



7.1.16_1



CERTIFICATION AUDIT REPORT

DAYALBAGH EDUCATIONAL INSTITUTE

12082315

*Bureau Veritas (India) Pvt. Ltd.
(Certification Business)*

Surveillance Audit 1 -----Remote-100% / ISO 21001:2018

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1 GENERAL INFORMATION

1.1 ORGANIZATION INFORMATION

Organization Name	DAYALBAGH EDUCATIONAL INSTITUTE		
Address	Dayalbagh Educational Institute, Dayalbagh,		
City	Agra		
Postal Code	282005		
County/State	-		
Country	India		
Phone N°	9997306400	Fax N°	0
Contract n°	12082315		

1.2 CONTACT INFORMATION

Contact Name	Swami Prasad Saxena		
Email Address	iqac@dei.ac.in	Phone N°	9997306400

2 AUDIT INFORMATION

2.1 AUDIT STANDARDS

Audit Standard(s) ISO 21001:2018

2.2 SCOPE OF CERTIFICATION

Language	Standard	Site Name	Head Office	Scope of Certification
English	ISO 21001:2018	ho	<input type="checkbox"/>	Designing of Educational Programmes syllabi, Provision of Academics, Administration, Management and Administrative Support Services for Conducting and Delivering Educational Programmes with the Award of Credits, Grades and Degrees

N° of Sites 1

N° of Employees 300

Head Office ho

If this is a multi-site audit an Appendix listing all the relevant sites and/or remote locations has been established and attached to the audit report.

Type Surveillance Audit 1 -----Remote-100%

Audit Start Date 07-03-2022

Audit End Date

09-03-2022

Duration

3

2.3 AUDITOR INFORMATION

Team Leader	Initials	Team Members	Initials
PRADEEP GUPTA	PGT-IN		

2.4 AUDIT SCOPE

Audit Objectives

1. To confirm that the management system conforms with all the requirements of the audit standard(s);
2. To confirm that the organization has effectively implemented its planned arrangements;
3. To confirm that the management system is capable of achieving the organization's policies and objectives and evaluation of the ability of the management system to ensure the client organization meets applicable statutory, regulatory and contractual requirements;
4. If applicable to identify areas for potential improvement of the management system.
5. To confirm that the certified management system(s) conforms with requirements of to the standard, including, but not limited to :
 - a) internal audits and management review,
 - b) a review of actions taken on nonconformities identified during the previous audit,
 - c) treatment of complaints,
 - d) effectiveness of the management system with regard to achieving the certified client's objectives,
 - e) progress of planned activities aimed at continual improvement,
 - f) continuing operational control,
 - g) review of any changes, and
 - h) use of marks and/or any other reference to certification.

Audit Plan

Date - Time Activity	Site Name	Process	Auditor	Comment
07-03-2022 - 11:15 Opening meeting	ho		PGT-IN	
07-03-2022 - 11:30 Audit	ho	System Management	PGT-IN	
07-03-2022 - 13:00 Audit	ho	Legal Requirements	PGT-IN	
07-03-2022 - 14:30 Lunch	ho		PGT-IN	
07-03-2022 - 15:00 Audit	ho	Faculties - Commerce (Accountancy & Law, Applied Business Management)	PGT-IN	
07-03-2022 - 18:00 Auditor(s) preparation for feedback meeting	ho		PGT-IN	
07-03-2022 - 18:45 Feedback meeting	ho		PGT-IN	
08-03-2022 - 09:30 Audit	ho	Faculties - Engineering (Electrical, Mechanical, Civil, Footwear)	PGT-IN	
08-03-2022 - 12:00 Audit	ho	Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)	PGT-IN	
08-03-2022 - 13:00 Lunch	ho		PGT-IN	

Surveillance Audit 1 -----Remote-100% / ISO 21001:2018 **Audit Start Date:** 07-03-2022 - **Audit End Date:** 09-03-2022 - **Report completed on:** 10-04-2022

Date - Time Activity	Site Name	Process	Auditor	Comment
08-03-2022 - 13:30 Audit	ho	Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)	PGT-IN	Contd.....
08-03-2022 - 15:00 Audit	ho	Faculties - Education (Pedagogical Sciences & Foundation of Education)	PGT-IN	
08-03-2022 - 16:30 Auditor(s) preparation for feedback meeting	ho		PGT-IN	
08-03-2022 - 17:00 Feedback meeting	ho		PGT-IN	
09-03-2022 - 09:30 Audit	ho	Academics	PGT-IN	
09-03-2022 - 11:30 Audit	ho	Establishment / General Section (Administration)	PGT-IN	
09-03-2022 - 13:30 Lunch	ho		PGT-IN	
09-03-2022 - 14:00 Audit	ho	Central Library	PGT-IN	
09-03-2022 - 16:30 Auditor(s) preparation for closing meeting	ho		PGT-IN	
09-03-2022 - 17:00 Closing meeting	ho		PGT-IN	

Audit plan preparation date	01-02-2022
Comment	

General & legal compliance requirements

3 AUDIT PROCESS

3.1 AUDITOR NOTES / SIGNIFICANT AUDIT TRAILS

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	07-03-2022	System Management	ISO 21001:2018	Dr. Swami Prasad Saxena
Notes				
<p>System Management</p> <p>Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019 verified. All the requirements of ISO 21001:2018 Standard have been addressed in this manual.</p> <p>EOMS Policy verified-----policy evident on Page No. 14 of Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019 signed by Prof. P K Kalra (Director) dated 01/04/2019.</p> <p>List of procedures were evident in Annexure 2 of Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019. Departmental manual for finance team (15), Academic (17), Administration (13), Establishment (13), Central Library (15), Faculties (6) etc.</p> <p>Objectives: Department wise objectives have been made as Key Performance Indicators (KPIs) for which targets have been decided by individual department owners and monitored on monthly/quarterly basis. Verified for Academics and department of Zoology and found satisfactory.</p> <p>Roles, Responsibilities & authorities verified-----Organization chart for the organization was evident in Chapter No. 02 Section No. 2.1 of Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019. Found satisfactory. Also, roles, responsibilities of all designations in the organization were evident in Annexure 5 of Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019. Verified and found satisfactory.</p> <p>Communication has been done through website of the organization through which-----</p> <ul style="list-style-type: none"> •What is being communicated? •When to Communicate? •With whom to communicate? •How to communicate? •Who communicates? <p>Internal Communication follows thru Display Board, emails, telephonic conversations, training sessions, meetings etc. External Communication follows thru emails, telephonic conversations, external meetings etc. Found satisfactory.</p> <p>Procedure for Control of Documented Information verified-----Doc. No. DEI/CPR/CDI/001 Issue No. 01 Rev. No. 00 dated 01/04/2019. As per requirement of all ISO Standards, document identification, distribution, control and disposal was defined in the procedure.</p> <p>Non-Conforming Service and Corrective Action procedure verified-----Doc. No. DEI/CPR/NCA/003 Issue No. 01 Rev. No. 01 dated 01/04/2019. Every aspect of Standard was evident in the procedure. Verified and found satisfactory.</p> <p>Scope was evident in Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019 as per our records is "Designing of Educational Programmes syllabi, Provision of Academics, Administration, Management and Administrative Support Services for Conducting and Delivering Educational Programmes with the Award of Credits, Grades and Degrees".</p> <p>There is no exclusion taken by the organization.</p> <p>No Legal Proceeding is pending related to EOMS, verified and found meeting the Standard requirements.</p>				

System of maintaining revision of records/documents was evident in the EOMS Manual. Verified in EOMS Manual & found satisfactory.

Document Authorization also evident. Document owner, author & document change reviewer responsibility given to MR. Verified in EOMS Manual and found satisfactory.

Context of Organization-----

Identification of external & internal issues specific to ISO 21001:2018 Standard in Chapter 4 Section 4.1 of Educational Organization Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019. It is at organization level. Verified and found satisfactory.

In addition, Vision 2031 was evident in Chapter No. 00 Section No. 01 of Educational Organization Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019. Found satisfactory.

Understanding the needs and expectation of interested parties defined & verified through Chapter No. 04 Section No. 4.2 of Educational Organization Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019-----

Interested parties like DEI Society, Learners, Employers – for passed out students, Parents, Staff Members, Alumni & Society etc. Their needs & expectations were defined separately which have been verified and found satisfactory.

Risks & opportunities for ISO 21001:2018 Standard have been verified-----Procedure has been made as Doc. No. DEI/CPR/RSK/006 Issue No. 01 Rev. No. 00 dated 01/04/2019. It is at process level. Risk assessment criteria in which severity and Likelihood multiplication taken as risk level. For each department, as an annexure, risks & opportunities have been defined. Verified all and found satisfactory.

Organizational knowledge has been addressed by having departmental manuals consisting of all processes for all functionaries, knowledge sharing sessions through internal seminars, lessons learned through success and failures with HOD of respective departments etc. Verified and found satisfactory.

Learning resources like books, e-learning materials, Vidya Prasar, You Tube link, google class rooms etc. were evident in central library and departmental library. Needy students have been provided with books as per their requirements. E-links for learning resources have been shared by central library to all faculties and learners. For Co-curricular activities including CERC and CEC, free of cost books have been provided to students. Found satisfactory.

Additional requirements for special needs of learners verified-----examples like financial support to economically weak section, scholarships to students like SC/ST, personality development classes, English proficiency classes, home science runs canteen with the help of students, computer skill classes and skill based entrepreneurship concept also run in the organization.

Besides all these above, skill development plan was evident starting from Nursery to Doctoral level students. Verified and found satisfactory. Language lab also run by the organization for the students to have language fluency in speaking. Physically challenged students as per reservation policy of Central & State Govt. were entertained. Verified all and found satisfactory.

INTERNAL AUDIT AND MANAGEMENT REVIEW

Internal audits for EOMS found conducted as per defined procedure (Doc. No. DEI/CPR/IQA/002 Issue No. 01 Rev. No. 01 dated 01/04/2019)

Frequency – 12 Months

Internal EOMS Audit Planned in Feb'2022 and previously in Dec'2020 from Doc. No. DEI/FM/IQAP/01 Issue No. 01 Rev. No. 02 dated 01/04/2019.

Audit Conducted on 02/02/2022 to 19/02/2022 for Educational Organization Management System. List of trained internal auditors verified-----19 people were there who have been trained from 15/05/2019 to 16/05/2019 and by Mr. Vijay Indrayan. Certificates of all 19 people were evident and verified. Found satisfactory.

Internal audit findings for the year 2020 verified-----Doc. No. DEI/FM/IQAS/01 Issue No. 01 Rev. No. 01 dated 01/04/2019. 01 OFI & nil NCs were there for the audits done on 21 and 22/12/2020. All of them verified and found

satisfactory. Audits for rest department is planned on 30 & 31 Dec'2020.

Internal audit findings for the year 2022 verified-----Doc. No. DEI/FM/IQAS/01 Issue No. 01 Rev. No. 01 dated 01/04/2019. 03 OFIs & nil NCs were there for the audits done from 02/02/2022 to 19/02/2022. All of them verified and found satisfactory.

Management Review Meeting (MRM) conducted on 21.02.2022 @ 11:30AM in IQAC Office Chaired by Mr. Anand Mohan (Registrar) and Prof. P K Kalra (Director) and attended by 8 participants as per defined in Section 9.3 of Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019 having meeting reference 06/MRM/2020 as per all 3 Standard requirements. Agenda for MRM verified through MOM of MRM. Frequency of MRM is 12 monthly. MOM verified-----Found satisfactory.

Stakeholder's satisfaction verified-----360-degree feedback has been taken from staff, students, parents and Alumni. For current year, feedback analysis verified----- Critical issue is categorized when rating in feedback is below 3. 8 critical issues have been highlighted by learners on which action taken were evident. No critical issues have been highlighted by staff on which action taken were evident. No critical issue has been highlighted by alumni on which action taken were evident. No critical issue has been raised by parents. Verified all and found satisfactory.

Nil complaints were received from any stakeholders. However, organization is treating critical issues above as complaints only.

DESCRIPTION OF SYSTEM CONFORMANCE

During audit, it was observed that EOMS policy and EOMS objectives are well established for management system and relevant to the context and strategic direction of the organization.

Educational Organization Management system is integrated with business processes; required resources for Educational Organization management system are available. MRM covers all relevant issues and reviews are recorded.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	07-03-2022	Legal Requirements	ISO 21001:2018	Mr. Hansh Kumar Khanna

Notes

Legal Requirements

Gazette notification of India verified-----dated 16/05/1981, No. F. 9-3/78-U.3, from Ministry of Education and Culture (Department of Education), Govt. of India. The notification was declaring as Deemed University to Dayalbagh Educational Institute (DEI) as per Section 3 of UGC Act, 1956.

Certificate of Accreditation for National Assessment and Accreditation Council (NAAC) having score 3.40 out of 4.0 dated 09/08/2019. Grade was A+.

A letter dated 28/03/2018 was evident having letter No. 42-4/2014 (CPP-I/DU) from UGC. 12B of UGC Act, 1956 status has been given by UGC to the university.

All India Council for Technical Education approval for Engineering courses verified-----F. No. Northern/1-7013898035/2020/EOA dated 15/06/2020. This year also for the year 2021-22, extension has been given to university. A letter dated 25/06/2021 was evident regarding extension having letter No. F. No. Northern/1-9318190878/2021/EOA.

All India Council for Technical Education approval for Management courses verified-----F. No. Northern/1-7022130873/2020/EOA dated 15/06/2020. This is for 3 courses. This year also for the year 2021-22, extension has been given to university. A letter dated 25/06/2021 was evident regarding extension having letter No. F. No. Northern/1-9317767768/2021/EOA.

NCTE (National Council for Teacher Education) approval for M. Ed. verified-----F. No. NRC/NCTE/UP-380/2015/ 118300 to 118304 dated 19/07/2019. Similarly, for B. Ed. and DI. Ed. NCTE approval was evident. F. No. NRC/NCTE/NRCAPP-201616422/Recognition/269th meeting (Part-7)/2017 dated 02/05/2017. Found satisfactory.

UGC approvals for B. VOC, M. VOC and Ph. D courses verified-----D. O. No. 3-10/2015 (Kaushal) dated 14/08/2015. 6 courses were approved in this letter. Similarly, for other courses also, same UGC approval was evident. Found satisfactory.

In addition, UGC approval for Bachelor of Fine Arts course under the Department of Drawing and Painting, Starting of Department of Agronomy under Faculty of Sciences and to start Faculty of Agricultural Sciences verified-----No. F.6-1/72 (CPP-1) dated 14/07/2016. Found satisfactory.

National Board of Accreditation approval verified-----F. No. 35-155/2018-NBA dated 31/01/2020. Valid until 30/06/2022.

RTI records verified-----in the year 2020-21, 30 RTIs have been received and all has been answered as per the timelines defined in the act. Same in the year 2019-20, it was 50.

One of the RTI verified-----RTI No. 59721, from Mr. Rishi Gupta dated 25/08/2021, RTI was why Govt. grant is not being given to School teacher in university campus. Answer given was since university is not receiving any grant from Govt. that's why grant is not being given.

Overall all the applicable legal requirements have been met by the organization.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	07-03-2022	Faculties - Commerce (Accountancy & Law, Applied Business Management)	ISO 21001:2018	Dr. Pramod Kumar, Prof. Vijay Kumar Gangal

Notes

Faculties - Commerce (Accountancy & Law, Applied Business Management)

Faculties of Commerce has 2 departments namely Accountancy & Law and Applied Business Economics.

Accountancy & Law

Many programs are there in the department like B.Com. B.VOC. M.Com. etc. Complete syllabi of all the programs verified and found satisfactory.

UGC approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 25/02/2021 meeting of Board of Studies verified-----2 external experts were there in this meeting from BHU and AMU. 5 changes have been proposed in the meeting. All the changes have been approved by this Board.

After that, Faculty Board meeting has been scheduled on 10/04/2021. After getting approval from there, approval of Academic Council is taken and then it will be taught to students.

Faculty Board meeting dated 10/04/2021 @ 11:00AM happened in which 2 external experts were in this meeting from Haridwar and Ajmer. Apart from that, 15 internal members were there in the meeting. All changes have been approved in both the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 3, all the changes proposed in Board of Studies dated 25/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were 553 in both departments.

Requirements for changes in the curriculum were gathered through department meetings done before meeting of Board of Studies, which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and for special students having exceptionalities, for them, remedial classes, UGC JRF, Net etc. Found satisfactory.

List of faculties were 7 out of 8 posts in the department. One faculty has been expired in the month of Dec'2021. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----found satisfactory.

Timetable for all classes of Even Semester verified-----Commerce Time-Table 2021-22. Teacher name with his/her initials, day wise was there. Groups have been divided for students to maintain COVID-19 protocols of social distancing. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Prof. Nidhi Sharma, Semester – III, Class – B. Com., Subject – Principles of Auditing, No. of periods allotted – 65. It was from 01/07/2021 to 06/12/2021. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Pramod Kumar, Class – M. Com., Semester – 1, Course Title – International Accounting (ACM702). For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

Applied Business Economics

Many programs are there in the department like B.Com. B.VOC. M.Com. etc. Complete syllabi of all the programs verified and found satisfactory.

UGC approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 01/03/2021 meeting of Board of Studies verified-----2 external experts were there in this meeting from Jaunpur and AMU. 4 changes have been proposed in the meeting. All the changes have been approved by this Board.

After that, Faculty Board meeting has been scheduled on 10/04/2021. After getting approval from there, approval of Academic Council is taken and then it will be taught to students.

Faculty Board meeting dated 10/04/2021 @ 11:00AM happened in which 2 external experts were in this meeting from Haridwar and Ajmer. Apart from that, 15 internal members were there in the meeting. All changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 3, all the changes proposed in Board of Studies dated 25/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were 553 in both departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, UGC JRF, Net etc. Found satisfactory.

New subject i.e. Basics of Finance has been introduced in B. Sc. 2nd semester as inter-disciplinary course and Non-faculty hub course. Found satisfactory.

List of faculties were 7 in the department. Subjects are allotted as per subject matter expert to all the faculties which have been verified for the year 2021-22-----Prof. V K Gangal has been allotted the courses ABM 501 (A+B+CAL), ABM 954 and ABM 101 (A+B+CAL).

Timetable for all classes of Even Semester verified-----Commerce Time-Table 2021-22. Teacher name with his/her initials, day wise was there. Groups have been divided for students to maintain COVID-19 protocols of social distancing. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 02/06/2020, Teacher Name – Prof. V K Gangal, Semester – 1, Class – B. Com., Subject – Business Economics 1, No. of Periods is 4 in a week. It was from Jul'2021 to Dec'2021. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. V K Gangal, Class – B. Com., Semester – I, Course Title – Business Economics. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

Faculty development programs verified-----from 2018 to 2021. Workshops, orientation programs, refresher courses, webinars etc. are conducted for each teacher. Total 32 faculties were there in this faculty of Education. As per UGC norms, 15 days on duty leaves have been granted to all faculties for their development regularly in a year.

Dr. Rakesh Kumar (Faculty of Department of Accountancy & Law) has attended refresher course in Advance Research Methodology from 22/01/2022 to 05/02/2022. Verified and found satisfactory.

Dr. Suneshwer Prasad (Faculty of Department of Accountancy & Law) has attended UGC Sponsored Online refresher course in Commerce & Management Studies from 10/01/2022 to 22/01/2022. Verified and found satisfactory.

NSS Training programme has been attended by 1 faculty from 19/03/2021 to 25/03/2021. Verified and found satisfactory.

Risk assessment verified through DEI/DI/RSK/01 Rev. 00 dated 28/08/17. For all the processes, risks with adequate controls were defined.

Internal audit report dated 15/02/2022 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%, Actual – 100%

Program wise pass%-----Target – >90%, Actual – 100%

Adherence to time table-----Target – 100%, Actual – 100%

Overall, the process was meeting all the requirements of ISO 21001:2018 Standard.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	08-03-2022	Faculties - Engineering (Electrical, Mechanical, Civil, Footwear)	ISO 21001:2018	Prof. V Saomi Das, Prof. A K Saxena, Prof. Rahul Caprihan, Prof. D K Chaturvedi, Dr. Manoj Dixit

Notes

Faculties - Engineering (Electrical, Mechanical, Civil, Footwear)

Faculties of Engineering has 4 departments namely Electrical, Mechanical, Civil & Footwear.

Electrical

Many programs are there in the department like U.G. P.G. & PhD etc. Complete syllabi of all the programs verified and found satisfactory.

UGC & AICTE approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 08/03/2021 meeting of Board of Studies verified-----6 external experts were there in this meeting from Academics (4) & Industry (2). 05 changes have been proposed in the meeting. All the changes have been approved by this Board.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 15/06/2021 @ 02:00PM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 15 internal members were there in the meeting. Except one i.e. programme on electric & hybrid vehicle, all changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 5, all the changes proposed in Board of Studies dated 08/03/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 316 in Electrical departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 21 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Prof. D. Bhagwan Das has been allotted the courses EEM 815 and PEE 214.

Timetable for Electrical of Even Semester-II verified-----Section – A, Course – B. Tech. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Mr. A K Saxena, Semester – 7, Class – B. Tech., Subject – Power Systems – II, No. of Periods allotted – 3. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Ajay Kumar Saxena, Class – B. Tech., Semester – 5, Course Title – Electrical Machines – II. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

List of equipment of Electrical Machines lab verified-----130 equipment were there. Another lab equipment

verified-----More than 100 equipment were there. In addition, computer labs are there. In Electrical machines lab, Digital Multimeter, 3-phase meter testing bench etc. Their verification/calibration records verified-----Equipment – Voltmeter, dated 09/07/2021, valid until 07/07/2022. Another equipment 3-phase energy meter, dated 08/07/2021, valid until 07/07/2022.

Equipment – Ammeter, dated 03/07/2021, valid until 02/07/2022. Equipment – Wattmeter, dated 10/07/2021, valid until 09/07/2022.

Mechanical

Many programs are there in the department like U.G. P.G. & PhD etc. Complete syllabi of all the programs verified and found satisfactory.

UGC & AICTE approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 01/03/2021 @ 12:30PM meeting of Board of Studies verified-----3 external experts were there in this meeting from IIT Delhi, BHU and Patiala. 08 changes have been proposed in the meeting. All the changes have been approved by this Board.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 15/06/2021 @ 02:00PM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 15 internal members were there in the meeting. Except one i.e. programme on electric & hybrid vehicle, all changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 5, all the changes proposed in Board of Studies dated 08/03/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 301 in Mechanical departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 16 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Dr. Manoj Kumar has been allotted the courses MEM 401 i.e. Instrumentation.

Timetable for Mechanical of Even Semester-IV verified-----Course – B. Tech. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Dr. Rajesh Kumar, Semester – 3, Class – B. Tech., Subject – Engineering Mechanics, No. of Periods allotted – 52. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Manoj Dixit, Class – B. Tech., Semester – 7, Course Title – Power Plant Engineering. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

Calibration of Mechanical department instruments having 7 labs having different no. of instruments / equipment verified-----In Material Testing lab, 24 instruments were there. Verified from Doc. No. DEI_TQM_FM_03.01 Rev. No. 00 dated 23/03/2021. Found adequate.

Another lab namely Heat Engine Lab instruments verified-----25 were there. Verified from Doc. No. DEI_TQM_FM_03.01 Rev. No. 00 dated 01/04/2019 and found satisfactory. In Metrology lab, 44 equipment were there.

In Biomedical Engineering lab, 7 equipment were there. In Heat Transfer lab, 12 equipment were there and in Hydraulic Machine lab, 11 equipment were there.

New lab has been set up namely FABLAB in which 15 equipment were there. This lab has been set up to make some projects by the students to promote them as entrepreneurs. Some patents have also been registered. 14 patents have been filed for seeking granted out of which 6 have been granted.

Calibration of Equipment – Gas Analyser, Cert. Sr. No. 101, dated 23/03/2021, valid until 22/03/2022. It has been calibrated by M/S AVL India Pvt. Ltd. Found satisfactory.

For all 24 equipment in Material Testing lab, calibration done in the months of Jan'2022 & Feb'2022 and was valid until 2023. Found satisfactory.

Footwear

Many programs are there in the department like B. Tech. etc. Complete syllabi of all the programs verified and found satisfactory. The classes for this Engineering started in 2014 first time in DEI.

UGC & AICTE approved course curriculum is being taught to the students. In case of any changes required in curriculum and designing of new course, approval of Board of Studies and Academic Council is taken before teaching the subject to students. Verified for designing and introduction of new course-----

Dated 17/04/2021 @ 11:00AM meeting of Board of Studies verified-----2 external experts were there in this meeting from AMU & CFT, Agra. New experiments were introduced in the subjects of footwear technology have been proposed in the meeting. All the new experiments have been approved by this Board.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 15/06/2021 @ 02:00PM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 15 internal members were there in the meeting. Except one i.e. programme on electric & hybrid vehicle, all changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 5, all the changes proposed in Board of Studies dated 08/03/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 127 in Footwear technology departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 13 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Mr. Raghav Gautam has been allotted the courses FEM 401 i.e. Leather and Footwear Testing.

Timetable for Footwear Technology of Even Semester verified-----Semester – 4, Class – B. Tech. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Sr. Atul Dayal, Semester – 5, Class – B. Tech. in Footwear, Subject – A. I. in Footwear industry, No. of Periods – 35. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external

assessments. Verified-----Teacher – Dr. Atul Dayal, Class – B. Tech., Semester – 5, Course Title – A. I. in Footwear industry. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

List of equipment in CAD CAM Designing lab verified-----20 equipment were there. In Footwear fabrication workshop, 14 equipment were there. In physical and chemical testing of footwear materials, 18 equipment were there.

Civil

Many programs are there in the department like B. Tech. etc. Complete syllabi of all the programs verified and found satisfactory. The classes for this Engineering started in 2014 first time in DEI.

UGC & AICTE approved course curriculum is being taught to the students. In case of any changes required in curriculum and designing of new course, approval of Board of Studies and Academic Council is taken before teaching the subject to students. Verified for designing and introduction of new course-----

Dated 17/03/2021 @ 03:00PM meeting of Board of Studies verified-----2 external experts were there in this meeting from IIT Delhi & NIT, Patna. 4 changes were introduced in the subjects have been proposed in the meeting. All the new changes have been approved by this Board.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 15/06/2021 @ 02:00PM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 15 internal members were there in the meeting. Except one i.e. programme on electric & hybrid vehicle, all changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 5, all the changes proposed in Board of Studies dated 08/03/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 222 in Civil departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 07 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Found satisfactory.

Timetable for Civil of Even Semester verified-----Semester – 2, Section – A, Class – B. Tech. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Mr. Ishant Singhal, Semester – 2, Class – B. Tech. in Civil, Subject – Engineering Mechanics – I, No. of Periods – 52. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Mr. Ishant Singhal, Class – B. Tech., Semester – 5, Course Title – Structural Analysis – I. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

Faculty development programs verified-----from 2018 to 2021. Workshops, orientation programs, refresher courses, webinars etc. are conducted for each teacher. Total 32 faculties were there in this faculty of Education. As per UGC norms, 15 days on duty leaves have been granted to all faculties for their development regularly in a year.

Dr. Gufran Ahmad (Electrical Department) has attended a programme on “OER and Open Education Practices” from 19/07/2021 to 23/07/2021 in National Institute of Technical Teachers Training and Research, Chennai. It was online

programme.

Dr. Gufran Ahmad (Electrical Department) has attended a programme on “FDP on Inculcating Universal Human Values in Technical Education” from 29/11/2021 to 03/12/2021 in AICTE, New Delhi. It was online programme.

Dr. Manoj Dixit (Mechanical Department) has attended a programme on “Refresher course in Environmental Studies” from 25/10/2021 to 09/11/2021 in UGC and conducted by AMU, Aligarh. It was online programme. Dr. Manoj has obtained A grade in this course.

Prof. D K Chaturvedi (Footwear Technology Department) has attended a programme on “FDP on Recent Advancements and Future Scope of Research in Electrical and Electronics Engineering” from 06/09/2021 to 10/09/2021. It was online programme.

Dr. Jinshad Uppukoden (Civil Department) has attended a programme on “FDP on Structural Dynamics and Earthquake Resistant Design of Structures” from 24/08/2021 to 28/08/2021 in AICTE, New Delhi. It was online programme.

NSS Training programme has been attended by 2 faculties from 19/03/2021 to 25/03/2021. Verified and found satisfactory.

Student feedback analysis verified-----Engineering stream wise score calculated. Ratings were coming above 8.5 on an average for each parameter. Found satisfactory.

Student placement data verified----- Engineering stream wise data was evident. Students were placed in well-established organizations. Found satisfactory.

Risk assessment verified through DEI/DI/RSK/01 Rev. 00 dated 28/08/17. For all the processes, risks with adequate controls were defined.

Internal audit report dated 16/02/2022 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%

Program wise pass%-----Target – >90%

Adherence to time table-----Target – 100%

Overall, the process was meeting all the requirements of ISO 21001:2018 Standard.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	08-03-2022	Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)	ISO 21001:2018	Prof. Sant Prakash, Prof. Rohit Shrivastava, Prof. Sukhdev Roy, Prof. Ravindra Kumar, Dr. S K Soni, Ms. Shabd Preet

Notes

Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)

Faculties of Science has 5 departments namely Botany, Chemistry, Physics & Computer Sciences, Mathematics and Zoology.

Botany

Many programs are there in the department like B. Sc. (Honors), M. Sc. PG Diploma, Research programs etc. Complete syllabi of all the programs verified and found satisfactory.

UGC & NET approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 26/02/2021 @ 11AM meeting of Board of Studies verified-----1 external expert were there in this meeting from Delhi University. No changes have been proposed in the meeting. Found satisfactory.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 23/03/2021 @ 12:00PM happened in which 2 external experts were in this meeting from Gwalior and IIT Delhi. Apart from that, 15 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 6, all the changes proposed in Board of Studies dated 26/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 700 in Botany departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 12 teaching faculties, 2 technicians and 2 lab attendants in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Course – BOM 201 i.e. Bacteria, Virus and Mycoplasma allotted to Dr. Sharmita Gupta. Found satisfactory.

Timetable for Botany of Even Semester verified-----Semester – Even for all courses. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Dr. Sharmita Gupta, Semester – Odd, Course/Programme – BOM 102/ BOM 103/ BOM 104, Subject – Fungi and Plant Pathology, No. of Periods – 26/26/7. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Vijay Kumar Dalal, Class – B. Sc. (Honors) Agriculture, Semester – Odd, Course Title – Biopesticides and Biofertilizers. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

No. of labs are 5 in which 1 practical lab and 4 research labs. No. of equipment in Biotech lab, 73 equipment were there, in Phycology and Virology lab, no. of equipment were 22, in microbiology lab, no. of equipment were 18, in food processing lab, no. of equipment were 29. Found satisfactory.

Calibration of equipment verified-----Doc. No. DEI-TQM-FM-03.01 Rev. No. 00 dated 25/03/2021. 14 equipment were calibrated in the year 2020 and 2021.

Installation report of Water purification system dated 25/06/2021 verified though equipment received in the year 2020. Found satisfactory.

Mathematics

Many programs are there in the department like B. Sc. (Honors), M. Sc. PG Diploma, Research programs etc. Complete syllabi of all the programs verified and found satisfactory.

UGC & NET approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 23/02/2021 meeting of Board of Studies verified-----2 external experts were there in this meeting from JNU & MANIT (Bhopal). 06 changes and 1 new course (CSM 01) "School Mathematics for everyone" for have been proposed in the meeting. All the changes have been approved by this Board.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 23/03/2021 @ 12:00PM happened in which 2 external experts were in this meeting from Gwalior and IIT Delhi. Apart from that, 15 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 6, all the changes proposed in Board of Studies dated 26/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 328 in Mathematics departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 13 teaching faculties in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Course – MAM 201 i.e. Analysis I allotted to Dr. Soumya Sinha. Found satisfactory.

Timetable for Mathematics of Even Semester verified-----Semester – Even for all the classes and courses. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Ms. Suchi Agrawal, Semester – 6, Class – B. Sc. , Course / Programme – Number Theory, Subject – MAM 601, No. of Periods – 4/week. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Richa Bansal and Soumya Sinha, Class – B. Sc., Semester – 2, Course Title – Analysis I (Calculus of 1 variable), MAM 201. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

Chemistry

Many programs are there in the department like B. Sc. (Honors), M. Sc. PG Diploma, Research programs etc. Complete syllabi of all the programs verified and found satisfactory.

UGC & NET approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 20/02/2021 meeting of Board of Studies verified-----3 external experts were there in this meeting from IIT Kanpur, IIT Delhi & Delhi University. 02 changes and have been proposed in the meeting. All the changes have been approved by this Board.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 23/03/2021 @ 12:00PM happened in which 2 external experts were in this meeting from Gwalior and IIT Delhi. Apart from that, 15 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 6, all the changes proposed in Board of Studies dated 26/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 147 in Chemistry department and 320 students of Engineering streams in Semester I only.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 11 teaching faculties, 7 lab support staffs in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Prof. S. Das has been allocated 2 lectures per week. Found satisfactory.

Timetable for Chemistry of Even Semester verified-----Semester – Even for all the classes and courses. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Ms. Anita Lakhani, Semester – Odd, Class – B. Sc. , Course / Programme – B. Sc., Subject – CHM 103, No. of Periods – 2/week. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Ms. Aparna Satsangi, Class – B. Sc., Semester – 1, Course Title – Fundamentals of Chemistry, CHH 102. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

List of equipment in all labs of chemistry verified-----30 were there. Calibration records verified-----

Equipment – Differential Scanning Calorimeter and Thermogravimetric analyzer, dated 26/07/2021 was evident. Found satisfactory. Equipment – Fluorescence Spectrometer, dated 10/01/2020, due date was Aug'2022. Found satisfactory.

Physics

Many programs are there in the department like B. Sc. (Honors), M. Sc. PG Diploma, Research programs etc. Complete syllabi of all the programs verified and found satisfactory.

UGC & NET approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 20/02/2021 meeting of Board of Studies verified-----2 external experts were there in this meeting from IIT Delhi & Delhi Technological University. No changes have been proposed in the meeting. Found satisfactory.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 23/03/2021 @ 12:00PM happened in which 2 external experts were in this meeting from Gwalior and IIT Delhi. Apart from that, 15 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 6, all the changes proposed in Board of Studies dated 26/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 590 in Physics & Computer Science department and 280 students of Engineering streams in Semester I & II only.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 15 teaching faculties, 7 lab support staffs in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----Prof. Sukhdev Roy has been allocated 3 theory periods per week for subject PHM 303 (Quantum Mechanics). Found satisfactory.

Timetable for Physics and Computer Sciences of Even Semester verified-----Semester – Even for all the classes and courses. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Mr. Zeeshan, Semester – 2, Class – B. VOC Telematics, Course / Programme – B. VOC Telematics, Subject – ITV 201, No. of Periods – 45. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Satish Kumar, Mr. Zeeshan, Ms. Purna Garg, Class – B. Tech (Electrical), Semester – 1, Course Title – Applied Physics I, PHM 181. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

List of equipment in physics and computer science labs verified-----Doc. No. DEI_TQM_FM_03.01 Rev. No. 00. 10 equipment were there in Microwave physics/Nano physics lab. Calibration records verified----

Equipment – LTE Wireless Communication Test Set, Cert. No. E7515AMY58155632 dated 03/05/2019.

Equipment – 3D Printer, dated 03/03/2022, next due date – 04/04/2022 due to filament change, only one month validity is there. Found satisfactory.

Zoology

Many programs are there in the department like B. Sc. (Honors), M. Sc. PG Diploma, Research programs etc. Complete syllabi of all the programs verified and found satisfactory.

UGC & NET approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 26/02/2021 meeting of Board of Studies verified-----3 external experts were there in this meeting from Delhi

University, Shilong and Jaipur. No changes have been proposed in the meeting. Found satisfactory.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 23/03/2021 @ 12:00PM happened in which 2 external experts were in this meeting from Gwalior and IIT Delhi. Apart from that, 15 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 6, all the changes proposed in Board of Studies dated 26/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 161 in Zoology department and 28 students of Engineering streams in Semester II only.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 10 teaching faculties, 4 lab support staffs in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----for odd semester, was evident. Found satisfactory.

Timetable for Physics and Computer Sciences of Even Semester verified-----Semester – Even for all the classes and courses. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/04/2019, Teacher Name – Dr. Reshma Bhatnagar, Semester – I, Class – B. Sc., B. Sc. Applied Botany & B. Sc. Cognitive Science, Course / Programme – B. Sc., B. Sc. Applied Botany & B. Sc. Cognitive Science, Subject – ZOH 101, No. of Periods – 22. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Shabd Preet, Class – B. Sc. (Hons.), Semester – 5, Course Title – Parasitology, ZOM 502. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

List of equipment in zoology lab verified-----50 were there. Calibration records verified-----

Equipment – Elisa Reader, dated 19/01/2021. Equipment – Deep Freezer, dated 01/02/2020.

Faculty development programs verified-----from 2018 to 2021. Workshops, orientation programs, refresher courses, webinars etc. are conducted for each teacher. Total 32 faculties were there in this faculty of Education. As per UGC norms, 15 days on duty leaves have been granted to all faculties for their development regularly in a year.

Dr. Sharmita Gupta (Botany Department) has attended a programme on “refresher course on Disaster Management” from 28/09/2020 to 12/10/2020 in UGC, New Delhi. It was online programme.

Dr. Sharmita Gupta (Botany Department) has attended a programme on “Promising Success through Inclusive Development” from 15/02/2021 to 21/02/2021 in Dwaraka Doss Goverdhan Doss Vaishnav College, Chennai. It was online programme.

Dr. Yogita Singh Kardam (Mathematics Department) has attended a programme on “FDP on Number Theory and its application” from 14/06/2021 to 19/06/2021 in Gates Institute of Technology, Andhra Pradesh. It was online programme.

Dr. Aparna Satsangi (Chemistry Department) has attended a programme on “Faculty Induction Programme” from

07/09/2021 to 12/10/2021 in UGC, New Delhi. It was online programme.

Dr. Sanjay Saini (Physics Department) has attended a programme on “FDP on Recent Advancements in Social Internet of Things (SIoT) and Industrial Internet of Things (IIoT)” from 14/02/2022 to 18/02/2022 in NIT, Puducherry. It was online programme.

Dr. Reshma Bhatnagar (Zoology Department) has attended a programme on “Refresher course on Winter school on Novel Insights in life sciences Research” from 15/02/2021 to 27/02/2021 in Guru Ghasidas University, Bilaspur. It was online programme.

Risk assessment verified through DEI/DI/RSK/01 Rev. 00 dated 28/08/17. For all the processes, risks with adequate controls were defined.

Internal audit report dated 15/02/2022 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%

Program wise pass%-----Target – >90%

Adherence to time table-----Target – 100%

Overall, the process was meeting all the requirements of ISO 21001:2018 Standard.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	08-03-2022	Faculties - Education (Pedagogical Sciences & Foundation of Education)	ISO 21001:2018	Prof. Nandita Satsangee, Prof. N. P. S. Chandel, Prof. Savita Shrivastava

Notes

Faculties - Education (Pedagogical Sciences & Foundation of Education)

Faculties of Education has 2 departments namely Pedagogical Sciences and Foundation of Education. 3 Programs are running in this Faculty-----namely B. Ed. M. Ed. D. Ed. M. Phill and Pre PhD etc.

UGC approved course curriculum is being taught to the students. In case of any changes required in curriculum, approval of Board of Studies and Academic Council is taken before teaching the subject to students.

Verified-----

Dated 19/02/2021 meeting of Board of Studies verified-----2 external experts were there in this meeting from IP, NIEPA and JMI. 12 changes have been proposed in the meeting. All the changes have been approved by this Board.

After that, Faculty Board meeting is due for approval. After approval come from here, approval of Academic Council is taken, then it will be taught to students.

Faculty Board meeting dated 23/03/2021 @ 11:00AM happened in which 2 external experts were in this meeting from Punjab University and Delhi. Apart from that, 15 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 12/07/2021 & 13/07/2021 @ 11:30AM and 02/08/2021 happened last year verified-----45 members of council were present out of which 5 external experts were there. In Item No. 4, all the changes proposed in Board of Studies dated 19/02/2021 were approved by the Council. Found satisfactory.

No. of Students for the subject were around 940 in both departments.

Requirements for changes in the curriculum were gathered through department meeting done before meeting of Board of Studies, which is done 15 days before the BOS meeting. Verified and found satisfactory.

Special needs education has been addressed in curriculum. As per student's feedback, practical sessions have been designed and also for special students having exceptionalities, for them, remedial classes, videos, online access etc. Found satisfactory.

List of faculties were 42 teaching faculties in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2021-22-----for even semester, was evident. Found satisfactory.

Timetable for PSTE, D. El. Ed. B. Ed. M. Ed. and Pre Ph. D. of Even Semester verified-----Semester – even. Teacher name with his/her initials, day wise was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/02/2021, Teacher Name – Dr. T K Rao, Semester – 1, Class – B. Ed., Subject – Fundamentals of Artificial Intelligence in Education, EDM 102, No. of Periods – 3 per week. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Mr. Bajarang Bhusan, Class – B. Ed., Semester – 1, Course Title – Fundamentals of Artificial Intelligence in Education, EDM 102. For each student, marks scored and grades are given. Grades are given by inter-departmental grading committee. Grading limits verified-----A to F grades were given. Found satisfactory.

Faculty development programs verified-----from 2018 to 2021. Workshops, orientation programs, refresher courses, webinars etc. are conducted for each teacher. Total 32 faculties were there in this faculty of Education. As per UGC norms, 15 days on duty leaves have been granted to all faculties for their development regularly in a year.

Dr. Preeti Saini has attended a programme on "Subject Refresher Course in Teacher Education (open to all)" from

21/08/2021 to 04/09/2021 in AMU, Aligarh. It was online programme.

Dr. Preeti Manani has attended a programme on "FDP on Research Methodology" from 10/05/2021 to 14/05/2021 in Tata Institute of Social Sciences. It was online programme.

Student feedback analysis verified-----teacher wise & course wise score calculated. Verified for Dr. Pallavi Dubey for her, ratings were from 3.0 to 5.0.

Risk assessment verified through DEI/DI/RSK/01 Rev. 00 dated 28/08/17. For all the processes, risks with adequate controls were defined.

Internal audit report dated 08/02/2022 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%

Program wise pass%-----Target – >90%

Adherence to time table-----Target – 100%

Overall, the process was meeting all the requirements of ISO 21001:2018 Standard.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	09-03-2022	Academics	ISO 21001:2018	Mr. Gur Sewak Singh

Notes

Academics

From course curriculum design to its delivery, 4 processes have been made which have been verified-----

Procedure for preparation of course curriculum / Syllabus – New/Existing Doc. No. DEI/CPR/PCC/009 Issue No. 01 Rev. No. 00 dated 01/04/2019. 21 B. VOC courses have been developed in last 6 years. Major Streams in these courses were Food preservation, fashion design, commercial art, textile technology, tourism, banking & finance, accountancy & taxation etc. Risk and opportunity analysis with mitigation plan was evident for the process. Verified and found satisfactory.

Procedure for preparation and release of Prospectus Doc. No. DEI/CPR/PRP/010 Issue No. 01 Rev. No. 00 dated 01/04/2019. Prospectus is printed each year including all courses details, Vision-Mission statement of the organization, entrance exam schedule, admission procedures, faculties details etc. Verified for the year 2020-21 and found all the details in prospectus. Risk and opportunity analysis with mitigation plan was evident for the process.

Procedure for preparation of course calendar and time table verified-----Doc. No. DEI/CPR/PCT/011 Issue No. 01 Rev. No. 00 dated 01/04/2019. Risk and opportunity analysis with mitigation plan was evident for the process. Student diary given to all students' faculty wise which is updated every year. Verified for 2020-21 and found satisfactory. General academic calendar for the year 2020-21 verified-----for odd and even semester, separate calendar was evident. Also, for high school and other than high school programmes, calendar evident separately. It was starting in Jul'2020 and ending in Jul'2021. Found satisfactory.

Timetable of all Faculties verified-----for all semesters, academic calendar was evident. Found satisfactory.

Procedure for course curriculum and syllabus delivery verified-----Doc. No. DEI/CPR/CCS/012 Issue No. 01 Rev. No. 00 dated 01/04/2019. Risk and opportunity analysis with mitigation plan was evident for the process.

One of lecture plan verified-----Course – Ph. D. Session – 2019-20, Semester – 2, Credits – 4, No. of periods – 4, Teacher – Dr. Rakesh Kumar, Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 dated 07/01/2020. This was prepared for whole semester one time.

Preparation of conducting examination starts from the month of September for Odd semester and from the month of February for even semester. Exams for all streams were conducted until 19/12/2021 for last year odd semester. For 1st year students, until 15/01/2022, exams were conducted. Results are still under progress.

UG Students – 3136, PG Students – 773, PG Diploma Student – 175, Diploma Students – 821, Certificate Students – 749, of last year i.e. 2020-21 were awarded Degrees for various streams on dated 12/02/2022 during Convocation ceremony. In this convocation, 88 Ph. D. degrees also have been awarded to students. Found satisfactory.

Migration Certificates were issued to students as per their requests-----verified for the last 2020-21. 1235 certificates were given to students. Found satisfactory. Same for the month of Jan'2022 – 75 and Feb'2022 – 72 certificates were given to students.

Risks & Opportunities:

Risk assessment procedure Doc. No. DEI/DI/RSK/01 Rev. 00 dated 28/08/2017 verified. Total 14 Risks with their mitigation plan were evident. Verified and found satisfactory.

Internal audit dated 07/02/2022. No NC was there.

Objectives/KPIs:

Result Declaration-----Target – 80%

Allotment of Registration, Enrolment, Roll No. from last date of submission of migration certificate-----Target – within 60 days

PhD awardees list to UGC-----Target – 100%

Overall, the process was meeting all the requirements of ISO 21001:2018 Standard.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	09-03-2022	Establishment / General Section (Administration)	ISO 21001:2018	Dr. S D Sinha, Mr. Suresh Kumar

Notes

Establishment / General Section (Administration)

Activities include arrangement of various committee meetings (Governing Body, Academic Council etc.), Correspondence to Registrar, Purchase of items, annual report, RTI, Security, canteen etc.

Total 13 procedures were found in the General Section / Administration department through DEI/DM/ADM/01 in Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. No. 00, dated 01/04/2019.

Nomination on Various bodies & coordination of Meetings:

Doc. No. DEI_TQM_01_04.05 Rev. 00 dated 01/03/2016.

1. Prepare agenda 2. Communicate date & venue 3 Arrangements for the meeting 4 MOM 5 Take actions

List of members for the various bodies like Governing body, Academic Council, Finance committee, Managing Council for the Non-University Technical & Educational Institutions etc. are well defined through MOA.

No. of meetings for each body are defined. Memorandum of Association (As amended on 04 Aug. 2008) was evidenced. Powers & duties of Institutes, Director, Registrar, Treasurer were documented.

List of Governing Body members verified and found 14 members whose term is from 2020 to 2023 as on 01/07/2020.

List of Finance Committee members verified and found 06 members whose term is from 2020 to 2023 as on 01/07/2020.

List of Managing Council for Non-University General Educational Institutions members verified and found 19 members whose term is from 2019 to 2022 as on 01/07/2020.

List of Managing Council for Non-University Technical Educational Institutions members verified and found 11 members whose term is from 2019 to 2022 as on 01/07/2020.

List of Academic Council members verified and found 58 members whose term is from 2020 to 2023 as on 01/07/2020.

Dak:

All incoming & outgoing correspondence is recorded in respective registers.

Printing:

Process Doc. No. DEI_TQM_01_04.04 Rev. 00 dated 01/03/2016.

Items such as Student Diary, Prospectus. Both evidenced.

Content responsibility lies with the respective committees and Deans.

Purchase:

Process Doc. No. - DEI_TQM_07_02.01 Rev. 00 dated 01/03/2016

Legal requirement GFR 2017

Up to Rs. 25000 - without quotation

Rs. 25001 - 250000 - Notice displayed in campus on Central Notice Board

Rs. 250001 - 2500000 Limited tender

> Rs. 2500001 - Advertised tender

Notices for purchase: Approx. 13 notices since April 2021 for the year 2021-22. Input for putting up Call letter for quotations is Financial Clearance.

Limited tender: 01 (opened), In-process – 1

Advertised tender – Nil

Review of open tender done. Everything found ok.

Indenter provides the item specifications and list of vendors. Admin department provides tender document to the specified vendors. Bids are collected in a box kept outside CAO building. Bid opening details are recorded in the register.

Canteen:

Milk products are being manufactured by students themselves while other products are being manufactured by Dept. of Home Science. FSSAI license verified-----License No. 12718001000446 dated 02/12/2021 valid until 31/12/2022.

RTI

Mr. H K Khanna is Public Information Officer. Process Doc. No. DEI_TQM_07_04.06 Rev. 00 dated 01/03/2016. 2019-20 RTI applications received - 50, replied all. No cases were heard by Central Information Commission. All the information asked by applicants in RTI has been provided to the applicants. 2020-21 RTIs application received - about 29, all replied. 1 case was heard by CIC, in progress.

All replies sent within 30 days.

A register is maintained with entries of all RTI applications.

Store Keeping:

Process for store Doc. No. DEI_TQM_07_02.02 Rev. No. 00 dated 01/03/2016 verified and found ok. Inventory was of Rs. 374583 as on 20/02/2022.

Internal Audit:

Internal audit report dated 08/02/2022 verified. No NC was there.

Risk & Opportunities:

Risk assessment verified through Doc. No. DEI/DI/RSK/01 (R) Rev.00 dated 28/08/17. The risks with adequate controls were defined for all the processes like committees, visiting position, purchase, store keeping, annual report, security etc.

Objectives/KPIs:

Objectives/KPIs verified through Doc. No. DEI/DM/ADM/01 copy no. 1 rev. 2 dated 7/1/16.

Objectives include availability of drinking water, quality of drinking water, availability of electric supply, cleanliness of campus, security of students/their properties, quality of food in canteens etc.

Quality of drinking water verified. pH was between 7.0 to 7.5 and MPN is 3.0 to 7.2. The report dated 03/03/2022. Test conducted internally by department of chemistry.

Food quality testing verified-----dated 30/01/2021 conducted by M/S AES Laboratories (P) Ltd. All values were within acceptance criteria. This is done only when export is done for the food products. Otherwise, internal testing done on daily basis, which has been verified for the month of Feb'2022 and Mar'2022. Found satisfactory.

Establishment:

Activities include New faculty recruitment, faculty development, staff recruitment, staff development, Leave, Grievance Process, Prevention of Sexual Harassment at work place, Training activities etc.

Total 13 procedures were found in the Establishment department through DEI/DM/EST/01 in Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. No. 00, dated 01/04/2019.

New faculty development process verified as DEI_TQM__02_01.01 dated 01/03/2016 Rev. 00.

Verified the competency of Asst. Professors for almost all departments in DEI through advertisement dated 23/07/2020-----faculty name – Dr. Lucky Tonk (Drawing & Painting) as Asst. Prof. joined on 05/08/2021, Dr. Seema Kashyap (Home Science) as Associate Prof. joined on 04/08/2021. Found ok.

Apart from faculty, competency of Library Attendant (Ms. Jyoti Devi) joined on 03/11/2021 verified through advertisement in the year 2020. Against same advertisement, Mr. Shriprakash Bharti has joined as Surveillance Assistant – Centralized Services on 30/10/2021. Found satisfactory.

Training Need Identification process verified as DEI/CPR/007 Rev. 00 dated 1/3/16.

Training records for the training conducted by Systematic Institute of Economic Research & Development having training topic Reservation in Services for SC/ST/OBC/Ex-Serviceman/PWD done from 18/09/2020 to 19/09/2020 verified in which 02 participants were there. Feedbacks for the training taken by institute and was available with them only. Certificate for both participants evident. Found ok.

Training records for Application of Service Matters (pay fixation MECP, leave and TA rules) Retirement benefits and NPS training done from 25/09/2020 to 26/09/2020 in which 1 participant was there. Feedback for the training taken by institute and was available with them only. Certificate for both participants evident. Found ok.

Risk assessment verified through DEI/DI/RSK/01 Rev. 00 dated 28/08/17. For all the processes, risks with adequate controls were defined.

Internal audit report dated 07/02/2022 verified. No NC was there.

Objectives/KPIs:

Total 12 objectives/KPIs were identified. The monitoring and measurement available and verified. Found satisfactory.

Action plan to achieve the objectives was evident in the process itself, which has been verified and found satisfactory.

Overall, the process was meeting all the requirements of ISO 21001:2018 Standard.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	09-03-2022	Central Library	ISO 21001:2018	Mr. Mange Ram, Mr. Gaurav Aggarwal
Notes				
Central Library				
Team Size – 14 employees were there out of which 06 employees were qualified Librarian.				
Departmental Manual Doc. No. DEI/ADM/CLI/01 Rev. 02 dated 28/08/17 verified. 16 processes were there in Central Library.				
Process of Budgeting and Book ordering Doc. No. DEI_TQM_01_13.01 dated 28/08/16 Rev. 01 verified-----Grant of Rs. 20.25 lacs were allocated to Central Library for purchase of books & Journals-----approved on 6/11/2020 by Director of Institute-----evident through his signature.				
Approved Vendor list verified-----46 vendors were there. Performance evaluation of vendors verified. Performance evaluation of total 10 vendors were conducted for the year 2021-22. 9 parameters were there and for all 100% performance was there.				
Selection criteria of vendor verified-----M/S Darshana Enterprises dated 15/3/18 and M/S International Subscription Agency dated Apr'2020 verified and found satisfactory.				
Process of Classification, Cataloguing and Stacking Doc. No. DEI_TQM_01_13.02 dated 1/3/16 Rev. 00 verified. Physically checked the books-----on every book, there was unique number was evident as per subjects like Agriculture, Commerce etc. Verified book of Internet of Things A to Z, author was Mr. Qusay F. Hassan-----Bar Code – 119200, Call No. 004.768H278I.				
Process of Library Membership Doc. No. DEI_TQM_01_13.04 dated 1/3/16 Rev. 00 verified----One student library membership form verified-----Mr. Mohammad Abid dated 08/03/2022, membership ID – 192410, Student of B. A. (Honours) (Final year). Staff library membership verified----Ms. Gurupyari, Non-teaching Staff, dated 18/10/2021, ID No. GG37.				
Process of issuance, Return and fine collection verified-----Doc. No. DEI_TQM_01_13.05 Rev. 00 dated 1/3/16. Verified the records in computer and found satisfactory.				
Process of Inventory Management Doc. No. DEI_TQM_01_13.08 Rev. 00 dated 01/03/16 verified-----In this process, if any lost books were there from Student/Staff, that need to be recovered. Record maintained in a register verified-----Prof. D. Prem Kumar, ID No. 121, total 12 books were lost, amount submitted Rs. 19992.				
Process of Library Feedback & Annual Report Doc. No. DEI_TQM_01_13.19 Rev. 00 dated 01/03/16 verified----for year 2020-21, annual report was satisfactory.				
Process of Risk Management, Mitigation & Opportunity Identification Doc. No. DEI/DI/RSKM/01 Rev. 00 dated 01/04/17-----total 13 risks were identified with their mitigation plan. Verified and found satisfactory.				
Library working committee meeting MOM verified-----dated 23/02/2021. Staff requirements, building extension requirements and books requirements were given in this meeting. Books requirement has been approved.				
Internal audit dated 15/02/2022. No NC was there.				
Objectives were defined as No. of books added Circulation of books Registration of members User Survey, Feedback & Analysis Measurement and monitoring records verified-----all parameters were on track. Yearly measurement was there.				
Overall, the process was meeting the requirements of ISO 21001:2018 Standard.				

3.2 DOCUMENT REVIEW

Document Review Item	Compliant	Comments
21K-4.3 Determining the scope of the quality EOMS (Educational Organization Management System)	X	Evident. Refer audit notes on System Management.
21K-4.4 Quality EOMS (Educational Organization Management System) and its processes	X	Evident. Refer audit notes on System Management.
21K-5.2 Policy	X	Evident. Refer audit notes on System Management.
21K-6.1 Actions to address risks and opportunities	X	Evident. Refer audit notes on System Management.
21K-6.2 Educational organization objectives and planning to achieve them	X	Evident. Refer audit notes on System Management.
21K-9.2 Internal audit	X	Evident. Refer audit notes on System Management.
21K-9.3 Management review	X	Evident. Refer audit notes on System Management.
Document Review and Initial Audit Comments		
Organisation Manual - Revision Date or number	EO Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019	Doc. Review Completed on 07-03-2022

	Department / Activity / Process													Total			
	System Management	Legal Requirements	Documents Review	Academics	Finance & Accounts	Central Library	Faculties - Arts (Drawing & Painting, English, Hin	Faculties - Commerce (Accountancy & Law, Appl	Faculties - Education (Pedagogical Sciences & F	Faculties - Engineering (Electrical, Mechanical, C	Faculties - Science (Botany, Chemistry, Physics	Faculties - Social Sciences (Economics, Manage	Top Management		Establishment / General Section (Administration)		
21K-7.5.2 Creating and updating	<input type="checkbox"/>																
21K-7.5.3 Control of documented information	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>			
21K-8 Operation				<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
21K-8.1 Operational planning and control				<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
21K-8.1.1 General				<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
21K-8.1.2 Specific operational planning and control of educa...				<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
21K-8.1.3 Additional requirements for special needs educatio...				<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
21K-8.2 Requirements for the educational products and servic...		<input type="checkbox"/>															
21K-8.2.1 Determining the requirements for the educational p...		<input type="checkbox"/>															
21K-8.2.2 Communicating the requirements for the educational..		<input type="checkbox"/>															
21K-8.2.3 Changes to requirements for the educational produc...		<input type="checkbox"/>															
21K-8.3 Design and development of the educational products a..								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.3.1 General								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.3.2 Design and development planning								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.3.3 Design and development inputs								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.3.4 Design and development controls								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.3.5 Design and development outputs								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.3.6 Design and development changes								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.4 Control of externally provided processes, products a...							<input type="checkbox"/>							<input type="checkbox"/>			
21K-8.4.1 General							<input type="checkbox"/>							<input type="checkbox"/>			
21K-8.4.2 Type and extent of control							<input type="checkbox"/>							<input type="checkbox"/>			
21K-8.4.3 Information for external providers							<input type="checkbox"/>							<input type="checkbox"/>			
21K-8.5 Delivery of the educational products and services								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.5.1 Control of delivery of the educational products an...								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.5.2 Identification and traceability								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.5.3 Property belonging to interested parties								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.5.4 Preservation								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.5.5 Protection and transparency of learners' data								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.5.6 Control of changes in the educational products and...								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.6 Release of the educational products and services								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-8.7 Control of the educational nonconforming outputs								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
21K-9 Performance evaluation	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.1 Monitoring, measurement, analysis and evaluation	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.1.1 General	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.1.2 Satisfaction of learners, other beneficiaries and ...	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.1.3 Other monitoring and measuring needs	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.1.4 Methods for monitoring, measurement, analysis and .	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.1.5 Analysis and evaluation	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.2 Internal audit	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
21K-9.3 Management review	<input type="checkbox"/>																
21K-9.3.1 General	<input type="checkbox"/>																

3.4 NON CONFORMITY REPORT

Non conformities detailed herein shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard.

Hereunder you will find Bureau Veritas Certification requirements for:

- expected timelines to address the nonconformity (a)
- response content (b)

Expected timelines to address the non conformity (a)

Corrections and Corrective actions (if possible) to address identified major nonconformities shall be carried out immediately. Correction, Root Cause Analysis and Corrective action plan together with satisfactory evidences of implementation shall be submitted within **90 days after the last day of the audit unless Bureau Veritas Certification and client agree on a longer period of time.**

Review of nonconformities is done through desktop review. However, depending of severity of the findings, our auditor may perform a follow up visit to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be recommended or continued.

For a minor nonconformity, correction, root cause analysis and corrective action plan shall be approved by the team leader and verification of implementation and effectiveness of corrective action(s) taken will be performed at the next visit.

It is recommended that the Client provide responses early to allow time for additional reviews if needed.

For recertification time limits to address nonconformities will be defined by the team leader in order to have them implemented prior to expiration of certification.

Any responses to the nonconformities which were raised may be either in hard copy or electronically using the NCR herein (preferred) and forwarded to the Bureau Veritas Certification office.

Expected response content (b)

Client response to NCR should be reviewed by the lead auditor in three parts; correction, root cause analysis and corrective actions.

In reviewing the three parts, the auditor looks for a plan and then evidence that plan is being implemented.

Correction

1. The extent of the nonconformity has been determined (NCR has been corrected & the client has examined the system to see if there are other examples that need to be corrected). Ensure that correction answers the question "Is this isolated case or not?" in other words "Is there a risk that this can reoccur at the other site / department?"
2. If correction cannot be immediate; a plan to correct the NCR may be appropriate (responsible & date).
3. Evidence that the correction was implemented or evidence that the plan is being implemented.

Root Cause Analysis

1. The Root Cause is not simply repeating the finding, neither is the direct cause of the issue.
 2. Well thought out analysis to determine the true root cause: e.g. someone did not follow a process would be direct cause; determining why someone did not follow a process would lead to the true root cause.
 3. The root cause statement must focus on a single issue without any obvious why questions remaining.
- If a why question can reasonably be asked about the root cause analysis, this indicates that the analysis did not go far enough.
4. Ensure that the root cause answers the question, "What in the system failed such that the problem occurred?"
 5. Blaming the employee will not be accepted as the only root cause
 6. Address problems with the process as well as what detection system failed

Corrective Action

1. The corrective action or corrective action plan addresses the root cause(s) determined in the root cause analysis. If you have not defined true root cause you cannot prevent the problem from its reoccurrence
2. In order to accept the plan it shall include;
 - actions to address the root cause(s)
 - identification of responsible parties for the actions and
 - a schedule (dates) for implementation.
 - always include a "change" to your system. Training and/or publishing a newsletter are generally not changes to your system
3. In order to accept the evidence of implementation:
 - a. Enough evidence is provided to show the plan is being implemented as outlined in the response (and on schedule).
 - b. Note: Evidence in full is not required to close the NCR; some evidence may be reviewed during future audit when verifying the corrective actions.

Auditing is based on a sampling process of the available information and the audit methods used were interviews, observations, sampling of activities and review of documentation and records.

To be completed by Bureau Veritas

Date	Organization	Contract n°	Report n°	
09-03-2022	DAYALBAGH EDUCATIONAL INSTITUTE	12082315	21KS1PGT-IN01	
Non Conformity Observed During		1st Surveillance audit		
Process		Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)		
Standard		ISO 21001:2018		
Clause		21K-7.1.5 Monitoring and measuring resources		
Site Name		ho		
Non Conformity Description				
Description -				
Monitoring and measurement of the lab equipment was not found effective .				
Objective Evidences -				
1. In Zoology departmental lab, Equipment – Elisa Reader, calibration dated 19/01/2021 and Equipment – Deep Freezer, calibration dated 01/02/2020 was evident which is over 1 year. After that no calibration records were evident.				
2. In Physics & Computer Science departmental lab, Equipment – LTE Wireless Communication Test Set, Cert. No. E7515AMY58155632 dated 03/05/2019 which is over 1 year. After that no calibration records were evident.				
3. In Botany departmental lab, Weighing balances were calibrated in the year 2020 and Spectrophotometer were calibrated in Mar'2021. After that no calibration records were evident.				
4. In Footwear departmental lab, Tensile strength machine calibration was found due.				
Grade	Lead Auditor	Auditor		Organization Rep.
Minor	PRADEEP GUPTA	PRADEEP GUPTA		Dr. Swami Prasad Saxena
To be completed before				
09-06-2022	PGT-IN	1-2J5KCM9	PGT-IN	1-2J5KCM9

To be completed by the organization

Root Cause Analysis (What failed in the system to allow this non conformity to occur ?)
The stated Monitoring and Measurement Equipment could not be calibrated because the Calibration Agencies during the period were not functioning due to extra ordinary Covid-19 situations.
Correction (What is done to solve this problem)
Calibration of Deep Freezer done on dated 29/03/2022. Calibration of Elisa Reader done on dated 05/04/2022. Mail regarding Calibration of Wireless Test Set dated 08/04/2022 was evident from manufacturer saying that instrument is performing well within calibration specification limits. However, the next calibration needs to be done by Aug'2022.
Corrective Action (What is done to prevent reoccurrence)
Hereafter, it would be ensured that calibrated or validated, as applicable, instruments in perfect order as per requirements are used. The responsibility given to departmental heads for ensuring the same.

Implementation of Corrective Actions	Date of Completion	10-04-2022
	Org. Representative	Dr. Swami Prasad Saxena

To be completed by Bureau Veritas

Verification of corrective Actions	Date	Status	Auditor
	10-04-2022	Accepted	PRADEEP GUPTA
Comment	Verified correction, RCA and corrective action with objective evidences and concluded that organization has closed NCR effectively by calibrating its instruments as per requirements and responsibility also given to departmental heads for ensuring the same. However, the effectiveness of the same may be verified in next audit.		

4 PERFORMANCE TO DATE

Non conformity number	Non conformity description	Process	Standard	Clause	Grade	Issued Date	Date of Completion	Verification of Corrective action
21KS1PGT-IN01	<p>Description -</p> <p>Monitoring and measurement of the lab equipment was not found effective.</p> <p>Objective Evidences -</p> <p>1. In Zoology departmental lab, Equipment – Elisa Reader, calibration dated 19/01/2021 and Equipment – Deep Freezer, calibration dated 01/02/2020 was evident which is over 1 year. After that no calibration records were evident.</p> <p>2. In Physics & Computer Science departmental lab, Equipment – LTE Wireless Communication Test Set, Cert. No. E7515AMY58155632 dated 03/05/2019 which is over 1 year. After that no calibration records were evident.</p> <p>3. In Botany departmental lab, Weighing balances were calibrated in the year 2020 and Spectrophotometer were calibrated in Mar'2021. After that no calibration records were evident.</p> <p>4. In Footwear departmental lab, Tensile strength machine calibration was found due.</p>	Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)	ISO 21001:2018	21K-7.1.5 Monitoring and measuring resources	Minor	09-03-2022	10-04-2022	10-04-2022

5 EXECUTIVE AUDIT SUMMARY

5.1 AUDIT CONCLUSIONS

Auditing is based on a sampling process of the available information and the audit methods used were interviews, observations, sampling of activities and review of documentation and records.

A 3 mandays Surveillance 1 audit was conducted by Mr. Pradeep Gupta as team leader at DAYALBAGH EDUCATIONAL INSTITUTE, Agra (UP). The audit was conducted as per ISO 21001:2018 standard. The objective of the audit was to determine conformance to ISO requirements, any legal, regulatory and statutory requirements and organization's own requirements.

Audit plan was communicated in advance. The audit was started with an opening meeting attended by the Management Representative, Top Management and all auditees where audit scope, audit objective, criteria, sampling principle, methodology and confidentiality clause were explained. The possible outcomes of audit and the processes of raising nonconformity reports and grading system of audit findings were also explained. The audit plan was confirmed and communicated at the end of the opening meeting.

During the audit no nonconformity was raised. The positive observations as well as opportunities for improvements were shared with the auditees in the closing meeting at respective sites attended by the concerned auditees, management representative. The audit sampling principle & process for closure of non-conformities was also explained. It was informed that all Bureau Veritas Certification auditors are bound by a confidentiality agreement with Bureau Veritas Certification and that any information that we may come across during the audit process will be strictly kept as confidential and not disclosed to any third party without prior permission from the organization. The organization can be recommended for continuation of Certification to ISO 21001:2018 Standard as there are no nonconformities observed during the audit.

The organization has been recommended for continuation of Certification to ISO 21001:2018 Standard. The ICT used was Google Meet by me.

Disclaimer - This was the 100% remote audit, the reporting and recommendation is based on the evidences and demonstration from client and auditees.

5.2 SUMMARY OF AUDIT FINDINGS

	Major	Minor
N° of Non Conformities recorded	0	1

5.3 MANAGEMENT SYSTEM EFFECTIVENESS

BASIC INPUTS

Surveillance Audit 1 was conducted from 07 Mar, 2022 to 09 Mar, 2022 for 3 Audit-days remotely by Mr. Pradeep Gupta as Team Leader at HO.

The relevant information of application, CR was checked and found to be correct in regards with manpower details and audit man-days.

The details given in the CR was verified and found site address correct.

Number of Sites: - The site address was found correct.

PQC Codes: - Organization has been listed in PQC 37 in which NACE codes - 85.32 & 85.41 were verified & found ok.

No. of Employees - Fulltime & Contractual: 300 Approx. respectively.

CONFIRM IF THE DATA PROVIDED IN APPLICATION IS VALID

Data provided in the application and CR was confirmed in terms of scope, no of sites, manpower strength, change of activities etc. and the same was found adequate & correct. Accreditation offered UKAS for ISO 21001:2018.

DESCRIPTION OF THE COMPANY ACTIVITIES

The Dayalbagh Educational Institute is a deemed university. The organization was founded in 1916. The government of India declared the organization as an Institution deemed to be a University from Session 1981-82 under section 3 of University Grant Commission act. The institute has since been accorded the membership of association of Indian Universities and NAAC. The institute is imparting education services and skill building activities and located at Agra.

AGREED SCOPE: Designing of Educational Programmes syllabi, Provision of Academics, Administration, Management and Administrative Support Services for Conducting and Delivering Educational Programmes with the Award of Credits, Grades and Degrees

VALIDATING OF THE SCOPE OF CERTIFICATION:

Audit team verified the scope as per required infrastructure, processes and controls related to EOMS issues and the same are found to be adequate. The organization has identified the Business Risks, Needs and Expectations, Internal & External - Issues and Stakeholders. The organization has established capability for as per their activities mentioned in Scope. Adequate infrastructure and training related to the EOMS have been provided.

MANUAL ADEQUACY

EOMS Manual – Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019, All elements of international standards are addressed. Context of the organization & risk & opportunities is covered in the system manual. Process interaction of processes, scope, roles, responsibilities, authorities, accountabilities are documented. The documents and activities like System manual, documented procedures, Policy statement, Objectives, Management reviews and Internal audits are verified for the adequacy.

ACHIEVEMENT OF POLICY COMMITMENTS

EOMS Policy verified-----policy evident on Page No. 14 of Educational Organisation Management System Manual Doc. No. DEI/EOMSM/01 Issue No. 02 Rev. 00 dated 01/04/2019 signed by Prof. P K Kalra (Director) dated 01/04/2019. Commitment towards continual improvement, customer satisfaction, adherence to compliance obligations etc. were evident. This was displayed at the strategic points including the main gate and understood well by employees and the contract labor. The objectives and targets have been derived from the policy. The policy is in line with the activities of the organization. EOMS objectives are monitored process wise & status are available.

DESCRIPTION OF SYSTEM CONFORMANCE

Good level of compliance to the requirements of the standard is observed through practices and documentation throughout the Company. The Top management and all the people are fully committed towards implementing the management system and move forward on accomplishing continual improvements. The organization has addressed all the requirements to the standards in the manual and the control measures related to EOMS were evaluated. Review of objectives were evidenced and achievement status with target time were found to be satisfactory. The overall system was found to be satisfactory

LEVEL OF INTEGRATION (IN CASE OF INTEGRATED MANAGEMENT SYSTEM AUDIT)

NA

ORGANIZATIONAL KNOWLEDGE

Refer Audit Notes

INTERNAL AUDIT & MANAGEMENT REVIEW

Refer Audit Notes

MRM - Refer Audit Notes

VERIFICATION OF ENTIRE PREVIOUS CYCLE BUREAU VERITAS CERTIFICATION AUDIT REPORTS

NA

VERIFICATION OF PREVIOUS NON CONFORMITIES IN BUREAU VERITAS AUDITS

NA

USEFUL COMPARISON WITH THE PREVIOUS AUDIT FINDINGS

NA

EXTERNAL COMMUNICATION

Refer Audit Notes

MECHANISM OF CONSULTATION & PARTICIPATION

NA

COMMENTS ON EFFECTIVENESS OF SYSTEM IMPLEMENTATION DURING THE SECOND/THIRD SHIFTS -

The organization works in general shift from 9AM to 5PM only.

UNCERTAINTY/OBSTACLES THAT COULD AFFECT THE RELIABILITY OF AUDIT CONCLUSIONS:

None

AGREED FOR FOLLOW-UP ACTIONS:-

Nil

USE OF LOGO:

The BV logo is not being used by the organization.

SYSTEM CAPABILITY:

1. Highly Committed Top Management
2. Technical Capability and Good Responsiveness

6 TEAM LEADER RECOMMENDATIONS

Standard	Accreditation	Certificate Copies	Language
ISO 21001:2018	NABCB	0	English

Standard	ISO 21001:2018		
Recommendation	Maintain Certification		
Reason for issue or change of the certificate			
	Is a follow up audit required	No	
	Follow up audit start date		
	Duration (days)		

7 AUDIT PROGRAMME ISO 21001:2018

Sites	Audits			
	Initial	Main	Surv1	Surv2
ho - Head Office	2	6	3	3
Man Days	2	6	3	3

Tentative number of days for recertification

Date	07-03-2022	Prepared / revised by	PRADEEP GUPTA
Comment			

8 NEXT VISIT AUDIT PLAN

Date - Time Activity	Site Name	Process	Auditor	Comment
-				

Audit plan preparation date	09-03-2023
Comment	

9 Certificate information

9.1 ISO 21001:2018 - NABCB - English

Certificate information

Site Name	DAYALBAGH EDUCATIONAL INSTITUTE
Address	Dayalbagh Educational Institute, Dayalbagh,
City	Agra
Postal Code	282005
County/State	-
Country	India
Scope	Designing of Educational Programmes syllabi, Provision of Academics, Administration, Management and Administrative Support Services for Conducting and Delivering Educational Programmes with the Award of Credits, Grades and Degrees
Number of certificates	0