

CIQA Annual Report 2025



CENTRE FOR INTERNAL QUALITY ASSURANCE
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
NEW DELHI: 110068

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CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA) & NEP CELL

ANNUAL REPORT (1st January 2025- 31st December 2025)

The Centre for Internal Quality Assurance (CIQA) has been established with the primary focus of generating and promoting awareness for quality assurance, as well as undertaking self-evaluative and reflective exercises for the continuous improvement of the University. The National Education Policy (NEP) Cell of the University is located within the CIQA, to promote the implementation of NEP 2020 in the University.

The following activities were undertaken by CIQA and the NEP Cell during the period 1st January 2025- 31st December 2025:

1. Preparation and Submission of IGNOU AQAR 2023–24 to NAAC
2. Development and Implementation of Stakeholder Feedback Mechanism
3. Planning and Conduct of Capacity-Building Workshop
4. Preparation of CIQA Action Plan for the Year 2025–26
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1. Preparation and Submission of IGNOU AQAR 2023–24 to NAAC

The NAAC requires the University to submit the Annual Quality Assurance Report (AQAR) every year. Accordingly, the University prepared IGNOU AQAR for the academic year 2023-2024 as required by NAAC. The information and data from the constituent units of the University were compiled by CIQA working group and wherever necessary modified/reworked. The compiled data and information were finalized and uploaded on the NAAC portal during November and December 2024. The completed AQAR was submitted on 28th January 2025. The same was approved in the 5th Meeting of the CIQA Committee held on 21st February, 2025.

2. Development and Implementation of Stakeholder Feedback Mechanism

The CIQA developed new tools for obtaining the feedback from all stakeholders *viz.* teachers, academics, academic counsellors, subject experts, learners, and alumni, with a focus on NEP-2020 focal area on digital education in Teaching-Learning processes. The feedback analysis tools were administered to various stakeholders namely: teachers, academics, subject experts, academic counsellors, learners, and alumni during March 2025. The stakeholders were requested to respond to the survey online within a stipulated time frame. The data collected was analyzed and reports were prepared. The finalized Reports were placed before a statutory body of the University for approval.

3. Planning and Conduct of Capacity-Building Workshop

As part of its ongoing quality assurance and capacity-building initiatives, the Centre for Internal Quality Assurance (CIQA), Indira Gandhi National Open University, organized a capacity-building workshop on “Understanding the Process of Collecting and Entering Data Related to All Programmes Offered by the Schools of Studies on the NICE Portal” on 7 July 2025. The workshop was conducted to orient and train Nodal Officers of the Schools of Studies on the systematic collection, validation, and submission of programme-wise academic and research data on the National Insight Centre for Education (NICE) portal, as mandated by the Ministry of Education for monitoring the implementation of the National Education Policy (NEP) 2020. The sessions provided detailed guidance on academic programme information, NEP-aligned curricular features, credit frameworks, multidisciplinary provisions, and research and development data requirements, with emphasis on accuracy, consistency, and institutional coordination. The workshop

significantly strengthened institutional preparedness for standardized national-level data reporting, enhanced internal data governance mechanisms, and reinforced IGNOU's commitment to transparent, evidence-based quality assurance in alignment with NEP 2020 and NAAC benchmarks.

4. Preparation of CIQA Action Plan for the Year 2025–26

The CIQA Action Plan for 2025-26 was prepared for the activities to be undertaken in the next academic year commencing from July 2025 till June 2026. The major broad areas have been listed In the Action Plan as given below.

CIQA PLAN OF ACTION FOR THE ACADEMIC YEAR 2025-2026	
Sl. No.	PLAN OF ACTION
1.	Development of Feedback Tools of Stakeholders and Preparation of Feedback Analysis Reports of all Stakeholders.
2.	Preparation of Action taken Report on Feedback Analysis.
3.	Quality enhancement measures by conduct Internal Academic and Administrative Audit.
4.	Guiding Schools of Studies in preparation of PPRs.
5.	Initiative for System-based Research.
6.	Documentation of Implementation of various domains of NEP 2020 (since inception till 2025).
7.	Uploading the revised and updated Dossiers on the IGNOU website.
8.	Implementation of NEP 2020 at IGNOU: Drafting of Policies & SOPs.
9.	Review of content on IGNOU websites and updating of websites.
10.	Organization and conduct of Workshops.
11.	Preparation for 2 nd Cycle of NAAC accreditation of the University
12.	Compiling and Uploading Data on CFI-NICE Portal of MOE
13.	Participation in NIRF Ranking for Open University
14.	Uploading Data on UTSAH Portal of UGC

5. Conduct of CIQA Committee Meeting

The fifth meeting of the CIQA Committee was held on 21st February 2025. The Committee members were briefed about the quality enhancement measures undertaken by CIQA during the year 2024, including the securing of number one rank in NIRF Rankings 2024 and timely submission of IGNOU AQAR 2023-2024 to NAAC.

6. Implementation of the National Education Policy (NEP) 2020

Since the NEP Cell of the University is housed in CIQA, CIQA circulates the latest policy documents/ guidelines issued by the UGC from time to time towards the implementation of NEP 2020 by all HEIs. The details of the UGC documents circulated in 2025 are as follows:

S. No.	Date of Notification	Subject	Action Taken
1.	22 nd January 2025	UGC letter regarding: Step up Anti-Ragging Mechanism in HEIs.	Circulated to all Schools of Studies, Divisions, Centres for information
2.	11 th February 2025	UGC public notice regarding: Discontinuation UGC CARE listing of Journals and develop suggestive Parameters for Peer-Reviewed JOURNALS.	Circulated to all the teachers and academics
3.	24 th March 2025	UGC public notice regarding: Implementation of "UGC Guidelines on Apprenticeship Embedded Degree Programme (AEDP)" 2025.	Circulated to all Schools of Studies
4.	25 th March, 2025	UGC Public Notice regarding: Guidelines for Implementation of recognition of Prior Learning in Higher Education.	Circulated to all Schools of Studies, Divisions, Centres for information
5.	6 th March 2025	UGC letter regarding: Incorporation of Indian Knowledge System (IKS) in Higher Education Curricula.	Circulated to all Schools of Studies

6.	23 rd April 2025	UGC Public Notice regarding: UGC (Minimum Standards of Instruction for the Grant of Undergraduate Degree and Postgraduate Degree) Regulations, 2025	Circulated to all Schools of Studies, Divisions, Centres for information
7.	16 th July 2025	UGC Public Notice regarding: UGC-CARE Journals.	Circulated to all the teachers and academics

7. Uploading of Institutional Data on the CFI–NICE Portal of the Ministry of Education

As mandated by the Ministry of Education, data pertaining to the implementation of the National Education Policy (NEP) 2020 was compiled and uploaded on the CFI Webform hosted on the National Insight Center for Education (NICE) Portal. The submission comprehensively covered eight prescribed sections, namely: Institute Profile, Basic Details, Academic Information, Student Enrolment, Examination and Employability, Staff Information, Research and Publications, and Alumni Connect. The data was collected from the concerned academic and administrative units, duly verified, and uploaded within the stipulated timeline to ensure accurate and holistic representation of the University at the Ministry level.

8. Documentation of the Implementation of NEP 2020 at IGNOU

In compliance with the University Grants Commission (UGC) directives and the requirements of national frameworks for accreditation and ranking, it is imperative for universities to document their strategic initiatives and achievements toward the implementation of NEP. Accordingly, the CIQA, in consultation with concerned Schools, Divisions, Institute, Units and Centres, has prepared a comprehensive set of ten documents (listed below) reflecting the University's initiatives and achievements (2020–2025) in alignment with key thematic areas of the NEP 2020 by constituting committees involving Teachers, Academics and Administrative staff.

The following ten documents were developed during this year:

1. Motivated, Energized and Capable Faculty at IGNOU (2020-2025)
2. Technology Enhanced Teaching – Learning at IGNOU (2020-2025)
3. Internationalisation of Education at IGNOU (2020-2025)

4. Quality Academic Research at IGNOU (2020-2024)
5. Effective Governance and Leadership at IGNOU (2020-2025)
6. Sustainable Environment & Green Campus of IGNOU (2020-2025)
7. Holistic and Multidisciplinary Education at IGNOU (2020-2025)
8. Equity and Inclusion at IGNOU (2020-2025)
9. Promoting Indian Languages, Arts, and Culture: IGNOU's Initiatives (2020-2025)
10. Innovation and Startup Initiatives @ IGNOU (2020-2025)

These documents were released by the Prof. Peter Scott, President and CEO of the Commonwealth of Learning (COL), Vancouver, Canada on the 40th Foundation Day of the University held on 19th November 2025. These documents were approved in the 163rd meeting of the Board of Management of IGNOU, held on 27th November 2025. These documents highlight IGNOU's efforts to strengthen its academic and administrative ecosystem and to contribute meaningfully to the national educational transformation agenda.

9. Development of Policy Documents by CIQA

To ensure continued compliance with regulatory requirements and to strengthen the institutional framework of the University, the following policy documents were developed by CIQA by constituting committees involving Teachers, Academics and Administrative staff. The draft documents were vetted and concurred by the concerned Divisions/Unit.

Name of the Policy Document	Concurred by
1) Policy on Financial Audit (External and Internal) of IGNOU	Finance and Accounts Division
2) Policy on Resource Mobilisation at IGNOU	Finance and Accounts Division
3) Policy on Welfare Measures at IGNOU	Administration Division
4) Policy on Promotion of Research	Research Unit
5) IGNOU Policy on Consultancy	Academic Coordination Division

These policy documents were approved in the 163rd meeting of the Board of Management of IGNOU, held on 27th November 2025.

These policies aim to establish comprehensive mechanisms for promoting welfare measures for staff and faculty, mobilising resources effectively, ensuring financial accountability through internal and external audits, and fostering a robust environment for research and consultancy aligned with the national priorities and the University's mandate.

10. Participation in NIRF Rankings 2025 under the Open Universities Category

CIQA registered IGNOU on the NBA portal under the category Open University in January 2025. The University was required to submit the data for the years 2021-2024 (3 academic years). With the approval of competent authority, the final submission was made on 24th January 2025.

IGNOU has been awarded the Number One Rank under the Open University category in the National Institutional Ranking Framework (NIRF) India Rankings 2025, announced during the NIRF India Rankings 2025 event held on 4th September 2025 at Bharat Mandapam, New Delhi. This milestone achievement underscores the university's commitment to excellence in the field of open and distance education, as well as our relentless pursuit of quality and innovation in academic offerings and administrative efficiency.

IGNOU registered for the National Institutional Ranking Framework (NIRF) 2026 on 24 November 2025 under the Open University category. Preparations for NIRF 2026 were undertaken during the reporting period, focusing on data collection, validation, and institutional coordination to strengthen the University's performance indicators and ensure compliance with NIRF requirements.

11. Conduct of Internal Academic and Administrative Audit of the University

As per the University Grants Commission (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020, a Higher Educational Institution (HEI) offering Open and Distance Learning (ODL) and/or Online programmes is required to conduct periodic academic audits to maintain quality and ensure compliance with regulatory standards. Specifically, Clause 9(q) of the UGC Regulations mandates that: Institutions must conduct a third-party academic audit once every five years.

The competent authority constituted a committee to develop the parameters and conduct Internal Academic and Administrative Audit of the University, before an external agency undertakes the task of third-party audit.

Eight meetings were conducted and the committee has completed the following activities:

- Prepared Plan of Action and Road Map for conducting Academic and Administrative Audit (AAA).
- Developed Proforma for Data Collection from Schools/Divisions/Centres/Cells/Units/ Institute and Regional Centres.
- Finalized the Proforma for Data Collection based on the inputs and suggestions from Schools/Divisions/Centres/Cells/Institute/Units and Regional Centres for their feedbacks and suggestions.
- Prepared Checklists for conducting the physical audit from Schools/Divisions/Centres/Cells/ Institute/Units and Regional Centres.
- Collected Data based on the proforma developed from Schools/Divisions/Centres/Cells/Institute/Units and Regional Centres.
- Prepared Drafts Reports of Schools/Divisions/Centres/Cells/Institute/ Units & Regional Centres.
- Conducted visits to all the Schools of Studies during December 2025.
- Prepared the audit reports of all the Schools of Studies.

12. Implementation of Action Taken on Stakeholder Feedback

Feedback from the stakeholders is paramount for improving the overall functioning of the University particularly the teaching-learning process; delivery of the programmes to the dispersed learners; and learner support services provided to the learners. Based on the feedback received from various stakeholders, a systematic process of data collection and analysis was undertaken. Separate analytical reports were prepared on feedback obtained from teachers and academics. In addition, feedback received from learners, academic counsellors, and subject experts was analyzed and documented through structured reports. Drawing upon the findings and recommendations emerging from these feedback reports, CIQA initiated the preparation of a comprehensive document on *Technology-Enhanced Teaching-Learning*. The document identifies key growth paradigms in the integration of Information and Communication Technology (ICT) in teaching, learning, and academic counselling, with a specific focus on strengthening learner engagement and support mechanisms.

13. Updating and Maintenance of the IGNOU Website

As part of its continuous efforts to enhance the digital presence and accessibility of the University, the Vice Chancellor entrusted the responsibility to CIQA, to oversee the updating of the university's website. The redesigned IGNOU website is currently in its beta version, incorporating all necessary information and enhancements for improved accessibility and user experience. This version ensures seamless interaction among learners, faculty, and stakeholders while aligning with global educational standards. Continuous refinements are being made based on feedback, reinforcing IGNOU's commitment to quality education and institutional excellence in the digital era.

In 2025, CIQA undertook systematic website updation activities through frequent and structured reviews of institutional webpages to ensure accuracy, completeness, and compliance with quality standards. This included identifying information gaps and outdated content, and promptly communicating the required updates to the concerned schools and divisions for timely action. CIQA also coordinated and monitored the uploading of key documents such as minutes of meetings, dossiers, assignments, and other academic and administrative records, ensuring their proper organization and accessibility on the website. Through continuous follow-up and periodic verification of updated webpages, CIQA strengthened the reliability, transparency, and effectiveness of the institutional web presence.

14. Preparation for the Second Cycle of Accreditation of the University in 2026

With the forthcoming 2nd cycle of NAAC accreditation and NIRF 2026 ranking for the University, the CIQA has developed a comprehensive list of activities categorized under the following key areas: CIQA Activities; NAAC Activities; NEP Activities; Website related activities; and SOPs and Policy Documents, to ensure timely and systematic execution. Committees for preparing the documents has been proposed to facilitate smooth coordination, timely completion of tasks.

15. Publication of Research Outputs by CIQA Faculty Members

S No.	Title	Author(s)	Details of Publication
1.	Quality Assurance In IGNOU: Vision, Change, Practice, And Leadership <i>In</i> Open And Distance Learning	Manjulika Srivastava, SK Pulist, Vijayakumar, P & Navita Abrol.	Indian Journal of Open Learning. Vol. (No.) @025 ISSN: 0971-2690
2.	IGNOU @Forty: Reflections of Practitioners	Manjulika Srivastava, Editor	November, 2025 ISBN: 978-93-6106-649-8
3.	Sustainable Environment and Green Campus of IGNOU (2020-2025)	Shachi Shah, Deeksha Dave, Navita Abrol, Manjulika Srivastava, Rakhi Sharma, Shekhar Suman	September, 2025 ISBN: 978-93-6106-539-2
4.	Technology Enhanced Teaching-Learning at IGNOU (2020-2025)	Prof. Anita Priyadarshini, Swati Patra, Deeksha Dave, Vijayakumar, P., V.P. Rupam, Navita Abrol, Manjulika Srivastava, S.K. Pulist, Shekhar Suman,	September, 2025 ISBN: 978-93-6106-896-6
5.	Internationalisation Of Education at IGNOU	Jitendra Kumar Srivastava, V.P. Rupam, Manjulika Srivastava, Pema Eden Samdup, Sunita Dhal, Deeksha Dave, Navita Abrol, Dinesh Chand	September, 2025 ISBN: 978-93-6106-880-5
6.	Motivated, Energized and Capable Teachers & Academics	Anita Priyadarshini, Manjulika Srivastava, S.K. Pulist, Niradhar Dey, Sunita Dhal, Deeksha Dave, Navita Abrol, Monika Misra, Shekhar Suman, Pulla Lakshmi, Ram Chandra	September, 2025 ISBN: 978-93-6106-653-5
7.	Quality Academic Research at IGNOU (2020-2024)	Vijayakumar, P., Navita Abrol, Manjulika Srivastava, Shekhar Suman	September, 2025 ISBN: 978-93-6106-713-6

8.	Innovation & Startup Initiatives at IGNOU (2020-2025)	Jyotsna Dikshit, Oum Prakash Sharma, Moumita Das, Sujata Santosh, Vijayakumar, P., Manjulika Srivastava, Navita Abrol	September, 2025 ISBN: 978-93-6106-268-1
9.	Holistic and Multidisciplinary Education at IGNOU (2020-2025)	Alka Dhameja, Vijayakumar P., Rajeev Shukla, Manjulika Srivastava, V.P. Rupam, S.K. Pulist, Deeksha Dave, Kakoli Gogoi, Neha Benada,	September, 2025 ISBN: 978-93-6106-592-7
10.	Promoting Indian Languages, Arts, And Culture: IGNOU'S Initiatives (2020-2025)	Nayantara Padhi, Manjulika Srivastava, S.K. Pulist, Deeksha Dave, Asheesh Kumar, Shekhar Suman	September, 2025 ISBN: 978-93-6106-209-4
11.	Effective Governance and Leadership	Neeti Agrawal, Rajeev Kumar Shukla, Manjulika Srivastava, Amit Kumar Srivastava, S.P. Rout, Shekhar Suman	September, 2025 ISBN:
12.	Equity And Inclusion At IGNOU 2020-2025	Manorama Singh, Manjulika Srivastava, Monika Misra, S.K. Prasad, S K Pulist, Deeksha Dave, Vijayakumar, P., Sunita Dhal, Madhavi Sharma	September, 2025 ISBN: 978-93-6106-439-5

16. Participation of CIQA Faculty in Workshops and Professional Development Programmes

S. No.	Type of Programme	Programme Details	Dates	Organiser	Name	Participated/ Resource Person
1.	Refresher Programme	Research Methodology and Research Ethics (Multi-Disciplinary /Interdisciplinary)	18-29 March 2025	STRIDE IGNOU	- Dr Navita Abrol	Participant

2.	Faculty Development Programme	Use and Application of Pedagogical and Research Tools	18-25 March, 2025	Shree Lal Bahadur Rashtriya Sanskrit University, New Delhi	Dr S K Pulist	Resource Person
3.	Faculty Development Programme	Design, Manage and Analyse: Research and Assessment Tools	30 July - 6 August, 2025	Shree Lal Bahadur Rashtriya Sanskrit University, New Delhi	Dr S K Pulist	Resource Person
4.	Faculty Development Programme	Data Analysis through Digital Tools	17-25 September, 2025	Shree Lal Bahadur Rashtriya Sanskrit University, New Delhi	Dr S K Pulist	Resource Person
5.	Faculty Development Programme	NEP 2020 and Sustainable Agriculture Education	26 Sept., 2025	STRIDE - IGNOU	Prof. P. Vijay Kumar	Resource Person
6.	Tarining Programme	Role of IQAC in Sustaining Accreditation Quality	14 November 2025	ICAR – National Academy of Agricultural Research Management	Prof. P. Vijay Kumar	Resource Person
7.	Tarining Programme	Quality Assurance and Benchmarking in Higher Education Institutions (HEIs)	14 November 2025	ICAR – National Academy of Agricultural Research Management	Prof. Manjulika Srivastava	Resource Person

Photographs



Release of CIQA Documents on Implementation of NEP 2020 at IGNOU by President and CEO of the Commonwealth of Learning, Vancouver, Canada on the 40th Foundation Day of the University on 19th November 2025.



IGNOU VC receiving the NIRF 2025 Award from the Hon'ble Union Minister of Education, Sh. Dharmendra Pradhan, Union Minister of Education, Government of India on 4th September 2025



5th Meeting of CIQA Committee held on 21st February 2025



Capacity-Building Workshop organised on 7th July 2025

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