



7.1.16_2

**BUREAU
VERITAS**

CERTIFICATION AUDIT REPORT

DAYALBAGH EDUCATIONAL INSTITUTE

12082315

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

Surveillance Audit 2 / ISO 21001:2018

INDEX

1 GENERAL INFORMATION

- 1.1 ORGANIZATION INFORMATION
- 1.2 CONTACT INFORMATION

2 AUDIT INFORMATION

- 2.1 AUDIT STANDARDS
- 2.2 SCOPE OF CERTIFICATION
- 2.3 AUDITOR INFORMATION
- 2.4 AUDIT SCOPE
 - Audit Objectives
 - Audit Plan
 - General & legal compliance requirements

3 AUDIT PROCESS

- 3.1 AUDITOR NOTES / SIGNIFICANT AUDIT TRAILS
- 3.2 DOCUMENT REVIEW
- 3.3 AUDIT SUMMARY REPORT PER STANDARD

4 EXECUTIVE AUDIT SUMMARY

- 4.1 AUDIT CONCLUSIONS
- 4.2 SUMMARY OF AUDIT FINDINGS
- 4.3 MANAGEMENT SYSTEM EFFECTIVENESS

5 TEAM LEADER RECOMMENDATIONS

6 SURVEILLANCE PLAN

7 AUDIT PROGRAMME

8 NEXT VISIT AUDIT PLAN

9 Certificate information

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°	5622801545	Fax N°	
Contract n°	12082315		

1.2 CONTACT INFORMATION

Contact Name	AMIT GAUTAM .		
Email Address	iqacdei@gmail.com	Phone N°	5622801545

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 2				
Audit Start Date	20-04-2023	Audit End Date	22-04-2023	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
20-04-2023 - 10:00 Opening meeting	ho		PGT-IN	
20-04-2023 - 10:30	ho	Central Library	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<div> <div>Clause :</div> <div> 21K-4.1 Understanding the organization and its context 21K-4.4 Quality EOMS (Educational Organization Management System) and its processes 21K-5.2 Policy 21K-5.3 Organizational roles, responsibilities and authorities 21K-6.1 Actions to address risks and opportunities 21K-6.3 Planning of changes 21K-7.1 Resources 21K-7.1.2 Human resources 21K-7.1.4 Environment for the operation of educational processes 21K-7.1.6 Organizational knowledge 21K-7.2.1 General 21K-7.3 Awareness 21K-7.4.1 General 21K-7.4.3 Communication arrangements 21K-7.5.1 General 21K-8.5.2 Identification and traceability 21K-8.7 Control of the educational nonconforming outputs 21K-9.1.1 General 21K-9.1.3 Other monitoring and measuring needs 21K-9.1.5 Analysis and evaluation 21K-10 Improvement 21K-10.2 Continual improvement </div> </div> <div> 21K-4 Context of the organization 21K-4.2 Understanding the needs and expectations of interested parties 21K-5.1.1 General 21K-5.2.2 Communicating the policy 21K-6 Planning 21K-6.2 Educational organization objectives and planning to achieve them 21K-7 Support 21K-7.1.1 General 21K-7.1.3 Facilities 21K-7.1.5 Monitoring and measuring resources 21K-7.2 Competence 21K-7.2.2 Additional requirements for special needs education 21K-7.4 Communication 21K-7.4.2 Communication purposes 21K-7.5 Documented information 21K-7.5.3 Control of documented information 21K-8.5.4 Preservation 21K-9.1 Monitoring, measurement, analysis and evaluation 21K-9.1.2 Satisfaction of learners, other beneficiaries and staff 21K-9.1.4 Methods for monitoring, measurement, analysis and evaluation 21K-9.2 Internal audit 21K-10.1 Nonconformity and corrective action </div>			

Date - Time Activity	Site Name	Process	Auditor	Comment
20-04-2023 - 11:30	ho	Faculties - Engineering (Electrical, Mechanical, Civil, Footwear)	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<p>Clause :</p> <p>21K-4.1 Understanding the organization and its context</p> <p>21K-4.4 Quality EOMS (Educational Organization Management System) and its processes</p> <p>21K-5.2 Policy</p> <p>21K-5.3 Organizational roles, responsibilities and authorities</p> <p>21K-6.1 Actions to address risks and opportunities</p> <p>21K-6.3 Planning of changes</p> <p>21K-7.1 Resources</p> <p>21K-7.1.2 Human resources</p> <p>21K-7.1.4 Environment for the operation of educational processes</p> <p>21K-7.1.6 Organizational knowledge</p> <p>21K-7.2.1 General</p> <p>21K-7.3 Awareness</p> <p>21K-7.4.1 General</p> <p>21K-7.4.3 Communication arrangements</p> <p>21K-7.5.1 General</p> <p>21K-8 Operation</p> <p>21K-8.1.1 General</p> <p>21K-8.1.3 Additional requirements for special needs education</p> <p>21K-8.2.1 Determining the requirements for the educational products and services</p> <p>21K-8.2.3 Changes to requirements for the educational products and services</p> <p>21K-8.3.1 General</p> <p>21K-8.3.3 Design and development inputs</p> <p>21K-8.3.5 Design and development outputs</p>			
20-04-2023 - 14:00	ho		PGT-IN	
Lunch				

Date - Time Activity	Site Name	Process	Auditor	Comment
20-04-2023 - 14:30	ho	Faculties - Arts (Drawing & Painting, English, Hindi, Home Science, Music, Sanskrit)	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<p>Clause :</p> <p>21K-4.1 Understanding the organization and its context</p> <p>21K-4.4 Quality EOMS (Educational Organization Management System) and its processes</p> <p>21K-5.2 Policy</p> <p>21K-5.3 Organizational roles, responsibilities and authorities</p> <p>21K-6.1 Actions to address risks and opportunities</p> <p>21K-6.3 Planning of changes</p> <p>21K-7.1 Resources</p> <p>21K-7.1.2 Human resources</p> <p>21K-7.1.4 Environment for the operation of educational processes</p> <p>21K-7.1.6 Organizational knowledge</p> <p>21K-7.2.1 General</p> <p>21K-7.3 Awareness</p> <p>21K-7.4.1 General</p> <p>21K-7.4.3 Communication arrangements</p> <p>21K-7.5.1 General</p> <p>21K-8 Operation</p> <p>21K-8.1.1 General</p> <p>21K-8.1.3 Additional requirements for special needs education</p> <p>21K-8.2.1 Determining the requirements for the educational products and services</p> <p>21K-8.2.3 Changes to requirements for the educational products and services</p> <p>21K-8.3.1 General</p> <p>21K-8.3.3 Design and development inputs</p> <p>21K-8.3.5 Design and development outputs</p>			
20-04-2023 - 17:30	ho		PGT-IN	
Feedback meeting				

Date - Time Activity	Site Name	Process	Auditor	Comment
21-04-2023 - 10:00	ho	Faculties - Social Sciences (Economics, Management, Psychology, Socialology & Political Sciences)	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<p>Clause :</p> <p>21K-4.1 Understanding the organization and its context</p> <p>21K-4.4 Quality EOMS (Educational Organization Management System) and its processes</p> <p>21K-5.2 Policy</p> <p>21K-5.3 Organizational roles, responsibilities and authorities</p> <p>21K-6.1 Actions to address risks and opportunities</p> <p>21K-6.3 Planning of changes</p> <p>21K-7.1 Resources</p> <p>21K-7.1.2 Human resources</p> <p>21K-7.1.4 Environment for the operation of educational processes</p> <p>21K-7.1.6 Organizational knowledge</p> <p>21K-7.2.1 General</p> <p>21K-7.3 Awareness</p> <p>21K-7.4.1 General</p> <p>21K-7.4.3 Communication arrangements</p> <p>21K-7.5.1 General</p> <p>21K-8 Operation</p> <p>21K-8.1.1 General</p> <p>21K-8.1.3 Additional requirements for special needs education</p> <p>21K-8.2.1 Determining the requirements for the educational products and services</p> <p>21K-8.2.3 Changes to requirements for the educational products and services</p> <p>21K-8.3.1 General</p> <p>21K-8.3.3 Design and development inputs</p> <p>21K-8.3.5 Design and development outputs</p>			
				<p>21K-4 Context of the organization</p> <p>21K-4.2 Understanding the needs and expectations of interested parties</p> <p>21K-5.1.1 General</p> <p>21K-5.2.2 Communicating the policy</p> <p>21K-6 Planning</p> <p>21K-6.2 Educational organization objectives and planning to achieve them</p> <p>21K-7 Support</p> <p>21K-7.1.1 General</p> <p>21K-7.1.3 Facilities</p> <p>21K-7.1.5 Monitoring and measuring resources</p> <p>21K-7.2 Competence</p> <p>21K-7.2.2 Additional requirements for special needs education</p> <p>21K-7.4 Communication</p> <p>21K-7.4.2 Communication purposes</p> <p>21K-7.5 Documented information</p> <p>21K-7.5.3 Control of documented information</p> <p>21K-8.1 Operational planning and control</p> <p>21K-8.1.2 Specific operational planning and control of educational products and services</p> <p>21K-8.2 Requirements for the educational products and services</p> <p>21K-8.2.2 Communicating the requirements for the educational products and services</p> <p>21K-8.3 Design and development of the educational products and services</p> <p>21K-8.3.2 Design and development planning</p> <p>21K-8.3.4 Design and development controls</p> <p>21K-8.3.6 De</p>

Date - Time Activity	Site Name	Process	Auditor	Comment
21-04-2023 - 12:30	ho	Finance & Accounts	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	Clause :		21K-4 Context of the organization	
	21K-4.1 Understanding the organization and its context		21K-4.2 Understanding the needs and expectations of interested parties	
	21K-4.4 Quality EOMS (Educational Organization Management System) and its processes		21K-5.1.1 General	
	21K-5.2 Policy		21K-5.2.2 Communicating the policy	
	21K-5.3 Organizational roles, responsibilities and authorities		21K-6 Planning	
	21K-6.1 Actions to address risks and opportunities		21K-6.2 Educational organization objectives and planning to achieve them	
	21K-6.3 Planning of changes		21K-7 Support	
	21K-7.1 Resources		21K-7.1.1 General	
	21K-7.1.2 Human resources		21K-7.1.3 Facilities	
	21K-7.1.4 Environment for the operation of educational processes		21K-7.1.5 Monitoring and measuring resources	
	21K-7.1.6 Organizational knowledge		21K-7.2 Competence	
	21K-7.2.1 General		21K-7.2.2 Additional requirements for special needs education	
	21K-7.3 Awareness		21K-7.4 Communication	
	21K-7.4.1 General		21K-7.4.2 Communication purposes	
	21K-7.4.3 Communication arrangements		21K-7.5 Documented information	
	21K-7.5.1 General		21K-7.5.3 Control of documented information	
	21K-9 Performance evaluation		21K-9.1 Monitoring, measurement, analysis and evaluation	
	21K-9.1.1 General		21K-9.1.2 Satisfaction of learners, other beneficiaries and staff	
	21K-9.1.3 Other monitoring and measuring needs		21K-9.1.4 Methods for monitoring, measurement, analysis and evaluation	
	21K-9.1.5 Analysis and evaluation		21K-9.2 Internal audit	
21K-10 Improvement		21K-10.1 Nonconformity and corrective action		
21K-10.2 Continual improvement				
21-04-2023 - 14:00	ho		PGT-IN	
Lunch				

Date - Time Activity	Site Name	Process	Auditor	Comment
21-04-2023 - 14:30	ho	Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<p>Clause :</p> <p>21K-4.1 Understanding the organization and its context</p> <p>21K-4.4 Quality EOMS (Educational Organization Management System) and its processes</p> <p>21K-5.2 Policy</p> <p>21K-5.3 Organizational roles, responsibilities and authorities</p> <p>21K-6.1 Actions to address risks and opportunities</p> <p>21K-6.3 Planning of changes</p> <p>21K-7.1 Resources</p> <p>21K-7.1.2 Human resources</p> <p>21K-7.1.4 Environment for the operation of educational processes</p> <p>21K-7.1.6 Organizational knowledge</p> <p>21K-7.2.1 General</p> <p>21K-7.3 Awareness</p> <p>21K-7.4.1 General</p> <p>21K-7.4.3 Communication arrangements</p> <p>21K-7.5.1 General</p> <p>21K-8 Operation</p> <p>21K-8.1.1 General</p> <p>21K-8.1.3 Additional requirements for special needs education</p> <p>21K-8.2.1 Determining the requirements for the educational products and services</p> <p>21K-8.2.3 Changes to requirements for the educational products and services</p> <p>21K-8.3.1 General</p> <p>21K-8.3.3 Design and development inputs</p> <p>21K-8.3.5 Design and development outputs</p>			
21-04-2023 - 17:30	ho		PGT-IN	
Feedback meeting				

Date - Time Activity	Site Name	Process	Auditor	Comment
22-04-2023 - 09:00	ho	System Management	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	Clause :			21K-4 Context of the organization
	21K-4.1 Understanding the organization and its context			21K-4.2 Understanding the needs and expectations of interested parties
	21K-4.3 Determining the scope of the quality EOMS (Educational Organization Management System)			21K-4.4 Quality EOMS (Educational Organization Management System) and its processes
	21K-5 Leadership			21K-5.1 Leadership and commitment
	21K-5.1.1 General			21K-5.1.2 Focus on learners and other beneficiaries
	21K-5.1.3 Additional requirements for special needs education			21K-5.2 Policy
	21K-5.2.1 Developing the policy			21K-5.2.2 Communicating the policy
	21K-5.3 Organizational roles, responsibilities and authorities			21K-6 Planning
	21K-6.1 Actions to address risks and opportunities			21K-6.2 Educational organization objectives and planning to achieve them
	21K-6.3 Planning of changes			21K-7 Support
	21K-7.1 Resources			21K-7.1.1 General
	21K-7.1.2 Human resources			21K-7.1.3 Facilities
	21K-7.1.4 Environment for the operation of educational processes			21K-7.1.5 Monitoring and measuring resources
	21K-7.1.6 Organizational knowledge			21K-7.2 Competence
	21K-7.2.1 General			21K-7.2.2 Additional requirements for special needs education
	21K-7.3 Awareness			21K-7.4 Communication
	21K-7.4.1 General			21K-7.4.2 Communication purposes
	21K-7.4.3 Communication arrangements			21K-7.5 Documented information
	21K-7.5.1 General			21K-7.5.2 Creating and updating
	21K-7.5.3 Control of documented information			21K-9 Performance evaluation
	21K-9.1 Monitoring, measurement, analysis and evaluation			21K-9.1.1 General
	21K-9.1.2 Satisfaction of learners, other beneficiaries and staff			21K-9.1.3 Other monitoring and measuring needs
	21K-9.1.4 Methods for monitoring, measurement, analysis and evaluation			21K-9.1.5 Analysis and evaluation
	21K-9.2 Internal audit			21K-9.3 Management review
	21K-9.3.1 General			21K-9.3.2 Management review inputs
	21K-9.3.3 Management review outputs			21K-10 Impro

Date - Time Activity	Site Name	Process	Auditor	Comment
22-04-2023 - 11:00	ho	Academics	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<div> <div>Clause :</div> <div> 21K-4.1 Understanding the organization and its context 21K-4.4 Quality EOMS (Educational Organization Management System) and its processes 21K-5.2 Policy 21K-5.3 Organizational roles, responsibilities and authorities 21K-6.1 Actions to address risks and opportunities 21K-6.3 Planning of changes 21K-7.1 Resources 21K-7.1.2 Human resources 21K-7.1.4 Environment for the operation of educational processes 21K-7.1.6 Organizational knowledge 21K-7.2.1 General 21K-7.3 Awareness 21K-7.4.1 General 21K-7.4.3 Communication arrangements 21K-7.5.1 General 21K-8 Operation 21K-8.1.1 General 21K-8.1.3 Additional requirements for special needs education 21K-8.7 Control of the educational nonconforming outputs 21K-9.1 Monitoring, measurement, analysis and evaluation 21K-9.1.2 Satisfaction of learners, other beneficiaries and staff 21K-9.1.4 Methods for monitoring, measurement, analysis and evaluation 21K-9.2 Internal audit 21K-10.1 Nonconformity and corrective action </div> <div> 21K-4 Context of the organization 21K-4.2 Understanding the needs and expectations of interested parties 21K-5.1.1 General 21K-5.2.2 Communicating the policy 21K-6 Planning 21K-6.2 Educational organization objectives and planning to achieve them 21K-7 Support 21K-7.1.1 General 21K-7.1.3 Facilities 21K-7.1.5 Monitoring and measuring resources 21K-7.2 Competence 21K-7.2.2 Additional requirements for special needs education 21K-7.4 Communication 21K-7.4.2 Communication purposes 21K-7.5 Documented information 21K-7.5.3 Control of documented information 21K-8.1 Operational planning and control 21K-8.1.2 Specific operational planning and control of educational products and services 21K-8.6 Release of the educational products and services 21K-9 Performance evaluation 21K-9.1.1 General 21K-9.1.3 Other monitoring and measuring needs 21K-9.1.5 Analysis and evaluation 21K-10 Improvement 21K-10.2 Continual improvement </div> </div>			
22-04-2023 - 13:00	ho		PGT-IN	
Lunch				

Date - Time Activity	Site Name	Process	Auditor	Comment
22-04-2023 - 13:30	ho	Establishment / General Section (Administration)	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<div> <div>Clause :</div> <div> <div>21K-4.1 Understanding the organization and its context</div> <div>21K-4.4 Quality EOMS (Educational Organization Management System) and its processes</div> <div>21K-5.2 Policy</div> <div>21K-5.3 Organizational roles, responsibilities and authorities</div> <div>21K-6.1 Actions to address risks and opportunities</div> <div>21K-6.3 Planning of changes</div> <div>21K-7.1 Resources</div> <div>21K-7.1.2 Human resources</div> <div>21K-7.1.4 Environment for the operation of educational processes</div> <div>21K-7.1.6 Organizational knowledge</div> <div>21K-7.2.1 General</div> <div>21K-7.3 Awareness</div> <div>21K-7.4.1 General</div> <div>21K-7.4.3 Communication arrangements</div> <div>21K-7.5.1 General</div> <div>21K-9 Performance evaluation</div> <div>21K-9.1.1 General</div> <div>21K-9.1.3 Other monitoring and measuring needs</div> <div>21K-9.1.5 Analysis and evaluation</div> <div>21K-10 Improvement</div> <div>21K-10.2 Continual improvement</div> </div> <div> <div>21K-4 Context of the organization</div> <div>21K-4.2 Understanding the needs and expectations of interested parties</div> <div>21K-5.1.1 General</div> <div>21K-5.2.2 Communicating the policy</div> <div>21K-6 Planning</div> <div>21K-6.2 Educational organization objectives and planning to achieve them</div> <div>21K-7 Support</div> <div>21K-7.1.1 General</div> <div>21K-7.1.3 Facilities</div> <div>21K-7.1.5 Monitoring and measuring resources</div> <div>21K-7.2 Competence</div> <div>21K-7.2.2 Additional requirements for special needs education</div> <div>21K-7.4 Communication</div> <div>21K-7.4.2 Communication purposes</div> <div>21K-7.5 Documented information</div> <div>21K-7.5.3 Control of documented information</div> <div>21K-9.1 Monitoring, measurement, analysis and evaluation</div> <div>21K-9.1.2 Satisfaction of learners, other beneficiaries and staff</div> <div>21K-9.1.4 Methods for monitoring, measurement, analysis and evaluation</div> <div>21K-9.2 Internal audit</div> <div>21K-10.1 Nonconformity and corrective action</div> <div>21K-10.3 Opportunities for improvement</div> </div> </div>			
22-04-2023 - 15:30	ho	Legal Requirements	PGT-IN	Mr. Anupam Gupta will witness the audit.
Audit	<div> <div>Clause :</div> <div>21K-8.2.1 Determining the requirements for the educational products and services</div> </div>			
22-04-2023 - 16:45	ho		PGT-IN	
Closing meeting				

Audit plan preparation date		27-03-2023
Comment	<p>Role and Responsibilities:-</p> <p>a] Team Leader: Leads BVC audits; • Takes decisions as necessary during Audits; • Recommends to the Technical Manager initial certification, maintaining of certification, recertification, suspension, withdrawal, or reduction of the scope of certification.</p> <p>b] Team Member: Has delegated authority for the control and performance of on-site audit activities, including any planning and review. • Might perform audits on his/her own within the competence to perform the duties of an audit team leader applicable for that audit.</p> <p>c] Technical Experts: Provides expertise in a technical area; Briefs the Team Leader about technical aspects of the standard the client is being audited against.</p> <p>d] Observer: He/She will witness BV auditors to verify the compliance of ISO 17021-1:2015 requirements. They will not have any interference in the client audit process.</p> <p>e] Accreditation Assessors: Accreditation Assessors team will witness BV auditors to verify the compliance of ISO 17021-1:2015 and AB requirements. They will not have any interference in the client audit process.</p> <p>f] Guide: They are assigned to the audit team to facilitate the audit. The audit team ensure that guides do not influence or interfere in the audit process or outcome of the audit.</p>	

General & legal compliance requirements

3 AUDIT PROCESS

3.1 AUDITOR NOTES / SIGNIFICANT AUDIT TRAILS

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	20-04-2023	Central Library	ISO 21001:2018	Mr. Gaurav Aggarwal
Notes				
<p>Central Library</p> <p>Team Size – 17 employees were there out of which 04 employees were qualified Librarian. Mr. Gaurav Aggarwal is qualified M. Lib. in the year 1996. Found adequate.</p> <p>Departmental Manual Doc. No. DEI/DM/CLI/01 Rev. 02 dated 28/08/17 verified. 16 processes were there in Central Library for all the activities conducted in library.</p> <p>Process of Budgeting and Book ordering Doc. No. DEI_TQM_01_13.01 dated 28/08/16 Rev. 01 verified-----Total books purchased in the year 2022-23 = 52 books, Amount – Rs. 146150. Also, 47 journals have been purchased in amount of Rs. 2320359. Found adequate.</p> <p>Approved Vendor list verified-----51 vendors were there. Vendors are selected through library committee having Deans from all the faculties and Library incharge. Found adequate.</p> <p>Selection criteria of vendor verified-----M/S Uppal Book Store and M/S Devyani Publisher and Distributors verified and found satisfactory. Latest library working committee meeting held on 10/03/2023 @ 11:30AM in which 8 members were there. In MOM of the meeting, recommended vendors have been selected. 5 new vendors have been added and found satisfactory.</p> <p>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. For current year 2022-23, evaluation of supplier's performance found in progress.</p> <p>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 Comprehensive Mathematics, year – 2015, author was Mr. McGraw Hill-----Bar Code – 64016, Call No. 001.251Mc17C.</p> <p>Process of Library Membership Doc. No. DEI_TQM_01_13.04 dated 1/3/16 Rev. 00 verified-----One student library membership form verified-----Ms. Archa Srivastava dated 17/04/2023, membership ID – BA11903216, Student of Ph. D. (Arts). Staff library membership verified-----Dr. Guru Prasad Satsangi, Emeritus Professor (Botany), dated 13/04/2023, ID No. GO34.</p> <p>Process of issuance, Return and fine collection verified-----Doc. No. DEI_TQM_01_13.05 Rev. 00 dated 1/3/16. One of the issue verified-----dated 11/04/2023, book title – Abstract Algebra, Author – I. H. Seth, Acc. No. 74031, Student Name – Lenkendra Singh, Card No. 228501. Verified the records in computer and found satisfactory.</p> <p>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, which need to be recovered. Record maintained in a register verified-----Prof. G. P. Satsangi, ID No. GO34, total 02 books were lost, amount submitted Rs. 1216. Stock out of lost books is conducted through a meeting dated 20/12/2022 @ 1:00PM. 4 members were present. Found adequate.</p> <p>Total no. of books in library were 112082 and journals were 68. Apart from that access to 5000 online journals were there. Found adequate. Stock verification done once in 3 years. Latest conducted on 27/07/2022.</p> <p>Process of Library Feedback & Annual Report Doc. No. DEI_TQM_01_13.19 Rev. 00 dated 01/03/16 verified-----for year</p>				

2021-22, annual report was evident. Total feedback distributed – 219, forms received – 211 (96.3%), satisfaction level for all parameters calculated separately in the report. Apart from that 11 suggestions given by students for which ATRs from library were evident. Found satisfactory.

Process of Risk Management, Mitigation & Opportunity Identification Doc. No. DEI/DI/RSKM/01 Rev. 00 dated 28/08/2017-----total 13 risks were identified with their mitigation plan. Verified and found satisfactory.

Library working committee meeting MOM verified-----dated 21/03/2023. Staff requirements, building extension requirements, book vendor approval and books requirements were given in this meeting. Books requirement has been approved.

Internal audit dated 08/02/2023. No NC was there.

Objectives were defined as (Actual data for 2021-22)

No. of books added-----Target – 50000, Actual – 16877

Circulation of books-----Target – 3520, Actual – 2362

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.

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	20-04-2023	Faculties - Engineering (Electrical, Mechanical, Civil, Footwear)	ISO 21001:2018	Prof. C Patvardhan (Dean), Electrical (Dr. Subho Upadhyay), Dr. Ishant Singhal (Civil Department), Footwear (Dr. Atul Dayal, Prof. D K Chaturvedi), Mechanical (Prof. Rahul Caprihan, Dr. Manoj Dixit)
Notes				
Faculties - Engineering				
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 05/04/2023 @ 11:00AM meeting of Board of Studies verified-----total 16 members were there, out of which 4 external experts were there in this meeting from Academics (2) & Industry (2). 15 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 10/04/2023 @ 02:00PM happened in which 4 external experts were in this meeting from IIT Delhi. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.				
Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 6, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.				
No. of Students for the subject were around 311 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 20 in the department, verified from organization chart. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Prof. C. Patvardhan has been allotted the courses EEM 820, EEM 611 and EEM 613. Prof. A K Saxena has been allotted the courses EEM 801 and EEM 402.				
Timetable for Electrical of Odd Semester-VII for academic session 2022-23 verified-----for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule 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. Rajat Kumar, Semester – 6, Class – B. Tech., Subject – Power Systems – I (EEM 603), 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. Subho Upadhyay, Class – B. Tech., Semester – 5,				

Course Title – Electrical Technology (EEM 507). 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.

Course objective analysis done for all 5 objectives per subject-----Course – B. Tech. Subject – EEM 202, Teacher – Dr. Gufran Ahmed, Total students – 58. Found adequate.

List of equipment of Electrical Machines lab verified-----130 equipment were there. Electronic lab equipment verified-----More than 70 equipment were there. In addition, computer labs are there, in which 138 computers were there.

In Electrical machines lab, Digital Multimeter, 3-phase meter testing bench etc. Their verification/calibration records verified-----Equipment – Regulated DC Power Supply, dated 01/02/2023, valid until 07/07/2022. Another equipment 3-phase energy meter, dated 07/07/2022, valid until 07/07/2023.

Equipment – Ammeter, dated 07/07/2022, valid until 06/07/2023. Equipment – Wattmeter, dated 10/07/2022, valid until 09/07/2023.

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 08/02/2023 @ 12:15PM meeting of Board of Studies verified-----2 external experts were there in this meeting from Punjab and New Delhi. 09 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 10/04/2023 @ 02:00PM happened in which 4 external experts were in this meeting from IIT Delhi. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 6, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were around 285 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 18 in the department, verified through organization chart. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Dr. Atul Suri has been allotted the courses MEM 725 i.e. Operations Research, MEM 706 i.e. Machine Design – II and MEM 504 (Material Testing Lab – II).

Timetable for Mechanical of Odd Semester-III of session 2022-23 verified----- for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule 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. Manoj Dixit, Semester – 8, Class – B. Tech., Subject – IC Engine and Gas Turbines (MEM 816), 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. Manoj Dixit, Class – B. Tech., Semester – 8, Course Title – IC Engine and Gas Turbines (MEM 816). 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.

Course objective analysis done for all 5 objectives per subject-----Course – B. Tech. Subject – MEM 728, Teacher – Dr. Rahul Swarup Sharma, Total students – 68. Found adequate.

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-----28 were there. Verified from Doc. No. DEI_TQM_FM_03.01 Rev. No. 00 dated 01/04/2019 and found satisfactory. In Metrology lab, 48 equipment were there.

In Biomedical Engineering lab, 7 equipment were there. In Heat Transfer lab, 36 equipment were there and in Hydraulic Machine lab, 15 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 23/03/2022, valid until 22/03/2023. It has been calibrated by M/S AVL India Pvt. Ltd. found satisfactory. After that, this equipment is under process of delinking this equipment due to its life. Email regarding that has been sent to M/S AVL India Pvt. Ltd. on dated 18/03/2023. Waiting for their reply.

For all 29 equipment in workshop, calibration done on 10/01/2023 and was valid until 10/07/2023. For all 38 equipment in metrology lab, calibration done on 15/01/2023 and was valid until 14/01/2024. For all 11 equipment in R&AC, calibration done on Aug'2022 and was valid until Aug'2023. Found satisfactory.

For all 10 equipment in heat transfer lab, calibration done on Jan'2023 & Jun'2022 and was valid until Jun'2023 and Jan'2024. For all 11 equipment in hydraulic lab, calibration done on Sep'2022 & Oct'2022 and was valid until Sep'2023 and Oct'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-----

No changes were proposed in the academic year 2022-23 for this department.

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 10/04/2023 @ 02:00PM happened in which 4 external experts were in this meeting from IIT Delhi. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 6, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were around 121 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 2022-23-----Dr. Atul Dayal has been allotted the courses FEM 305, FEM 505, FEM 503, FEM 607, FEM 802 & FEM 403.

Timetable for Footwear Technology of Odd Semester-III of session 2022-23 verified----- for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule 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. Atul Dayal, Semester – 8, Class – B. Tech. in Footwear, Subject – Orthopedic Footwear (FEM802), No. of Periods – 40. 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 – 8, Course Title – Orthopedic Footwear (FEM802). 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, 20 equipment were there. In physical and chemical testing of footwear materials, 22 equipment were there.

Only 1 equipment to be calibrated i.e. tensile strength tester for which certificate of verification dated 02/01/2023 was evident having Sr. No. 022168, valid until 02/01/2024. Found satisfactory.

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 25/03/2023 @ 10:30AM meeting of Board of Studies verified-----14 members were present out of which 2 external experts were there in this meeting from IIT Delhi and NIT, Patna and 2 industry experts were there. 2 new mandatory courses were proposed, 4 elective new courses were proposed, 1 MEM 302 lab proposed to be dropped and 2 courses i.e. CEM 301 & CEM 305 proposed to be merged. 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 10/04/2023 @ 02:00PM happened in which 4 external experts were in this meeting from IIT Delhi. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 6, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were around 211 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 12 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Mr. Randeep has been allotted the courses AEM 301 and AEM 302. Found satisfactory.

Timetable for Civil of Odd Semester-III of session 2022-23 verified----- for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule 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 – 6, Class – B. Tech. in Civil, Subject – Structural Analysis – II (CEM 604), 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. O P Sharma, Class – B. Tech., Semester – 3, Course Title – Building Construction (CEM 301). 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.

Total 3 labs were there-----Geomatics lab (4 equipment), Geotechnical Engineering lab (7 equipment) and Transportation lab (20 equipment).

Calibration of equipment verified-----Equipment – Trimble DGPS R8s, Sr. No. 5934R91234, calibration dated 17/05/2022, valid until 16/05/2023, Cert. No. ASL/G/05/2022-23/0506. Conducted by M/S Allterra. Found satisfactory.

Equipment – Digital Level, Model No. DiNi 0.7 mm, Sr. No. 775254, calibration dated 08/02/2022, valid until 07/02/2023, Cert. No. ASL/G/02/2022-23/CALIB/DIGITAL LEVEL/0240. Conducted by M/S Allterra. It is under calibration process from Mar'2023. Found satisfactory.

Faculty development programs verified-----from 2020 to 2022. Workshops, orientation programs, refresher courses, webinars etc. are conducted for each teacher. As per UGC norms, 15 days on duty leaves have been granted to all faculties for their development regularly in a year.

Dr. Ishant Singhal (Civil Department) has attended a programme on “Environmental Studies” from 25/10/2021 to 09/11/2021 in Aligarh Muslim University, Aligarh. It was online refresher programme. Found adequate.

Dr. Atul Dayal (Footwear Department) has attended a programme on “Faculty Induction Programme” from 06/02/2023 to 14/03/2023 in Aligarh Muslim University, Aligarh. It was online programme. Found adequate.

Dr. Achanta Charan Kumari (Electrical Department) has attended a programme on “Faculty Induction Programme” from 06/02/2023 to 14/03/2023 in Aligarh Muslim University, Aligarh. It was online programme. Found adequate.

Dr. Gurmukh Das (Mechanical Department) has attended a programme on “Recent Advances in Manufacturing Science and Technology” from 22/02/2023 to 26/02/2023 in IIT Guwahati. It was physical programme. Found satisfactory.

Student feedback analysis verified-----Engineering stream wise score calculated. Ratings for Footwear technology were coming as 87% for course FEM 607. For Civil department, ratings were 8.9 on an average for all courses and faculties. For Electrical department, ratings were 89% to 97% on an average for all courses and faculties. For mechanical department, ratings were 8.66 to 9.30 on an average for all courses and faculties. Found satisfactory.

Student placement data verified-----For Footwear department, 100% students have been placed for the year 2022-23 & 2021-22. For Civil department, 18 were placed, 5 have opted for higher studies and rest were searching opportunities for Govt. job. Found satisfactory.

For Electrical department for the academic year 2021-22, 78 were eligible for placement, 62 were placed. For Mechanical department for the academic year 2021-22, 70 were eligible for placement, 42 were placed. Found adequate.

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 08/02/2023 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%

Program wise pass%-----Target – >90%

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

Monitoring and measurement of all objectives for all departments verified and found actual data on track of target.

Found satisfactory.

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

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	20-04-2023	Faculties - Arts (Drawing & Painting, English, Hindi, Home Science, Music, Sanskrit)	ISO 21001:2018	Drawing & Painting (Dr. Namita Tyagi), Sanskrit (Dr. Shobha Bhardwaj), Music (Dr. Gautam Tiwari), Home Science (Dr. Richa Verma), Hindi (Dr. Namasya), English (Dr. Shashi Srivastava)
Notes				
<p>Faculties of Arts</p> <p>In this faculty, 6 departments were there including Drawing & Painting, English, Home Science, Hindi, Music and Sanskrit.</p> <p>Drawing & Painting</p> <p>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.</p> <p>Verified-----</p> <p>Dated 12/01/2022 meeting of Board of Studies verified-----8 members were present, out of which 2 external experts were there in this meeting from Rajasthan and Himachal universities. M. Phil course & DPM 952 subject to be discontinued, 2 changes have been proposed in the subject DPM 953. All the changes have been approved by this Board.</p> <p>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.</p> <p>Faculty Board meeting dated 07/02/2022 @ 11:00AM happened in which 2 external experts were in this meeting from AMU. Apart from that, 20 internal members were there in the meeting. All the changes have been approved in the meeting.</p> <p>Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 3, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.</p> <p>No. of Students for the subject were 300.</p> <p>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.</p> <p>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, provision of practical sessions increased from normal. Found satisfactory. But until now, No student has come in the institution like that.</p> <p>List of faculties were 05 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Dr. Meenaskshi Thakur has been allotted the courses DPM 708, DPM 954, BFA 511, BFA 512, BFA 711, BFA 712, BFA 713, BFA 717 and BFA 517. Found satisfactory.</p> <p>Timetable for Drawing & Painting of Odd Semester-III of session 2022-23 verified----- for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule was there. Found satisfactory.</p> <p>Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/02/2021 – 27/12/2021-19/04/2022, Teacher Name – Dr. Sonika, Semester – 8, Class – BFA, No. of period allotted – 2, Subject – BFA816/836/856. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.</p> <p>Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Vijaya Kumar, Class – BFA Painting, Semester – 3, Course Title – (BFA 335) Aesthetic 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.</p>				

English

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 01/02/2022 meeting of Board of Studies verified-----2 external experts were there in this meeting from AMU and Gwalior. M. Phil course proposed to be discontinued 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 07/02/2022 @ 11:00AM happened in which 2 external experts were in this meeting from AMU. Apart from that, 20 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 3, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were approx. 300.

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, language lab for weaker section, remedial classes etc. Found satisfactory.

List of faculties were 10 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Dr. Bani Dayal Dhir has been allotted the courses ENM 102, ENM 103, ENM 104, ENM 704 and ENH 181. Found satisfactory.

Timetable for English of Odd Semester-III of session 2022-23 verified----- for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/01/2021, Teacher Name – Dr. Meena, Semester – 3, Class – BA 2nd year, Subject – Backgrounds of Literature (ENM 301). 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. Shashi Srivastava, Class – BBM 1st year, Semester – 1, Course Title – Business Communication I (BBM 103). 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.

Hindi

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 28/01/2022 meeting of Board of Studies verified-----7 members have attended the meeting, out of which 2 external experts were there in this meeting from AMU and BHU. M. Phil course proposed to be discontinued and 6 minor changes were 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 07/02/2022 @ 11:00AM happened in which 2 external experts were in this meeting from AMU. Apart from that, 20 internal members were there in the meeting. All the changes have been approved in the

meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 3, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were approx. 350.

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, language lab for weaker section, remedial classes 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 2022-23-----Dr. Namasya has been allotted the courses HIM 102, HIM 303, HIM 954, HIM 704 and HIM 905. Found satisfactory.

Timetable for Hindi of Odd Semester-III of session 2022-23 verified----- for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/01/2021, Teacher Name – Dr. Namasya, Semester – 1, Class – BA 1st year, Subject – Madhyakalin Kavya. 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. Namasya, Class – B. A. (Honours), Semester – 5, Course Title – Sangoshthi Evam Parisamvad V (HIM 505). 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.

Home Science

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 12/01/2022 @ 12:30PM meeting of Board of Studies verified-----6 members have attended the meeting, out of which 2 external experts were there in this meeting from Delhi University. M. Phil course proposed to be discontinued and 4 minor changes were 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 07/02/2022 @ 11:00AM happened in which 2 external experts were in this meeting from AMU. Apart from that, 20 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 3, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were approx. 221.

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, language lab for weaker section, remedial classes etc. Found satisfactory.

List of faculties were 11 in the department including 5 guest faculties. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Dr. Richa Verma has been allotted the courses HSM 601, HSM 803, HSM 811, HSM 804 and HSM 812. Found satisfactory.

Timetable for Home Science of Odd Semester of session 2022-23 verified----- for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/01/2021, Teacher Name – Dr. Seema Kashyap, Semester – 6, Class – BA / B Sc. (Honours) , Subject – Consumer Studies (HSM 604). 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 Verma, Class – M. Sc. (Home Science), Semester – 1, Course Title – Statistics (HSM 701). 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.

Music

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 28/02/2023 @ 02:00PM meeting of Board of Studies verified-----8 members have attended the meeting, out of which 2 external experts were there in this meeting from Chandigarh University and BHU. M.

Phil course proposed to be discontinued and 6 minor changes were proposed in the meeting. Apart from that, 2 new courses i.e. MUW 301 & MUW 401 were proposed to be included. 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 07/02/2022 @ 11:00AM happened in which 2 external experts were in this meeting from AMU. Apart from that, 20 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 3, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were approx. 53.

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, language lab for weaker section, remedial classes etc. 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 2022-23-----Dr. Gautam Tiwari has been allotted the courses MSM 203, MBM 203, MUM 602, MVM 401, MVM 801, MVM 802 and MVM 402. Found satisfactory.

Timetable for Sanskrit of Odd Semester of session 2022-23 verified-----for Jul'2022 to Dec'2022. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/01/2021, Teacher Name – Dr. Neetu Gupta, Semester – 1, Class – MVM/MSM/304 , Subject – Kriyatmak Ka Shastriya Adhyayan, No. of periods allocated – 26. 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. Lovely Sharma, Class – MUM 954, Semester – 1, Course Title – Vividh Sangeet Paddhatiyan. 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.

Sanskrit (Dr. Shobha Bhardwaj)

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 27/02/2023 @ 11:30AM meeting of Board of Studies verified-----8 members have attended the meeting, out of which 2 external experts were there in this meeting from Delhi University and BHU. M. Phil course proposed to be discontinued and 2 minor & 1 major changes were 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 07/02/2022 @ 11:00AM happened in which 2 external experts were in this meeting from AMU. Apart from that, 20 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 3, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were approx. 40.

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, language lab for weaker section, remedial classes etc. Found satisfactory.

List of faculties were 7 in the department. Found satisfactory.

Timetable for Sanskrit of Even Semester of session 2022-23 verified-----for Dec'2022 to May'2023. Starting from 7:00AM in morning until 05:00PM evening, teacher's period schedule was there. Found satisfactory.

Lecture diary Doc. No. DEI/FM/LECD/001 Issue No. 01 Rev. No. 00 date 01/01/2021, Teacher Name – Dr. Nishith Gaur, Semester – 4, Class – STM 601, Subject – Sanskrit. 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. Shobha Bhardwaj, Class – Diploma in Engineering (Electrical), Semester – 4, Course Title – Cultural Education (CEC 441). 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 2020 to 2023. Workshops, orientation programs, refresher courses, webinars etc. are conducted for each teacher. As per UGC norms, 15 days on duty leaves have been granted to all faculties for their development regularly in a year.

Dr. Vijaya Kumar (Drawing & Painting) has attended refresher course from 07/03/2022 to 19/03/2022 in the subject of Visual Art from HP University, Shimla. Verified and found satisfactory.

Dr. Bani Dayal Dhir (English) has attended refresher course from 02/01/2023 to 16/01/2023 in the subject of English from Delhi University. Verified and found satisfactory.

Dr. Ranjana Pandey (Hindi) has attended refresher course from 05/09/2022 to 18/09/2022 in the subject of Hindi from Allahabad University. Verified and found satisfactory.

Dr. Richa Verma (Home Science) has attended refresher course from 09/05/2022 to 23/05/2022 in the subject of Teacher Education from AMU, Aligarh. Apart from that, 3 more FDPs were evident for her. Verified and found satisfactory.

Dr. Shobha Bhardwaj (Sanskrit) has attended refresher course from 06/09/2022 to 19/09/2022 in the subject of languages and vastu vidya from Jain Narain Vyas University, Rajasthan. Verified and found satisfactory.

Dr. S. P. Tripathi (Music) has attended refresher course from 16/08/2022 to 20/08/2022 in the subject of music from Lucknow University. Verified and found satisfactory.

Student feedback verified-----in drawing/painting department, feedback score coming was in the range of 8.10 to 9.23. In English department, feedback score coming was in the range of 9.3 to 9.5. In Hindi department, feedback score coming was in the range of 8.54 to 8.94. In Home Science department, feedback score coming was in the range of 8.78 to 9.22. In Sanskrit department, feedback score coming was in the range of 9.27 to 9.95. In music department, feedback score coming was in the range of 8.81 to 9.32.

Student placement/internship data verified-----in Drawing/Painting department, for the year 2021-22, 41 students have got internship and 53 students of B. VOC (Textile) have been placed so far. In English department, 3 students were placed in the year 2022. In Hindi department, 5 students were placed in the year 2021. In Home Science department, 10 students were placed in the year 2021-22. In Sanskrit department, 10 students were placed in the year 2021-22. In music department, 15 students were placed in the year 2021-22. 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 06/02/2023 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%

Program wise pass%-----Target – >90%

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

Monitoring and measurement of all objectives for all departments verified and found actual data on track of target. Found satisfactory.

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

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	21-04-2023	Faculties - Social Sciences (Economics, Management, Psychology, Sociology & Political Sciences)	ISO 21001:2018	Sociology & Political Science (Dr. Deepika Chauhan), Psychology (Dr. Archanna Satsangi, Mr. Sanjay Singh), Management (Prof. Sanjeev Swami, Prof. Sunita Malhotra, Dr. Shweta), Economics (Dr. Resham Chopra, Prof. Sangeeta Kumar)
Notes				
Faculties of Social Sciences				
Faculties of Social Sciences has 4 departments namely Management, Economics, Psychology and Sociology & Political Science.				
Economics				
Many programs are there in the department like B.A. M.A. Ph. D. Post Doctorate 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 11/02/2023 meeting of Board of Studies verified-----6 members were present in the meeting, out of which 2 external expert were there in this meeting from IIT Roorkee and Lucknow University. 05 minor 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 08/04/2023 @ 11:55AM happened in which 2 external experts were in this meeting from BHU and Kolkata. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.				
Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 8, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.				
No. of Students for the subject were around 132 in Economics 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. Until now, no student was there with special needs in the department. 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 2022-23-----Prof. Sangeeta Kumar has been allotted the courses ECM504, DBE 704 and ECM 505. Found satisfactory.				
Time table for Economics of Even & Odd Semester verified-----Semester – Odd (Jul'2022 to Dec'2022) and Even (Dec'2022 to May'2023), course – B. A. (Social Science), 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 – Prof. Rupali Satsangi, Semester – 2022 even, Class – BA/BA. S. Sc. /B. Sc. (Full time), Subject – Monetary Economics, 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. Resham Chopra, Class – B. A. Honours (Social Science) (Economics), Semester – 5, Course Title – Statistical Methods for Economics 2 (ECM 503). 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming in the range of 81.09% to 97%. Found satisfactory.

Student placement data verified-----in the department, from last 4-5 years, 12 students have been placed so far. Found adequate.

Prof. Jyoti Gogia has attended the course from 30/10/2022 to 06/11/2022 in the subject of community based research and social responsibility in Higher education from University Sains Islam Malaysia (USIM). Verified and found satisfactory.

Management

Many programs are there in the department like BBA Regular, BBA Retail, Banking & Finance, PG Diploma in Urban Planning & Management, MBA with different variants (Regular, General Management, Innovation, Waste Management and Agriculture Management) & Ph. D. 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 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 25/02/2023 @ 11:30AM meeting of Board of Studies verified-----3 external experts were there in this meeting from JNU, IIT Kanpur and NIFM, Faridabad. 1 major and 4 minor changes 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 08/04/2023 @ 11:55AM happened in which 2 external experts were in this meeting from BHU and Kolkata. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 8, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were 1300 in Management department.

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 19 in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Prof. Sanjeev Swami has been allotted the courses BBM 613, BBM 205 and MBM 954. Found satisfactory.

Time table for Management of Even Semester verified-----Semester – Even (Dec'2022 to May'2023). 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. Jaspreet Kaur, Semester – Module 7, Class – M. B. A., Subject – MBM 688, No. of periods allotted – 6 classes 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 – Dr. Shweta Khemani, Class – M. B. A. 2nd year, Semester – 3 (Module 6), Course Title – New Venture Financing (MBM 662). 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming for the department as 8.62. Teacher wise feedback was in the range of 7.61 to 9.03. Found satisfactory.

Student placement data verified-----in the department, for the academic year 2021-22, 137 students have been placed so far out of 375. 19 students have opted for higher education and 3 have been selected in Govt. jobs. Found adequate.

Dr. Shweta Khemani has attended the course from 29/04/2022 to 30/04/2022 in the subject of digital and social media marketing for small and medium enterprises from Chandigarh University. Verified and found satisfactory.

Dr. Abhinav Pandey has undergone a course on AWS certification, for which his certificate dated 07/08/2022 was evident valid until 07/08/2025. Now he is AWS certified cloud practitioner. Found satisfactory.

Psychology

Many programs are there in the department like B. A. (Social Science), M. A. (Social Science) and B. A. Social Science with specialization in cognitive science 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 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 22/02/2023 to 23/02/2023 @ 11:30AM meeting of Board of Studies verified-----19 members were present, out of which 3 external experts were there in this meeting from AMU, IIFM Bhopal and Allahabad.

Major change in 1 subject and rest minor changes 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 08/04/2023 @ 11:55AM happened in which 2 external experts were in this meeting from BHU and Kolkata. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 8, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were 260 in the department.

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 09 in the department including guest faculty & emeritus. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Dr. Archana Satsangi has been allotted the courses PYM 201, PYM 203, PYM 802, PYM 806 and PYM 604. Found satisfactory.

Time table for Management of Even Semester verified-----Semester – Even (Dec'2022 to May'2023). 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. Kavita Kumar, Semester – 4, Class – B. A. SSc. & B. A., Subject – Experimental Psychology – II (PYM 401),

No. of periods allotted – 3. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Student attendance register verified-----Subject – Social Psychology (PYM 303), Total students – 29 (19 BA Social Science and 10 Arts), attendance from Jul'2022 to Sep2022 was evident. Found adequate.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Kavita Kumar, Class – B. A. 2nd year, Semester – 3, Course Title – Experimental Psychology I (PYM 301). 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming for Prof. Kamaljeet Sandhu as 9.2 for subject CGM 301. Similarly, for all teachers, feedback was evident. Found satisfactory.

Student placement data verified-----in the department, from 2019 to 2022, 10 students have been placed so far. Found adequate.

Dr. Preet Kumari has attended the course from 23/05/2022 to 28/05/2022 in the subject of Bibliometric & Quantitative Data Analytics from Lucknow University. Verified and found satisfactory.

List of equipment of Psychology lab verified-----29 equipment were there. Out of them, 1 equipment needs to be calibrated verified-----

Equipment – Physiopac 8 Ch Computerised Student Physio Lab System, Model No. PP-8, Sr. No. PP130709, dated 20/04/2023, validity for 1 year. Verified and found satisfactory.

Sociology & Political Science

Many programs are there in the department like B. A. (Sociology), B. A. (Sociology Honours), B. A. (Political Science), B. A. (Political Science Honours), M. A. (Political Science), M. A. Sociology and PG diploma 1 year program in EHS and PG Diploma in Human Rights and Social Works 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 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 20/02/2023 @ 01:30PM meeting of Board of Studies verified-----10 members were present, out of which 2 external experts were there in this meeting from JNU, Punjab University. 12 minor changes 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 08/04/2023 @ 11:55AM happened in which 2 external experts were in this meeting from BHU and Kolkata. Apart from that, 08 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 8, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were 398 (UG), 52 (PG) and 5 (Module) in the department.

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 16 in the department including 1 emeritus staff. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----for all the programmes and courses, teacher wise

allocation of courses was evident. Verified and found satisfactory.

Time table for Management of Odd Semester verified-----Semester – Odd (Jul'2022 to Dec'2022). 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. Parvindra Kumar, Semester – 2, Class – B. Tech. (NFHC), Subject – Sociological Concepts, No. of periods allotted – 3 per week. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Student attendance register verified-----Subject – Research Methodology (SYM 302), Total students – 44, attendance from Jul'2022 to Sep'2022 was evident. Found adequate.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Anju Sharma, Class – B. A. Honours, Semester – 5, Course Title – Seminar and Group Discussion (PSM 505). 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming in the range of 8.66 to 9.00. Found satisfactory.

Student placement data verified-----in the department, for the year 2022-23, 07 students have been placed so far. Found adequate.

Dr. Rachna Yadav has attended the orientation course from 01/11/2022 to 29/11/2022 in the subject of Political Science from Jamia Miliya Islamia University. Verified and found satisfactory.

Dr. Anju Sharma has attended the refresher course from 02/02/2022 to 15/02/2022 in the subject of Political Science from Jamia Miliya Islamia University. 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 07/02/2023 & 08/02/2023 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%

Program wise pass%-----Target – >90%

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

Monitoring and measurement of all objectives for all departments verified and found actual data on track of target. Found satisfactory.

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

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	21-04-2023	Finance & Accounts	ISO 21001:2018	Mr. Satgur Saran, Mrs. Sneha Bijlani
Notes				
<p>Finance & Accounts</p> <p>Activities include Payroll, Grant Management, Expense management, statutory matters such as PF, Tax etc.</p> <p>There are two types of grants – one from UP Govt. other from UGC and also from others for running projects like researches.</p> <p>There are 15 documented processes as per Doc. No. DEI/DM/F & A/01, copy no. 01, Rev. 01 dated 28/08/16.</p> <p>Salary preparation and Disbursement process verified through Doc. No. DEI_TQM_07_03.01 Rev. 00 dated 1/03/16.</p> <p>Salary bill for 85 GPF employees for the month of Mar'2023 paid in the month of Apr'2023 salary verified and found ok.</p> <p>Salary bill for 181 new pension scheme employees for the month of Mar'2023 paid in the month of Apr'2023 salary verified and found ok. These are UGC funded employees. Found satisfactory.</p> <p>Salary bill for 59 GPF employees for the month of Mar'2023 paid in the month of Apr'2023 salary verified and found ok.</p> <p>Salary bill for 133 new pension scheme employees for the month of Mar'2023 paid in the month of Apr'2023 salary verified and found ok. These are State funded employees. Found satisfactory.</p> <p>Budgeting:</p> <p>Process starts in July for collecting information and completes by 1st week of November every year by presenting the budget to Govt.</p> <p>Doc. No: DEI_TQM_07_03.02 Rev. 00 dated 1/3/16.</p> <p>Funds: Own funds, UP Govt. grant (Salary), UGC (Plan, Non-Plan) grants</p> <p>Budget preparation starts in Jul'2022 for the year 2023-24 and presented in finance committee on 24/09/2022 (Saturday), in which 5 members were there. Budget estimate was 13947 lacs for the year 2023-24. Found adequate.</p> <p>After that Governing body (Board of Management) meeting held on 29/09/2022. Same budget has been approved by BOM in that meeting. Verified and found satisfactory.</p> <p>On dated 03/10/2022, the budget has been recommended to UP Govt. and on dated 03/12/2022, the budget data has been recommended to UGC.</p> <p>Balance sheet:</p> <p>Doc. No. - DEI_TQM_07_03.04 Rev. 00 dated 1.3.2016 for financial statements and reporting UGC has provided Schedules to be used by Finance & Accounts team.</p> <p>Balance sheet for the year 2021-22 until 31/03/2022 was ready and audited by Sahib P. Satsangee & Co. (CA) and signed by CA on 15/09/2022.</p> <p>CAG audit has been scheduled from 24/04/2023 for 1 week. Found adequate.</p> <p>Caution money refund:</p> <p>The caution money taken from students in the range of Rs. 300 to Rs. 1000 depending on their course.</p> <p>Online transfer to students done. For the year 2022-23, 900 pending cases were there who have not claimed yet their caution money.</p> <p>TDS Deposit:</p> <p>3rd Quarter TDS filing has been done on 27/01/2023. The annual TDS filing was done on 26/05/2022. IT return acknowledgement for the assessment year 2021-22 was evident.</p> <p>The process for taxation matters for vendors Doc. No. DEI_TQM_07_03.09 Rev. 00 dated 1/3/16 and taxation matters for employees Doc. No. DEI_TQM_07_03.10 Rev. 00 dated 1/3/16 verified.</p> <p>Challan No. 04067 was evident for dated 28/03/2023 for the month of Mar'2023 for vendors. Challan No. 04074 was evident for the month of Mar'2023 of dated 28/03/2023 for employees.</p> <p>PF interest calculation:</p>				

PF interest is calculated manually for UGC related staff. On a sample basis, broadsheet for the financial year 2021-22 was evidenced, in which 98 employees were there. Also, PF statement for the year 2021-22 was evidenced and verified. Found satisfactory.

The institute is rated A+ by National Assessment & Accreditation Council, dated Aug'2019 valid up to 08 Aug 2024.

Procedure of Passing of Bill Doc. No. DEI_TQM_07_03.15 Rev. 00 dated 01/03/16 verified----One of the bill verified----Prem Sales, Bill No. 1042 dated 11/02/2023----passed on 25/03/2023. Paid on 30/03/2023. Found satisfactory.

Risks & Opportunities:

Risk assessment procedure Doc. No. DEI/DI/RSK/01 Rev. 00 dated 28/08/2017 verified.

Total 9 Risks like delay in salary disbursement, improper grant management, delay in audit, TDS deposit etc. wrong deductions with their mitigation plan were evident. 3 opportunities also evident, which have been verified and found satisfactory.

Internal audit dated 08/02/2023. No NC was there.

Objectives/KPIs:

Total 10 KPIs/ objectives were defined/identified.

Balance sheet submission to GB-----Target – 30th September

Budget submission to GB-----Target – 30th September

Caution Money refund-----Target – yearly

TDS deposit (Salary) UGC & State-----Target – 7th of next month

TDS Deposit (Bills) -----Target – 7th of next month

Issue of TDS certificate----- Target – 30th June

Filing of returns----- Target – yearly

Salary disbursement----- Target – 1st working

The monitoring and measurement for all KPIs were found and all were on track.

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

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	21-04-2023	Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)	ISO 21001:2018	Ms. Shabd Preet, Dr. Sukhdev Roy, Dr. Santendra Soni, Dr. Sant Prakash, Prof. Rohit Shrivastava, Prof. Radhika Singh, Prof. Gunjan Agrawal, Prof. Shambhu Sharma, Dr. Vijay Dalal, Dr. Sharmita Gupta
Notes				
Faculties of Science				
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., B. VOC, M. Sc. M. VOC, Research programs, Modular course 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 25/02/2023 @ 01:30 PM meeting of Board of Studies verified-----7 members were there, out of which 2 external experts were there in this meeting from G B Pant University and Lucknow University. 29 major & minor changes have been proposed in the meeting. Also, BOM 704 developmental and reproductive biology has been newly introduced, which has been proposed in this meeting. All the changes and introduction of new course has been approved. 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 06/04/2023 @ 11:30 AM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 24 internal members were there in the meeting. All the changes have been approved in the meeting.				
Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 7, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.				
No. of Students for the subject were around 515 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 18 teaching faculties including 4 guest 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 2022-23-----Course – BOM 504, BOM 505 and VAT 302 to Dr. Sharmita Gupta. Found satisfactory.				
Timetable for Botany of Even Semester verified-----Semester – Even for all courses for the duration from Jan'2023 to May'2023. 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. Anupam Tiwari, Semester – 4, Course/Programme – B. Sc. Agriculture, Subject – AGR 401, No. of Periods – 2 (Monday). Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.				

Student attendance register verified-----Subject – Cell Biology (BOM 202), Total students – 42, attendance from Jan'2023 to until now was evident. Found adequate.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Shubha Dhawan, Class – M. VOC. (Dairy Technology), Semester – 1, Course Title – Chemistry of milk products lab (MDT 106). 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming more than 95%. Found satisfactory.

Student placement data verified-----in the department, for the year 2021-22, 56 students have been placed so far. Found adequate.

Dr. Sharmita Gupta has attended the faculty development course from 01/05/2022 to 08/05/2022 in the subject of Digital skills for educators from Saraswati College of Professional Studies, Ghaziabad. Verified and found satisfactory.

No. of labs are 6 in which 2 practical labs and 4 research labs. No. of equipment in Biotech lab, 73 equipment were there, in Phycology and Virology lab, no. of equipment were 23, in microbiology lab, no. of equipment were 19, in food processing lab, no. of equipment were 29. Found satisfactory.

Calibration of equipment verified-----Equipment – Nitrogen Estimation, dated 05/07/2022, its installation/service report including calibration report evident. Valid for 1 year. Found adequate.

Equipment – Biogas Plant, dated – 05/10/2022, valid for 1 year from M/S Energysure Eco Solutions Pvt. Ltd. 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 28/03/2023 @ 11:00 AM meeting of Board of Studies verified-----2 external experts were there in this meeting from BHU. 08 changes and 2 new courses (MAW 301 & MAW 401) 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 06/04/2023 @ 11:30 AM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 24 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 7, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were around 289 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 12 teaching faculties including 1 guest faculty in the department. Subjects are allotted as per subject matter expert to all the faculties, which have been verified for the year 2022-23-----Course – MAM 802 and

MAM 203 allotted to Dr. Gunjan Agrawal. Found satisfactory.

Timetable for Mathematics of Even Semester verified-----Semester – Even for all the classes and courses for duration from Jan'2023 to May'2023. 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. Gunjan Agrawal, Semester – 2, Class – M. Sc. , Course / Programme – Mathematics, Subject – MAM 802, No. of Periods – 4/week. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Student attendance register verified-----Subject – MAM 505, Total students – 31, attendance from Jul'2022 to Nov'2022 was evident. Found adequate.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Kamal Shrivastava, Class – B. Sc. Honours, Semester – 5, Course Title – Metric Spaces (MAM 501). No. of students were 31. 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming in the range from 8.0 to 9.6. Found satisfactory.

Student placement data verified-----in the department, for the year 2021-22, 20 students have been placed so far. Found adequate.

Dr. Nivedita Sharma has attended the short term course from 30/05/2022 to 03/06/2022 in the subject of recent development in numerical methods for partial differential equations from National Institute of Technology, Hamirpur. Verified and found satisfactory.

Chemistry

Many programs are there in the department like B. Sc. (Honors), M. Sc. 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 25/02/2023 meeting of Board of Studies verified-----2 external experts were there in this meeting from IIT Roorkee and JNU Delhi. 1 electric course CHM 806 & CHM 805 new courses introduction 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 06/04/2023 @ 11:30 AM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 24 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 7, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were around 116 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 10 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 2022-23-----Prof. Rohit Shrivastava has been allocated CHM 303, CHM 503, CHM 705 and CHM 902 and 8 lectures per week. Found satisfactory.

Timetable for Chemistry of Odd Semester verified-----Semester – Odd for all the classes (Jul'2022 to Dec'2022). 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. Manju Shrivastava, Semester – 1, Class – B. A. B. Sc. (HS), Subject – Fundamentals of Chemistry (CHH 101), No. of Periods – 15. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Student attendance register verified-----Subject – Fundamentals of Chemistry (CHH 102), Total students – 68, attendance from Sep'2022 to Dec'2022 was evident. Found adequate.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Manju Shrivastava, Ranjit Kumar and Dr. Sudhir Verma, Class – B. Tech. (Agriculture Engineering), Semester – 1, Course Title – Applied Chemistry, CHM 181. Total 56 students were there. 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming in the range from 8.8 to 9.3. Found satisfactory.

Student placement data verified-----in the department, for the year 2021-22, 35 students have been placed so far. Found adequate.

Dr. Aparna Satsangi has attended the refresher course from 27/09/2022 to 11/10/2022 in the subject of environmental studies from AMU, Aligarh. Verified and found satisfactory.

List of equipment in all labs of chemistry verified-----30 were there. Out of these, for 9 equipment, Calibration records evident and verified-----

Equipment – Zita Sizer, dated 21/11/2022 valid until 20/11/2023 was evident. Found satisfactory. Equipment – DSC, dated 11/11/2022, due date was 10/11/2023. 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 23/03/2023 meeting of Board of Studies verified-----17 members were there, out of which 2 external experts were there in this meeting from IIT Delhi, IIT Roorkee & Guwahati. 09 minor changes and 1 elective course 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 06/04/2023 @ 11:30 AM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 24 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 7, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were around 574 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 27 teaching faculties including 12 guest 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 9 theory periods per week and practical classes also. Found satisfactory.

Timetable for Physics and Computer Sciences of Even Semester verified-----Semester – Even for all the classes and courses for the duration of Dec'2022 to May'2023. 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 – 5, Class – B. Sc. Honours, Course / Programme – Network Theory, Subject – PHM 504/ CSM 504, No. of Periods – 56. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Student attendance register verified-----Subject – PHM 404, Total students – 42, attendance from Jan'2023 to Feb'2023 was evident. Found adequate.

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, Class – B. Sc. (Honours), Semester – 5, Course Title – Network Theory (PHM 504). No. of students were 39. 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming in the range from 8.6 to 9.19. Found satisfactory.

Student placement data verified-----in the department, for the year 2021-22, 74 students have been placed so far. Found adequate.

Dr. Shiroman Prakash has attended the refresher course from 27/02/2023 to 13/03/2023 in the subject of physics from Delhi University. Verified and found satisfactory.

List of equipment in physics and computer science labs verified-----Doc. No. DEI_TQM_FM_03.01 Rev. No. 00 dated 01/04/2023. 13 equipment were there in Microwave physics/Nano physics lab. Calibration records verified----

Equipment – Z-Scan Spectroscopy dated 03/10/2022 valid for 1 year. Found satisfactory.

Equipment – Atomic Force Microscope, dated 27/01/2023, next due date – 26/01/2024. 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 25/02/2023 meeting of Board of Studies verified-----11 members were there, out of which 2 external experts were there in this meeting from Punjab University and Gwalior University. 4 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 06/04/2023 @ 11:30 AM happened in which 2 external experts were in this meeting from BHU and IIT Delhi. Apart from that, 24 internal members were there in the meeting. All the changes have been approved in the meeting.

Academic Council meeting dated 24/06/2022 @ 11:00AM and 12/07/2021 & 13/07/2021 happened last year verified-----32 members of council were present out of which 3 external experts were there. In Item No. 7, all the changes proposed in Board of Studies were approved by the Council. Found satisfactory.

No. of Students for the subject were around 146 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 2022-23-----Prof. Shabd Preet has been allotted courses ZOM 202, ZOM 401 and ZOM 804. Found satisfactory.

Timetable for Zoology of Even Semester verified-----Semester – Even for all the classes and courses for duration of Jan'2023 to May'2023. 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 – Prof. Shabd Preet, Semester – III, Class – B. Sc., Subject – ZOM 302, No. of Periods – 26. Found satisfactory. Monitoring of topics delivery was also evident through this lecture diary only.

Student attendance register verified-----Subject – ZOM 701, Total students – 14, attendance from Sep'2022 to Dec'2022 was evident. Found adequate.

Internal assessments done by teacher verified-----total 150 marks were allotted and 50 marks are there for external assessments. Verified-----Teacher – Dr. Lalit Mohan, Class – B. Sc., Semester – 1, Course Title – Higher Invertebrates, ZOM 102. No. of students were 37. 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.

Student feedback analysis verified-----teacher wise score calculated. Ratings were coming in the range from 8.62 to 9.34. Found satisfactory.

Student placement data verified-----in the department, for the year 2021-22, 17 students have been placed so far. Found adequate.

Dr. Reshma Bhatnagar has attended the interdisciplinary refresher course from 22/03/2023 to 05/04/2023 in the subject of advance research methodology from Delhi University. Verified and found satisfactory.

List of equipment in zoology lab verified-----15 were there. Calibration records verified-----
Equipment – BOD Incubator, dated 18/04/2023. Found satisfactory.

Equipment – Digital Temp. Controller, dated 29/03/2022, valid until 20/03/2023. It was found under progress for calibration. 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 07/02/2023 verified. No NC was there.

Objectives/KPIs:

Syllabus Coverage-----Target – 100%

Program wise pass%-----Target – >90%

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

Monitoring and measurement of all objectives for all departments verified and found actual data on track of target. Found satisfactory.

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

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	22-04-2023	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 in Section No. 3.1 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. The policy complies with all the requirements of ISO standard. Also, the policy is displayed on website and with all the process owners as can be seen in their respective departments. Found adequate.</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 all faculties audited and non-teaching department 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.</p> <p>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>Procedure for preparation of course curriculum/syllabus – new / existing verified-----Doc. No. DEI/CPR/PCC/009 Issue No. 01 Rev. No. 00 dated 01/04/2019. Every aspect of Standard was evident in the procedure. Verified and found satisfactory.</p> <p>Procedure for preparation and release of prospectus verified-----Doc. No. DEI/CPR/PRP/010 Issue No. 01 Rev. No. 00 dated 01/04/2019. Every aspect of Standard was evident in the procedure. Verified and found satisfactory.</p> <p>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. Every aspect of Standard was evident in the procedure. Verified and found satisfactory.</p> <p>Procedure for course, curriculum and syllabus delivery verified-----Doc. No. DEI/CPR/CCS/012 Issue No. 01 Rev. No. 00 dated 01/04/2019. Every aspect of Standard was evident in the procedure. Verified and found satisfactory.</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".

There is no exclusion taken by the organization.

No Legal Proceeding is pending related to EOMS, verified and found meeting the Standard requirements.

System of maintaining revision of records/documents was evident in the EOMS Manual. Verified in EOMS Manual & found satisfactory. Annexure 1 was evident for distribution of manual copies to the respective departments. Found adequate.

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

Annexure 3 was evident for sequence and interaction of the processes for student flow related, faculty & staff related, course curriculum / syllabus development and delivery and infrastructure & facilities management. Found satisfactory.

Annexure 4 was evident for list of departmental manuals & CPs. 5 departmental manuals were there and 12 central procedures were there. 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 and 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 Prasara, YouTube 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.

The student data is protected and controlled through EDRP cell, in which student fills all the required information in application forms with their personal documents like mark sheets, Aadhar card, certificates of extracurricular activities etc. and submit the forms. These information are strictly with EDRP cell only and no access given to anybody in the institute. 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'2023 and previously in Feb'2022 from Doc. No. DEI/FM/IQAP/01 Issue No. 01 Rev. No. 02 dated 01/04/2019.

Audit Conducted on 02/02/2023 to 08/02/2023 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 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.

Internal audit findings for the year 2023 verified-----Doc. No. DEI/FM/IQAS/01 Issue No. 01 Rev. No. 01 dated 01/04/2019. 05 OFIs & nil NCs were there for the audits done from 02/02/2023 to 08/02/2023. All of them verified and found satisfactory.

Management Review Meeting (MRM) conducted on 11.02.2023 @ 11:30AM in meeting hall of central administrative office Chaired by Mr. Anand Mohan (Registrar) and Prof. P K Kalra (Director) and attended by 11 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 ISO 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.

Total student feedback collected in the year 2022-23 were 1479, Alumni were 209, Parents were 88, staff were 66 and social representatives were 77. One critical issue in student feedback was related to infrastructure, water & sanitation facilities, on which work is going on. New RO system cum water cooler has been installed in faculty of commerce. Other works are in progress. 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	22-04-2023	Academics	ISO 21001:2018	Mr. Gurusewak Singh
Notes				
Academics				
From course curriculum design to its delivery, 4 processes have been made which have been verified-----				
<p>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.</p> <p>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.</p> <p>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 2022-23 and found satisfactory. General academic calendar for the year 2022-23 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 01st Jul'2022 and ending on 15th Jul'2023. For high school & intermediate, calendar starts on 01/04/2022 and ending on 13/05/2023. Found satisfactory.</p> <p>Timetable of all Faculties verified-----for all semesters, academic calendar was evident. Found satisfactory.</p> <p>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.</p> <p>Progress report 6-monthly verified-----Course – Ph. D. date of registration – 19/03/2023, Full time, report dated 28/03/2023, Stream – Accountancy & law, Student – Mr. Mridu, Enrolment No. 121774, Teacher – Prof. Praveen Saxena.</p> <p>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 17/12/2022 for last year odd semester. For 1st year students, until 20/01/2023, exams were conducted. Results are still under progress; mostly done.</p> <p>UG Students – 2488, PG Students – 818, PG Diploma Student – 121, Diploma Students – 875, High School Students – 230, Intermediate – 338 of last year i.e. 2021-22 were awarded Degrees for various streams on dated 18/02/2023 during Convocation ceremony. In this convocation, 107 Ph. D. degrees also have been awarded to students. Found satisfactory.</p> <p>Migration Certificates were issued to students as per their requests-----verified for the last 2022-23, 1116 certificates were given to students and in the year 2021-22, 1761 certificates given. Found satisfactory. Same for the month of Jan'2023 – 72, Feb'2023 – 55 and Mar'2023 – 54 certificates were given to students.</p> <p>Risks & Opportunities:</p> <p>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.</p> <p>Internal audit dated 07/02/2023. No NC was there.</p> <p>Objectives/KPIs:</p> <p>Result Declaration-----Target – 80%</p> <p>Allotment of Registration, Enrolment, Roll No. from last date of submission of migration certificate-----Target</p>				

– within 60 days
PhD awardees list to UGC-----Target – 100%

Monitoring and measurement of all objectives verified and found actual data on track of target. Found satisfactory.

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

Auditor	Date	Process	Standard	Contacts
PRADEEP GUPTA	22-04-2023	Establishment / General Section (Administration)	ISO 21001:2018	Mr. Dileep Kumar, Ms. Priya Gupta, Mr. Suresh Kumar, Dr. S D Sinha, Mr. Harpal Singh
Notes				
Establishment / General Section				
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 and 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 until 30/06/2023. Every year minimum 4 meetings to be conducted as per agenda items. Last meeting conducted on 21/04/2023, in which 12 members were present.				
List of Finance Committee members verified and found 05 members whose term is from 2020 to 2023 as on 01/07/2020 until 30/06/2023. Every year minimum 2 meetings to be conducted as per agenda items. Last meeting conducted on 03/03/2023, in which 5 members were present.				
List of Managing Council for Non-University General Educational Institutions members verified and found 19 members whose term is from 2022 to 2025 as on 01/07/2022 until 30/06/2025. Every year minimum 2 meetings to be conducted as per agenda items. Last meeting conducted on 24/09/2022, in which 13 members were present.				
List of Managing Council for Non-University Technical Educational Institutions members verified and found 11 members whose term is from 2022 to 2025 as on 01/07/2022 until 30/06/2025. Every year minimum 2 meetings to be conducted as per agenda items. Last meeting conducted on 24/09/2022, in which 8 members were present.				
List of Academic Council members verified and found 52 members whose term is from 2020 to 2023 as on 01/07/2020 until 30/06/2023. Every year minimum 2 meetings to be conducted as per agenda items. Last meeting conducted on 15/04/2023, in which 39 members were present.				
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. In prospectus, student eligibility criteria for each course like engineering, certificate programmes and other programmes was evident and verified. Found satisfactory.				
As per interview of Ms. Manpreet Kaur (Programmer – EDRP Cell) taken, at the time of filling application form by students, riders are there on minimum qualification requirements, due to which application form will be submitted only when all minimum requirements have been fulfilled by student. Also, students are rejected at the time of counselling, if he/she has filled wrong information on EDRP portal since all original documents are checked at the time of counselling. Found adequate.				

Student – Ms. Ritu Yadav, admission for Ph. D. programme in Zoology (Science faculty), having application No. 100309 for the session 2017-18. All the academic and non-academic documents were evident as per eligibility criteria and verified. Found adequate.

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

One sample for GEM purchase verified-----Contract No. GEMC-511687789034932 dated 30/03/2023, Vendor – M/S Speedy Business Machines Pvt. Ltd. Product – Promark PTZ Video Conferencing Camera 1080p, 30fps resolution having quantity – 1. Found satisfactory.

If items not available on GEM portal, tender process is followed. One sample verified-----

Notice inviting tenders verified-----dated 25/02/2023 having Tender No. DEI/Computer Centre/MK/2022-23/TDR7, Items – Adobe Creative Cloud for enterprises all apps – (education named license) having quantity – 20. Last date of submission was 17/03/2023. Found adequate.

Limited tender with name of 4 vendors have been floated as above after taking approval from authorities on 22/02/2023. The screen shot from Gem portal for non-availability of item was evident dated 14/01/2023 valid until 13/02/2023.

Bid opened on 23/03/2023, in which 1 bidder was there. Tender opening committee has taken charge for further processing having 3 members whose sign was evident on register. Work is in progress. Found adequate.

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. 12723001000005 dated 04/01/2023 valid until 03/01/2024. Food waste is being fed to 1100 cows. Found adequate.

Security:

76 personnels are required for security and housekeeping. For security of campus, 2 agencies have been recruited-----namely M/S The Satsang Social Security and Service Society and M/S Ex-serviceman Security Organization. Found adequate.

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. 346043 as on 31/03/2023.

One sample for item issue verified-----Department – General, indent No. 1615, Book No. 17, dated 29/03/2023, Item – PEBB having quantity – 5.

One sample for item receiving verified-----Paper A4, dated 30/03/2023, Vendor – M/S Seth Stationers having bill no. 373 dated 24/03/2023. Quantity – 50 rims. Found satisfactory.

Internal Audit:

Internal audit report dated 06/02/2023 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 solar electric supply, cleanliness of campus, security of students/their properties, quality of food in canteens etc.

Monitoring and measurement of all objectives verified and found actual data on track of target. Found satisfactory.

Quality of drinking water verified. pH was between 7.3 to 7.8 and MPN is 3.0 to 3.6. The report dated 19/04/2023. Test conducted internally by department of chemistry.

Food quality testing verified-----dated 16/03/2023 conducted by M/S AES Laboratories (P) Ltd. It was for butter wrapped in paper. 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 dated 18/03/2023. It was for butter wrapped in paper. All parameters were within acceptance criteria. 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 teaching and non-teaching staff for almost all departments in DEI through advertisement dated 29/09/2022, valid until 31/12/2023 for teaching and 29/10/2022 for non-teaching staff-----Total 12 faculties have been recruited. Faculty name – Dr. Preeti Manani (Psychology) as Asst. Prof. joined on 15/12/2022, Dr. Pooja Verma (English) as Associate Prof. joined on 07/01/2023. Found ok.

Recruitment of 27 non-teaching staff including faculty librarian still under progress based on above advertisement. Found satisfactory.

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

Training records verified-----Mr. Iqbal Ahmad Ansari, faculty of librarian undergone during 18/01/2023 to 31/01/2023 at UGC HR development centre, Pondicherry University. Certificate was evident and verified. 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 07/02/2023 verified. No NC was there.

Objectives/KPIs:

No. of posts filled by Temps-----Target – <25%

No. of vacancies in Establishment section-----Target – <10%

Average days of vacancies-----Target – <270 days

No. of vacancies in academic session-----Target – <10%

Average days of vacancies-----Target – <270 days

No. of vacancies in F&A-----Target – <10%

Average days of vacancies-----Target – <270 days

No. of vacancies in General administration + Other-----Target – <10%

Average days of vacancies-----Target – <270 days

Training (%age of time spent) -----Target – 0.2%

Training coverage (%age of people covered) -----Target – 15%

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	22-04-2023	Legal Requirements	ISO 21001:2018	Mr. Hansh Kumar Khanna
Notes				
<p>Legal Requirements</p> <p>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.</p> <p>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+. It was valid until 2024.</p> <p>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.</p> <p>All India Council for Technical Education approval for Engineering courses verified-----Letter having F. No. Northern/1-10968586578/2022/EOA dated 02/06/2022 was evident for extension of approval of academic year 2022-23. Found satisfactory.</p> <p>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 02/06/2022 was evident regarding extension having letter No. F. No. Northern/1-10975244333/2022/EOA for the year 2022-23. Found satisfactory.</p> <p>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.</p> <p>UGC approvals for B. VOC, M. VOC and Ph. D courses verified-----F. No. 2-1/2014 (NSQF) dated Aug'2019. 26 courses were approved in this letter. Similarly, for other courses also, same UGC approval was evident. Found satisfactory.</p> <p>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.</p> <p>National Board of Accreditation approval verified-----F. No. 35-155/2018-NBA dated 15/12/2022. Valid until 30/06/2025.</p> <p>RTI records verified-----in the year 2021-22, 32 RTIs have been received and all has been answered as per the timelines defined in the act. Same in the year 2020-21, it was 30. In current year 2022-23, 42 RTIs have been received and all has been answered as per timelines defined in the act.</p> <p>One of the RTI verified-----RTI No. 65723, from Mr. Vibhor Advocate, Agra dated 23/01/2023, RTI was details of Ms. Antara Saxena were asked from the institute. Answer given was since she is not on any post of institute, therefore, not receiving any amount from institute.</p> <p>Overall the legal process found complying.</p>				

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		
Adequate documentation was evident as per requirements of ISO 21001:2018 Standard.		
Organisation Manual - Revision Date or number		Doc. Review Completed on 22-04-2023

3.3 AUDIT SUMMARY REPORT PER STANDARD ISO 21001:2018

Clauses	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-4 Context of the organization	<input type="checkbox"/>			<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-4.1 Understanding the organization and its context	<input type="checkbox"/>			<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-4.2 Understanding the needs and expectations of interest...	<input type="checkbox"/>			<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-4.3 Determining the scope of the quality EOMS (Education.	<input type="checkbox"/>																
21K-4.4 Quality EOMS (Educational Organization Management	<input type="checkbox"/>			<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-5 Leadership	<input type="checkbox"/>																
21K-5.1 Leadership and commitment	<input type="checkbox"/>																
21K-5.1.1 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"/>		<input type="checkbox"/>			
21K-5.1.2 Focus on learners and other beneficiaries	<input type="checkbox"/>																
21K-5.1.3 Additional requirements for special needs educatio...	<input type="checkbox"/>																
21K-5.2 Policy	<input type="checkbox"/>			<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-5.2.1 Developing the policy	<input type="checkbox"/>																
21K-5.2.2 Communicating the policy	<input type="checkbox"/>			<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-5.3 Organizational roles, responsibilities and authoriti...	<input type="checkbox"/>			<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-6 Planning	<input type="checkbox"/>			<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-6.1 Actions to address risks and opportunities	<input type="checkbox"/>			<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-6.2 Educational organization objectives and planning to ...	<input type="checkbox"/>			<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-6.3 Planning of changes	<input type="checkbox"/>			<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-7 Support	<input type="checkbox"/>			<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-7.1 Resources	<input type="checkbox"/>			<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-7.1.1 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"/>		<input type="checkbox"/>			
21K-7.1.2 Human resources	<input type="checkbox"/>			<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-7.1.3 Facilities	<input type="checkbox"/>			<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-7.1.4 Environment for the operation of educational proce...	<input type="checkbox"/>			<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-7.1.5 Monitoring and measuring resources	<input type="checkbox"/>			<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-7.1.6 Organizational knowledge	<input type="checkbox"/>			<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-7.2 Competence	<input type="checkbox"/>			<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-7.2.1 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"/>		<input type="checkbox"/>			
21K-7.2.2 Additional requirements for special needs educatio...	<input type="checkbox"/>			<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-7.3 Awareness	<input type="checkbox"/>			<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-7.4 Communication	<input type="checkbox"/>			<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-7.4.1 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"/>		<input type="checkbox"/>			
21K-7.4.2 Communication purposes	<input type="checkbox"/>			<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-7.4.3 Communication arrangements	<input type="checkbox"/>			<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-7.5 Documented information	<input type="checkbox"/>			<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-7.5.1 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"/>		<input type="checkbox"/>			

	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"/>	<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"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
21K-8.2.1 Determining the requirements for the educational p...		<input type="checkbox"/>					<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
21K-8.2.2 Communicating the requirements for the educational..							<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
21K-8.2.3 Changes to requirements for the educational produc...							<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<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"/>			
21K-8.4.1 General														<input type="checkbox"/>			
21K-8.4.2 Type and extent of control														<input type="checkbox"/>			
21K-8.4.3 Information for external providers														<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"/>	<input type="checkbox"/>					
21K-8.5.3 Property belonging to interested parties						<input type="checkbox"/>	<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"/>	<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"/>	<input type="checkbox"/>					
21K-8.7 Control of the educational nonconforming outputs				<input type="checkbox"/>		<input type="checkbox"/>	<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"/>		<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"/>		<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"/>		<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"/>		<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"/>		<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"/>		<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"/>		<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"/>		<input type="checkbox"/>			
21K-9.3 Management review	<input type="checkbox"/>																
21K-9.3.1 General	<input type="checkbox"/>																

	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-9.3.2 Management review inputs	<input type="checkbox"/>														
21K-9.3.3 Management review outputs	<input type="checkbox"/>														
21K-10 Improvement	<input type="checkbox"/>			<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-10.1 Nonconformity and corrective action	<input type="checkbox"/>			<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-10.2 Continual improvement	<input type="checkbox"/>			<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-10.3 Opportunities for improvement	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
Total															
Not Applicable	Justification For Not Applicable														
	No exclusion														

4 EXECUTIVE AUDIT SUMMARY

4.1 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 2 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 is recommended for continuation of Certification to ISO 21001:2018 Standard as there are no nonconformities observed during the audit.

4.2 SUMMARY OF AUDIT FINDINGS

	Major	Minor
N° of Non Conformities recorded	0	0

4.3 MANAGEMENT SYSTEM EFFECTIVENESS

BASIC INPUTS

Surveillance Audit 2 was conducted from 20 Apr, 2023 to 22 Apr, 2023 for 3 Audit-days 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 & NABCB logo is not being used by the organization. Hence no misuse detected.

SYSTEM CAPABILITY:

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

5 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			
Scope Modification Comments	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		
Is a follow up audit required		No	
Follow up audit start date			
Duration (days)			

6 SURVEILLANCE PLAN

Site Name	Process	Clause	Surveillance								Recer
			1	2	3	4	5	6	7	8	
ho	System Management		X	X							
ho	Legal Requirements		X	X							
ho	Documents Review		X	X							
ho	Academics		X								
ho	Finance & Accounts			X							
ho	Establishment / General Section (Administration)			X							
ho	Central Library		X								
ho	Faculties - Arts (Drawing & Painting, English, Hindi, Home Science, Music, Sanskrit)		X	X							
ho	Faculties - Commerce (Accountancy & Law, Applied Business Management)		X	X							
ho	Faculties - Education (Pedagogical Sciences & Foundation of Education)		X	X							
ho	Faculties - Engineering (Electrical, Mechanical, Civil, Footwear)		X	X							
ho	Faculties - Science (Botany, Chemistry, Physics & Computer Sciences, Mathematics, Zoology)		X	X							
ho	Faculties - Social Sciences (Economics, Management, Psychology, Socialology & Political Sciences)		X	X							
ho	Top Management			X							
Man Days			3	3							

All processes shall be audited during the recertification audit. Performance of the management system over the period of certification shall be considered, which includes a review of the previous surveillance audit reports

Surv. plan prepared / modified by	PRADEEP GUPTA	Date	10-04-2022
Comment			

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	20-04-2023	Prepared / revised by	PRADEEP GUPTA
Comment			

8 NEXT VISIT AUDIT PLAN

Date - Time Activity	Site Name	Process	Auditor	Comment
-				

Audit plan preparation date	22-04-2024
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