Audit Report

Organization: CDOE, GLA University

Audit type (standard Revision)	CIQA Audit
Audit date (on site):	12-12-2022
Company / customer:	Centre for Distance and Online Education, GLA University
Address	17KM, Mathura-Delhi Road, NH-2
Zip-Code / state / city:	Chaumuhan, Mathura- 281406, UP
Audit representative:	Mr. Saroj Kumar Verma
Lead Auditor:	Mr. Saroj Kumar Verma
Technical expert/ trainee:	--
Observer:	--
Scope of Work:	Providing Educational Services Leading to Under Graduate (BBA)and Post Graduate(MBA) Degree Courses under online mode
Enclosed documents:	CIQA Audit report and Annexures
Audit results:	Audit objectives for the CIQA management system have been fulfilled; managed and in place and Verified
Next audit date scheduled:	NA
Date for on-site re-audit:	NA

12.12.2022

_____   _____

Date   Auditor/ External
                                                                    Subject Expert

Ashok Kumar Singh
Registrar
GLA University
17 Km. Stone, NH-2, Mathura-Delhi Road
P.O. Chaumuhan, Mathura (U.P.) INDIA

Organization CDOE GLA University

1 General information

1.1 Certification scheme

The audit in question has been conducted within

- [x] Single-site certification
- [ ] Multi-site certification (see Multi-site plan)
- [ ] Multi-site certification based on sampling (see Multi-site plan)
- [ ] Certificate transfer
- [ ] Combined integrated certification
- [ ] Special audit
- [ ] Others (please add): CIQA Audit

1.2 Specific information about the client

Centre for Distance and Online Education
GLA University
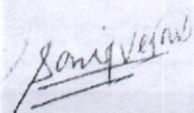17 KM, Mathura Delhi Road, NH-2
Chaumuhan, Mathura-281406, UP

1.3 Audit objectives

Determination of the conformity of the management system with audit criteria. Evaluation of the ability of the management system to ensure that it meets the applicablestatutory, regulatory and contractual requirements.

Evaluation of the effectiveness of the management system to ensure the clientorganization is continually meeting its specified objectives.

Ashok Kumar Singh
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1.4 Significant changes which took place in audit

Topic	Changes
CIQA Management System documented information	☒ None ☐ yes:
Scope of Audit	☒ None ☐ yes: No change in the scope: Providing Educational Services Leading to Under Graduate and Post Graduate Degree Courses under Online mode
Number of employees	☒ None ☐ yes:
Others	NA

1.5 Particularities of this audit

Deviations from the audit plan:	☒ None ☐ yes:
Significant issues impacting the audit program	☒ None ☐ yes:
Changes in audit objectives, audit scope or audit criteria:	☒ None ☐ yes:
Others:	NA

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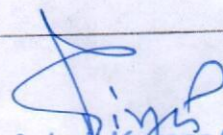17 Km. Stone, NH-2, Mathura-Delhi Road
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2 Effectiveness of the management system, audit findings andevidence

The effectiveness of the management system has been reviewed based on the following evidences:

General (applicable for all certification schemes):

Aspects of the management system*	Evaluation of effectiveness	Remarks / detailed examples
The audit team evaluated the corrective action takenfor the Nonconformities/ Areas of concern. They were found to be:	☒ Fulfilled ☐ Not fulfilled	NO
Method used for defining the **context** definedby the organisation:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	This organization has been reviewed the context through Communication skills of students Top management, Faculties, students, parents feedback
Appropriateness of **scope**	☒ Fulfilled ☐ Not fulfilled (NC)	Providing Educational Services Leading to Graduate and Post Graduate Degree Courses under Online mode
Leadership and commitment / Definition and assignment of **Organizational roles**, responsibilities and authorities:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	Top management provides the peoples who all are interaction with the process given the decided roles and responsibilities of individual employees. Planning and implementations of syllabus as per AICTE/UGC norms. Objective handling and achieving goals
Availability of **resources** necessary to support the operation and monitoringof these processes:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	Student support system is well equipped

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Aspects of the management system*	Evaluation of effectiveness	Remarks / detailed examples
Availability and structure of documented information:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	System documentation, Quality manual, Work instruction, quality process are documented
Internal audit process:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	Internal audit program: No NC found Closed and discussed in MRM. Frequency: Once in 6 month Documentation, support oriented process, teaching and examination, internal exam result
Management review process:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	No deviations found in MRM agendas
Determination of **risks and opportunities** of the key processes:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	NAAC accreditation, Good facility in terms of teaching and experiments. Good placementrecord.
Handling the organizations knowledge:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	Performance appraisal, Digital Library with national and international journals is well equipped
Handling of **customer communication**:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	Customer feedback has been collected from students and parents by online mode. Feedback is excellent No complaint received from Students

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Aspects of the management system*	Evaluation of effectiveness	Remarks / detailed examples:
Effectiveness of monitoring, measurement and evaluation:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	Objective monitoring evidenced in the department.
Prevention of nonconformities and the systematic improvement process:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	No major / minor customer complaints in AY2021-22
Ability for meeting requirements of applicable statutory/regulatory requirements related to product and service:	☒ Fulfilled ☐ Partly fulfilled (Min) ☐ Not fulfilled (NC)	YES

Controlling the use of certification documents and marks

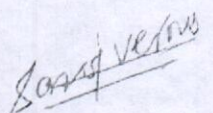| The organization controls the use of certification documents and marks:	☒ Fulfilled ☐ Not fulfilled (NC)	Comments: NA, Since it is a CIQA audit

Disclaimer statement

Auditing is based on a sampling process of the available information. Any audit recommendations are subject to an independent review prior to a decision concerning the process concern.

Confidentiality

The Auditor will treat all received documented information related to the CIQA process as strictly confidential.

Copies to:
- Members of the audit team
- Client

Signature of Auditor

Ashok Kumar Singh
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GLA University
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