www.wbnsou.ac.in/about_us/CIQA/works_hop_seminar_events/2022/20220820_Independence_Day_Celebration_2022_Report.pdf
Any other relevant information	Nil

7.1.9 - Sensitization of students and employees of the institution to constitutional obligations: values, rights, duties and responsibilities of citizens:

NSOU is committed towards the Sensitization of students and employees of the institution to constitutional obligations, values, rights, duties, and responsibilities of citizens, and is aware of its crucial responsibility in promoting an informed and responsible citizenry. Here are some ways in which NSOU sensitizes their

students and employees to these important constitutional obligations:

The University, at Headquarters and RCs, observes different important days/events viz. National Voter's Day, Republic Day, Netaji's Birthday, Rabindra Jayanti, Vidyasagar Jayanti, Independence Day, Human Rights, International Day of Person's with Disabilities, etc., to inculcate amongst its stakeholders, constitutional obligations: essential values, rights, duties and responsibilities of citizens, fundamental duties and constitutional obligations.

NSOU organizes frequent workshops and seminars to educate its learners and employees about the constitution and the obligations, values, rights, duties, and responsibilities of citizens. These workshops and seminars include guest speakers, panel discussions, domain experts, University faculties and interactive sessions.

Furthermore, NSOU has incorporated Constitutional Values in Curriculum: The constitutional values are incorporated in various disciplines' curriculum such as Political Science, Public Administration, Sociology, Education etc. to ensure that learners are exposed to the fundamental principles of the constitution. This can include courses on the Indian constitution, and civics rights and obligations and so on.

File Description	Documents
Details of activities that inculcate values necessary to nurture Learners to become responsible citizens	https://www.wbnsou.ac.in/student_zone/course/social_science/News_Events/Seminars_Symposium/Report/20230227_Report_on_electoral_literacy.pdf
Any other relevant information	Nil

7.1.10 - The Institution has a prescribed code of conduct for students, teachers, administrators and other staff and conducts periodic programmes in this regard. The Code of Conduct is displayed on the website There is a committee to monitor adherence to the Code of Conduct Institution organized professional ethics programmes for students, teachers, administrators and other staff during the year Annual awareness programmes on Code of

A. All of the Above

Conduct were organized during the year	
File Description	Documents
Code of conduct and ethics policy document	View File
Details of the monitoring committee composition and minutes of the committee meeting, number of programmes organized, reports on the various programs etc., in support of the claims.	View File
Any other relevant information	View File
as per data templates	View File
7.1.11 - Institution celebrates / organizes national and international commemorative days, events and festivals	
<p>NSOU believes in the core value that the expansion of education means the establishment of connectivity between the University community and the wider national and global society. The University makes comprehensive efforts to accomplish this objective by the celebration of the following National Festivals, Birthdays of Great Personalities and International Days:</p> <p>Birthday of Netaji Subhas Chandra Bose (23rd January): The University is named after Netaji, the great patriot of our country and his birthday is the befitting time to remember his courage and sacrifices to free India from the foreign yoke. At the Headquarters, the Vice-Chancellor offers homage to Netaji Subhas Chandra Bose by garlanding his statue. The other employees at the Regional Centres also express their reverence to this great patriot.</p>	

File Description	Documents
Annual report of the celebrations and commemorative events during the year	https://www.wbnsou.ac.in/about_us/CIQA/annual_report/20231218_Annual_Report_2022-23.pdf
Geo-tagged photographs of some of the events	https://www.wbnsou.ac.in/gallery/Celebration_of_77th_Independence_Day_at_NSOU_Hqtrs_1508_2023/Celebration_of_77th_Independence_Day_at_NSOU_Hqtrs_15082023.shtml#photog
Any other relevant information	Nil

7.2 - Best Practices

7.2.1 - Describe at least two institutional best practices (as per NAAC format given on its website)
Describe any two best practices successfully implemented by the institution as per NAAC format

The institution has a dedicated online / offline helpdesk / toll free no.

It is the motto of the NSOU "to reach the unreached" learners and to always respond promptly to their needs so that the learning process can continue freely and smoothly and the learners do not feel neglected or deprived at any stage of their relationship with the institution. It is a challenging task to reach out and respond to the queries and solve the problems of the learners in far flung regions of West Bengal, especially in the rural and remote areas.

The learners get first-hand information about the NSOU at the LSCs nearest to their place of residence. All the LSCs/ RCs and the Headquarters in Kolkata have dedicated Helpdesks to respond to their queries. The learners/ potential learners/members of their family visit their nearest LSC/ RC and meet our staff at the Helpdesks during the working hours. The NSOU staff also respond to phone calls from the learners/potential learners regarding queries or any problems being faced by them.

(ii) Grievance Redressal Mechanism is in place

The NSOU has an effective grievance redressal mechanism in place as such a system is essential for all the HEIs which follow a learner-

centric approach. The grievance Redressal Cell has been constituted as per provision of the UGC (ODL) Regulations 2017 which is dedicated to handle the grievances of the learners.

File Description	Documents
Best practices as hosted on the Institutional website	https://www.wbnsou.ac.in/about_us/CIQA_best_practices.shtml#active_ciga_best_practices
Any other relevant information	Nil

7.3 - Institutional Distinctiveness

7.3.1 - Portray the performance of the Institution in one area distinctive to its priority and thrust within 200 words

◦ Innovative Pedagogies

Apart from normal Personal Contact Programme, some innovative pedagogies have been adopted by the University to facilitate any where any time learning. As for example, availability of the Digitalized SelfLearning Materials, SD cards of Audio-visual materials and Learner Support Services. The "ICT integrated Pedagogy" is a combination of

- The dedicated LMS - developed on MOODLE platform
- The Mobile App - hosted on android set up (downloadable through Google Play store)

The basic features of innovative pedagogies are

1. Digitized Self Learning Materials

2. Audio-Visual Lecture

3. Live Chat through LMS

4. SMS through registered mobile number

5. LMS (www.nsouict.ac.in)

6. OER Repository (www.nsou.krc.net.in)

7. m-Learning (Mobile App) for online learning

8.SD Card for offline learning

The e-contents are developed in the studio, set up by the University. The faculty members are engaged in developing and editing the e-contents. The academic resources are also made available through Mobile App. The NSOU OER Repository helps access the academic resources having CC BY-NC-SA license any time & anywhere. The academic resources are also provided through SD card to facilitate offline learning for some specific courses.

File Description	Documents
Appropriate webpage in the Institutional website	http://www.nsouict.ac.in/
Any other relevant information	Nil